

CenturyTel of Montana, Inc. d/b/a CenturyLink
Local Terms of Service
Montana

Effective: 07-01-2018

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APPLICATION AND REFERENCE

This *Local Terms of Service* Contains the
Terms, Conditions and Rates Applying to the Provision of
Intrastate Exchange and Network Services
Within the Operating Territories of
CenturyTel of Montana, Inc. d/b/a CenturyLink

Pursuant to the Joint Stipulation and Settlement Agreement dated August 12, 2014 in Docket No. D2013.11.78 In the Matter of the Petition of CenturyLink for Waiver, in Part, of 69-3-805(1), MCA, CenturyLink withdrew its CenturyTel of Montana, Inc. d/b/a CenturyLink PSC Mont. No. 12 Tariff on February 1, 2015.

The following services remain tariffed and are now contained in [CenturyLink's PSC Mont. No. 13 Tariff](#):

Low Income Telephone Assistance Program (Lifeline)
Line Extension Service
Emergency Communications Services
Schedule M – Exchange Maps

As of February 1, 2015, the terms, conditions and rates for all other services previously found in Mont. No. 12 Tariff were moved to the CenturyTel of Montana, Inc. d/b/a CenturyLink *Local Terms of Service*.

The above referenced *Local Terms of Service* and subsequent revisions thereto, are hereby cancelled in entirety by this reissued *Local Terms of Service*, effective July 1, 2018.

The services contained herein are posted at http://www.centurylink.com/tariffs/mt_ct-mt_loc_terms.pdf.

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1.1 APPLICATION

This *Local Terms of Service* contains terms, conditions and charges applicable to intrastate exchange and network services furnished by CenturyTel of Montana, Inc. d/b/a CenturyLink (hereinafter referred to as "CenturyLink" or "Company"). The services offered herein by CenturyLink are subject to the terms and conditions of this *Local Terms of Service*.

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B. URLs for Links to Documents Referenced Herein

URLs for hyperlinks used throughout this document are listed below and will direct you to the applicable terms and conditions for the specified services. If you are unable to open a document by selecting those links, the following URLs may be used:

CenturyTel of Montana, Inc. d/b/a CenturyLink PSC Mont. No. 13
http://www.centurylink.com/tariffs/mt_ct-mt_loc_t_no_13.pdf

CenturyTel of Montana, Inc. d/b/a CenturyLink Access Service Tariff (PSC MONT AC-5)
http://www.centurylink.com/tariffs/mt_ct-mt_acc_t_no_5.pdf

Section 2.3.3 – Administrative Rules of Montana (ARM) No. 38.5.11
<http://www.mtrules.org/gateway/Subchapterhome.asp?scn=38%2E5.11>

Section 5.2.6 – Lifeline Assistance Programs (concur with Qwest Corporation d/b/a CenturyLink QC Exchange and Network Services No. 2)
http://www.centurylink.com/tariffs/mt_qc_ens_t_no_2.pdf

Section 5.9.1 - Unlimited Nationwide Calling or Essential Home Phone w/ 30 Minutes LD
http://www.centurylink.com/tariffs/LTOS_Residence_Unlimited_Nationwide_Calling_Package.pdf

Section 5.9.12 - CenturyLink Business Bundle
http://www.centurylink.com/tariffs/LTOS_Business_CenturyLink_Business_Bundle.pdf

Section 5.9.14 - Core Connect
http://www.centurylink.com/tariffs/LTOS_Business_Core_Connect.pdf

Section 5.9.15 – Simply Unlimited Business
http://www.centurylink.com/tariffs/LTOS_Business_Simply_Unlimited_Bundle.pdf

Section 5.9.16 – Simply Unlimited Phone for Residence
http://www.centurylink.com/tariffs/LTOS_Residence_Simply_Unlimited_Phone.pdf

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Section 5.11.1 - CenturyLink Line Volume Plan (CLVP)
http://www.centurylink.com/tariffs/LTOS_Business_CLVP.pdf

Section 10.13 - Call Line Identifier
http://www.centurylink.com/tariffs/LTOS_Call_Line_Identifier.pdf

Section 14.3 - Integrated Services Digital Network (“ISDN”)
http://www.centurylink.com/tariffs/LTOS_Business_ISDN-PRI.pdf

Section 16.1 - Promotions
http://www.centurylink.com/tariffs/LTOS_Promotions.pdf

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TERMS AND CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS

ACCESS LINE – Serving central office line equipment and outside plant facilities needed to connect the serving central office with the customer premises. These facilities are Company-provided and maintained to provide access to and from the telecommunications network for toll service and for local calling appropriate to the use offering selected by the customer.

ACCESSORIES – Devices which are mechanically attached to, or used with, the facilities furnished by the Company and which are independent of, and not electrically, acoustically or inductively connected to the communications path in the telephone system.

ADDITIONAL LISTING – Any listing of a name or information in the directory or Company's information records in connection with a customer's telephone number beyond that to which he is entitled in connection with his regular service.

AIR LINE MILEAGE – The shortest distance between the points involved.

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

BASE RATE AREA – That section of an exchange area within which access line rates apply without mileage charges and which usually contains the more compact continuous development.

BUSINESS SERVICE – Business service is exchange service furnished to customer whose actual or obvious use of the service is for conducting a business, trade, or profession or whose use of the service is obviously not confined to domestic use.

CALL (MTS) – A completed connection established between a calling station and one or more called stations.

CALL FORWARDING – A Custom Calling feature which permits a customer to forward calls to another number temporarily.

CALL WAITING – A Custom Calling feature which notifies a customer, by a signal, that another call is waiting to be received.

CALLED STATION (MTS) – The station (e.g. telephone number) called by a calling station. A called station is the terminating point of a call.

CALLING CARD (MTS) – A card authorized by this Company to which the charges for a Message Telecommunications Service (MTS) call may be billed. A calling card may be a card issued by this Company, an AT&T card, a local exchange company calling card, or its equivalent.

TERMS AND CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (Cont'd)

CALLING STATION (MTS) – A station from which a call is originated.

CENTRAL OFFICE – A switching unit in a telephone system which provides specialized business service to the general public including specialized business services, having the necessary equipment and operating arrangements for terminating and interconnecting customer access lines.

CENTRAL OFFICE ACCESS LINE – Serving central office line equipment and all outside plant facilities to the outside protector or company interface needed to connect the serving central office with the customer premises. These facilities are Company--provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the use offering selected by the customer.

CHANNEL – A path for communication between two or more termination locations furnished in such a manner as the company may elect, whether by wire, radio or a combination thereof.

CLASS OF SERVICE – The various categories of service generally available to the customer: business and residence.

COLLECT CALL (MTS) – A billing arrangement which bills the charge for a MTS call to the called station's telephone number, a calling card, or a third number.

COMMISSION – As referred to in this document is the Public Service Commission of Montana.

COMMUNICATIONS SYSTEMS – Denotes channels and/or other equipment which is capable of communications between its components.

COMPANY – CenturyTel of Montana, Inc. d/b/a CenturyLink

CONNECTING ARRANGEMENT – The equipment provided by the Company to accomplish direct electrical connection of customer-provided facilities with the facilities of the Company.

CONTIGUOUS EXCHANGES – Two exchanges which share a common boundary.

CONTINUOUS PROPERTY – Property owned or leased and occupied by a customer, which is not separated by public thoroughfare or by property occupied by others.

CUSTOM CALLING SERVICE – Vertical (optional) services which permit a customer to choose the manner in which a call is placed and/or received by means of network switching. Examples of Custom Calling features are Call Forwarding, Call Waiting, Speed Calling, Three-Way Calling and Toll Restriction.

TERMS AND CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (Cont'd)

CUSTOMER – A customer, person, firm partnership, corporation, municipality, cooperative organization, governmental agency, etc., receiving service from the Company.

CUSTOMER PREMISES EQUIPMENT – Equipment located on the customer's premises and connected to the facilities of the Company.

CUSTOMER-PROVIDED TERMINAL EQUIPMENT – Devices or apparatus and their associated wiring, provided by a customer, when connected to the facilities of the company, are so connected as to conform with Part 68 of the FCC Rules.

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.

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).

DIAL STATION (MTS) – That service where the person originating the MTS call dials the telephone number desired, completes the call without the assistance of a Company operator and the call is billed to the originating number.

DIGITREX SERVICE – A modular voice and data system integrated into a business communications system provided by the Company's electronic digital switching equipment to the customer's premises.

DIRECT ELECTRICAL CONNECTION – Denotes a physical connection of the electrical conductors in the communications path.

DIRECTORY LISTINGS – Essential information in the telephone directory or information records of the Company whereby telephone users may ascertain the telephone number and address of a listed customer station.

EXCHANGE – An exchange is a specified area established for the furnishing of communication service. It usually embraces a city, town, village or unincorporated community and environs thereto and may consist of one or more central offices, together with the associated plant used in furnishing service within that area.

TERMS AND CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (Cont'd)

EXCHANGE AREA – An area within which the Company holds itself out to render exchange telephone service from the central office or offices serving that area in accordance with the provisions of the *Local Terms of Service*.

EXCHANGE SERVICE – Telephone service furnished between customer's stations located within the same local service area.

EMERGENCY NUMBER SERVICE (911) – An exchange service whereby a Public Safety Answering Point (PSAP) designated by the 911 customer may receive emergency calls dialed to the telephone number 911.

EXTENDED AREA SERVICE – Interexchange telephone service furnished at flat or message rates between one or more exchanges.

FACILITIES – Apparatus, wiring, poles, cables and other materials and mechanisms necessary to, or furnished in connection with telephone service.

FACILITY RESERVATION SERVICE – A service which permits a customer to reserve Company facilities and/or a telephone number for future use.

FLAT RATE SERVICE – Service furnished at a fixed monthly charge.

FOREIGN ATTACHMENT – Any apparatus or device, not authorized by the Company, that is attached to or used in connection with telephone equipment and facilities provided by the Company for the rendering of telephone service.

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

FOREIGN EXCHANGE SERVICE – Access line service from an exchange in which the customer is not located, or off-premises service furnished a customer in an exchange other than that in which the customer's primary access line is located.

GRADE OF SERVICE – Refers to the number of parties served on a telephone line. One Party is the only grade of service offered.

INDIVIDUAL LINE (a.k.a. One-Party Line) - An exchange access line designed for the connection of one main station.

TERMS AND CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (Cont'd)

INSTALLATION CHARGE – A non-recurring charge made to cover all or a portion of the cost associated with the installation of telephone facilities.

INSTRUMENT – Network control signaling unit (telephone) and other equipment at the customer's premises which enables the subscriber to establish the communications connection and to effect communications through such connections.

INTERCONNECTION – The method by which telecommunications facilities of a utility are arranged to transmit to or receive information from customer-provided equipment.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – Integrated Services Digital Network (ISDN) is a digital architecture that provides an integrated voice/data capability to the customer premises facility, utilizing the public switched network. It is a central office based service arrangement which consists of host central office interface equipment and software located on the Company premises. ISDN distributes voice, data, image and facsimile by using the standard method of access, called Basic Rate Service (BRS). This serving arrangement conforms to the internationally developed, published, and recognized standard generated by the International Telecommunications Union (formerly CCITT).

INTERCEPT SERVICES – The provision of number referrals that provide new number information to calling parties. This service may provide the new number referral only or provide a customized message.

KEY TELEPHONE SET – A telephone equipped with line selection access buttons in the mounting which provide the capability of using more than one line.

LINE EXTENSION – The outside plant required in addition to existing facilities to render telephone service, to the customer's premises, exclusive of placement of the dropwire and jack.

LOCAL EXCHANGE – The exchange in which the primary access line is located.

LOCAL MESSAGE – A communication between a calling station and any other exchange station within the local service area of the calling station.

LOCAL PRIVATE LINE – A line not providing access to the switched network and located wholly within an exchange, furnished for the customer's own use for communication or signaling between points on that line.

TERMS AND CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (Cont'd)

LOCAL SERVICE – Telephone service furnished between customer's stations located within the same local service area.

LOCAL SERVICE AREA – The area within which telephone service is furnished under a specific schedule of rates. This area may include one or more exchanges without the application of toll charges.

MEASURED SERVICE – A service for which charges are based upon the number of originated messages placed by the customer to stations within the same local or message rate calling area.

MESSAGE – A completed telephone call.

MESSAGE RATE SERVICE – A service for which charges are based upon the number of originated messages placed by the customer to stations within the same local or message rate calling area.

MESSAGE TELECOMMUNICATIONS SERVICE (MTS) – MTS, also referred to as "toll" and "message toll", is that of furnishing facilities for telecommunications between stations in different local service areas in accordance with the regulations and system of charges specified.

MILEAGE – Additional recurring charges based on distance measurement as provided in the schedules.

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

MOVE AND CHANGE CHARGES – Non-recurring charges made to cover in whole or part the cost of changes in location or type of equipment or wiring on a customer's premises at the request of the customer, where there is no interruption to service, other than that incident to the work involved, and where such changes are not required for the proper maintenance of the equipment or service.

NETWORK CONTROL SIGNALING – The transmission of signals into the telephone system which performs functions such as supervision (control, status, and charging symbols), address signaling (dialing), calling and called number identification, audible tone signals (call progress signals indicating re-order or busy conditions, alerting, coin denominations, coin collect and coin return tones) to control the operation of switching machines in the telephone system.

NON-CONTIGUOUS EXCHANGES – Exchanges whose boundaries do not adjoin.

Effective: 07-01-2018

TERMS AND CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (Cont'd)

NON-LISTED TELEPHONE NUMBER SERVICE – The omission of the customer's name, address and telephone number at his request from the telephone directory, but including the name and number in "Directory Assistance" listings.

NON-PUBLISHED TELEPHONE NUMBER SERVICE – The omission of the customer's name, address and telephone number at his request from both the telephone directory and the "Directory Assistance" listings.

NUMBER SEARCH SERVICE – When the customer requests alternative numbers to the numbers offered by the Company.

OFF-PREMISES STATIONS, EXTENSION AND LINES – Off-premises extensions are additional terminations of an access line outside the premises in which is housed the primary access line.

ONE-PARTY LINE (1-PTY) - See "Individual Line"

OPERATOR STATION (MTS) – That class of service, other than Dial Station or Customer Dialed Calling Card Station Service, which requires the assistance of an operator to complete the call.

OTHER COMMON CARRIERS – Miscellaneous Common Carriers, Specialized Common Carriers, Domestic and International Record Carriers, and Domestic Satellite Carriers engaged in providing such services that is authorized by the Federal Communications Commission. All resellers are not included in these references.

PERMANENT DISCONNECT – A service is permanently disconnected when the customer's service has been totally discontinued.

PERSON-TO-PERSON (MTS) – That class of service where the person originating the MTS call specifies to the Company operator, a particular person, mobile station, department, extension, or office to be reached.

POINT OF CONNECTION (MTS) – A rate center where MTS may be connected with a service of a Local Exchange Company, an Other Participating Carrier, a connecting company or foreign administration, or an OCC.

TERMS AND CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (Cont'd)

PREMISES – Business or Residence. A business premises is the property, building, portion or portions of a building, used and occupied by the customer in the conduct of his business. Where floor space in adjoining or adjacent buildings is made continuous at one or more floor levels by suitable conduit or covered walkways, furnished by the customer, all floor space in both buildings is considered as the same premises insofar as the customer who uses and occupies such continuous floor space is concerned. A residence premises is the property and portion of an individual house or building or one flat or apartment occupied by the customer. Private garages and care-taker's quarters and other locations, such as private laundries, patios, garden houses, private boat houses, and private swimming pools, which are a part of the customer's domestic establishment and used in connection with an individual residence will be considered as a part of the premises of that residence if it is located on the same continuous property, and not separated from the residence by a public thoroughfare.

PRIVATE BRANCH EXCHANGE SERVICE – Service furnished by means of trunk lines directly connected from a Company central office to a branch switchboard on a customer's premises from which connection is made to stations located at various locations of the customer's operations for the exclusive use of the customer or his authorized agents.

PUBLIC ACCESS LINE – An exchange line to which a customer provided instrument is connected to provide pay telephone service.

RATE CENTER (MTS) – A specified geographical location used for determining mileage measurements.

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 social or domestic non-business purposes.

ROUTE MILEAGE – The distance measured along the route of the circuit between any two or more given points on that circuit.

SELECTIVE BLOCKING – Permits a customer to block select special area codes (SAC) and/or prefixes in order to restrict outcalling access capability.

SERVICE CONNECTION CHARGES – An initial non-recurring charge applicable to the installation of telephone service on the customer's premises.

TERMS AND CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (Cont'd)

SERVICE POINT – When used in connection with customer-provided communications channels denotes the point on the customer's premises where channels provided by or furnished to the customer are terminated.

SPECIAL DESIGN SERVICE – See “Design Service.”

SPEED CALLING – A Custom Calling feature which permits a customer to program the local switching apparatus so that a certain number of calls can be dialed with fewer digits.

STATION – Network control signaling unit (telephone) and other equipment at the customer's premises which enables the customer to establish the communications connection and to effect communications through such connections.

SUBURBAN AREA – That portion of the exchange area located outside of the base rate area. Suburban Service The grade of party line service furnished outside the base rate area, but within the exchange area, and to which no mileage charges apply.

SUPERSEDURE – The transfer of service, including the telephone number, from one customer to another with the express consent of the relinquishing customer and with the agreement of the new customer to assume the responsibility for all charges outstanding. This arrangement requires continuous billing.

SUPPLEMENTAL BASE RATE AREA – A base rate area encompassing an area of relatively high density of population, entirely separated from the main base rate area of an exchange and in which mileage charges do not apply.

SUPPLEMENTAL EQUIPMENT – Equipment furnished to meet the special needs or convenience of customer.

TARIFF – The rates, charges, rules and regulations adopted and filed by the Company and approved by the Public Service Commission of Montana.

TEMPORARY DISCONNECT – The suspension of telephone service at the request of the customer or on the initiative of the Company without permanent disconnect of service.

TERMS AND CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (Cont'd)

TEMPORARY SERVICE – Local service definitely known to be required for a short period, such as service provided for contractors for use during the construction of a building, sales campaigns, athletic contests, conventions, fairs, circuses, etc.

TERMINAL LOOP – The wire facility used to serve off-premises stations can be on continuous or non-continuous property.

TERMINATION (TERMINATION POINT) – The point of connection where customer premises equipment is connected to the exchange access line or private line facility. Connection is generally by means of a jack or authorized connection device.

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

THIRD NUMBER BILLING (MTS) – An optional billing procedure that permits the charges for an MTS call to be billed to a number that is different from the calling number or the called number.

THREE-WAY CALLING – A Custom Calling feature which allows a third party to be connected for simultaneous communication with two previously connected telephone parties.

TOLL MESSAGE – A completed call between two exchange stations located in different local calling areas, between two toll stations, or between a toll station and an exchange station.

TOLL RATE – The charge prescribed for toll messages based upon the duration of the message and distance between exchanges.

TOLL RESTRICTION – A Blocking Service feature which restricts a customer's access to the long distance network.

TOLL SERVICE – (See Message Telecommunications Service.)

TOLL TERMINAL SERVICE – Toll terminal service providing a connection to toll switchboard facilities.

TOUCH CALLING – A distinctive type of telephone service using audible voice frequency tones to activate the central office equipment.

TERMS AND CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (Cont'd)

TRADE NAME – The name or style under which a concern conducts its business and by which it is generally known to the public.

TRUNK LINE – A central office access line between a private branch exchange and a Company central office.

UNIVERSAL SERVICE DISCOUNT PLAN FOR SCHOOLS AND LIBRARIES (E-RATE) – Mechanism established to ensure affordable telecommunications service to all Americans, including low-income consumers and eligible schools and libraries pursuant to 47 Code of Federal Regulations part 54, subpart F.

WAKE-UP SERVICE – A Custom Calling Feature which allows a customer to program their telephone to ring at a specific time.

WARM LINE – A time delayed automatic, calling line to a preselected directory number.

Effective: 07-01-2023

TERMS AND CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.1 Application for Service

A. Prior to the establishment of service, the Company may require an applicant to:

1. Sign an application form furnished by the Company.

Make an advance payment of any service connection and/or installation charges; and the charge for service for the period for which bills are regularly rendered as specified in section 2.3.3 (Advance Payments and Deposits).

2. Post a deposit in accordance with section 2.3.3.

Federal, State or Municipal governmental agencies will not be required to make advance payments or post deposits.

The furnishing of service by the Company and acceptance thereof by the customer shall be deemed to constitute an agreement between the Company and the customer for the payment of the rates and charges under the applicable schedules in effect.

The Company will accept oral or written application from a customer for additions to, or changes in, the existing service.

An application is merely a request for service and does not in itself bind the Company to serve except under reasonable conditions, nor does it bind the applicant to take service.

B. Transfer of Contracts (Supersedure)

Effective July 1, 2023, grandfathered (obsolete) small business services are not eligible for Transfer of Contracts (Supersedure).

(N)
(N)

An applicant for business service, who qualifies for the immediate establishment of service, may supersede to the business service of a customer discontinuing that service, when the applicant is to take service on the premises where that service is being rendered with no changes in the service or telephone number.

A notice to that effect from both the customer and the applicant will be presented to the Company and an arrangement, acceptable to the Company, will be made to pay all outstanding charges against the service.

	<u>Nonrecurring Charge</u>
Supersedure of Business Service	\$17.85

TERMS AND CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.1 Application for Service (Cont'd)

C. Cancellations and Deferments

1. 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 in Section 3. 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 in C.2., 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 charges applicable for a premises visit.

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 in C.2. following.

TERMS AND CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.1 Application for Service

C. Cancellations and Deferments (Cont'd)

2. Cancellation of Application for Service

- a. 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.

- b. When a customer cancels an order for the installation of a Private Line service or Design Service, a Cancellation Charge as specified in C.2.c. following, unless specified otherwise within this *Local Terms of Service* for a specific service.
- c. 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:
- (1) Cancelled by Applicant
 - (a) If cancellation is requested prior to the start of installation, the application will be cancelled by the Company and no charge applies.

TERMS AND CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.1 Application for Service

C. Cancellations and Deferments

2. Cancellation of Application for Service

- c. 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:

(1) Cancelled by Applicant (Cont'd)

- (b) If cancellation is requested subsequent to the time installation has been started, the application will be cancelled by the Company, and the Company may collect the lesser of the following charges:

- (i) A charge equal to the estimated costs incurred in such installation less estimated net salvage.
- (ii) The basic termination charge, installation charge, or service connection charge, as appropriate.

Note: Installation is considered to have been started when the Company incurs any expense in connection therewith or in preparation therefor which would not otherwise have been incurred, provided:

- The customer has advised the Company to proceed with the installation, and
- The Company has accepted the order.

- (c) If cancellation is requested after completion of an installation, it will be treated as a discontinuance of service and the minimum requirements of the rate will be applicable.

- (2) Cancelled by the Company - If the applicant refuses to comply with the Company's Rules and Regulations prior to the establishment of service, the Company may cancel the application, in which event any amount collected from the applicant will be refunded.

TERMS AND CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.1 Application for Service

D. Use of Service

Telephone service is provided for the use of the customer, his family, employees or business associates, or persons residing in his household.

2.2.2 Obligation to Furnish Service

A. Furnishing of Service

1. The Company's obligation to furnish service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment.
2. Where facilities beyond those normally required are provided to satisfy customer requests, charges based on the additional costs incurred will apply.
3. When a customer orders an installation, move or change which cannot be completed during scheduled working hours, they may be required to pay overtime charges. The customer must agree to this provision before such overtime work will be performed.
4. When the construction of certain facilities is necessary for the furnishing of a service, the ownership of such facilities will be vested in the Company, even though all or a part of the cost of construction is borne by the customer.
5. The Company will determine the type of facilities to be provided for the furnishing of a service.
6. The Company will be reimbursed for the costs associated with customer requests for relocation or rearrangement of facilities.
7. The minimum current design objective for CenturyLink customer loops is 20 milliampere through one 400 ohm telephone set in an off-hook condition in series with 30 ohms for station wiring and ancillary devices.

TERMS AND CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE (Cont'd)

2.2.3 Reserved

2.2.4 Reserved

2.2.5 Resale of Service

Customer access line service is furnished only for use by the customer, his family, employees or business associates, or persons residing in the customer's household, except as the use of the service may be extended to persons temporarily subleasing a customer's residential premises. The Company has the right to refuse to install customer service or to permit such service to remain on premises of a public or semipublic character when the instrument is so located that the public in general or patrons of the customer may make use of the service. At such location, however, customer service may be installed, provided the instrument is so located that it is not accessible for public use.

The resale of any service provided by the Company is not permitted, except as provided elsewhere in this *Local Terms of Service*, or as specifically authorized by the Company.

2.2.6 Reserved

2.2.7 Assigning and Changing of Telephone Numbers

The assignment of a number to a customer's telephone service will be made at the discretion of the Company. The customer has no proprietary right in the number, and the Company may make such reasonable changes in the telephone number or central office designation as the requirements of the service may demand.

2.2.8 Ownership of Directories

The Company will furnish to its customers, without charge, such directories as are necessary for the efficient use of the service. Copies of replacement directories may be provided at a nominal charge.

Directories regularly furnished to customers shall remain the property of the Company.

TERMS AND CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE (Cont'd)

2.2.9 Termination of Service - Company Initiated

The Company may refuse to install service or may discontinue service under the following conditions:

A. Non-Payment

Bills for Exchange and Toll Service Exchange and toll service may be temporarily or permanently disconnected after 24 hours written notice, when the bill for such service has not been paid within:

- Fifteen calendar days after presentation, when bills are made out monthly;
- One-half the number of days covered by the bills after presentation, when bills are made out for periods of less than one month.
- Service may be temporarily disconnected for non-payment for a period of seven calendar days. If not reconnected within this period, the service will be considered permanently disconnected. Monthly rates for service will be discontinued as of the date of the temporary disconnect.
- The charge for reconnection of a service that has been temporarily disconnected is specified in Section 3. Regular service connection charges apply for reconnection of a service that has been permanently disconnected.

B. Protection of The Service

The Company may disconnect without advance notice any service which is used in such a manner as to interfere with the service of other telephone users or that is used for any purpose other than as a means of communication. Following such disconnection the Company will immediately notify the telephone subscriber thereof.

Where the intended or actual use of any equipment or service, in the opinion of the Company, will injuriously affect or does so affect the efficiency of the telephone facilities utilized in furnishing telephone service to other subscribers, the Company may refuse to provide such equipment or establish such service for any applicant and it may discontinue or disconnect without notice such equipment or service furnished to a subscriber.

TERMS AND CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.9 Termination of Service - Company Initiated

The Company may refuse to install service or may discontinue service under the following conditions: (Cont'd)

C. Abuse or Fraud

The Company has the right to refuse telephone service to any premises and at any time to discontinue telephone service without notice if it finds it necessary to do so to protect itself against abuse or fraud. Abuse or fraudulent use of service includes, without limiting the generality of the foregoing:

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.

The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain service by rearranging, tampering with, or making connection with any facilities of the Company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular charge for such service.

The use of service or facilities of the Company for a call or calls, anonymous or otherwise, if in a manner reasonably expected to frighten, abuse, torment or harass another;

The use of profane or obscene language; The use of the service in such manner as to interfere unreasonably with the use of the service by other customers.

D. Non-Compliance with the Company's Rules and Regulations or Conditions

Except as otherwise provided by these Rules and Regulations, the Company may temporarily or permanently discontinue telephone service of a customer for violation of any rule and regulation or condition under which service is offered, unless, after 24 hours written notice advising the customer which particular rule and regulation or condition has been violated, the violation is remedied.

TERMS AND CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.9 Termination of Service - Company Initiated

The Company may refuse to install service or may discontinue service under the following conditions: (Cont'd)

E. Service Not to Be Immediately Used

The Company may refuse the installation of service that is not to be used and paid for within a reasonable period after the installation.

F. Legal Requirements

The Company shall refuse to establish service for any applicant and it shall discontinue and disconnect service to a customer, whenever it has reasonable cause to believe that the use made or to be made of the service, or the furnishing of service to the premises of the applicant or customer, is prohibited under any law, ordinance, regulation, or other legal requirement, or is being or is to be used as an instrumentality, directly or indirectly, to violate or to aid and abet the violation of the law. A written notice to the Company from any official charged with the enforcement of the law stating that such service is being used or will be used as an instrumentality to violate or to aid and abet the violation of the law is sufficient to constitute such reasonable cause. If, in reliance on said notice as constituting such reasonable cause, the Company shall deny or disconnect such service, and if thereafter the Company shall receive from the same law enforcement official, or his successor, a written notice stating that said officer approves, without qualification, the establishment or reestablishment of service to such applicant or former customer, as the case may be, then such latter notice shall be sufficient to constitute reasonable cause for the Company to believe that such service, if established or re-established, would not be prohibited under any law or other legal requirement and would not be used as an instrumentality to violate or to aid and abet the violation of the law, and the Company may proceed to render such service; in all other cases the Company shall not establish or re-establish such service without being ordered or authorized to do so by the Public Service Commission of Montana.

G. 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.

(N)
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(N)

TERMS AND CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE (Cont'd)

2.2.10 Temporary Suspension of Service - Customer Initiated

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

A. Vacation Number Reservation

1. Rates

The charge for Vacation Number Reservation is 50% of the regular flat rated monthly access line rate.

2. Conditions

- a. Vacation Number Reservation provides for temporary suspension of service at customer request for a period of not less than one month and not to exceed nine months in a twelve-month period. Vacation Number Reservation applies only to residential and business access line rates. It does not apply to Key, PBX, Centrex lines, or Trunks, calling features or bundled services. The customer's account must be current to be placed on Vacation Number Reservation. After service has been restored, there will be a minimum of one month's charge for full service before the service can again be put on Vacation Number Reservation.
- b. Telephone service will be completely disconnected during the period of Vacation Number Reservation; there will be no dial tone.
- c. If the customer has not requested that the service be restored after nine months of Vacation Number Reservation, the service will revert back to the standard rate; however, full service (dial tone) will not be restored until the customer requests such by contacting the Telephone Company. The customer will be notified of the date of the discount expiration in advance.
- d. There will be no charge to activate Vacation Number Reservation. Applicable nonrecurring charges will apply each time Vacation Number Reservation is restored to full service.

2.2.11 Reserved

2.2.12 Reserved

2.2.13 Reserved

TERMS AND CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE (Cont'd)

2.2.14 Termination of Service – Customer Initiated

A. Minimum Contract Period (a.k.a. Minimum Service Period)

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

Contractual arrangements for special services will be developed as applicable.

B. Customer Requested Termination of Service

When business service is terminated at the customer's request after the minimum service period or initial contract period has been met, service will be discontinued immediately, and a final bill will be issued in accordance with Prorating of Bills Section 2.3.2.D., Prorating of Opening and Closing Bills.

Residential customers may request termination of residence service at any time, and service will be discontinued on the last day of the customer's billing cycle after the minimum service period has been met. Final charges will be rendered in accordance with Prorating of Bills Section 2.3.2.D., Prorating of Opening and Closing Bills.

(N)

(N)

(M)

(M) Material previously appearing on this page now appears on to Page 22.1.

TERMS AND CONDITIONS OF OFFERING

2.3 PAYMENT FOR SERVICE

2.3.1 Customer Responsibility

A customer is responsible for the payment of all exchange, toll, and other charges applicable to the customer's service.

2.3.2 Payment of Bills

A. Terms of Payment

1. Payment of bills for telephone service shall be made to the office of the Company or at another authorized location of the Company.
2. Closing bills, special bills, bills rendered on vacation of premises or bills rendered to persons discontinuing exchange service are payable upon presentation.
3. Service connection charges and deposits for re-establishment of service are payable before service is restored.
5. A bill shall not include any previously unbilled exchange service charge determined at a fixed monthly rate if such charge is for service furnished prior to two years immediately preceding the date of the bill.
6. Retroactive billing adjustments will not be made for a period exceeding two years.

B. Bills

Regular monthly bills may contain a notation regarding payment of the bills and discontinuance of service. For billing purposes each month is presumed to have 30 days.

(M)

(M)

(M) Material appearing on this page previously appeared on Original Page 22.

TERMS AND CONDITIONS OF OFFERING

2.3 PAYMENT FOR SERVICE

2.3.2 Payment of Bills (Cont'd)

C. Rendition of Bills

1. Flat Rate Exchange may be rendered in advance and is payable upon presentation.
2. Toll Service - Bills for toll service will be rendered monthly in arrears, except, at the option of the Company, they may be rendered daily, weekly or any other period in arrears.

D. Prorating of Opening and Closing Bills

Bills for telephone service are normally rendered on a monthly basis. Bills rendered for establishment of services and final bills rendered for discontinuation of business services will be prorated on the basis of a thirty (30) day billing period. Final bills rendered after customer-requested discontinuance of residential service will not be pro-rated and service will remain available to the customer until the first day of the customer's next billing cycle.

E. Late Payment Charge

1. A late payment charge of **\$16.00** or 5% of the unpaid balance, whichever is greater, applies to all billed amounts which are not paid by the billing date shown on the next bill. (l)
2. Collection procedures, temporary disconnection of service, and the requirements for deposit are unaffected by the application of a late payment charge.
3. The late payment charge does not apply to the following:
 - Billed amounts under bona fide dispute during the period of the dispute, regardless of whether the disputed amount is resolved in the customers favor.
 - Bills rendered more than 10 days after the bill date
 - Bills with alternative payment arrangements to include:
 - Preferred payment date arrangements.
 - Written Contracts with payment schedules for construction of facilities to provide service.
 - Installment payment arrangements – for installation charges, deposits, nonrecurring charges, and any other pertinent charges for initiation or installation of service.

Effective: 05-01-2024

TERMS AND CONDITIONS OF OFFERING

2.3 PAYMENT FOR SERVICE

2.3.2 Payment of Bills (Cont'd)

F. Returned Check Charge (a.k.a. Returned Payment Charge)

A \$30.00 returned check charge will be billed to the customer for each dishonored check returned by a bank to the Company.

G. Copy of Bill (a.k.a. Duplicate Bill Charge)

In the event a customer requests a reprint of a monthly bill, regardless of the date on which the bill was rendered, that is greater than six months old, a duplicate bill charge may apply. The one-time charge applies per copy provided, whether multiple copies of a single bill are requested, or whether single copies of multiple bills are requested.

	Residence	Business
Charge per copy provided	\$6.00	\$6.00

H. PAPER BILL FEE

Residential and small business customers who receive a paper bill will incur a **\$2.00** (I)
monthly Paper Bill Fee. **Lifeline customers and** customers who receive Braille or (D)
large print invoices are excluded from this fee.

2.3.3 Advance Payments and Deposits

Rules and regulations covering Credits and Deposits are provided in [Administrative Rules of Montana \(ARM\) No. 38.5.11](#) (see section 1.1.B. for URL), as follows:

Rule No.	Rule Title
S1101	Establishment of Credit, Residential
S1102	Establishment of Credit, Nonresidential
S1103	Deposit Requirements
S1104	Prohibited Standards for Requiring Cash Deposit or Other Guarantee
S1105	Amount of Deposit
S1106	Transfer of Deposit
S1107	Interest on Deposits
S1108	Refund of Deposits
S1109	Record of Deposits
S1110	Uniform Application
S1111	Guarantee In Lieu of Deposit
S1112	Guarantee Terms Conditions

A copy of rules and regulations are provided to customers upon request.

TERMS AND CONDITIONS OF OFFERING

2.3 PAYMENT FOR SERVICE (Cont'd)

2.3.4 Reserved

2.3.5 Reserved

2.3.6 Reserved

2.3.7 Special Contracts

A special contract will be required for special (non-standard) types of service arrangements that are covered in other sections of this *Local Terms of Service*.

TERMS AND CONDITIONS OF OFFERING

2.4 LIABILITY OF THE COMPANY/LIMITATIONS OF LIABILITY

2.4.1 Service Liabilities

A. Liabilities

The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, or errors or defects in transmission occurring in the course of furnishing a service and not caused by the negligence of the customer, shall, in no event, exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay, or error or defect in transmission occurs.

When the facilities of other companies are used in establishing connections to points not reached by the Company's facilities, the Company is not liable for any act or omission of the other company or companies.

The Company shall exercise due care in connection with all work done on customer's premises. No liability shall attach to the Company by reason of any defacement or damage to the customer's premises resulting from the existence of the Company's instruments, apparatus, and associated wiring on such premises or by the installation or removal thereof, unless such defacement or damage is the result of the sole negligence of the Company or its employees.

B. Allowance for Interruptions

In the event of an interruption to the service, which is not due to the negligence of the customer, an allowance will be made, upon request, if the interruption continues for more than 24 hours from the time it is reported to the Company.

The allowance will be the prorated portion of the monthly rate for the service or the portion of the service made inoperative.

TERMS AND CONDITIONS OF OFFERING

2.4 LIABILITY OF THE COMPANY/LIMITATIONS OF LIABILITY

2.4.1 Service Liabilities (Cont'd)

C. Unauthorized Access and Hacking

Except for damages caused by the Company's negligence or willful misconduct, the Company is not responsible for unauthorized access to, or alteration, theft, or destruction of, Customer's equipment, data, programs or other information through accident, wrongful means or any other cause while such information is stored on or transmitted across Company-provided network facilities or Customer premise equipment. Business Customer that do not secure their equipment are responsible for any Company service or usage charges resulting from any such unauthorized access, unless a tariff, schedule or other written agreement expressly states otherwise.

D. Transmissions

The Company does not transmit messages, but offers the use of its facilities, where available, for communication between parties subject to the terms and conditions specified in this *Local Terms of Service*.

E. Notices

Any notice the Company may give to a customer supplied with telephone service by the Company, may be given to the customer or his authorized representative orally unless otherwise provided by these Rules and Regulations, or by written notice, either delivered at the customer's address hereinafter described or properly deposited in any United States Post Office, postage prepaid, addressed to the customer at the address specified in the customer's application for telephone service or at such address as may subsequently be given by the customer to the Company at its local business office.

Any notice from any customer to the Company may be given orally to the Company by the customer or his authorized representative at the Company's local business office where service is rendered to the customer unless otherwise provided by these Rules and Regulations, or by written notice properly addressed and mailed to the Company.

TERMS AND CONDITIONS OF OFFERING

2.4 LIABILITY OF THE COMPANY/LIMITATIONS OF LIABILITY

2.4.1 Service Liabilities (Cont'd)

- 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 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.

- G. 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.**

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TERMS AND CONDITIONS OF OFFERING

2.4 LIABILITY OF THE COMPANY/LIMITATIONS OF LIABILITY (Cont'd)

2.4.2 Maintenance and Repair

All costs associated with the maintenance and repair of Company facilities will be borne by the Company except as specified elsewhere in this *Local Terms of Service*.

The Company will be reimbursed for any loss or damage to its facilities on the customer's premises resulting from intentional destruction or any other cause except from fire or unavoidable accidents.

2.4.3 Reserved

2.4.4 Directory Errors or Omissions

- A. The Company is not liable for damages arising from errors in or omissions of directory listings for which there is no charge or listings obtained from the "Directory Assistance." In the case of listings for which a charge is made, its liability shall be limited to the monthly rate for each such listing for the charge period during which the error or omission continues.
- B. The customer assumes full responsibility for his use of any name as a directory listing, and agrees to hold the Company free and harmless from any claims, loss damage or liability which may result from the use of such listing. The Company will 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.
- C. The Company reserves the right to make such changes in directory listings as may be necessary to bring them into conformity with its standard form.
- D. Additional limitations on liability for telephone directories and listings is covered in section 5.7.1 of this *Local Terms of Service*.

2.4.5 Hazardous or Inaccessible Locations (a.k.a. Unsafe Conditions)

The Company may refuse to establish service for an applicant, or it may discontinue and disconnect service without notice to a customer, whenever any conditions (surrounding the use or location) of Company facilities or lines on the customer's premises shall be unsafe, or likely to cause damage to the equipment of the Company or injury to any person or persons using any telephone service or equipment.

TERMS AND CONDITIONS OF OFFERING

2.5 RESPONSIBILITIES OF THE CUSTOMER

2.5.1 Lost or Damaged Equipment

Ownership - No equipment, apparatus, circuit or device shall be attached to or connected with the facilities furnished by the Company, whether physically, or by induction or otherwise, except as provided in the tariff schedules or authorized by the Company. In case any such unauthorized attachment or connection is made, the Company shall have the right to remove or disconnect the same; or to suspend the service during the continuance of said attachment or connection; or to terminate the service.

2.5.2 Multi-Line Telephone Systems

A. 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 2.4.1.F.

TERMS AND CONDITIONS OF OFFERING

2.5 RESPONSIBILITIES OF THE CUSTOMER

2.5.2 Multi-Line Telephone Systems

B. 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.

(M) Material moved to Page 29.3 of this section.

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TERMS AND CONDITIONS OF OFFERING

2.5 RESPONSIBILITIES OF THE CUSTOMER

2.5.2 Multi-Line Telephone Systems

B. Pursuant to 47 C.F.R. § 9.16(b)(3) ...the following requirements: (Cont'd)

- 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 2.4.1.G.

TERMS AND CONDITIONS OF OFFERING

2.5 RESPONSIBILITIES OF THE CUSTOMER

2.5.3 Reserved

2.5.4 Installation and Maintenance

Access to customer's premises, at any reasonable hour, will be given to representatives of the Company for the purpose of inspecting, repairing, testing or removing any part of the Company's facilities.

2.6 SPECIAL TAXES, FEES AND CHARGES

2.6.1 Taxes, Fees and Surcharges

- A. Service may be subject to federal, state and/or local taxes at the prevailing rates. Such taxes are listed as separate line items on Customer's invoice, are not included in the rates and charges listed herein, and shall be paid by Customer in addition to the rates and charges stated in this *Local Terms of Service*.
- B. To the extent that a municipality, other political subdivision or agency of government, or the Commission imposes upon and collects from Company a gross receipts tax, occupation tax, license tax, permit fee, franchise fee, or regulatory fee, such taxes and fees shall, insofar as practicable and allowed by law, be billed pro rata to Customers receiving service from Company within the territorial limits of such municipality, other political subdivision or agency of government.

2.7 RESERVED

2.8 RESERVED

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(M) Material moved from 1st Revised Page 29.1 of this section.

TERMS AND CONDITIONS OF OFFERING

2.9 GUARANTEE PROGRAMS

2.9.1 Reserved

2.9.2 Satisfaction Guarantee Program

A. General

1. A Satisfaction Guarantee Program is available to business customers who subscribe to any of the following qualifying services:

Individual Business Line	Key Trunk
PBX Trunk	Centrex

2. When business customers notify the Telephone Company within thirty (30) days after installation of a qualifying service(s) that they are not satisfied with their service(s) and subsequently request disconnection of that service(s), they are eligible to receive a full credit of all nonrecurring charges directly associated with the establishment of the qualifying service(s) and the monthly charges billed for the service(s) through the date of disconnection.
3. To receive credit, the customer must submit a cancellation notice to the Telephone Company via a web based on-line form within thirty days of the service installation date and at least 5 days before the Telephone Company receives a disconnection request from the customer or the customer's new service provider.
4. When the last day of the thirty-day period falls on a weekend or legal holiday, the customer must submit the web-based cancellation notice no later than the first business day following the weekend or legal holiday, to be eligible for credit.
5. Customers who request disconnection under this program will not be assessed an early termination fee or payment of any minimum service period amounts that would otherwise apply for early disconnection of the service(s).
6. Reimbursements will be issued in the form of a bill credit or 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 Telephone Company.
7. The Telephone Company is not liable for any outage, damages or inconvenience encountered by the customer when switching to an alternative local service provider.

TERMS AND CONDITIONS OF OFFERING

2.9 GUARANTEE PROGRAMS

2.9.2 Satisfaction Guarantee Program (Cont'd)

B. Limitations

1. This program is not available to customers who cancel service(s) and replace the service(s) with another service provided by the Telephone Company. This program also is not available to customers for whom installation of the Telephone Company's services required special construction or special configurations.
2. If the customer who cancels the service(s) provided by the Telephone Company obtains service from a local service provider, the Telephone Company will not reimburse the customer for any installation charges passed on by that provider to establish service.
3. Each customer will be entitled to the credit one time per service.
4. The Satisfaction Guarantee Program only applies to services provided under the regulations and rates specified in this *Local Terms of Service* and does not apply to services offered under a separately negotiated contract.
5. The Telephone Company is not liable for any outage, damages or inconvenience encountered by the customer when switching to an alternative local service provider.

TERMS AND CONDITIONS OF OFFERING

2.10 UNIVERSAL SERVICE DISCOUNT PLAN FOR SCHOOLS AND LIBRARIES (E-RATE)

2.10.1 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.

2.10.2 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.

TERMS AND CONDITIONS OF OFFERING

2.10 UNIVERSAL SERVICE DISCOUNT PLAN FOR SCHOOLS AND LIBRARIES (E-RATE) (Cont'd)

2.10.3 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.

TERMS AND CONDITIONS OF OFFERING

2.10 UNIVERSAL SERVICE DISCOUNT PLAN FOR SCHOOLS AND LIBRARIES (E-RATE) (Cont'd)

2.10.4 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.

2.11 RESERVED

2.12 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.

2.15 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.

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SERVICE CHARGES

3.1 MISCELLANEOUS NONRECURRING CHARGES

Nonrecurring charges apply for the establishment of access line service, making moves and changes at a customer's request, reconnecting service which has been temporarily disconnected for nonpayment, and responding to a maintenance visit for customer premises equipment.

3.1.1 A nonrecurring charge consists of the following types of charges:

- A. Service Charge - A nonrecurring flat charge applicable to the establishment of service. This charge includes but is not limited to:
 - Establishment of basic access line service to the protector.
 - Directory service.
 - Number changes requested by the customer.
 - Establishment of any service as provided for in this *Local Terms of Service*.
- B. Service Date Change Charge – 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 a charge may applied as specified in 2.2.1.
- C. Cancellation of Order Charge – When a 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, a charge may apply as specified in Section 2.2.1.
- D. 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 date for the service ordered, an Expedited Order Charge may apply as specified in 3.1.8. following.

3.1.2 Conditions

- A. All work requested at the same time for service on one premises will be covered by one service charge. Work associated with the same order but performed at a separate premises will be performed under a separate work order for each premises.
- B. An estimate of the total nonrecurring charge may be required to be paid at the time of application for service when the applicant is a known credit risk.

SERVICE CHARGES

3.1 MISCELLANEOUS NONRECURRING CHARGES

3.1.2 Conditions (Cont'd)

- C. Nonrecurring charges are not applicable for:
- Normal maintenance and repair of the Company's access line up to and including the protector.
 - Change or correction in billing name or address when there is not a change in responsibility and there is no connection or disconnection in the service.
 - Installation or change of Custom Calling Features or Custom Calling II features and packages that are subscribed for on a monthly basis, except for subsequent requests for Caller Name and Number Per Line Blocking.
- D. Termination from one premises to another are considered new installations at the new location.
- E. The nonrecurring charge applicable for the establishment of foreign exchange service is the total of those nonrecurring charges applicable within the local and the foreign exchanges.
- F. The Company shall offer an option to applicants or customers to allow payment for nonrecurring charges when the total exceeds \$40.00 in three equal payments over the first three billing periods after such service work is completed, unless the applicant or customer is a known credit risk to the Company. A service fee of \$1.00 will apply to each deferred payment.
- G. Nonrecurring charges are in addition to any other scheduled rates and charges that normally would apply in this *Local Terms of Service*.
- H. The charges specified herein do not contemplate work being performed by the Telephone Company employees at a time when overtime wages apply, due to the request of the customer. If the customer requests overtime labor performed or interrupts work once begun, a charge in addition to the specified charges will be made to compensate the Company for the extraordinary expenses incurred.
- I. For active duty members of the United States military and their dependents with valid military ID cards, all service connection charges typically applicable to central office reconnects will be waived when establishing local exchange access line service or transferring existing local exchange access line service from one location to another. Central office reconnects are defined as customer requests for service that do not require any physical work beyond the Company's central office.

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SERVICE CHARGES

3.1 MISCELLANEOUS NONRECURRING CHARGES (Cont'd)

3.1.3 General Application of Nonrecurring Charges

For any billable time and material not provided for in this or other applicable documents, the customer will be charged the actual costs to be incurred.

3.1.4 Rate Schedule of Nonrecurring Charges

Nonrecurring Charge	Residence	Business
Each Network Access Line connected	\$28.95	\$31.20
Changes requiring central office work only	13.35	13.35
Change in directory listing	4.50	4.50
Other Network Access Line Work ^[1] , each occurrence	13.35	13.35
Central Office reconnect for non-payment	15.00	15.00

^[1] Included in this category is C.O. work for off premises extensions, reconnection of service after a facility reservation disconnection, and other miscellaneous changes or rearrangements of a Network Access Line.

SERVICE CHARGES

3.1 MISCELLANEOUS NONRECURRING CHARGES (Cont'd)

3.1.5 Restoral Charge

Nonrecurring service charges will apply as required to restore the service of a customer which has been temporarily denied for nonpayment in accordance with the terms of this Local Term of Service. In case service has been denied for nonpayment of charges due, in addition to the charges for restoration, the customer will be required to pay all the last past due current exchange bill at the time of restoration of service.

3.1.6 Account Name Change

A \$2.00 charge will apply for an account name change. Account name changes are only permitted between members of the immediate family domiciled at the service location.

3.1.7 Supersedure of Business Service (Transfer of Contract) – See Section 2.2.1.B.

3.1.8 Expedited Order Charge

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. If 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, unless set forth elsewhere for a specific service.

Effective: 07-01-2018

CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES

4.1 GENERAL

Except as otherwise provided in this *Local Terms of Service*, the Company will, at its own expense, furnish, install, and maintain all facilities, and wiring necessary to provide access line service to customers in accordance with its lawful rates, rules and regulations, and in accordance with its established construction standards.

Except where designated by law, the type of construction (direct burial, underground conduit, or aerial) is the prerogative of the Company.

When the Company is requested by the customer to relocate, rearrange or change outside plant facilities from one type to another, the cost of constructing the new and removing the old construction shall be borne by the customer with consent of owner if applicable.

The Company has the right of ingress and egress 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 of these Rules and 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 as provided for in these Rules and Regulations.

All telephone equipment and apparatus furnished by the Company shall be carefully used and shall not be removed from the subscriber's premises except by an authorized representative from the Company. (Unless done under conditions as specified in Section 3.)

The customer will be held responsible for loss of or damage to any equipment or apparatus furnished by the Company.

When a Developer/Builder requests the Company place facilities to and within a development, the Developer/Builder will be required to disclose whether or not they have an arrangement or agreement with another provider to provide telecommunications facilities and services as their preferred provider or provider of choice. If the Developer/Builder has entered into an arrangement or agreement with another provider, the Company will not be obligated to place its facilities to and within the subdivision/development or enter into a PAHD with the Developer/Builder. The Company may, at its discretion, place facilities to and within the subdivision/development. The Company may also agree to place facilities if the Developer/Builder is willing to pay for any facilities placed.

4.2 RESERVED

4.3 RESERVED

Effective: 07-01-2018

CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES

4.4 PROVISIONING AGREEMENT FOR HOUSING DEVELOPMENTS

4.4.1 Description

A Provisioning Agreement for Housing Developments (PAHD) is a contractual arrangement between the Company and a Developer/Builder for the provision of facilities to and within new areas of residential development.

4.4.2 Terms and Conditions

A. A PAHD is required for the following:

1. Developments for the purpose of constructing single-family detached dwellings or two-family dwellings; multifamily dwellings; or a mix of single-family detached, two-family dwellings and multifamily dwellings.
2. Developments for mobile home lots that are individually owned. The Company will provide facilities to a post provided by the owner of the mobile home or mobile home park. The post shall meet the specifications of the Company.
3. RV parks platted for long-term residence. The Company will provide facilities to a post provided by the owner of the RV park. The post shall meet the specifications of the Company.

B. For the purpose of this PAHD section, a dwelling is any building or portion thereof which is designed or used exclusively for residential purposes. A single-family detached dwelling is designed for and occupied by not more than one (1) family. A two-family dwelling contains two (2) attached dwelling units, designed for and occupied by not more than two (2) families (also called a duplex). A multifamily dwelling is a dwelling containing three (3) or more dwelling units, designed for and occupied by an equal number of families.

C. The following do not fall under the provisions of this PAHD section.

1. Developments containing less than four (4) single or two-family residential lots. These will be treated according to the terms set forth in the Company's line extension policy in effect at the time.
2. Marinas.
3. Mobile home parks, except as defined in 4.4.2.A.2.
4. RV parks, except as defined in 4.4.2.A.3.

CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES

4.4 PROVISIONING AGREEMENT FOR HOUSING DEVELOPMENTS

4.4.2 Terms and Conditions (Cont'd)

- D. The PAHD will include, but is not limited to: a description of the development; a requirement that the Developer/Builder provide the Company with an addressed, recorded plat; trench and backfill requirements; conduit requirements; reasonable and necessary or otherwise mutually agreed upon requirements for easements, rights-of-way and other similar rights to access the property; surface grading requirements; target dates and inspection schedules; and charges to be paid by the Developer/Builder.
- E. The terms and conditions of each PAHD may vary as appropriate and may include provisions that are different from or additional to those in this PAHD section.
- F. Developer/Builders' Responsibilities and Charges
 - 1. When a Developer/Builder requests that the Company construct facilities pursuant to a PAHD, the Developer/Builder will be required to disclose whether or not the Developer/Builder has an arrangement or agreement with another provider to provide communications, facilities and services. If the Developer/Builder has entered into an arrangement or agreement with another provider, the Company will not be obligated to place facilities to and within the development or enter into a PAHD with the Developer/Builder. The Company may agree to place facilities within the development under mutually agreeable terms and conditions.
 - 2. If F.1. preceding, does not apply, the following charges and responsibilities shall apply:
 - a. The Developer/Builder will provide, without expense to the Company, trench and backfill based on the specifications provided by the Company for the facilities within the development. The Developer/Builder will also provide, as specified by the Company and without expense to the Company, conduit with adequate pull string for the service drop from the serving pedestal or property line to the dwelling. In areas where the Company has trench and backfill agreements with other utilities, the Developer/Builder is responsible for the Company's trench and backfill costs.

CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES

4.4 PROVISIONING AGREEMENT FOR HOUSING DEVELOPMENTS

4.4.2 Terms and Conditions

F. Developer/Builders' Responsibilities and Charges

2. If F.1. preceding, does not apply, the following charges and responsibilities shall apply: (Cont'd)
 - b. The Developer/Builder shall provide at no cost to the Company a legally sufficient easement to accommodate the placing and maintenance of the facilities (e.g. distribution cables plus terminal pedestals or like devices and access point cabinet) throughout the development. The surface of the easements shall be brought to final grade prior to the installation of buried or underground facilities.
 - c. Where the Company deems it necessary or desirable to use private and/or government right-of-way to place facilities to and within the development, such Developer/Builder shall be required to provide or pay the cost of providing such right-of-way in addition to any other applicable charges. The route established shall be determined by the Company.
 - d. If in the opinion of the Company, construction to and within the development does not constitute a prudent investment, the Developer/Builder will assume that portion of the construction costs that exceed a prudent financial contribution by the Company. For the purpose of this section d., construction costs are defined in G., following.
 - e. The Developer/Builder may request an engineering quote to be performed to establish an estimated construction charge by the Company. For the purpose of this PAHD section, the Company will provide an engineering quote of the construction charges and an executable PAHD to the Developer/Builder for a fee of \$300.00. All quotes are valid for thirty (30) days from the date they are presented to the Developer/Builder. This fee is non-refundable.
 - f. All costs payable by the Developer/Builder shall be paid prior to the start of any construction.

CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES

4.4 PROVISIONING AGREEMENT FOR HOUSING DEVELOPMENTS

4.4.2 Terms and Conditions (Cont'd)

F. Developer/Builders' Responsibilities and Charges

2. If F.1., preceding, does not apply, the following charges and responsibilities shall apply:

g. For the purpose of F.2.d, preceding, construction costs shall include all material, supplies, engineering, labor, supervision, transportation, and rights-of-way for placing and removal of feeder facilities, and all facilities necessary to provide service from the central office to and within the development, including but not limited to channel equipment, feeder, distribution, and drop facilities, and any applicable overhead, as determined by the Company.

G. For the purpose of this PAHD section, facilities means feeder facilities and distribution facilities, including but not limited to the communications cable, wire, standard network interfaces, pedestals and terminals necessary to enable end-users to arrange to have communications services to their living unit activated in the future from a standard network interface, as well as any necessary structures including but not limited to communications conduit, sleeveings, and pull strings. Title to all facilities placed by or for the benefit of the Company to provide services to the development shall belong solely to the Company.

H. Facilities covered in the PAHD cannot be used for subsequent developments until they are covered by a new PAHD.

I. The Company shall not be required to provide facilities at the request of a Developer/Builder within new developments which meet any of the conditions listed in this PAHD section, absent the execution of PAHD.

J. To the extent that the terms and conditions in this PAHD section or the PAHD conflict with any terms and conditions of any other section in this Price List, the terms and conditions set forth in this PAHD section, and/or the PAHD agreement shall control.

4.4.3 Developer Non-Participation

If a Developer/Builder does not enter into a PAHD, the Company, at its option, may accept requests for service from individual customers in the subdivision/development area as provided for in the Company's line extension policy in effect at that time.

CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES

4.5 RESERVED

4.6 OTHER CONSTRUCTION OR CONDITIONS

4.6.1 Temporary Service and Speculative Projects

- A. The Company will furnish temporary service or service to speculative projects under the following conditions:
1. The applicant for such service shall be required to pay to the Company in advance, or otherwise as the Company may elect, the net cost of installing and removing any facilities necessary in connection with the furnishing of such service by the Company.
 2. The applicant for service may be required to post a deposit with the Company, in accordance with Rules and Regulations found in Section 2.3.3 (Advance Payments and Deposits).
- B. Nothing in these Rules and Regulations shall be construed as limiting or in any way affecting the right of the Company to collect from the customer any other or additional sum of money which may become due and payable to the Company from the customer by reason of the service furnished or to be furnished hereunder.
- C. If temporary telephone service, or a speculative project, is provided to a customer on a continuous basis for a period of 36 consecutive months from date of establishment of service, the service shall be classified as permanent.
1. A refund will be made on the basis of the line extension schedule which was effective at the time the temporary service was established or on present line extension schedule if schedule has been changed, whichever is less restrictive to the customer.
 2. Total refund shall not exceed the amount paid under A.1. above and shall be without interest.
 3. Refund of deposit under A.2. above shall be in accordance with Section 2.3.3 (Advance Payments and Deposits).

EXCHANGE SERVICES

5.1 EXCHANGE AREAS

5.1.1 List of Exchange Areas and Local Calling Areas

A. Exchange listing and Local Calling Areas

Exchange	Exchanges Included in the Local Calling Area (EAS)
Bigfork	Bigfork, Columbia Falls, Elmo, Finley Point, Hungry Horse, Kalispell, Lakeside, Marion, McGregor Lake, Olney, Polson, Somers, Swan Lake, West Glacier, Whitefish, and Yellow Bay
Columbia Falls	
Elmo	
Finley Point	
Hungry Horse	
Kalispell	
Lakeside	
Marion	
McGregor Lake	
Olney	
Polson	
Somers	
Swan Lake	
Whitefish	
Yellow Bay	

B. Reservation-Wide Extended Area Service (EAS)

Customers in the following exchanges must select either a flat-rated or measured calling option for reservation-wide calling to the following reservation exchanges. New customers who fail to select a Reservation-wide EAS calling option will be assigned to the Unlimited Reservation-Wide Calling option.

Exchange	Reservation-Wide Extended Area Service Exchanges
Elmo	Arlee, Charlo, Dixon, Hot Springs, Pablo, Ronan and St. Ignatius
Finley Point	
Polson	

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EXCHANGE SERVICES

5.1 EXCHANGE AREAS

5.1.2 Reservation-Wide EAS Charges

Customers in the Elmo, Finley Point and Polson exchanges must select either a flat-rated or a measured billing option for calling to the reservation exchanges listed in 5.1.1.B. The following rates apply in addition to the Local Exchange Service rates in Section 5.2.

Reservation-Wide EAS	Monthly Rate		Per Minute Charge
	Residence	Business	Residence and Business
Unlimited Reservation-Wide calling	\$0.00	\$0.00	N/A
Measured Reservation-Wide calling	\$0.00 (R)	\$0.00	\$0.00 (R)

5.1.3 Reserved

EXCHANGE SERVICES

5.1 EXCHANGE AREAS (Cont'd)

5.1.4 Foreign Exchange Service

A. Conditions

1. Foreign exchange service is service furnished from an exchange other than the one from which it would normally be furnished. The local exchange (local company) is the exchange in which the customer is located. The foreign exchange (serving company) is the exchange from which service is furnished.
2. The rate for foreign exchange off-premises extension applies when the primary service is located in the foreign exchange and the off-premises extension is located in the local exchange.
3. Customer billing of foreign exchange service will be done by:
 - a. the local company for primary foreign exchange service; and
 - b. the serving company for off-premises extension foreign exchange service.
4. The rates applicable for toll service will be those of the foreign exchange.
5. The rates for station instruments, extensions, key equipment, foreign paid directory listings in the local exchange directory and other supplemental services will be those of the local ex-change.
6. The installation charge for foreign exchange service will be the total charges applicable in the local and foreign exchanges for the same class and grade of service.
7. Business foreign exchange service will be furnished for the exclusive use of the customer and his employees in the conduct of the customer's business. Residence foreign exchange service will be furnished for the use of the customer and members of his household only.
8. Joint user service will not be established in connection with foreign exchange service.
9. Foreign exchange pay station service will not be furnished.

EXCHANGE SERVICES

5.1 EXCHANGE AREAS

5.1.4 Foreign Exchange Service

A. Conditions (Cont'd)

10. The actual cost of placing necessary facilities (central office and/or outside plant) from the point of connection to the subscriber's premises is to be paid by the customer.
11. Foreign exchange service outside the Company's Market Area will be billed from the Access Tariff.

B. Rates

1. Contiguous Exchanges

The monthly rate for each foreign exchange line, trunk or off-premises extension will be the sum of items a, b and c.

a. The monthly rate of the serving exchange for the class and grade of service provided, plus the appropriate suburban or off-premises mileage rate of the serving exchange if applicable.

b. Local charge

	<u>Monthly Rate</u>
• PBX trunk	\$12.80
• Key system central office access line	10.65
• Business one-party	8.50
• Business suburban ^[1]	2.10
• Residence one-party	4.25
• Residence suburban ^[1]	1.50
• Off-premises extension	8.50

^[1] No new services of the type will be offered, nor will existing services be superseded to new customers.

Effective: 07-01-2018

EXCHANGE SERVICES

5.1 EXCHANGE AREAS

5.1.4 Foreign Exchange Service

B. Rates

1. Contiguous Exchanges (Cont'd)

- c. Foreign exchange mileage.
The airline distance from the customer's station to the nearest point on the common boundary of the local and serving exchanges

Rate Per Month
Per 1/4 Mile

- PBX trunk, key system central office line, business or residence one-party or off-premises extension \$2.25
 - Business or residence suburban ^[1] 0.65
- d. Non-Recurring charges from Section 3 will apply.

^[1] No new services of the type will be offered, nor will existing services be superseded to new customers.

EXCHANGE SERVICES

5.1 EXCHANGE AREAS

5.1.4 Foreign Exchange Service

B. Rates (Cont'd)

2. Non-Contiguous Exchanges

The monthly rate for each foreign exchange line, trunk or off-premises extension will be the sum of items a, b, c and d.

The monthly rate of the serving exchange for the class and grade of service provided.

a. Local charge

Rate Per Month

- | | |
|----------------------------------|---------|
| • PBX trunk | \$29.85 |
| • Key system central office line | 30.00 |
| • Business one-party | 21.35 |
| • Residence one-party | 12.80 |
| • Off-premises extension | 21.35 |

c. Interexchange mileage

The airline distance between the rate centers of the local and serving exchange, per mile, each

3.00

d. Suburban mileage, if applicable

The airline distance from the customer's station to the nearest point on the local exchange base rate area boundary, per 1/4 mile, each

1.00

e. Nonrecurring charges from Section 3 will apply

5.1.5 Reserved

5.1.6 Reserved

5.1.7 Maps – See [PSC Mont. No. 13](#)

5.1.8 Reserved

EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

A. Application of Rates

The applicability of business and residence rates is governed by the actual or obvious use made of the service. The use to be made of the service will be ascertained from the applicant at the time of the application for service.

1. Business rates apply at the following locations:
 - a. In offices, stores, factories, and all other places of a strictly business nature;
 - b. In boarding and rooming houses, colleges, clubs, libraries, lodges, hospitals, public, private and parochial schools, offices, lobbies and halls of hotels, apartment buildings, churches, and other similar institutions.
 - c. At any location when the listing of "office" is provided, or when any title indicating a trade or profession is listed (except as may be modified under the directory listing rules and regulations and conditions governing directory listing service);
 - d. At residence locations with an off premises business extension or when the customer has no regular business telephone service and the use of the service by the customer, members of the household, or guests, is more of a business than residence nature as might be indicated by advertising through newspapers, handbills, billboards, circulars, business cards, or otherwise.
 - e. In general, at any place where the substantial use of the service is occupational rather than domestic.
2. Residence rates apply for service
 - a. In private residences; in residential apartments of hotels and apartment houses; and when all stations are in locations which are a part of a domestic establishment.
 - b. In general, at any place where the substantial use of the service is domestic.
3. If it is found that a customer is using residence service for business purposes, the Company will thereafter require the subscriber to take business service, except in cases where the customer thereafter uses the service for social or domestic purposes only.

EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

A. Application of Rates (Cont'd)

4. Availability of Service

- a. A customer requesting local exchange service will be informed of the classes of service available in an exchange and the charge for the least expensive.
- b. A customer will be informed of the least expensive option available in the class of service chosen.

5. Customer-Specific Contracts

The Company may negotiate and enter into individual customer based (ICB) contracts, with terms and conditions tailored to the specific customer's needs in accordance with the Joint Stipulation and Settlement Agreement dated August 12, 2014 in Docket No. D2013.11. 78, *In the Matter of the Petition of CenturyLink for Waiver, in Part, of 69-3-805(1), MCA*. The Company is not required to file notice of these contracts with the Commission, but will make such contracts available to the Commission and Montana Consumer Counsel upon request.

Effective: 07-01-2018

EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE (Cont'd)

B. Description of Service

Exchange service is available through facilities owned and maintained according to the standards of the Company, and in multi-office exchanges, is operated from the central office designated by the Company.

Each individual Access Line will be terminated on a protector and/or network interface device.

Any special structural work required for supporting telephone wiring on the customer's premises shall be provided at the expense of the customer.

The customer shall provide on premises and at their expense, space, satisfactory to the Company, for placement of all equipment and facilities necessary for the furnishing of service.

The Company provides the following class, type and grade of services.

1. Class of Service
 - Business Service
 - Residence Service
 - Special Central Office
2. Type of Service
 - Flat Rate Service
 - Measured Service
 - Foreign Exchange Service
 - Public Access Line
3. Grade of Service
Individual Line (One-Party Service)

D. Conditions

1. Nonrecurring charges as specified in Section 3 will apply to basic exchange services provided in this schedule.
2. Resale of service which is subscribed to the Valleywide or Unlimited Reservation-wide EAS is not permitted.

EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

D. Conditions (Cont'd)

3. New customers who fail to select a service plan will be assigned to the Valleywide plan. New customers in the Polson, Elmo and Finley Point exchanges who fail to select a Reservation-wide EAS service plan will be assigned to the Unlimited Reservation-wide EAS plan. Current customers in the Polson, Elmo and Finley Point exchanges who fail to select a service plan in response to the notice implementing the Reservation-wide EAS will be assigned to the Unlimited Reservation-wide EAS plan. New customers may change the service plan they have selected once within the first 90 days of receiving service. After the initial 90 days, the Other Network Access Line Work charge (Section 3) will apply to changes.
4. All access lines for a single customer on the same premise must be subscribed to the same service plan. All lines billed to a single account must select the same service plan.
5. Customers with two or more lines who wish to have incoming calls to a busy line overflow to other of the customer's lines which are not busy must subscribe to Call Forward Busy for each line that is to have the overflow capability. Rates and Conditions for Call Forward Busy are found in Section 5.4.3.

5.2.1 Reserved

5.2.2 Message Rate Service (a.k.a. Measured Service – MM)

A. Description

1. Measured service is an exchange service for which message charges will apply for outgoing calls completed on an Interexchange and/or Intraexchange basis. Intraexchange usage is traffic originating and terminating at the same rate center. Interexchange usage is traffic originating at one rate center and terminating at another, within the market area and to West Glacier, or, for Elmo, Finley Point, and Polson, includes calls to the Reservation-wide EAS region.
2. Measured service will not be provided with Foreign Exchange service.
3. Measured service usage charges do not apply to messages completed to official numbers located on Company premises within the local calling area that the general public calls to transact Company business. Calls to directory assistance, 911, and telephone repair service are also not subject to measured service usage charges.

Effective: 04-01-2024

EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.2 Message Rate Service (a.k.a. Measured Service – MM) ^[1]

A. Description (Cont'd)

4. Monthly rates do not include the provision of monthly billing detail. When billing detail is furnished, it must be arranged for in advance. This service provides a detailed listing of originating calls placed through each dial station within a customer account. The call detail information offered on this report form is designed to generally match the calls and usage for which customers are billed during a particular billing period on their monthly billing statement. This service is available only where Company facilities permit. The charge for this service is listed in B.2. following.
5. Measured service message charges accumulate on a monthly basis commencing on the billing date. The charges are applicable to local messages completed on a dial station-to-station basis.
6. The monthly rate includes an allowance for 30 calls per month to Local Calling Area exchanges listed in Section 5.1.1. Usage charges apply for each call beyond the first 30 calls. Reservation-wide EAS rates specified in 5.1.1 apply in addition to the following rates:

B. Rates and Charges

1. Monthly Rates

Classification	Service	Monthly Rate	Usage Rate, Per Call
Business	Individual Lines (1-Pty) and Key Trunks ^[1]	\$41.00 (l)	\$0.15
	PBX Trunk ^{[1][2]}	36.00	0.15
Residence	Individual Lines (1-Pty) ^[1]	28.95 (l)	0.15

2. Billing Detail

	<u>Charge, Per Call</u>	<u>Nonrecurring Charge</u>
Monthly Detail billing	\$0.01	\$13.35

^[1] Effective 09-24-2021, Message Rate Service (a.k.a. Measured Service – MM) is grandfathered. Availability to current customers is limited to lines in service at existing locations.

^[2] Described in Section 5.3.

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EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE (Cont'd)

5.2.3 Reserved

5.2.4 Flat Rate Service (a.k.a. Valleywide - FF)

The following rates include unlimited calling to Local Calling Area exchanges. Reservation-wide EAS rates specified in 5.1.1 apply in the Elmo, Finley Point and Polson exchanges in addition to these rates.

Classification	Service	Monthly Rate ^[1]
Business	Individual Lines (1-Pty) and Key Trunks	\$45.00 (l)
	PBX Trunk ^[2]	40.00
Residence	Individual Lines (1-Pty)	30.50 (l)

5.2.5 Reserved

5.2.6 Lifeline Assistance Programs

The Company concurs with Section 5.2.6, Lifeline Assistance Programs, of the [QWEST CORPORATION D/B/A CENTURYLINK QC EXCHANGE AND NETWORK SERVICES TARIFF NO. 2](#) (see section 1.1.B. for URL), together with amendments and successive issues, for the purpose of administering Federal Lifeline Program, Montana Telephone Assistance Program, Tribal Lands Lifeline Program, and Tribal Link-Up within its serving area.

5.2.7 Reserved

^[1] Nonrecurring charges as specified in Section 3 also apply.

^[2] Described in Section 5.3.

Effective: 06-18-2021

EXCHANGE SERVICES

5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS

PBX Trunk rates apply to central office lines terminated in Private Branch Exchange (PBX) switching equipment, Automatic Call Distributors or a common group of switched lines (pooled) connected to customer-provided hybrid key systems. Where incoming calls terminated in an attendant position are switched through the use of a cord(s), electromechanical switching or electronic switching apparatus to a station, such line is classified as a PBX trunk. For outgoing calls, if the user dials or actuates a key or button which causes some equipment to select a line by employing switching functions and such line is shared by other users the line is classified as a PBX trunk.

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 2.5.2.A.

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 2.5.2.B. 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)

5.3.1 Measured/Message Rate Trunks - Refer to 5.2.2 of this *Local Terms of Service*

5.3.2 Reserved

5.3.3 Flat Rate Trunks - Refer to 5.2.4 of this *Local Terms of Service*

5.3.4 Direct-Inward-Dialing (DID) Service

A. Conditions

1. Direct Inward Dialing Service provides the central office equipment necessary for in-dialing from the exchange and toll network directly to stations associated with a Private Branch Exchange.
2. Customers must subscribe to a sufficient number of trunks which will ensure service standards as determined by the Company.
3. Service utilized in conjunction with customer-provided equipment will be provided under terms and conditions specified in Section 8, Connection with Customer-Provided Terminal Equipment and Communication Systems.
4. Direct Inward Dialing Service is provided only from those offices presently equipped to provide the service.
5. The assignment of telephone numbers and the sequence of numbers as assigned to this service are made at the discretion of the Company.
6. Directory Listings will be provided subject to the rules and regulations specified in 5.7.1.

Effective: 07-01-2018

EXCHANGE SERVICES

5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS

5.3.4 Direct-Inward-Dialing (DID) Service

A. Conditions (Cont'd)

7. When the Private Branch Exchange System is provided by the customer, machine intercept service for unassigned numbers must be provided by the customer at specifications acceptable to the Company.
8. The rates and charges above apply only to service provided by switching systems installed on the customer's premises.
9. The minimum contract period for Direct Inward Dialing is six months.

B. Rates

Direct Inward Dialing Service for Company of customer-provided Private Branch Exchange Service with direct in dial capability.

	<u>Monthly Rate</u>	<u>Installation Charge</u>
1. Block of 10 station numbers used or reserved	\$10.00	\$60.00
2. Block of 100 station numbers used or reserved	87.00	\$275.00
3. DID Trunks		

The PBX Trunk rates from Section 5.2 and nonrecurring charges from Section 3 apply in addition to the charges shown above.

5.3.5 Reserved

5.3.6 Reserved

EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.1 Extension Service

A. Off-Premise Extension

1. Conditions

- a. Terminal loop rates apply, in addition to basic rates, to access line extension terminations located off-premise of the primary access line location. Refer to definitions of business and residence premises in Section 5.2. Extensions of PBX stations will be charged at Private Line Rates.
- b. Off premises exchange access line extension terminations are permitted from individual line service only and may be located on the premises of another subscriber, provided the other subscriber has his own separate exchange access line service at that location.
- c. Residence exchange access line extension terminations will not be extended to any business premises. This will only be permitted upon reclassification of the residence service to a business.

2. Rates

Monthly Rate

Off-premises access line extension service

- Business Terminal loop \$13.00
- Residence Terminal loop 8.65

5.4.2 Reserved

EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES (Cont'd)

5.4.3 Custom Calling Services/Advanced Calling 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.

(N)
|
(N)

A. Custom Calling Services

1. Conditions

The rates and charges found in Section A.2 following apply in addition to the rates and charges for the class, type and grade of service provided.

These services are provided subject to the availability of suitable facilities.

a. Call forwarding

Call forwarding provides for the transfer to another telephone of incoming calls by dialing a code and the telephone number of the service to which the calls are to be transferred. Any message toll charges applicable are assessed to the customer with the call forwarding feature. Call forwarding service may not be used in any manner which would evade the payment of toll charges.

b. Call Forward Busy

Call Forward Busy automatically forwards incoming calls to a pre-determined number when the called number is busy.

c. Call Forward No Answer

Call Forward No Answer automatically forwards all terminating calls to a predetermined number, if the called number does not answer in a pre-determined time interval.

d. Speed-calling

Speed-calling permits a customer to place calls by dialing an abbreviated code instead of the normal directory number. The customer may change his speed code repertory of frequently called numbers.

e. Three-Way Calling

Three-Way Calling provides for holding an existing call and, by dialing a prefix code and the telephone number of a third telephone, extending the call to that telephone. This feature pro-vides that only one of the three telephones may be outside the local service area of the telephone establishing the three-way call.

Effective: 08-01-2023

EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 Custom Calling Services/Advanced Calling Services

A. Custom Calling Services

1. Conditions (Cont'd)

f. Call Waiting

Call Waiting enables a customer to receive an incoming call when his central office line is in use. The called party hears a tone indicating an incoming call is waiting. At that point he can put the existing call on "hold," or disconnect, and then receive the incoming call. This feature is not available on central office lines arranged for trunk hunting.

g. Warm Line – GRANDFATHERED ^[1]

Warm Line is a time delayed automatic line. When a customer goes off hook (picks up receiver) and dialing is not started prior to a predetermined time parameter, the call is placed to a preselected directory number.

h. Personal Ring (a.k.a. Teen Service and /or Custom Ring)

Teen Service (a.k.a. Custom Ring) provides a distinctive ringing code on incoming calls to an access line. This code is achieved by assigning an additional telephone number to the access line. This number must be billed to the primary number. One directory listing will be provided with the service. Additional listings can be provided per rates in Section 5.7. ^[2]

i. Call Waiting ID

Call Waiting ID also called Spontaneous Call Waiting Identification, when added to an access line that also has Call Waiting and Caller ID, allows the customer to view the name and directory number of a waiting call. The display appears between the first and second tones alerting the customer that another call is coming in. The charge for Call Waiting ID is in addition to those for Call Waiting and Caller ID.

j. Call Transfer ^[3]

(C)

Call Transfer allows the customer to transfer calls to another number by entering a transfer access code followed by the transfer to dialing number. The user is responsible for any toll or measured service charges incurred in the transfer of calls.

^[1] This service is limited to lines in service at existing locations for current customers.

^[2] Effective 09-24-2021, the addition of 2nd and 3rd numbers will be limited to lines in service at existing locations for current customers.

^[3] **Effective August 1, 2023, Call Transfer is grandfathered for residence and small business and will no longer be available to new residence and small business customers.**

(N)

(N)

EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 Custom Calling Services/Advanced Calling Services

A. Custom Calling Services

1. Conditions (Cont'd)

k. Outbound Call Block

Outbound Call Block is a feature that 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. All other Custom Calling and Custom Calling II features are prohibited with the use of this feature and lines equipped with this feature will not have a directory listing. This feature is subject to the availability of facilities and is only available to flat rate business and residence Individual Line Local Exchange Service customers.

2. Rates

Nonrecurring Charges apply for the installation or change of Custom Calling Features.

Custom Calling Features	GF	Business and Residence Monthly Rates
Call Forwarding, each line equipped		\$5.00
Call Forward Busy, each line equipped		3.00
Call Forward No Answer, each line equipped		3.00
Enhanced Call Forward (Call Forward Busy/ No Answer)		6.00
Speed Calling, each line equipped		
- 8-Number Repertory		5.00
- 30-Number Repertory	✓	6.00
Three-Way Calling, each line equipped		5.00
Call Waiting		8.00
Call Waiting ID		3.00
Warm Line	✓	5.00
Teen Service (Personal Ring) (a.k.a. Custom Ring), each number assigned		5.00
Call Transfer ^[1]		6.95
Outbound Call Block Feature		5.00

(C)

GF (✓) = Grandfathered and limited to lines in service at existing locations for current customers.

^[1] **Effective August 1, 2023, Call Transfer is grandfathered for residence and small business and will no longer be available to new residence and small business customers.**

(N)
(N)

Effective: 09-24-2021

EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 Custom Calling Services/Advanced Calling Services

A. Custom Calling Services

2. Rates (Cont'd)

Nonrecurring Charges apply for the installation or change of Custom Calling Features.

Custom Calling Packages	GF	Monthly Rate
Package I Speed Dial 8 with two additional Custom Calling Features ^[1]	✓	10.00 (I)
Package II Speed Dial 30 with two additional Custom Calling Features ^[1]	✓	11.00 (I)
Package III Speed Dial 8 with three additional Custom Calling Features ^[1]	✓	12.00 (I)

GF (✓) = Grandfathered and limited to lines in service at existing locations for current customers.

^[1] Excludes Teen Service

EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 Custom Calling Services/Advanced Calling Services (Cont'd)

B. Advanced Calling Services (a.k.a. Custom Calling II)

1. Conditions

- a. These rates are in addition to all other rates and charges for business and residence telephone service. Nonrecurring charges do not apply for activation of Custom Calling II features and packages that are subscribed to on a monthly basis.
- b. Custom Calling II services are furnished with one-party service only and are provided subject to the availability of suitable facilities.
- c. Each customer to Custom Calling II service agrees to release, indemnify and hold harmless the Company, its employees and agents from any and all loss, claims, demands, suits, or other action or from any liability whatsoever whether suffered, made, instituted, or asserted by the customer or by any other party or person, for any business loss, 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 any of the Custom Calling II features offered in this schedule.

2. Features

a. Anonymous Caller Rejection

This feature allows customers with or without Caller Name and Number Delivery to reject calls for which the information has been intentionally blocked.

b. Call Forward Remote Activation

Call Forward Remote Activation allows customers who have subscribed to Call Forwarding to activate and deactivate the service, and to change the forward-to destination when they are at a remote location away from home or office.

EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 Custom Calling Services/Advanced Calling Services

B. Advanced Calling Services (a.k.a. Custom Calling II)

2. Features (Cont'd)

c. Caller Name and Number Delivery

With Caller Name and Number Delivery, the customer can view the telephone number of an incoming call and/or the directory name associated with the telephone number of an incoming call before answering. After the first ring, the Central Office sends the telephone number of the calling party, the directory name associated with the telephone number, and the current month, day, hour and minute. If the calling party has designated the call as private (pursuant to Caller Name and Number Blocking), or if the incoming call is handled by an operator or is from outside the local calling area, the calling number will not be displayed. Long distance calls from outside the Company's service area, or miscellaneous calls (including cellular), will be shown on the display device as "Out of Area" or "Unknown Caller". Blocked calls will be shown as "Private Caller".

Caller Name and Number Delivery requires a telephone set or a separate display unit capable of recognizing and displaying the calling telephone number sent from the Central Office.

d. Continuous Redial

The customer can direct the Central Office to re-call the telephone number of the last outgoing call from his telephone by dialing the Redial Activation Code. The central Office will re-dial the telephone number whether or not the original call was answered, unanswered, or busy.

e. Customer Originated Trace

By dialing the Call Trace activation code, the customer can initiate a trace of a phone call without seeking direct 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 and is available only for calls placed within the local calling area.

f. Distinctive Ringing/Call Waiting (**a.k.a. Priority Call**)

With this service, incoming calls from up to 12 telephone numbers can be automatically identified by distinctive ringing, or, if the customer line is in use, a distinctive call waiting tone accompanies the incoming call.

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EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 Custom Calling Services/Advanced Calling Services

B. Advanced Calling Services (a.k.a. Custom Calling II)

2. Features (Cont'd)

g. Last Call Return

By dialing the Last Call Return activation code, a Last Call Return customer directs the Central Office to place a call to the telephone number of the last incoming call to their telephone. The customer can return a call without knowing the telephone number of the party who made the last incoming call.

If the recalled number is busy, the Last Call Return customer can activate an additional feature which causes the Central Office to monitor the status of that line for up to 30 minutes. When the line becomes available, the Last Call Return customer will be signaled with a distinctive ring. When the customer lifts the handset, the call will automatically be dialed. Last Call Return is available only within the local calling area.

h. Residential Call Hold

Residential Call Hold allows a customer to place an active call on hold through the use of an access code, and then continue the conversation either from the same set or from another set.

i. Selective Call Acceptance – **GRANDFATHERED**
Selective Call Acceptance are grandfathered. Availability to current customers is limited to lines in service at existing locations.

Selective Call Acceptance allows the customer to store up to 12 telephone numbers that the customer wishes to receive calls from. An incoming call from a telephone number that is not on the list is routed to an announcement that the called party does not wish to receive the call.

j. Selective Call Forwarding

Selective Call Forwarding allows customers to ensure that selected incoming calls from designated telephone numbers reach them at a forwarded location. Incoming calls from up to 12 designated telephone numbers can be forwarded. Selective Call Forwarding is available only within the local calling area.

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(N)

Effective: 10-25-2021

EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 Custom Calling Services/Advanced Calling Services

B. Advanced Calling Services (a.k.a. Custom Calling II)

2. Features (Cont'd)

k. Selective Call Rejection

Selective Call Rejection allows the customer to selectively program a list of up to 12 telephone numbers from which calls are to be rejected or blocked. Incoming calls that are on the list are routed to an announcement informing the caller that the called party does not wish to receive the call.

l. Three-Way Calling (Casual Usage)

Three-Way Calling allows the customer to add a third caller to an existing conversation. The customer activates the feature by flashing the hookswitch to put the first caller on hold, receiving a second dial tone, then dialing the third caller's number. Upon answer by the third caller, the customer flashes the hookswitch again to add all three parties to the conversation. If the third caller does not answer or the line is busy, the customer flashes the hookswitch to return to the original conversation.

3. Rates

a. Standard Features

Standard Features	GF	Monthly Rate
Anonymous Caller Rejection	✓	\$5.00
Call Forward Remote Access		5.00
Caller Name and Number Delivery		10.00
Continuous Redial (Auto Callback)		5.00
Distinctive Ringing/Call Waiting (a.k.a. Priority Call)		5.00
Last Call Return (Auto Recall)		5.00
Residential Call Hold	✓	5.00
Selective Call Acceptance	✓	5.00
Selective Call Forwarding		5.00
Selective Call Rejection		5.00

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GF (✓) = Grandfathered and limited to lines in service at existing locations for current customers.
MT2021-14

Effective: 10-25-2021

EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 Custom Calling Services/Advanced Calling Services

B. Advanced Calling Services (a.k.a. Custom Calling II)

3. Rates (Cont'd)

b. Feature Packages

(1) Custom Calling II Service Packages ^[1]:
(exclude Call Trace and Digitrex)

The following discounted monthly rates will apply for any of the features if they are ordered in addition to Custom Calling Packages I and III found in section 5.4.3.A.2.

If multiple Custom Calling II features following are ordered without Custom Calling Packages I or III, then the first feature will be billed at the full price, and each subsequent feature will be billed at the discounted price.

	<u>Discounted Monthly Rate</u>
Anonymous Caller Rejection ^[1]	\$5.00
Automatic Call Back (Continuous Redial) ^[1]	5.00
Automatic Recall (Last Call Return) ^[1]	5.00
Caller ID Name and Number ^[1]	10.00
Call Forward Remote Access ^[1]	5.00
Distinctive Ringing/Call Waiting "Class" ^[1]	5.00
(a.k.a. Priority Call)	
Selective Call Acceptance ^[1]	5.00
Selective Call Forwarding ^[1]	5.00
Selective Call Rejection ^[1]	5.00

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(2) Custom Calling II with Digitrex ^[2]

The following features are available as a package for Digitrex Customers only. Features not included here are available to Digitrex customers at the previously listed rates.

Continuous Redial, Distinctive Ringing,
Last Call Return, Selective Call Acceptance,
Selective Call Forwarding, Selective Call Rejection
Per Line \$13.00

^[1] Effective October 25, 2019, this Custom Calling II Service Package feature discount is grandfathered and limited to lines in service at existing locations for current customers.

^[2] Effective October 1, 2020, Custom Calling II with Digitrex is grandfathered and limited to lines in service at existing locations for current customers.

Effective: 09-24-2021

EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 Custom Calling Services/Advanced Calling Services

B. Advanced Calling Services (a.k.a. Custom Calling II)

3. Rates

b. Feature Packages (Cont'd)

- (3) Caller ID Extra - GRANDFATHERED ^[1]
The Company will offer a feature plan to residential customers who subscribe to Caller ID, Call Waiting, Call Waiting ID and Call Forwarding for a package price of **\$13.00** per month. In addition, all applicable nonrecurring charges will be waived. (l)
- (4) Caller ID Plus - GRANDFATHERED ^[1]
The Company will offer a feature plan to residential customers who subscribe to Caller ID, Call Waiting and Call Waiting ID, where available, for a package price of **\$11.00** per month. In addition, all applicable nonrecurring charges will be waived. (l)

^[1] Effective December 26, 2014, Caller ID Extra and Caller ID Plus are not available to new customers and are limited to lines in service for existing customers.

CenturyTel of Montana, Inc. d/b/a CenturyLink
Local Terms of Service
Montana

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EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 Custom Calling Services/Advanced Calling Services

B. Advanced Calling Services (a.k.a. Custom Calling II)

3. Rates (Cont'd)

c. Casual Calling (Per Use) Features

Feature Name	GF	Per Activation or Use ^[1]
Customer Originated Trace		\$5.95
Caller Name and Number, Per Call Blocking		No Charge
Continuous Redial (Auto Callback)		1.50 ^[2]
Distinctive Ringing/Call Waiting (a.k.a. Priority Call)		1.50 ^[2]
Last Call Return (Auto Recall)		1.50 ^[2]
Three-Way Calling		1.50 ^[2]

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^[1] The total monthly charge for usage sensitive (per call) features (Casual Calling Features) will not exceed two times the monthly charge for the service.

EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES (Cont'd)

5.4.4 Remote Call Forwarding (a.k.a. Market Expansion Line Service) [1]

(C)

A. Conditions

1. Remote Call Forwarding (RCF) is provided only in Electronic Switching System central offices where facilities and operating conditions permit. RCF will automatically forward incoming calls placed to the remote call forwarding number, to a preselected telephone number in the same or another exchange area.
2. Rates for Remote Call Forwarding are in addition to applicable rates and charges for other service and equipment provided.
3. Transmission quality may vary depending on the distance and routing necessary to complete the forwarded call. Remote Call Forwarding is not suitable or recommended for satisfactory transmission of data.
4. RCF does not allow calls to be forwarded to a public coin telephone.
5. The Company does not provide identification of the originating telephone number to the Remote Call Forwarding subscriber.
6. Call Forwarding is not permitted at an RCF terminating location.
7. Remote Call Forwarding is offered only in exchanges where suitable facilities are available.
8. One listing in the alphabetical section of the directory covering the exchange in which the call forwarding central office is located is provided with RCF service.
9. The RCF customer is responsible for all toll charges billed to the RCF number. The RCF customer is responsible for all message and/or toll charges for the portion of a forwarded call between the RCF number location and the terminating telephone.

[1] Effective June 1, 2023, Remote Call Forwarding (RCF) 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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(N)

EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.4 Remote Call Forwarding (a.k.a. Market Expansion Line Service) [1] (C)

A. Conditions (Cont'd)

10. A condition of providing Remote Call Forwarding is that the subscriber orders sufficient RCF features and facilities to adequately handle calls to the RCF subscriber without interfering with or impairing any services offered by the Company. If, in the Company's opinion, additional Remote Call Forwarding features are required at the call forwarding location or if facilities are needed at the terminating station, the subscriber will be required to subscribe to additional RCF features and facilities. Should the subscriber refuse to subscribe to additional RCF features and/or facilities, the subscriber's RCF service will be subject to termination.
11. Subscribers to RCF service are subject to the same rules, regulations and credit conditions as basic exchange access line service.
12. RCF service may be denied or may be subject to immediate disconnection if use of the service would constitute fraud or avoid toll charges.
13. Optional call screening and blocking service is available to prevent third number, credit card and collect calls from being billed to a RCF service number. Where equipment, facilities and operating conditions permit.
14. RCF service may not be used to forward calls to another exchange in the same local EAS calling area.

B. Rates

Service	Monthly Rate	Installation Charge
Remote Call Forwarding (RCF) Service, each		
- without call screening and blocking	\$24.00	\$31.20
- with call screening and blocking	28.25	31.20
Change of local RCF telephone number	-	13.35
Change of number of the terminating telephone at the call forwarding location	-	13.35

[1] Effective June 1, 2023, Remote Call Forwarding (RCF) 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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EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES (Cont'd)

5.4.5 Reserved

5.4.6 Voice Mail Complementary Services Package

A. Description

The Voice Mail Complementary Services Package provides a group of basic network services (generally used in conjunction with voice mail services) at one monthly rate. The package consists of the following services (where available):

- Call Forward Busy
- Call Forward No Answer
- or, Call Forward Busy/No Answer
- Message Waiting Indication - Audible or Visual

B. Terms and Conditions

1. All regulations and restrictions that normally apply to the services when they are individually provided also apply when they are provided as part of this package.
2. All services are provided only from central offices that have been arranged to provide these services. The services are provided subject to availability of facilities.
3. This package is available only to individual line residence and business customers.

C. Rates

	<u>Monthly Rate</u>
Voice Mail Complementary Services Package, per line	
Residence	\$4.00 (l)
Business	4.00 (l)

5.4.7 Reserved

EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.8 **Reserved**

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5.4.9 Reserved

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Effective: 06-01-2023

EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.10 Custom Ringing Service – See Personal Ring in Section 5.4.3

5.4.11 Hunting Service **[1]**

(C)

A. General

1. Line Hunting Service provides a feature where a group of telephone numbers are linked together so that if any one number in the group is busy when called, subsequent numbers are searched until an idle telephone number is connected.
2. When a hunt number is dialed, the Central Office equipment will connect the call to that line. If that line/trunk is busy, the Central Office equipment hunts for the first available idle line/trunk in sequence behind that line/trunk. When the first idle line/trunk is found, the call rings through on that line/trunk.
3. The Central Office will continue hunting through the sequence until it has searched through the entire group.
4. Should all of the lines/trunks in that group be busy, the Central Office equipment will return a busy signal to the caller.
5. This offering is for terminal line/trunk hunting. Customized hunting may be provided when technically feasible and the proper equipment is available.
6. When the hunt feature is to be added to lines/trunks, and no other service order related work is being performed on that line/trunk, then service order charges will apply.

B. Rates

Service charges apply as follows:

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Hunting Service, per line/trunk	\$2.00	\$5.00

[1] Effective June 1, 2023, Hunting Service is grandfathered for residence customers and will no longer be available to new residence customers.

(N)
(N)

EXCHANGE SERVICES

5.5 PUBLIC COMMUNICATION SERVICE – COIN AND COINLESS

5.5.1 Reserved

5.5.2 Reserved

5.5.3 Reserved

5.5.4 Reserved

5.5.5 Reserved

5.5.6 Reserved

5.5.7 Public Access Line Service (Payphone Services)

A. Description

Payphone Services provide telephone service to customer-leased or owned payphones with or without coin collecting devices. Access to the local calling area is provided at a recurring monthly charge. Message Toll Telephone Service access is provided to place operator billed calls. Fraud protection services will be offered where available.

B. Conditions

1. Payphone service is provided at the option of the customer.
2. Payphone services do not include a directory listing.
3. Installation, move and change charges will be those applicable to business services.
4. The telephone number provided by the Company will be displayed on the telephone instrument at all times.
5. Requests to Directory Assistance Service originated from Payphones will be billed at the applicable rate of the Directory Assistance Carrier.
6. Payphone Services will have the same repair service that is available to simple business service.

EXCHANGE SERVICES

5.5 PUBLIC COMMUNICATION SERVICE – COIN AND COINLESS

5.5.7 Public Access Line Service (Payphone Services)

B. Conditions (Cont'd)

7. The customer shall be responsible for the installation, operation and maintenance of any customer-provided payphones used in connection with this service.
8. All payphones shall provide dial tone first to assure emergency access without the use of a coin.
9. The payphone instrument must allow coin-free operator access and emergency 911 access in any exchange where 911 service is available. Where 911 service is not available, detailed instructions for completing coin-free emergency calls must be posted prominently on the payphone instrument.
10. The information labeling on the instrument should clearly advise the user as to the method of payment required and also must state if the coins will be returned if the called party does not answer.
11. The payphone instrument must be registered under part 68 of the F.C.C. Rules and Regulations, or be connected behind a protective coupler registered under part 68 of the F.C.C. Rules and Regulations.
12. The instrument must comply with the requirements of the Telecommunications for the Disabled Act of 1982 (access to handicapped and hearing aid compatible).
13. The payphone instrument must be connected to the company's network in compliance with the current National Electric Code and National Electric Safety Code.
14. Only one payphone instrument may be connected to a given Payphone Access Line.
15. Payment of Payphone Service, toll message service, operator assistance, special charges, or other types of chargeable calls shall be the responsibility of the subscriber to Payphone Service.
16. The Company may require, as a condition of connection, a security deposit to ensure payment.

Effective: 07-01-2018

EXCHANGE SERVICES

5.5 PUBLIC COMMUNICATION SERVICE – COIN AND COINLESS

5.5.7 Public Access Line Service (Payphone Services)

B. Conditions (Cont'd)

17. Minimum charges for Payphone Service shall apply when the entire service is discontinued within one calendar month of the service establishment date. The minimum charge will consist of one month's service and feature rates and the non-recurring charges.
18. The customer will be held responsible for loss of or damage to payphone facilities furnished by the Company, regardless of if the damage is caused directly by the subscriber or the public.
19. Each payphone shall carry an information label which identifies the owner and the person to call for reporting problems; the price of a call within the local calling area; and, any toll or local calling restrictions such as minutes of use per coin inserted.
20. The customer is responsible for the provision of booths, shelves, directories and all other ancillary equipment.
21. The customer shall be responsible for the payment of a Time and Material Charge for visits by a Company employee to the customer's premises when a service difficulty or trouble report results from the use of customer-provided equipment.
22. When any customer-provided equipment is used with telecommunications services in violation of any of the provisions of this *Local Terms of Service*, the Company will take such immediate action as necessary for the protection of the telecommunications network, Company employees, and the public; and, will promptly notify the customer of the violation. The customer shall discontinue such use of the equipment or correct the violation and shall confirm in writing to the Company within five (5) days following the receipt of the 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 suspension of the customer's service until such time as the customer complies with the provisions of this *Local Terms of Service*.

EXCHANGE SERVICES

5.5 PUBLIC COMMUNICATION SERVICE – COIN AND COINLESS

5.5.7 Public Access Line Service (Payphone Services)

B. Conditions (Cont'd)

23. All applicable toll and extended area service charges apply to calls from Payphones.
24. Fraud protection provides a signal to the telephone operator that the caller is using a payphone. It will not allow collect and third number calls to be billed to the payphone line and restricts operator assisted toll calls to collect, bill to third party and calling card calls.
25. Central Office Payphone Supervision provides the functionality to recognize coin deposits and return coins to the Payphone user.

C. Rates ^[1]^[3]

	<u>Monthly Charge</u>
1. Payphone Access Line	
Valleywide (Flat rated) Plan	\$35.60
Basic (Measured) Plan ^[2]	24.51
2. Central Office Payphone Supervision	2.75
	<u>Nonrecurring Charge</u>
3. Fraud Protection	\$10.00
4. Operator Service Charges	See Operator Handled Service Charges in 5.8.2

^[1] The F.C.C. Multiline Subscriber Line Charge will apply for all Payphone Access Lines.

^[2] Measured Service Intraexchange and Interexchange within the Company's service territory and to West Glacier. There is no additional charge for the first thirty (30) calls. Each additional call beyond thirty will be charged at \$0.15 per call.

^[3] See Section 5.1.2 for Reservation-wide EAS rates and conditions that apply.

EXCHANGE SERVICES

5.6 RESERVED

5.7 DIRECTORY SERVICES

5.7.1 Directory Listings

A. Conditions

1. General

- a. Listings will be limited to such information as is necessary for proper identification.
- b. A listing consists of one line. When use of abbreviations impairs clarity and identification, a second line may be used without additional charge.
- c. The Company may refuse to insert any listing which, in its judgment, does not facilitate the use of the directory.
- d. Business listings of individuals, firms, companies, corporations, associations or concerns must be the names under which the subscribers are conducting business.
- e. Titles are permitted in business or residence listings where required for the purpose of identification.
- f. Business or residence listings, other than names of individuals, may be arranged under a caption when, in the judgment of the Company, the employment of that caption will facilitate the use of the directory.
- g. A trade name may be used as a business listing when the business is conducted under that name.
- h. Listings designed primarily to give publicity to a commodity or service are not acceptable.
- i. Names which are commonly spelled in more than one way, or rearrangement of names, may be provided.

EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.1 Directory Listings

A. Conditions (Cont'd)

2. Non-Published or Non-Listed Service

a. General

Non-listed or non-published number service shall be paid for until the end of the directory period during which the non-listed or non-published telephone number does not appear in the Company's directory, unless the customer's service is discontinued.

Customers to non-published or non-listed service may change from one to the other without incurring an additional monthly charge.

No charge will be made for non-published or non-listed numbers for customers having a listed number in the same exchange under the same listing.

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.

b. Non-Published Telephone Number Service

A customer may request that the telephone number of his service not be published in either the Company's directories or other Company records containing such information available to the general public. If the customer shall make 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; and

Effective: 07-01-2018

EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.1 Directory Listings

A. Conditions

2. Non-Published or Non-Listed Service

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

- (2) Except when required by law, not to disclose the number to any person, company or agency other than its own employees or representatives, or those of other telephone companies or other telephone customers who are billed for calls placed to non-published numbers.

The customer releases, indemnifies and holds harmless the Company 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 person, caused or claimed to have been caused directly or indirectly by the publication of such number of the disclosure or non-disclosure of said number to any persons.

- (3) Utilization of Call Trace and Call Line Identifier

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 Trace or Call Line Identifier procedure whereby the name and address of the subscriber will be provided to the authorized law enforcement agency upon request.

EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.1 Directory Listings

A. Conditions

2. Non-Published or Non-Listed Service (Cont'd)

c. Non-Listed Telephone Number Service

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

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

The customer releases, indemnifies and holds harmless the Company 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 person, caused or claimed to have been caused directly or indirectly by the publication of such number in its publicly distributed directories.

4. Primary service listings

One listing, which will include the name, address and telephone number of the individual, organization, firm or corporation, will be furnished in the alpha section at no charge for each primary station or each private branch exchange. Each business primary station or private branch exchange will receive one listing in the classified section at no charge, under a classification of the customer's choice.

One line dual primary residence listings will be provided for customers who share the same surname and reside at the same address, for women whose husbands are deceased, providing the surnames are the same, and for persons who are known by more than one given name at no additional charge.

EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.1 Directory Listings

A. Conditions (Cont'd)

5. Additional listings

- a. Additional listings will consist of a name, the address of the premises on which the service is located, and the telephone number.
- b. Business additional listings may be the names of:
 - another business conducted at the same address by the customer,
 - departments or branches of a business,
 - the owner or owners of a business, or
 - employees or officers of a firm.
- c. When a customer of business service represents another individual, firm, corporation or association which does not physically occupy the same place of business with the customer, the subscriber may arrange for a listing under his telephone number for such an individual or firm at the additional listing rate
- d. Residence additional listings may be those of members of the customer's domestic establishment residing on the customer's premises.
- e. Listings for individuals occupying rooms let for living quarters in hotels, rooming houses, apartment houses, automobile courts and mobile trailer courts on the premises at which the customer is furnished hotel or commercial private branch exchange service will be furnished at the additional listing rate.
- f. Where business service is furnished in a residence, additional listings may be furnished for the customer, an employee, or a member of the customer's domestic establishment.

EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.1 Directory Listings

A. Conditions (Cont'd)

6. Lines of information may be arranged for, in addition to an additional or alternate listing, for the purpose of facilitating the use of the service, at the additional listing rate.
7. Alternate listings will include additional telephone numbers of the same or another customer to be called in the event there is no answer at the customer's station. In case the alternate listing telephone number is that of another customer; application or agreement for the listing may be required from both customers.
8. A cross-reference listing is an additional listing which, instead of providing a telephone number, directs the user to refer to another listing.
9. The foreign listing rate applies to alpha listings in the local exchange directory for customers served by an exchange other than that in which the directory service is furnished.
10. Where extra listings are provided in conjunction with initial or subsequent installations of exchange service facilities, the charges begin with the day on which charges for the associated service are effective. Where extra listings are provided other than in conjunction with exchange service facilities, the charges begin with the day following their entry in the information records. When extra listings are included in, or excluded from, the directory, the charge will continue until the end of the directory period unless the listed party or firm vacates the customer's premises or subscribes for service in his own name, or unless the customer's service is discontinued.

All applications for services outlined in this *Local Terms of Service* shall be made by the customer or authorized agent.

Effective: 06-01-2023

EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.1 Directory Listings (Cont'd)

B. Rates

Listing Type - Residence and Business	Monthly Rate	Nonrecurring Charge
Additional ^[1] , Alternate ^[1] , Lines of Information ^[1] , and Cross Reference Listings ^[1] , each	\$7.00	\$4.50
Nonpublished and Nonlisted Service	8.00	
Foreign Listing ^[1] , each	8.00	

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[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.

(N)
(N)

EXCHANGE SERVICES

5.7 DIRECTORY SERVICES (Cont'd)

5.7.2 Directory Assistance Service

A. Local Directory Assistance

1. Conditions

- a. Customers may obtain assistance in determining telephone numbers by calling a Directory Assistance Operator subject to the regulations and charges shown herein.
- b. The customer may request a maximum of two numbers per call. There are no monthly call allowances. Each Directory Assistance Call is subject to the per call charge.
- c. No charge applies for Directory Assistance calls placed from telephone services the Company has determined are used on a continuing basis by special needs person(s) certified incapable of using a published telephone directory.
- d. If the customer places a call to Directory Assistance via an operator, the operator-handled service charges listed in section 5.8.2 apply in addition to the Directory Assistance Charge.

2. Rates – See 5.7.2.D following.

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(D)

EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.2 Directory Assistance Service (Cont'd)

B. National Directory Assistance

1. Description

National Directory Assistance Service is provided to customers of the company for the purpose of requesting telephone numbers of individuals or businesses who are located outside the customer's local Directory Assistance service area.

2. Conditions

- a. There are no call allowances or exemptions for National Directory Assistance customers.
- b. If a customer dials Directory Assistance for the purpose of obtaining a National Directory Assistance listing, and also asks for a listing within their local Directory Assistance service area, the charge for National Directory Assistance applies.
- c. A maximum of two requested telephone numbers are allowed per call.
- d. Charges apply to each call placed to National Directory Assistance from a Public Access Line.
- e. In locations, including Public Access Lines, where the customer has the capability to dial National Directory Assistance but places a call to the National Directory Assistance service attendant via an operator, an additional operator assistance charge may apply in addition to the National Directory Assistance Charge.

3. Rates – See 5.7.2.D following.

Effective: 02-01-2021

EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.2 Directory Assistance Service (Cont'd)

C. Directory Assistance Call Completion

1. Description

Where facilities permit, a customer calling for directory assistance may request the completion of local, intraLATA calls to the telephone number that was provided to that customer on the directory assistance call.

2. Conditions

- a. Directory Assistance Call Completion is available to residence, business, and Public Access Line customers.
- b. Directory Assistance Call Completion can be blocked at the originating customer's request.
- c. Applicable Operator Service charges will apply in addition to the rate specified in D. following when the customer dials "0" for Directory Assistance.
- d. There are no call allowances; however, the charges and call allowances for Directory Assistance are not affected.

3. Rates

The rate found under 5.7.2.D following is in addition to the Directory Assistance charge and any charge for intraLATA toll or any local message charge, if applicable.

D. Rates for Directory Assistance Services

Service	Charge Per Call
Local and National Directory Assistance	\$6.99 (l)
Directory Assistance Call Completion	0.00

Effective: 07-01-2018

EXCHANGE SERVICES

5.8 OPERATOR SERVICES

5.8.1 Reserved

5.8.2 Local Operator Assistance

Operator Handled Service Charges apply once for each call classified as Customer Dialed Calling Card, Operator Handled Station-to-Station, and Operator Handled Person-to-Person. The charges also apply once for each time an operator verifies a called line or interrupts a call in progress.

- A. Customer Dialed Calling Card - applies when the calling person dials 0 plus the desired number and bills the call to an authorized calling card.
- B. Operator Handled Station-to-Station - applies when calls are completed with the assistance of an operator, unless another Operator Handled charge applies, or the call is being placed for a calling party identified as handicapped and unable to dial the call because of that handicap.
- C. Operator Handled Person-to-Person - applies when a calling party names the particular party to be reached by an operator. The called party may be a person, a mobile station, or a station, department, or office reached through a PABX attendant. The charge also applies when the calling party cannot speak to the intended person or station, but agrees to speak to someone else, or requests an operator to make arrangements with a person to receive a call at a specified time.
- D. The charges for all Operator Handled Service charges are billed to the calling party, unless the charge is billed to the called party as a collect call and the charge is accepted by the called party, or the charge is billed to an authorized third telephone number, authorized calling card, or special billing number. This charge cannot be billed to a pay telephone.
- E. When the calling person dials the desired telephone number without the assistance of an operator, it is a Dial Station-to-Station call. This includes calls forwarded by call forwarding equipment.
- F. Operator Handled Service Charges

- Customer Dialed Calling Card \$0.50
- Operator Handled Station to Station 1.20
- Operator Handled Person-to-Person 3.50

Effective: 01-01-2024

EXCHANGE SERVICES

5.8 OPERATOR SERVICES (Cont'd)

5.8.3 Reserved

5.8.4 Intercept Services - **GRANDFATHERED**^[1]

(C)

A. Conditions

1. New Number Referral Service includes all intercept recordings that provide the new number information.
2. Customized Referral Service allows customers to provide a customized referral message.
3. Intercept services are provided to customers that have a record listed in the directory or on directory assistance. The Service is not provided with Digitrex and Direct Inward Dialing (DID).
4. Intercept services are provided to both residence and business customers. Intercept service applies to temporarily or permanently disconnected numbers, including Vacation Number Reservation and telephone number changes.
5. Intercept services are subject to the availability of the disconnected number and the availability of Central Office facilities.
6. The minimum service period for New Number Referral Service and Customized Referral Service is one month.
7. Applications for Intercept Service will be accepted only from the customer or the customer's representative who has the authority to order the Intercept Service.
8. The Company will be held harmless from any claims which may arise out of the Company's provision of Intercept Services.
9. The Company retains the unrestricted right to refuse any intercept message.
10. Customized Referral Service allows for the recording of a customer's message. No advertising will be permitted.

^[1] **Effective January 1, 2024, New Number Referral and Customized Referral Services are grandfathered and will no longer be available to new customers.**

(N)
(N)

Effective: 01-01-2024

EXCHANGE SERVICES

5.8 OPERATOR SERVICES

5.8.4 Intercept Services

A. Conditions (Cont'd)

11. The Customized Referral Service message must consist of:

- The name of the customer
- New number if available
- Message

12. If a Customized Referral Message is found to be unacceptable, i.e., advertising, offensive language, etc., the customer shall be contacted to modify the message or the service is subject to termination by the Company.

B. Rates

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	
1. New Number Referral – GRANDFATHERED			(C)
• Residential	\$10.00	\$ 5.00	
• Business	10.00	10.00	
2. Customized Referral – GRANDFATHERED			(C)
• Residential	10.00	15.00	
• Business	10.00	25.00	

Effective: 03-01-2022

EXCHANGE SERVICES

5.9 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.

(N)
|
(N)

5.9.1 Unlimited Nationwide Calling or Essential Home Phone with 30 Minutes Long Distance ^[1]

A. Description

[CENTURYLINK LOCAL TERMS OF SERVICE: UNLIMITED NATIONWIDE CALLING OR ESSENTIAL HOME PHONE WITH 30 MINUTES LONG DISTANCE](#) (see section 1.1.B. for URL) contains the terms and conditions for Unlimited Nationwide Calling or Essential Home Phone with 30 Minutes Long Distance.

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]

^[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.

^[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.

Effective: 07-01-2018

EXCHANGE SERVICES

5.9 PACKAGED SERVICES

5.9.2 Home Phone II – GRANDFATHERED ^[1]

A. Description

1. Home Phone II is an optional enrollment plan that permits residence customers to receive Local Exchange Service and additional features and services for a flat monthly rate.
2. Home Phone II customers must subscribe to a qualifying long distance plan.
3. Home Phone II includes the following services and features:
 - Residence Flat Rate Access Line
 - Choice of the following features:
 - Anonymous Call Rejection
 - Busy Redial
 - Call Forward Busy
 - Call Forward No Answer
 - Call Forwarding
 - Call Forward Remote Access (where available)
 - Call Return
 - Call Waiting
 - Call Waiting ID
 - Caller ID
 - Cancel Call Waiting
 - Message Waiting Indication
 - Selective Call Accept
 - Selective Call Forward
 - Selective Call Rejection
 - Three-Way Calling
 - VIP Alert
 - Voice Mail ^[2]

^[1] Effective June 11, 2017, Home Phone II is grandfathered. Availability to current customers is limited to lines in service at existing locations.

^[2] Deregulated Service.

EXCHANGE SERVICES

5.9 PACKAGED SERVICES

5.9.2 Home Phone II – GRANDFATHERED ^[1] (Cont'd)

B. Regulations

1. Home Phone II customers may terminate their enrollment in the plan at any time upon notice to the Company, **subject to the conditions specified in Section 2.3.2.D., Prorating of Opening and Closing Bills.**
2. Unless terminated by the Home Phone II customer or the Company, a customer will remain enrolled in the plan, as amended from time-to-time, with any applicable changes in rate, for as long as the plan continues to be offered by the Company.
3. Home Phone II customers are not eligible for promotional offerings associated with the features included in the plan, unless specifically provided for in a promotional offering.
4. Components of Home Phone II will be converted to ala carte rates for the remaining services if customers remove any of the qualifying services.
5. All terms and conditions specified elsewhere for the respective services/features requested as part of this plan shall apply.
6. Services selected as part of this plan can only be provided where technically available and compatible with other services the customer may choose to order.
7. Home Phone II cannot be combined with any other discounts unless otherwise specified.

(N)
(N)

^[1] Effective June 11, 2017, Home Phone II is grandfathered. Availability to current customers is limited to lines in service at existing locations.

Effective: 04-01-2024

EXCHANGE SERVICES

5.9 PACKAGED SERVICES

5.9.2 Home Phone II – GRANDFATHERED ^[1] (Cont'd)

C. Rates and Charges

1. The monthly rate includes the Local Exchange Service, flat rate EAS and features only. All other recurring charges applicable to an access line apply to Home Phone II. Among other things, these include but are not limited to, surcharges, subscriber line charges, and taxes. Also, the monthly rate does not include the recurring charges for the qualifying long distance plan.
2. Non-recurring Charges, as described in Section 3, apply for new and additional Home Phone II lines, and moves of existing lines.
3. Service Charges do not apply when Home Phone II replaces existing Local Exchange Service. Non-recurring Charges do apply when customers request a change from Home Phone II back to Local Exchange Service.

Monthly Rate

Home Phone II ^[2]

\$32.95

(1)

^[1] Effective June 11, 2017, Home Phone II is grandfathered. Availability to current customers is limited to lines in service at existing locations.

^[2] The customer must subscribe to either CenturyLink Communications, LLC Home Phone II Per Minute long distance plan or CenturyLink Communications, LLC Home Phone II Unlimited long distance plan to qualify for this bundle.

Effective: 04-01-2024

EXCHANGE SERVICES

5.9 PACKAGED SERVICES (Cont'd)

5.9.3 Economy Pack Plus ^[1]/Economy Pack Plus LITE ^[2] - GRANDFATHERED

A. Description

1. Economy Pack Plus/Economy Pack Plus LITE includes a residential access line, Caller ID, Call Waiting and Call Waiting ID. Subscription to High-Speed Internet provided by the Company is required.
2. Economy Pack Plus LITE ⁽¹⁾ includes subscription to High-Speed Internet (up to 1.5 Mbps), CenturyTel Long Distance, LLC Easy Talk Economy long distance plan, and any non-international DIRECTV® package (which is billed by the Company). The following rate does not include charges for these additionally required services. However, the rate reflected herein and the applicable rates for those services may appear as a single line item on the customer's bill.
3. Existing residential customers who contact the Company to disconnect service and instead agree to retain their service are eligible to subscribe to Economy Pak Plus, which requires subscription to High-Speed Internet (up to 20 Mbps, where technically available). The following rate includes the required flat rate one-party residence line with Touch tone, flat rate EAS, and features. This rate does not include charges for the required deregulated High-Speed Internet; however, the rate reflected herein and the applicable High-Speed Internet rate for the selected Internet speed (768 Kbps through 20 Mbps) will appear as a single line item on the customer's bill.

B. Rates

	<u>Monthly Rate</u>
Economy Pack Plus/Economy Pack Plus LITE	\$37.00 (I)

^[1] Effective April 12, 2019, Economy Pack Plus is grandfathered. Availability to current customers is limited to lines and features in service at existing locations.

^[2] Effective December 6, 2013, Economy Pack Plus LITE is not available to new customers and are limited to lines in service for existing customers.

Effective: 04-01-2024

EXCHANGE SERVICES

5.9 PACKAGED SERVICES (Cont'd)

5.9.4 Economy Pack Bundle

A. Description

1. Economy Pack Bundle is an optional enrollment plan that permits residence customers who subscribe to qualifying products and services to receive Local Exchange Service and additional features and services, for a flat monthly rate.
2. Economy Pack Bundle includes a flat rate individual residential line, Caller ID and Call Waiting.
3. The monthly rate for Economy Pack Bundle includes the Subscriber Line Charge.

B. Rates

Economy Pack Bundle	<u>Monthly Rate</u> \$41.95 ^[1]
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^[1] A \$5.00 discount is available per month for a 12-month term when customer agrees to a 12-month commitment.

EXCHANGE SERVICES

5.9 PACKAGED SERVICES (Cont'd)

5.9.5 Simple Choice®^[1] /Business Assist Advantage

A. Description

Simple Choice /Business Assist Advantage are packages of features available to both residential and business customers. This package is only available to Simple Choice/Business Assist Advantage customers and includes the features specified following and) a flat rate access line with touch calling. Customers subscribing to Simple Choice/Business Assist Advantage are entitled to unlimited use of the service/features specified **(where available)**.

B. Features

Following are the eligible call features. All features may not be available in all areas:

- Caller ID Number Only
- Caller ID
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Call Waiting Display Deluxe
- Call Forwarding
- Call Forward No Answer
- Call Forward Busy
- Call Forward Busy/No Answer
- Call Forward Remote Access
- Call Transfer
- Call Return *69
- Three-Way Calling
- Call Waiting
- VIP Alert
- Distinctive Ring
- Home Intercom
- Busy Redial *66
- Message Waiting Indicator
- Anonymous Call Reject *77
- Selective Call Accept *64
- Selective Call Forward *63
- Selective Call Rejection *60
- Long Distance Alert
- Speed Call 8 or Speed Call 30
- Voice Mail (where available)

^[1] Effective December 26, 2014, Simple Choice is not available to new customers and is limited to lines in service for existing customers.

EXCHANGE SERVICES

5.9 PACKAGED SERVICES

5.9.5 Simple Choice® ^[1] /Business Assist Advantage (Cont'd)

C. Terms and Conditions

1. A customer may select an unlimited number of compatible services and features from the Features list. All terms and conditions as specified elsewhere in this *Local Terms of Service* shall apply
2. Nonrecurring charges as specified elsewhere in this *Local Terms of Service* do not apply for transactions involving additions, deletions, or changes to the services/features requested as part of Simple Choice/Business Assist Advantage. However, appropriate nonrecurring charges do apply for installation of, moves, and changes to the access line.
3. Simple Choice/Business Assist Advantage features must be activated by the customer before they can be used without incurring usage charges.
4. All recurring charges applicable to an access line apply to Simple Choice/Business Assist Advantage. Among other things, these can include but are not limited to, EAS charges, surcharges, subscriber line charges, and taxes.

D. Rates and Charges

1. Monthly Rates

	<u>Residence</u>	<u>Business</u>
Simple Choice ^[1]	\$50.95 (I)	---
Business Assist Advantage	---	\$68.95 (I)

2. Nonrecurring Charges

A nonrecurring charge will not apply for installation of the features for Simple Choice/Business Assist Advantage. Installation, moves, and changes to the access line(s) will incur the appropriate nonrecurring charges found in Section 3.

^[1] Effective December 26, 2014, Simple Choice is not available to new customers and is limited to lines in service for existing customers.

Effective: 07-01-2018

EXCHANGE SERVICES

5.9 PACKAGED SERVICES (Cont'd)

5.9.6 Simple Choice® Unlimited - GRANDFATHERED ^[1]

A. Description

Simple Choice Unlimited is a package of features available to residential customers in certain exchanges. The exchanges are listed in the rate section following. Simple Choice Unlimited includes the features specified following, a flat rate access line, and unlimited long distance calling.

B. Features

Following are the eligible call features. All features may not be available in all areas:

- Anonymous Call Reject *77
- Busy Redial *66
- Call Forward Busy
- Call Forward No Answer
- Call Forwarding
- Call Return *69
- Call Transfer
- Call Waiting
- Call Waiting Disposition
- Cancel Call Waiting
- Caller ID
- Caller ID Number Only
- Distinctive Ring
- Long Distance Alert
- Selective Call Accept *64
- Selective Call Forwarding *63
- Selective Call Rejection *60
- Speed Call 8 or Speed Call 30
- 3-Way Calling
- VIP Alert
- Call Waiting ID
- Call Forward Busy/No Answer
- Home Intercom
- Call Forward Remote Access
- Voice Mail (Where Available)

C. Terms and Conditions

1. A customer may select an unlimited number of compatible services and features from the Features list. All terms and conditions as specified elsewhere in this *Local Terms of Service shall apply*.
2. Nonrecurring charges as specified elsewhere in this *Local Terms of Service* do not apply for transactions involving additions, deletions, or changes to the services/features requested as part of Simple Choice Unlimited. However, appropriate nonrecurring charges do apply for installation of, moves, and changes to the access line.

^[1] Grandfathered to existing customers at their current locations.

Effective: 04-01-2024

EXCHANGE SERVICES

5.9 PACKAGED SERVICES

5.9.6 Simple Choice® Unlimited - GRANDFATHERED ^[1]

C. Terms and Conditions (Cont'd)

3. Customers subscribing to the Simple Choice Unlimited may select different features for each line. All lines must be billed to the same account and located at the same premise.
4. Simple Choice Unlimited features must be activated by the customer before they can be used without incurring usage charges.
5. All recurring charges applicable to an access line apply to Simple Choice Unlimited. Among other things, these can include but are not limited to, surcharges, subscriber line charges, and taxes.
6. Customer disconnecting prior to the expiration of the one-year term commitment will be charged the packaged rate for each full calendar month of the remaining contract period.
7. Call Detail will not be provided with this service plan.

D. Monthly Rate

Exchanges: Bigfork, Columbia Falls, Elmo, Finley Point, Hungry Horse, Kalispell, Lakeside, Marion, McGregor Lake, Olney, Polson, Somers, Swan Lake, Whitefish, Yellow Bay

	<u>Monthly Charge</u>
Simple Choice Unlimited	\$49.95 (I)

5.9.7 Reserved

^[1] Grandfathered to existing customers at their current locations.

EXCHANGE SERVICES

5.9 PACKAGED SERVICES (Cont'd)

5.9.8 Simple Choice **One**— GRANDFATHERED ^[1]

A. Description

Simple Choice **One is a package** of features available to both residential and business customers. Simple Choice One includes the features specified following and a flat rate access **line**. Customers subscribing to Simple Choice **One are** entitled to unlimited use of the service/features specified.

B. Features

Following are the eligible call features. All features may not be available in all areas:

- Caller ID
- Call Waiting
- Call Waiting ID
- Call Forwarding
- Call Forward No Answer
- Call Forward Busy
- Call Forward Busy/No Answer
- Call Forward Remote Access
- Call Return *69
- 3-Way Calling
- Caller ID Number Only
- Call Transfer
- Long Distance Alert
- Message Waiting Indication
- Distinctive Ring
- VIP Alert
- Busy Redial *66
- Speed Call 8 or Speed Call 30
- Anonymous Call Reject *77
- Selective Call Accept *64
- Selective Call Forward *63
- Selective Call Rejection *60
- Call Waiting/Cancel Call Waiting
- Call Waiting Display Deluxe
- Home Intercom

C. Terms and Conditions

1. A customer may select an unlimited number of compatible services and features from the Features list. All terms and conditions as specified elsewhere in this *Local Terms of Service* shall apply.
2. Nonrecurring charges as specified elsewhere in this *Local Terms of Service* do not apply for transactions involving additions, deletions, or changes to the services/features requested as part of Simple Choice **One**. However, appropriate nonrecurring charges do apply for installation of, moves and changes to the access line.

^[1] Grandfathered to existing customers at their current location.

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(C)

Effective: 04-01-2024

EXCHANGE SERVICES

5.9 PACKAGED SERVICES

5.9.8 Simple Choice One– GRANDFATHERED ^[1]

C. Terms and Conditions (Cont'd)

3. Simple Choice One features must be ordered by the customer and activated by the Company before they can be used by the customer. Otherwise the customer will be assessed usage charges.
4. All recurring charges applicable to an access line apply to Simple Choice One. Among other things, these can include but are not limited to, EAS charges, surcharges, subscriber line charges, and taxes.
5. If access line rates for residence and business service, as listed elsewhere in this *Local Terms of Service*, increase, the Simple Choice One rate may also increase.

D. Rates

1. Monthly Rates

Bundle	Residence	Business
Simple Choice One	\$47.95 (l)	\$6.95 (l)

2. Nonrecurring Charges

A nonrecurring charge will not apply for installation of the features for Simple Choice One and Simple Choice Two. Installation, moves, and changes to the access line(s) will incur the appropriate nonrecurring charges found in Section 3.

^[1] Grandfathered to existing customers at their current location.

Effective: 07-01-2018

EXCHANGE SERVICES

5.9 PACKAGED SERVICES (Cont'd)

5.9.9 Prepaid Local Telephone Service (PLTS) - GRANDFATHERED ^[1]

Prepaid Local Telephone Service (PLTS) is a residential payment plan where the customer agrees to pay for service one month in advance. Upon establishment of the PLTS plan, the customer will be billed for one month service. The Company will require payment of these charges prior to establishment of service. Thereafter, the customer will be required to pay one month's service on a monthly basis. Once payment for service is received, one month's service will be provisioned.

A. PLTS is configured as follows:

1. Voice grade residential flat rate line.
2. All mandatory services, including extended area service, expanded local calling, etc.
3. Tone Dialing
4. Ability to dial 911
5. Ability to dial CenturyTel repair services
6. Ability to dial CenturyTel Customer Service
7. Primary directory listing (nonpublished/nonlisted available at additional charges)
8. Access to Directory Assistance
9. Toll blocking/usage charges blocking
10. Call Waiting, Caller ID Name and Number, and Call Forwarding included
11. 800/8XX access

B. Customers who are unable to pay the required charges to maintain their present service may activate a PLTS plan. Applicant or customers will not be required to pay a deposit or connection fees in order to establish PLTS service.

C. The monthly rate for PLTS shall be in addition to any surcharges and fees established or authorized by a government entity, including but not limited to 911, subscriber line charge, sales tax and municipal fees.

D. Subscribers to PLTS are required to have mandatory toll blocking and usage charges blocking placed on their telephone line. The customer is responsible to pay for any inbound/outbound call(s) and any other authorized services where additional charges are applicable.

^[1] Effective November 1, 2017, this service is grandfathered. Availability to current customers is limited to lines in service at existing locations.

Effective: 07-01-2018

EXCHANGE SERVICES

5.9 PACKAGED SERVICES

5.9.9 Prepaid Local Telephone Service (PLTS) - GRANDFATHERED ^[1] (Cont'd)

E. The Company may disconnect PLTS service, with notice consistent with Commission Rule, for any of the following reasons:

1. Failure to make delinquent monthly payments or delinquent bill charges
2. Use of the service in a manner that interferes with the service of others

F. The Company may disconnect PLTS service without notice where a known emergency situation exists.

G. If the PLTS customer is disconnected due to failure to comply with any terms of PLTS, they will no longer be eligible for PLTS. The customer can return to traditional local telephone service if they meet the requirements for service, including payment of outstanding local service charges if applicable and payment of a deposit if their payment history is such that a deposit would normally be required.

H. Rate

	<u>Monthly Rate</u>
Prepaid Local Telephone Service ^[1]	\$39.95

^[1] Effective November 1, 2017, this service is grandfathered. Availability to current customers is limited to lines in service at existing locations.

Effective: 04-01-2024

EXCHANGE SERVICES

5.9 PACKAGED SERVICES (Cont'd)

5.9.10 Second Line Bundle – GRANDFATHERED ^[1]

This bundled service offering is available to residential customers with at least one residential one-party access line.

The offering includes an additional residential one-party access line with Call Waiting. The Company will waive the appropriate nonrecurring charges for residential customers subscribing to this bundle.

	<u>Monthly Rate</u>
Residential Second Line Bundle ^[1]	\$25.95 (I)

If any required component of the service bundle is discontinued, discounts may no longer apply and/or all remaining components may convert to the regular monthly rate.

^[1] Effective December 6, 2013, Second Line Bundle is not available to new customers and is limited to lines in service for existing customers.

Effective: 09-01-2018

EXCHANGE SERVICES

5.9 PACKAGED SERVICES

5.9.11 Pure Broadband Bundle

A. Description

Pure Broadband Bundle includes flat rate Residence ^[2] or Business Individual Line Local Exchange Service and features as specified, and requires subscription to the Company's High-Speed Internet (1.5 Mbps or greater).

B. Features

- Outbound Call Block Feature
- Non-Published Service
- Call Screening and Blocking (Optional)

C. Terms and Conditions

1. Pure Broadband Bundle is available to residential and business customers in all exchanges within the Company where technically feasible, subject to availability of facilities.
2. This bundle is only available with One-Party Local Exchange Service. Lines equipped with Pure Broadband Bundle will not have a directory listing and will not be included in the Company's directory assistance records. Extended Area Service (EAS) charges do not apply.
3. The bundle rate will include the Subscriber Line Charge, Telecommunications Relay Service (TRS) Charge, E911 Charge and Local Number Portability (LNP) Charge.
4. Service Charges or nonrecurring charges do not apply.

D. Rates ^[1]

	<u>Monthly Rate, Per Bundle</u>
Business	\$44.00
Residence – GRANDFATHERED ^[2]	30.00

(l)

^[1] Rates applicable for non-regulated High-Speed Internet also apply.

^[2] Effective June 11, 2017, Pure Broadband Bundle is grandfathered for residential customers. Availability to current customers is limited to lines in service at existing locations.

EXCHANGE SERVICES

5.9 PACKAGED SERVICES

5.9.12 CenturyLink Business Bundles

A. **Regulation and Descriptions**

[CENTURYLINK LOCAL TERMS OF SERVICE: CENTURYLINK BUSINESS BUNDLE](#) (see section 1.1.B. for URL) 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	2nd through 10th Bundle	
Month-to-Month (Option 1)	\$45.00	\$39.99	\$50.00
Two-Year Term (Option 2)	45.00	39.99	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	2nd through 10th Bundle	
Month-to-Month	\$50.00	\$19.99	\$50.00
2-Year Term	50.00	19.99	0.00

(M) Material moved within this page.

Effective: 04-01-2024

EXCHANGE SERVICES

5.9 PACKAGED SERVICES (Cont'd)

5.9.13 Business Unlimited

A. Description

Business Unlimited is a package of features available to business customers. Subscription to the Business Unlimited bundle includes one line of unlimited local calling and choice of calling features offered by the Company and unlimited long distance calling provided by CenturyLink Communications, LLC.

B. Terms and Conditions

1. Business customers with 1-10 lines will be eligible for discounted unlimited calling services. Additional lines of Unlimited Local and Long Distance calling, up to a maximum of ten lines, may be added plus all other applicable monthly service charges.
2. Metered/measured line services, PBX, Key, or Centrex accounts are not eligible for Business Unlimited. The customer must subscribe to the CenturyLink Communications, LLC., Basic Business Unlimited Long Distance Bundle for each Business Unlimited line.
3. If usage under this plan is not consistent with typical domestic voice usage, as determined in the Company's sole discretion, the Company reserves the right to move customer to an alternative plan or may suspend, restrict or cancel customer's service

C. Monthly Rates

The following rates apply in addition to the monthly rates applicable for companion long distance service provided by CenturyLink Communications, LLC.

Business Unlimited	Monthly Rate
Primary Access Line Charge and Additional Access Line Charge	\$56.00 (I)

Effective: 07-01-2018

EXCHANGE SERVICES

5.9 PACKAGED SERVICES (Cont'd)

5.9.14 Core Connect

A. Description

[CENTURYLINK LOCAL TERMS OF SERVICE: CORE CONNECT BUNDLES](#) (see section 1.1.B. for URL) 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

The following rates apply in addition to the monthly rates applicable for companion long distance and HSI services.

1. Core Connect 1 ^[1]

Business Individual Line Service or Key Trunk Service
Hunting (optional)

Choice of the following features and services:

- Caller ID with Name (includes Anonymous Call Rejection)
- Call Forward Variable
- Call Forward Busy
- Call Forward/No Answer
- Call Forward Remote Access
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Three-Way Calling
- Call Transfer
- Return Call
- Distinctive Ring
- Busy Redial
- Message Waiting
- Voicemail ^[2]

^[1] Customers must also subscribe to the CenturyTel Long Distance, LLC Business Unlimited (Option 1) long distance plan for each CORE CONNECT 1 line or trunk subscribed.

^[2] Deregulated service.

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EXCHANGE SERVICES

5.9 PACKAGED SERVICES

5.9.14 Core Connect

B. Rates and Charges

1. Core Connect 1 ^[1] (Cont'd)

Exchanges	Per Location, Per Month				
	Initial Bundle	2 nd through 10 th bundle			
	All Terms	Month-to-Month	1 Year Term	2 Year Term	3 Year Term
Elmo, Finley Point, Hungry Horse, Marion, Olney, Somers, Swan Lake, Yellow Bay	\$80.00	\$50.00	\$45.00	\$42.50	\$40.00
Columbia Falls	70.00	40.00	35.00	32.50	30.00
All Other Exchanges	60.00	30.00	25.00	22.50	20.00

^[1] Customers must also subscribe to the CenturyTel Long Distance, LLC Business Unlimited (Option 1) long distance plan for each CORE CONNECT 1 line or trunk subscribed.

EXCHANGE SERVICES

5.9 PACKAGED SERVICES

5.9.14 Core Connect

B. Rates and Charges (Cont'd)

2. Core Connect 1 LITE

Business Individual Line Service or Key Trunk Service
Hunting (optional)

Choice of the following features and services:

- Caller ID with Name (includes Anonymous Call Rejection)
- Call Forward Variable
- Call Forward Busy
- Call Forward/No Answer
- Call Forward Remote Access
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Three-Way Calling
- Call Transfer
- Return Call
- Distinctive Ring
- Message Waiting
- Voicemail ^[1]

^[1] Deregulated service.

EXCHANGE SERVICES

5.9 **PACKAGED SERVICES**

5.9.14 **Core Connect**

B. **Rates and Charges**

2. **Core Connect 1 LITE (Cont'd)**

Exchanges	Per Location, Per Month				
	Initial Bundle	2nd through 10th bundle			
	All Terms	Month-to-Month ^[1]	1 Year Term	2 Year Term	3 Year Term
Elmo, Finley Point, Hungry Horse, Marion, Olney, Somers, Swan Lake, Yellow Bay	\$80.00	\$50.00	\$45.00	\$42.50	\$40.00
Columbia Falls	70.00	40.00	35.00	32.50	30.00
All Other Exchanges	60.00	30.00	25.00	22.50	20.00

^[1] Customers must initially subscribe to Core Connect 1 LITE under a TDP. Month-to-month rates are available upon expiration of a TDP when customers do not renew or select a new TDP option.

Effective: 10-25-2019

EXCHANGE SERVICES

5.9 PACKAGED SERVICES

5.9.14 Core Connect

B. Rates and Charges (Cont'd)

3. Core Connect 2 ^[1]

Business Individual Line Service or Key Trunk Service
Hunting (optional)

Choice of the following features and services:

- Caller ID with Name (includes Anonymous Call Rejection)
- Call Forward Variable
- Call Forward Busy
- Call Forward/No Answer
- Call Forward Remote Access
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Three-Way Calling
- Call Transfer
- Return Call
- Distinctive Ring
- Busy Redial
- Selective Call Rejection
- Message Waiting
- Voicemail ^[1]

Per Location, Per Month				
Initial Bundle	2 nd through 10 th bundle			
All Terms	Month-to-Month ^[2]	1 Year Term	2 Year Term	3 Year Term
\$60.00 (Z)	\$35.00	\$30.00	\$27.50	\$25.00

^[1] Customers must also subscribe to the CenturyTel Long Distance, LLC Business Unlimited (Option 2) long distance plan for each CORE CONNECT 2 line or trunk subscribed.

^[2] Deregulated service.

EXCHANGE SERVICES

5.9 PACKAGED SERVICES

5.9.14 Core Connect

B. Rates and Charges (Cont'd)

4. Core Connect 2 LITE

Business Individual Line Service or Key Trunk Service
Hunting (optional)

Choice of the following features and services:

- Caller ID with Name (includes Anonymous Call Rejection)
- Call Forward Variable
- Call Forward Busy
- Call Forward/No Answer
- Call Forward Remote Access
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Three-Way Calling
- Call Transfer
- Return Call
- Distinctive Ring
- Selective Call Rejection
- Message Waiting
- Voicemail ^[1]

Per Location, Per Month				
Initial Bundle	2 nd through 10 th bundle			
All Terms	Month-to-Month ^[2]	1 Year Term	2 Year Term	3 Year Term
\$60.00	\$35.00	\$30.00	\$27.50	\$25.00

^[1] Deregulated service.

^[2] Customers must initially subscribe to Core Connect 2 LITE under a TDP. Month-to-month rates are available upon expiration of a TDP when customers do not renew or select a new TDP option.

Effective: 08-16-2021

EXCHANGE SERVICES

5.9 PACKAGED SERVICES

5.9.15 Simply Unlimited Business

A. Description

[CENTURYLINK LOCAL TERMS OF SERVICE: SIMPLY UNLIMITED BUSINESS](#)
(see Section 1.1.B. for URL) contains the terms and conditions for Simply Unlimited Business.

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: 10-08-2021

EXCHANGE SERVICES

5.9 PACKAGED SERVICES

5.9.16 Simply Unlimited Phone for Residence

A. Description

[CENTURYLINK LOCAL TERMS OF SERVICE: SIMPLY UNLIMITED PHONE](#) (see Section 1.1.B. for URL) contains the terms and conditions for Simply Unlimited Phone for Residence.

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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EXCHANGE SERVICES

- 5.10 RESERVED
- 5.11 LOCAL VOICE DISCOUNT PLANS

5.11.1 CenturyLink Line Volume Plan (CLVP)

A. Terms and Conditions

See [LOCAL TERMS OF SERVICE: CENTURYLINK LINE VOLUME PLAN \("CLVP"\)](#) (see section 1.1.B. for URL) 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]

Two, Three and Five Year Term Rates ^[3]				
Exchange	Tier/Minimum Line Requirement ^[2]			
	10 – 49 Lines	50 – 499 Lines	500 – 999 Lines	1000 – 3000 Lines
Elmo, Finley Point, Polson	\$40.99	\$40.99	\$40.99	\$40.99
All Other Exchanges	36.99	36.99	36.99	36.99

(C)

2. Optional Services

LVP Feature Package	Two Year Term	Three - Five Year Terms ^[3]
per line/trunk, per month	\$5.00	\$5.00

(C)

^[1] Extended Area Service and optional Hunting is included, where applicable, at no additional charge.

^[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 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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EXCHANGE SERVICES

5.11 LOCAL VOICE DISCOUNT PLANS (Cont'd)

5.11.2 Emergency Line Service – GRANDFATHERED ^[1]

A. Conditions

Emergency Line is available to residential and business customers in all exchanges within the Company where technically available.

With this service the Subscriber gets an Emergency Line that provides a residential or business one-party access line with certain limitations. The line will be toll blocked and will not have a directory listing. The line will allow outgoing E911 and 711 abbreviated dialing only with unlimited incoming calls. In addition, during a 90-day introductory period, all applicable nonrecurring charges will be waived.

B. Rates

Monthly Rate

- Residential, per line **\$18.32 (I)**

^[1] Effective April 30, 2015, this service is grandfathered to existing customers at their current location.

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Effective: 07-01-2018

CONNECTIONS OF PREMISES EQUIPMENT TO TELECOMMUNICATIONS SERVICES

8.1 CONNECTIONS OF EQUIPMENT, COMMUNICATIONS SYSTEMS AND PREMISES WIRE

8.1.1 Provision of Equipment - All equipment necessary for the provision of a given service will be furnished and owned by the Company except as provided elsewhere in this *Local Terms of Service*. The customer may be required to provide suitable housing or other protective measures where equipment is to be installed in locations exposed to weather or other hazards. Commercial power will be furnished by the subscriber at a suitable outlet when and where required.

8.1.2 Conditions

A. General

1. Customer-provided terminal equipment and communications systems may be connected with the facilities furnished by the Company for use with individual line service in compliance with Part 68 of F.C.C. Docket No. 19528. The customer shall notify the Company what equipment is to be attached, and to which line. Notification shall also be given when such equipment is disconnected.
2. Upon notice from the Company that customer-provided equipment is causing harm to the system, the customer shall make such changes as shall be necessary to remove or prevent such harm. The Company may discontinue service for failure to comply with these provisions.
3. Satisfactory performance of the telephone network requires continuing functional compatibility of the network control signals and the switching equipment involved. To assure such continuing compatibility, ringer equivalence of customer-provided equipment connected to a Company line will not exceed the allowable maximum for that line as determined by the Company.
4. The Company shall not be responsible for the installation, operation or maintenance of any customer-provided equipment. Telephone service is not represented as adapted to the use of customer-provided equipment. Where such equipment is connected to Company facilities, the responsibility of the Company shall be limited to the furnishing of facilities suitable for telephone service and to the maintenance and operation of such facilities. The Company shall not be responsible for the through transmission of signals generated by customer-provided equipment or for the quality of, or defects in, such transmission or the reception of signals by customer-provided equipment.

Effective: 06-18-2021

CONNECTIONS OF PREMISES EQUIPMENT TO TELECOMMUNICATIONS SERVICES

8.1 CONNECTIONS OF EQUIPMENT, COMMUNICATIONS SYSTEMS AND PREMISES WIRE

8.1.2 Conditions

A. General (Cont'd)

5. In compliance with Part 68 of F.C.C Docket No. 19528, the Company shall give advance written notice to the customer if necessary changes in facilities, operations or procedures of the Company may render any customer-provided equipment obsolete, or require modification or alteration of equipment. Such notice will provide adequate time for the customer to make necessary modifications or changes so as not to suffer any interruption in service.
6. Customer-provided equipment connected to a line prior to January 1, 1977 (non-registered or grandfathered equipment) may remain connected and be moved or reconnected for the life of the original equipment unless subsequently modified.
7. All combinations of customer-provided (registered or non-registered) equipment shall be installed, operated and maintained compliance with requirements set forth in Part 68 of F.C.C. Docket No. 19528.
8. All multi-line telephone systems connected to the Company's network on or after February 16, 2020, must be configured to allow direct "911" dialing by any end user and must be configured to send MLTS notifications as described in Section **2.5.2.A**
9. **Multiline telephone systems ("MLTS") required to comply with 8. preceding must be capable of conveying the dispatchable location of a 911 caller to a public safety answering point ("PSAP") as described in Section 2.5.2.B.**

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B. Violation of tariffs

Except as set forth in Part 68 of F.C.C. Docket No. 19528, where any customer-provided equipment is used with telephone service in violation of any provisions of the tariff, the Company will take such immediate action as necessary for the protection of the network and will promptly notify the customer of the violation. The customer shall discontinue such use of the equipment or correct the violation and shall confirm in writing to the Company within 10 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 suspension of the customer's service until such time as the customer complies with the provision of this *Local Terms of Service*.

C. Accessories

Customer-provided accessories may be used with the facilities furnished by the Company provided that such accessories comply with the conditions under General above.

Effective: 07-01-2018

CONNECTIONS OF PREMISES EQUIPMENT TO TELECOMMUNICATIONS SERVICES

8.1 CONNECTIONS OF EQUIPMENT, COMMUNICATIONS SYSTEMS AND PREMISES WIRE

8.1.2 Conditions (Cont'd)

D. Network control signaling

1. Satisfactory performance of the telephone network requires continuing functional compatibility of the network control signals and the switching equipment involved. To assure such compatibility, network control signaling (except customer-provided tone-type address signaling as provided in 2. following, or standards as required by Part 68 of F.C.C. Docket No. 19528) in the furnishing of telephone service shall be performed by equipment furnished, installed and maintained by the Company.
2. Customer-provided tone-type address signaling is permitted through acoustic or inductive connections provided such connections are effected externally to a utility network control signaling unit. However, the facilities of the Company are not designed for such use and the Company makes no representation as to the reliability of address signaling which is performed in this manner.

E. Connection of a conforming answering device

1. The customer shall notify the Company of the intention to connect a conforming answering device. Such notification shall include the location and conformance number of the device.
2. A conforming answering device may be connected to the facilities of the Company in accordance with the following:
 - The device shall not be used with party or rural line service or with coin telephone service.
 - The device shall not be used to originate calls.
 - The device shall be operated and maintained in compliance with minimum network protection criteria as set forth in this schedule.
3. Customer-provided voice transmitting and/or receiving terminal equipment may be acoustically or inductively connected with the Company facilities for service, provided the acoustic or inductive connection is made externally to a Company network control signaling unit.
4. To protect the telephone network and the services furnished to the general public by the Company from harmful effects, the customer-provided voice transmitting equipment must comply with the minimum network criteria given in these conditions.

Effective: 07-01-2018

CONNECTIONS OF PREMISES EQUIPMENT TO TELECOMMUNICATIONS SERVICES

8.1 CONNECTIONS OF EQUIPMENT, COMMUNICATIONS SYSTEMS AND PREMISES WIRE

8.1.2 Conditions (Cont'd)

F. Communications systems

Customer-provided communications systems may be connected at a service point of the subscriber, on a voice grade basis, with telephone service either through a network control signaling unit and connecting arrangement furnished, installed and maintained by the Company, or through customer-provided equipment which effects such connections externally to a Company network control signaling unit by means of an acoustic or inductive connection for transmitting and/or receiving. The customer-provided system shall comply with the minimum network protection criteria contained in these conditions.

1. United States Government Executive departments and agencies.

Equipment used for the purpose of disguising or concealing the contents or meaning of communications may be connected to Company station equipment by means of connecting equipment. The head of the department or agency whose equipment is to be connected, or his authorized representative, shall notify the Company in writing that such connection is necessary to safeguard official information which requires protection in the interests of national defense, or other confidential, official information, disclosure of which to unauthorized persons would be detrimental to the public interest.

2. United States Forest Service

Telephone facilities owned and maintained by the United States Forest Service in areas in or adjacent to national forests, and operated and administered by the Forest Service, may be connected with exchange and toll facilities of the Company.

3. Power manufacturing plants, State and Federal prisons and other locations of an inaccessible or hazardous nature or involving national security

Facilities of a customer serving a location that is impractical for the Company to serve because of hazard or inaccessibility may be connected, by means of connecting equipment furnished by the Company for exchange and message toll service.

Effective: 07-01-2018

CONNECTIONS OF PREMISES EQUIPMENT TO TELECOMMUNICATIONS SERVICES

8.1 CONNECTIONS OF EQUIPMENT, COMMUNICATIONS SYSTEMS AND PREMISES WIRE

8.1.2 Conditions

F. Communications systems (Cont'd)

4. Power, pipe line and railroad companies

- a. Such customer-provided facilities will be connected to private branch exchange switchboards or other telephone switching or terminal equipment of the Company, located in the same or different exchange areas for communication with stations and private line facilities associated with said switching or terminal equipment; provided, however, that within the same exchange area a private branch exchange switchboard or other telephone switching or terminal equipment furnished by the Company for exchange or message toll service will not be connected with telephones of the customer except telephones associated with party line right-of-way circuits requiring line termination at the PBX, nor with private telephone switching equipment of the customer except
- Switching equipment used exclusively for dispatching, or
 - Line switching equipment not connected with customer- provided telephones within the same exchange.
- b. Facilities of the Company will be connected for exchange or message toll service with telephone facilities of the customer as follows:
- In cases of emergency involving safety of life or property.
 - In cases of calls originated by railroad employees under circumstances indicating need for prompt action to secure or maintain the safety, continuity, or reliability of railroad service to the public and related to the movement of passengers, mail, property or equipment by railroad, or the repair, maintenance or construction of railroad right-of-ways, structures or equipment.
 - When customer facilities serve locations where it is impracticable because of hazard or inaccessibility for the Company to furnish its facilities.
 - During an interim period when the customer has arranged for replacement of said customer facilities with facilities of the Company.

CONNECTIONS OF PREMISES EQUIPMENT TO TELECOMMUNICATIONS SERVICES

8.1 CONNECTIONS OF EQUIPMENT, COMMUNICATIONS SYSTEMS AND PREMISES WIRE

8.1.2 Conditions

F. Communications systems

4. Power, pipe line and railroad companies (Cont'd)

- c. Connection of the customer's telephone circuit as specified in b. above may be established at either end of such circuit, but shall not be established at both ends simultaneously. However, telephone circuits of the customer will be connected, for exchange or message toll service only, through manual switching equipment, or an attendant's position of dial PBX equipment, furnished to the customer by the Company and such equipment or position may be located at either or both ends of the customer's circuit.
- d. Facilities of the Company, when connected with facilities of the customer, will not be used for the communications of others than the customer, except that such facilities may be used for the communication of, and be connected with, facilities furnished by the Company to other companies which:
 - Are operated with the customer as parts of an integrated electric power, oil, oil product, water or natural gas system or railroad system under direct or common ownership or control.
 - Own or operate an electric power or pipeline or railroad system jointly with the customer.
 - Own or operate electric power or pipeline or railroad facilities interconnected with those of the customer.
 - The Company facilities when so connected may be used for exchange or message toll communications of other companies specified in d. preceding, including calls originated by employees of such companies, only under the circumstances of emergency and railroad service as shown in b. above.

Effective: 07-01-2018

CONNECTIONS OF PREMISES EQUIPMENT TO TELECOMMUNICATIONS SERVICES

8.1 CONNECTIONS OF EQUIPMENT, COMMUNICATIONS SYSTEMS AND PREMISES WIRE

8.1.2 Conditions

F. Communications systems (Cont'd)

5. Miscellaneous common carrier

- a. Radiotelephone service systems provided by miscellaneous common carriers may be connected with the exchange and message toll network of the Company. Such connections will be made by means of connecting equipment furnished by the Company. The charges to the Miscellaneous common carrier and his customers are set forth elsewhere in this *Local Terms of Service*.
- b. All such connections of miscellaneous common carrier provided radiotelephone systems shall be made under and in accordance with the provisions of agreements made by and between the miscellaneous common carrier and the Company.

G. Network protection criteria

To protect the telephone network and services furnished to the general public by the Company from harmful effects, customer-provided equipment must comply with the following minimum network protection criteria:

1. To prevent excessive noise and crosstalk in the network
 - a. Customer-provided data transmitting equipment:
 - Through data access arrangement: The power of the signal at the central office shall not exceed 12 db below one milliwatt when averaged over any three second interval. The power of the signal which may be applied to the Company interface located on the customer's premises will be specified for each customer's location, but in no case shall exceed one milliwatt.
 - Acoustic, inductive connections: The power of the signal which is applied to the network control signaling unit located on the customer's premises shall be limited so that the signal power at the input of the Company's line does not exceed 9db below one milliwatt when averaged over any three second interval. The Company, at the customer's request, will specify for each customer location, the signal power at the input of the Company's line, which in no case shall exceed one milliwatt.

CONNECTIONS OF PREMISES EQUIPMENT TO TELECOMMUNICATIONS SERVICES

8.1 CONNECTIONS OF EQUIPMENT, COMMUNICATIONS SYSTEMS AND PREMISES WIRE

8.1.2 Conditions

G. Network protection criteria

1. To prevent excessive noise and crosstalk in the network (Cont'd)

b. Customer –provided voice transmitting equipment:

- Through connecting arrangement: The power of the signal at the control office shall not exceed 12 db below one milliwatt when averaged over any three second interval. The power of the signal which may be applied to the Company interface located on the customer's premises will be specified for each type on connecting arrangement but in no case shall it exceed one milli-watt.
- Acoustic, inductive connections: The power of the signal which is applied to the network control signaling unit located on the customer's premises shall be limited so that the signal power at the input of the Company's line does not exceed 9 db below one milliwatt when averaged over any three second interval.

2. To protect other services

The signal applied to the Company interface or input to the Company line must meet the following limits:

- The power in the band from 3,995 Hertz to 4,005 Hertz shall be at least 18 db below the power of the signal as specified in I. above.
- The power in the band from 4,005 Hertz to 10,000 Hertz shall not exceed 16 db below one milliwatt.
- The power in the band from 10,000 Hertz to 25,000 Hertz shall not exceed 24 db below one milliwatt.
- The power in the band from 25,000 Hertz to 40,000 Hertz shall not exceed 50 db below one milliwatt.

Effective: 07-01-2018

CONNECTIONS OF PREMISES EQUIPMENT TO TELECOMMUNICATIONS SERVICES

8.1 CONNECTIONS OF EQUIPMENT, COMMUNICATIONS SYSTEMS AND PREMISES WIRE

8.1.2 Conditions

G. Network protection criteria

3. To prevent the interruption or disconnection of a call or interference with network control signaling:

- a. It is necessary that the signal applied to the Company interface or at the input to the Company line located on the customer's premises at no time have energy solely in the 2450 to 2750 Hertz band.
- b. If the power is in the 2450 to 2750 Hertz band, it must not exceed the power present at the same time in the 800 to 2450 Hertz band.

8.1.3 Reserved

8.1.4 Reserved

8.1.5 Reserved

8.1.6 Reserved

8.1.7 Reserved

8.1.8 Reserved

8.1.9 Reserved

8.1.10 Reserved

8.1.11 Reserved

8.1.12 Reserved

8.1.13 Reserved

8.1.14 Reserved

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CONNECTIONS OF PREMISES EQUIPMENT TO TELECOMMUNICATIONS SERVICES

8.1 CONNECTIONS OF EQUIPMENT, COMMUNICATIONS SYSTEMS AND PREMISES WIRE

8.1.15 Connection with Miscellaneous Common Carriers

A. Conditions

1. This service is provided to connect the radio telephone system of a Miscellaneous Common Carrier to the exchange and toll lines of the Company.
2. The connection equipment will be provided by the Company.
3. To be eligible to interconnect, the Miscellaneous Common Carrier must have obtained proper Federal Communications Commission Authority to operate within the State and shall have met the requirements of the State Regulatory Commission.

B. Rates

	<u>Monthly Rate</u>	<u>Service Charge</u>
1. Outpulsing Arrangement		
a. Connecting circuit for interchanged calls to mobile units, or paging devices each	\$9.12	\$31.20
b. Connecting circuit for interchanged calls from mobile units handled by the MCC attendant, each		Same as Business one-party
c. Connecting circuit for interchanged calls from mobile units handled automatically by the MCC's system, each		Two-way PBX trunk rate
d. Trunk unit, one required for each connecting circuit in (a) preceding, each	\$9.00	13.35
e. Telephone numbers, per each 100 number group	13.50	13.35
2. End to-End Arrangement		
a. Connecting circuit for interchanged calls to or from mobile units or to paging devices, each		Two-way PBX trunk rate

Note: The above monthly rate for each 100 number group applies only to computer - controlled electronic offices.

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

Equipment used in conjunction with Dial Switching Systems 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 2.5.2.A.

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 2.5.2.B.

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9.1.1 DIGITREX Service - GRANDFATHERED

Digitrex II is grandfathered, as described following, to current customers. Current customers receiving Digitrex II service on a month to month basis can continue receiving the service under rates for grandfathered Digitrex II until such time as rates are approved for a successor Digitrex service. At that time customers can convert to the successor Digitrex service or drop the Digitrex II service. Current customers with Digitrex II service agreements (contract customers) can continue to receive service under those agreements through the term of those agreements. If their agreement expires before the adoption of the successor Digitrex service, contract customers can convert to grandfathered month to month Digitrex II service until such time as the successor Digitrex service is approved and effective. At that time the contract customers must convert to the successor Digitrex service or drop Digitrex II service.

Customers may move, add, and change station lines and optional features at existing locations. If a Digitrex II customer sells its business, its systems and agreements may be assigned subject to the terms and conditions set forth above.

A. General

1. DIGITREX is a fully modular digital voice and data system integrated into a total business communications system associated with the Company's DMS-100 electronic digital switching equipment and connected to station lines on the customer's premises.
2. DIGITREX is designed to accommodate simple to complex multi-office systems and can be customized to meet individual customer telecommunications requirements.
3. Two classes of DIGITREX are offered:
 - DIGITREX I - Those station lines that serve the requirements of business and institutional customers not requiring multi-customer groups, attended console applications or trunk groups.
 - DIGITREX II - Those station lines where access out of the customer group are controlled by trunk group access. Includes attended console feature capabilities.

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.1 DIGITREX Service - GRANDFATHERED

A. General (Cont'd)

4. DIGITREX enables stations to dial each other within their customer group and to dial outgoing calls directly. Direct inward calls may be dialed directly to any station. Incoming calls to the main listed number for the service are connected to a designated station and then may be transferred to the party by operation of the call transfer feature.
5. Features associated with the service are specified under C., Feature Descriptions, following.

B. Regulations

1. DIGITREX is available only where facilities and software capabilities exist.
2. DIGITREX is offered for a minimum period of three months. It is also available for longer periods under optional plans specified in D., Rates and Charges, following.
3. Terminal equipment associated with DIGITREX may be provided either by the customer or the Company on a deregulated basis. Terminal equipment provided by the customer must be compatible with the operating characteristics of facilities used for the provision of DIGITREX service.
4. DIGITREX station access line charges consist of exchange access and intercommunication within the system group. Exchange access is not provided without intercommunication.
5. The Base Rate Area of the serving Central Office (CO) determines the local service area for all station lines.
6. Station access lines terminating outside of the Base Rate Area may be provided if operational conditions permit.
7. The Company will provide one main directory listing for a customer in the regular exchange directory.

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.1 DIGITREX Service - GRANDFATHERED

B. Regulations (Cont'd)

8. Incoming and Intragroup calls to unassigned numbers are intercepted by a standard CO recorded announcement which states that the call cannot be completed as dialed. Referral to an attendant or the directory is not provided.
9. Private Line charges apply for the initial or additional channel termination located in a different central office area than the one in which the dial switching equipment is located.
10. Suspension of service is not offered for DIGITREX.
11. Special Construction - If facilities are not readily available, the customer will be charged the cost of construction for new facilities from the serving central office to the customer premises.

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CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.1 DIGITREX Service – GRANDFATHERED (Cont'd)

C. DIGITREX Features

1. System Features Per Group

Console-less Attendant Service	Night Service
Class of Service Restrictions	Off Premise Stations and Extensions
Code Call Access	Operational Measurements
Code Restrictions	Simplified Dialing
Data Call Protection	Conference Circuit Use Control
Dial Pulse Conversion	Special Intercept through Service Order
Dial Tone Upon Trunk Seizure	Station-to-Station Calling
Dictation Access and Control	Storing of 24 Dialed Digits
Direct Inward Dial	Uniform Numbering Plan Capability
Direct Outward Dial	
End-to-End Signaling	
Flexible Intercept	
Foreign Exchange Access	
Hunting	
Individual Line Service Application - PBX Application	
Loudspeaker and Radio Paging Access	
Tandem Switching of Special Service Circuits	

2. Station Features

Automatic Line
Call Forward
Call Pickup
Call Waiting
Camp-On
Consultation Hold
Meet-Me Conference
Ring Again and Ring Again on Hunt Groups
Speed Calling
Station Call Park
Station Controlled Conference (Six Ports Max)
Three-Way Conference/Transfer

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.1 DIGITREX Service - GRANDFATHERED

C. DIGITREX Features (Cont'd)

3. Attendant Console - Features

- Access to Paging
- Attendant Call Park Reminder Timer
- Attendant Call Selection
- Attendant Camp-On
- Attendant Conference
- Attendant Console Display
- Attendant Control of Trunk Group Access
- Attendant Locked Loop Operation
- Attendant Release upon Completion of Dialing
- Automatic Recall
- Busy Verification of Stations and Trunks
- Call Hold
- Call Park
- Code Calling Line Termination
- Console Test
- Delayed Operation
- Flexible Console Alerting
- Interposition Calls and Transfers
- Lockout
- Multiple Listed Directory Numbers
- Position Busy
- Priority Console Alerting
- Secrecy
- Serial Call
- Straightforward Outward Completion
- Supervisory Console (Basic)
- Switched Loop Operation
- Through Dialing
- Timed Recall Set to Zero
- Trunk Group Busy/Trunk Group Access Control through Special Keys
- Trunk Group Busy Indication
- Two-Way Splitting
- Wild Card Key

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.1 DIGITREX Service - GRANDFATHERED

C. DIGITREX Features (Cont'd)

4. Business Set - Features

Business Set Auto Answer Back
Business Set Automatic Dial
Business Set Automatic Line
Business Set Busy Override
Business Set Call-Back Queuing
Business Set Call Forwarding
Business Set Call Park
Business Set Call Pickup
Business Set Call Waiting
Business Set End to End Signaling
Business Set Feature Code Access
Business Set Group Intercom
Business Set Held Calls
Business Set Individual Business Line
Business Set Intercom
Business Set Listen on Hold
Business Set Make Set Busy
Business Set Malicious Call Hold
Business Set Multiple Appearance Directory Number
Business Set On Hook Dialing
Business Set Ring Again
Business Set Six-Port Conference
Business Set Speed Calling
Business Set Three-Way Calling/Call Transfer

5. Business Set Display - Features

Business Set Display Called Number
Business Set Display Calling Number
Business Set Feature Display
Business Set Query Time Key

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CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.1 DIGITREX Service - GRANDFATHERED

C. DIGITREX Features (Cont'd)

6. DIGITREX Enhanced Business Services

a. Attendant Features

Flexible Console Alerting

b. System Features

Audio Input on Incoming Calls in Queue
Distinctive Ringing
Dual Tone Multi-Frequency Outpulsing
ESN - Variable Types of Outpulsing on Same Call
Executive Busy Override
Intergroup Calling
Music On Hold Rewrite
Uniform Call Distribution

c. Station Features

Last Number Redial

7. Station Message Detail Recording

SMDR for Operator Number Identification on Lines ^[1]
Answer Supervision Generation
Station Message Detail Recording
Trunk Identifier in AMA/SMDR Record

^[1] Capability is dependent upon customer's output device.

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.1 DIGITREX Service - GRANDFATHERED

C. DIGITREX Features (Cont'd)

8. Enhanced Station Message Detail Recording

Account Code/Acceptance and Recording
Attendant Call Detail Entry
Authorization Codes - Verification and Recording
Direct Inward System Access
Separate Station Message Detail Recording Output Files for SMDR to
Customer Defined Device
Separate SMDR Output Files by Customer Group
Authorization Code Immediate Dialing

9. Trunk Queuing

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

10. Large Conference

Attendant Conference
Meet-Me Conference
Station Controlled Conference

11. Message Waiting

Attendant Message Waiting
Business Set Message Waiting
Message Waiting Lamp
Station Message Waiting
Stuttered Dial Tone for Message Waiting

12. Network Speed Calling

13. Time of Day Routing

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CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.1 DIGITREX Service – GRANDFATHERED (Cont'd)

D. Rates and Charges

	<u>Nonrecurring Charge</u>	<u>Per Month</u>
1. Basic Features, (See 9.1.1.C.1), per system group	\$20.00	\$20.00
2. Attendant Console (See 9.1.1.C.3)	275.00	35.00
Note: Only one Attendant Console Feature applies per system.		
3. Business Set Feature (See 9.1.1.C.4), per business set.	8.75	0.75

Note: The rates specified in section D.1 through D.5 are for various features. The rates do not include telephone sets or attendant consoles. This equipment is available on a non-regulated contract basis.

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CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.1 DIGITREX Service - GRANDFATHERED

D. Rates and Charges (Cont'd)

4. Station Access Lines ^[1]

a. 1 to 4 Lines

	<u>Monthly Rate</u>		
	<u>1</u>	<u>24</u>	<u>48</u>
	<u>Month</u>	<u>Months</u>	<u>Months</u>
b. Digitrex II			
5 to 99 Lines	\$11.25	\$10.65	\$9.95
100 to 199 Lines	10.60	9.95	9.35
200 and Up	9.95	9.35	8.75

c. External Group Access ^[1]

5. Optional Features, per arrangement

	<u>Nonrecurring Charge</u>	<u>Per Months</u>
a. Enhanced Services		
- System Features	\$50.00	\$32.00
- Attendant Console		
- Features	50.00	6.90
- Station Features	25.00	1.20
b. Trunk Queuing	50.00	12.50
c. Large Conference	50.00	12.50
d. Message Waiting	50.00	10.50
e. Speed Network Calling	50.00	4.50
f. Time of Day Route	50.00	8.40
g. Business Set Display Features	-	0.75

Additional Optional Features may be available subject to individual negotiation.

^[1] The (Business) Valleywide Plan from section 5.2 and nonrecurring charges from Section 3 apply.

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CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS (Cont'd)

9.1.2 DIGITREX Plus

A. Description

Digitrex Plus is a business communications system furnished only from a suitably equipped central office and is offered subject to the availability of facilities and applicable generic feature programs. It is a central office based service arrangement. A group of station lines is translated for an individual customer group and provides common access to a predetermined group of system features. Access to and/or from the public network from the station lines is provided via controlled access. The customer chooses the level of unblocked access desired to and from the general network.

Digitrex Plus enables stations to dial each other within their customer group and to dial outgoing calls directly. Direct inward calls may be dialed directly to any station. Incoming calls to the main listed number for the service are connected to a designated station and then may be transferred to the party by operation of the call transfer feature.

B. Regulations

1. Digitrex Plus is offered for a minimum period of three months.
2. Digitrex Plus Service and features are provided up to the network demarcation at rates and charges specified herein. The customer will be responsible for the provision of all wire, terminal equipment, and/or cable facilities on the customer's side of the network demarcation. Any such facilities installed or provided by the Company will be provided on a time and materials basis. Terminal equipment provided by the customer must be compatible with the operating characteristics of facilities used for the provision of Digitrex Plus service.
3. Private Line charges apply if facilities are required to provision a channel termination located in a different central office exchange area than the one in which the dial switching equipment is located.
4. Temporary suspension of service is not offered for Digitrex Plus.
5. The Company will provide one main directory listing for a customer in the regular exchange directory.

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CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.2 DIGITREX Plus

B. Regulations (Cont'd)

6. Digitrex Plus Service is billed by customer group. Customers who desire to bill part of a group on a separate bill may do so per the terms and conditions of Section 10.5.2.
7. Incoming and Intragroup calls to unassigned numbers are intercepted by a standard recorded announcement which states that the call cannot be completed as dialed. Referral to an attendant or the directory is not provided.
8. If facilities to provide Digitrex Plus are not readily available, the customer may be charged the cost of construction for new facilities from the serving central office to the customer premises.
9. Customers may subscribe to Digitrex Plus Service on a month to month basis, or for a contractual period of either 24 months or 48 months. If contractual service is terminated prior to its full term, customers shall pay a termination charge in an amount equal to the difference between the amount that was billed and the amount that would have been billed for month to month service.

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CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.2 DIGITREX Plus (Cont'd)

C. Standard Features

The following list itemizes standard feature offerings for Digitrex Plus. Features may vary depending on the serving central office and software upgrades.

1. System Features Per Group

- Console-less Attendant Service
- Class of Service Restrictions
- Code Call Access
- Code Restrictions
- Data Call Protection
- Dial Pulse Conversion
- Dial Tone Upon Trunk Seizure
- Dictation Access and Control
- Direct Inward Dial
- Direct Outward Dial
- End-to-End Signaling
- Flexible Intercept
- Hunting
- Individual Line Service Application - PBX Application
- Loudspeaker and Radio Paging Access ^[1]
- Night Service
- Off Premise Stations and Extensions
- Operational Measurements
- Simplified Dialing
- Special Intercept through Service Order
- Station-to-Station Calling
- Storing of 24 Dialed Digits
- Tandem Switching of Special Service Circuits
- Uniform Numbering Plan Capability

^[1] Requires 2-wire circuit back to central office. Private Line charges apply.

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CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.2 DIGITREX Plus

C. Standard Features (Cont'd)

2. Station Features

- Automatic Line
- Call Forward
- Call Pickup
- Call Waiting
- Camp-On
- Consultation Hold
- Last Number Redial
- Ring Again and Ring Again on Hunt Groups
- Speed Calling
- Station Call Park
- Station Controlled Conference (Six Ports Max)
- Three-Way Conference/Transfer

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CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.2 DIGITREX Plus

C. Standard Features (Cont'd)

3. Attendant Console Features

- Access to Paging
- Attendant Call Park Reminder Timer
- Attendant Call Selection
- Attendant Camp-On
- Attendant Conference
- Attendant Console Display
- Attendant Control of Trunk Group Access
- Attendant Locked Loop Operation
- Attendant Release upon Completion of Dialing
- Automatic Recall
- Busy Verification of Stations and Trunks
- Call Hold
- Call Park
- Code Calling Line Termination
- Console Test
- Delayed Operation
- Flexible Console Alerting
- Interposition Calls and Transfers
- Lockout
- Multiple Listed Directory Numbers
- Position Busy
- Priority Console Alerting
- Secrecy
- Serial Call
- Straightforward Outward Completion
- Supervisory Console (Basic)
- Switched Loop Operation
- Through Dialing
- Timed Recall Set to Zero
- Trunk Group Busy/Trunk Group Access Control through Special Keys
- Trunk Group Busy Indication
- Two-Way Splitting
- Wild Card Key

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.2 DIGITREX Plus

C. Standard Features (Cont'd)

4. Business Set Features

Business Set Auto Answer Back
Business Set Automatic Dial
Business Set Automatic Line
Business Set Busy Override
Business Set Call-Back Queuing
Business Set Call Forwarding
Business Set Call Park
Business Set Call Pickup
Business Set Call Waiting
Business Set End to End Signaling
Business Set Feature Code Access
Business Set Group Intercom
Business Set Held Calls
Business Set Individual
Business Line Business Set Intercom
Business Set Listen on Hold
Business Set Make Set Busy
Business Set Malicious Call Hold
Business Set Multiple Appearance Directory Number
Business Set On Hook Dialing
Business Set Ring Again
Business Set Six-Port Conference
Business Set Speed Calling
Business Set Three-Way Calling/Call Transfer

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CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.2 DIGITREX Plus (Cont'd)

D. Enhanced Services

1. Attendant Console Features

Flexible Console Alerting

2. System Features

Audio Input on Incoming Calls in Queue
Distinctive Ringing
Dual Tone Multi-Frequency Outpulsing
ESN - Variable Types of Outpulsing on Same Call
Executive Busy Override
Intergroup Calling
Music On Hold^[1]
Automatic Call Distribution
Message Waiting

3. Business Set Display Features

Business Set Display Called Number
Business Set Display Calling Number
Business Set Feature Display
Business Set Query Time Key

E. Optional Features

1. Trunk Queuing

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

2. Network Speed Calling

Time of Day Routing

^[1] May require a 2-wire circuit back to the central office. If so, private line charges apply.

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CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.2 DIGITREX Plus (Cont'd)

F. Rates and Charges

The charges that apply to Digitrex Plus are: one Group Charge per customer, one Line Charge for each line terminated at customer locations, one Attendant Console Feature if applicable, and any optional features. The appropriate line rate is calculated as follows:

1. Total all lines in the customer group at all locations. Use the appropriate TOTAL LINES rate group.
2. The first line at each location pays the higher rate.
3. An additional discount may apply, per line, based on the level of access to or from the public network the customer desires. For example, if a customer has 200 lines and wants to be able to obtain access to or from the public network from 50 of those lines at one time, the level of access would be 25%, making the customer eligible for a \$3.00 per line discount. Divide the number of simultaneous accesses desired by the number of customer lines to obtain the percentage to use for a discount.

	<u>Per Line Discount</u>
80-100% Access	\$0.00
60 - 79% Access	1.00
40 - 59% Access	2.00
20 - 39% Access	3.00
Less than 20% Access	4.00

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CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.2 DIGITREX Plus

F. Rates and Charges (Cont'd)

Nonrecurring Charges from Section 3 apply for the installation of each line.

1. Group Charge

Apply one per customer group. Use the Enhanced Services rate for customers who want the enhanced services listed previously.

Apply one per customer group	Monthly Charge	Setup Charge
Standard Features	\$20.00	\$30.00
Enhanced Services (includes Standard Features)	50.00	60.00

2. Lines (Monthly Rates)

Total Number of Lines	First Line at any location			Each Additional Line		
	Month-to-Month	24 Months	48 Months	Month-to-Month	24 Months	48 Months
1-4 Lines	\$39.50	\$38.00	\$36.50	\$21.50	\$20.00	\$18.50
5-99 Lines	38.00	36.50	35.00	20.00	18.50	17.00
100-199 Lines	36.50	35.00	33.50	18.50	17.00	15.50
200+ Lines	35.00	33.50	32.00	18.50	17.00	15.50

	<u>Nonrecurring Charge</u>	<u>Monthly Charge</u>
3. Attendant Console, per console	\$275.00	\$77.00
4. Optional Features (Per customer group)		
• Trunk Queuing	50.00	12.50
• Speed Network Calling	50.00	4.50
• Time of Day Routing	50.00	8.40

Additional Optional Features may be available subject to individual negotiation.

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CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE – GRANDFATHERED ^[1]

A. Description

Emergency Reporting Service is designed for use by unattended volunteer fire departments and other emergency services. A party calling the listed reporting number activates a conference circuit which rings all emergency reporting telephone access lines, enabling the caller to report the fire or emergency to the answering parties.

B. Conditions

1. The amplifier feature is an option available to maintain a satisfactory level of transmission.
2. Visual and audible public alarm signals operated by commercial power and acceptable for use with the Company's facilities will be furnished, installed and maintained by the subscriber.
3. An emergency reporting telephone system is furnished under this *Local Terms of Service* to a fire protection district, a municipality, or other governmental agency for use in transmitting reports of fires and other public emergencies and for the operation of public alarm signals. The Company's liability to the subscriber to the service or any member of the public for any failure of the system or any delay, interruption, confusion or mistake in the transmission of any message or signal or any consequence of the use, misuse or failure of the system or service shall be limited to an allowance for interruption or failure of service as specified in section 2.4.1. In no event shall the Company be liable to the subscriber or any member of the public or any governmental body for any consequential damage arising from any of the foregoing.
4. Emergency Reporting Service is an obsolete service offering and is available to existing customers only.

^[1] Discontinued service - available only to existing customers.

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CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE – GRANDFATHERED ^[1] (Cont'd)

C. Rates

	<u>Monthly Rates</u>	<u>Installation Charge</u>
Basic system including siren control and first 6 emergency reporting access line connections (maximum 20 connections per system)	\$30.00	\$150.00
Amplifier, each	6.00	35.00
Siren control circuit	Refer to Private Line Service	
Emergency reporting access line number, each	Same as One-Party Business Access Line Rate	
Additional emergency reporting access line connections, per each 2 connected	6.00	30.00
Move or change of emergency reporting access line connection	-	20.00

Nonrecurring charges from Section 3 apply in addition to the charges shown above.

^[1] Discontinued service - available only to existing customers.

CENTRAL OFFICE SERVICES

9.3 TELEPHONE ANSWERING BUREAU SERVICE (TELEPHONE ANSWERING SERVICE LINES)

9.3.1 Conditions

- A. Answering lines can be business or residence, PABX trunk and key system exchange access lines extended to the telephone answering service from the patron's primary station, or basic exchange access lines of patrons that terminate at the answering service only. Answering lines are one-way and are intended to receive incoming calls only.
- B. Primary service trunks are two-way central office trunks for administrative use only. The subscriber to telephone answering service may not permit the use of the listing of the administrative primary service trunks by patrons of the service, except as outlined in C. following.
- C. A customer of regular exchange service may wish to have calls answered by the answering service at certain hours, or if no answer at the listed number. In this case, the rate for an alternate listing will apply.
- D. Rates for telephone answering service lines are based upon the telephone answering service being located within one mile of the patron's serving central office of the exchange. If the telephone answering service is located more than one mile from the central office, actual charges for furnishing the service will be applicable, depending upon the circumstances in each case.
- E. Patrons of telephone answering service must be located in the same central office and exchange as the telephone answering service. The rates and charges under Rates are in addition to the rates and charges for the class and grade of the primary service furnished to the patron.
- F. Telephone answering service equipment may be used in conjunction with rules, regulations, rates and charges found in the appropriate schedules elsewhere in this *Local Terms of Service*.
- G. Customers to telephone answering service may be required to sign a termination agreement.

	<u>Monthly Rate</u>	<u>Installation or Change Charge</u> ^[1]
Telephone Answering Service Lines		
- Each line extended from an exchange access line	\$6.00	\$25.00
- Each primary service terminated only at the answering service	Basic exchange access line rate	
Primary Service trunk, each	PABX trunk rate and charge	

^[1] Nonrecurring charges as specified in Section 3 apply in addition to the charges shown above.

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MISCELLANEOUS SERVICE OFFERINGS

10.1 MEMORY NUMBER SERVICE (A.K.A. NUMBER SEARCH SERVICE)

10.1.1 Conditions

- A. The Number Search Charge applies whenever the customer requests a specific number or a new number after the initial number assignment has been made.
- B. Number Search - When the numbers offered by the Company are not acceptable to the customer and the customer requests alternative numbers to choose from, a Number Search Charge will apply. The Number Search Charge will apply for each additional group of numbers searched for by the Company.
- C. The Company reserves and retains the right:
 - 1. To discontinue, change or reassign the telephone numbers in any exchange area whenever the Company deems it necessary in the conduct of its business, or in accordance with the rules and regulations of the Company.
 - 2. To reject any request for telephone numbers.
 - 3. Of ownership of all telephone numbers and prohibits the assignment or the use of a telephone number by or from any customer to another.
- D. Telephone number requests for a specific telephone number are granted providing the requested telephone number is available, i.e., unassigned, ready to be assigned and no equipment limitations exist. Requests for a specific telephone number will be honored on a first-come, first-served basis.

10.1.2 Rates

	<u>Monthly Charge</u>	<u>Setup Charge</u>
Number Search Charge (3 numbers)	\$0.00	\$10.00

10.2 RESERVED

10.3 RESERVED

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MISCELLANEOUS SERVICE OFFERINGS

10.4 SCREENING/RESTRICTION SERVICES

- A. Blocking Services are available on Local Exchange one-party line service only and where central office and operating conditions permit.
- B. All rates in this schedule apply in addition to the rates for the class, type and grade of service provided. All installation charges in this schedule apply in addition to the charges for local exchange service, moves or changes for the class, type and grade of service provided. The installation/change charges in this section do not apply when ordered when ordered in conjunction with initial establishment of local exchange service.
- C. The non-recurring change charge will apply when a line is changed from restricted to unrestricted status.

10.4.1 Toll Restriction

A. Conditions

Toll restriction prevents completion of a call by causing dial pulsing to stop immediately when a restricted digit is dialed.

Toll Restriction service prevents originating long distance (1+, O) calls but permits "800" (1+800) accessibility where Company facilities permit.

B. Rates

	<u>Monthly Rates</u>	<u>Subsequent Installation/ Change Charge</u>
Toll Restriction, each line equipped	\$1.75	\$20.00

10.4.2 Reserved

10.4.3 Reserved

10.4.4 Reserved

10.4.5 Reserved

10.4.6 Reserved

10.4.7 Reserved

10.4.8 Reserved

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MISCELLANEOUS SERVICE OFFERINGS

10.4 SCREENING/RESTRICTION SERVICES (Cont'd)

10.4.9 900/976 Services Call Blocking Service

A. Conditions

900/976 Call Blocking Service provides customers with the capability to block originating calls to the 1-900 and 1-976 calling networks. With 900/976 Call Blocking Service, all originating calls to 900 numbers nationwide will be blocked and all originating calls to 976 numbers within the customer's home NPA will be blocked. Customers subscribing to 900/976 Call Blocking Service attempting to dial a 900 or a 976 number from a restricted line will reach a Company-provided intercept announcement.

900/976 Call Blocking Service will be offered in all exchanges where equipment and conditions permit. It is available only on direct dialed calls and only on single party residence and business lines. It can be cancelled at any time without charge. The nonrecurring charge does not apply to customers subscribing to the service for the first time, whether or not ordered concurrent with or subsequent to establishment of local exchange service.

B. Rates

	<u>Subsequent Installation/ Change Charge</u>
900/976 Call Blocking	\$13.35

10.4.10 Selective Blocking

A. Conditions

A non-recurring charge will apply for each special area code (SAC), or prefix, blocked.

B. Rates

	<u>Monthly Rates</u>	<u>Subsequent Installation/ Change Charge</u>
Selective Blocking, each line equipped	\$1.75	\$20.00

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MISCELLANEOUS SERVICE OFFERINGS

10.5 SUPPLEMENTAL BILLING SERVICE

10.5.1 Reserved

10.5.2 Special Billing Service

A. Conditions

1. A special toll billing account provides a separate monthly bill for toll service. Either special billing numbers or a special credit card number will be furnished for such accounts.
2. A special exchange billing account provides a separate monthly bill for a portion of the exchange service associated with a customer's account. A special exchange billing account does not relieve the customer of liability for payment of the exchange service account even though the special exchange billing is sent to another.
3. The special exchange billing charge does not apply for gift billing service.

B. Rates

	<u>Monthly Rate</u>
1. Special toll billing account	
- Group of 10, each group	\$4.25
- Individual, each	0.85
2. Special exchange billing account, each	0.85
3. Nonrecurring charge:	4.50

MISCELLANEOUS SERVICE OFFERINGS

10.6 RESERVED

10.7 CALLER IDENTIFICATION BLOCKING OPTIONS

With this feature, customers can prevent the delivery of their name and number to a called party who subscribes to Caller Name and Number Delivery. Calls from a customer utilizing this service will be displayed as "Private Caller" on Calling Number Identification display telephone sets or adjunct units.

10.7.1 Caller Identification Blocking – Per Call

A. Description

On a per call basis, customers dial the Per Call Blocking activation code before placing an outgoing telephone call, which prevents their telephone number (and name) from being displayed on that call.

B. Rates and Charges

No charge applies for Per Call Blocking.

10.7.2 Caller Identification Blocking – Per Line (a.k.a. Caller Name and Number Blocking)

A. Description

Per Line Blocking replaces Per Call Blocking and prevents delivery of the customer's telephone number and name on a permanent basis. Caller Name and Number Per Line Blocking is available to all customers at no charge for initial requests.

B. Rates and Charges

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Caller Identification Blocking – Per Line	No Charge	[1]

[1] Customers who subscribe to Per Line blocking, request to discontinue the service, and subsequently re-subscribe will be charged appropriate non-recurring charges found in Section 3.

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MISCELLANEOUS SERVICE OFFERINGS

10.8 RESERVED

10.9 RESERVED

10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES

10.10.1 Reserved

10.10.2 Reserved

10.10.3 Reserved

10.10.4 Reserved

10.10.5 Reserved

10.10.6 High Voltage Protection

- A. Protection Service for High Voltage Environments is required for locations at which a high voltage environment, i.e., electric power generating, switching and distributing locations, requires high voltage protection from hazardous voltages of 1000V peak-asymmetrical or greater due to Ground Potential Rise (GPR) and/or induction caused by faults in the customer's electric power system. The high voltage protection is designated to isolate or neutralize the hazardous voltages. The protection objectives on Company services and facilities at these locations are as follows:
1. To minimize electrical hazards to personnel engaged in construction, operation, maintenance and use of telecommunications service.
 2. To limit electrical damage to telecommunications equipment, cable and wire facilities.
 3. To provide the required service continuity and integrity of telecommunications transmission as specified by the customer.
- B. At locations where high voltage protection is required by law or; in the judgment of the Company, for purposes of safety, some or all of the following protection features will be required as a condition of providing and maintaining service. The particular protection features required shall be as determined by the Company.

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MISCELLANEOUS SERVICE OFFERINGS

10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES

10.10.6 High Voltage Protection (Cont'd)

- C. Rates and charges for each service provided are as follows. Service is limited to a maximum ground potential size of 4.0KV RMS-11US:

Service Type	Monthly Rate	Installation Charge
Teleline Isolator (Required for all protection units)	\$128.50	\$50.00
Plug-In Protector Units		N/A
• Standard Phone	42.20	
• PBX Equipment	54.80	
• Off-Premise Extension	57.70	
• A.C. Signaling	26.70	
• Telex Remote Relay	27.40	
• Pilot Wire	54.00	
• D.C. Signaling	36.90	

- D. In circumstances in which modifications to the service of existing residential and business customers in areas surrounding a new high voltage facility are required by law, the cost of such modifications shall, as a condition of receiving service, be charged to the owner of the high voltage facility at the time and material charges identified in Section 3.

10.11 OTHER MISCELLANEOUS SERVICES

10.11.1 Reserved

10.11.2 Reserved

MISCELLANEOUS SERVICE OFFERINGS

10.11 OTHER MISCELLANEOUS SERVICES (Cont'd)

10.11.3 N11 Service

A. Description

1. Abbreviated dialing codes enable callers to connect to a location in the phone network that otherwise would be accessible only via a seven or ten-digit telephone number. The network must be pre-programmed to translate the three-digit code into the appropriate seven or ten-digit telephone number and route the call accordingly. For N11 codes, the first digit can be any digit other than 1 or 0 and the last two digits are both 1.
2. The following N11 abbreviated dialing codes were assigned for specific uses by FCC Decision Nos. 97-51 and 00-136, issued in CC Docket 92-105:
 - 211 – Community Information and Referral Services
 - 311 – Non-Emergency Governmental Services
 - 511 - Traffic and Transportation Information
 - 711 – Telecommunications Relay Service
 - 811 – One-Call Notification Systems

B. Terms and Conditions

1. The offering of these abbreviated dialing codes can be delivered via regular exchange access lines (by individual business line, residential line, PBX trunks, etc.)
2. Access to these abbreviated dialing codes is not available through the following dialing arrangements:
 - 1+
 - 0+, 0- (credit card, third-party billing, collect calls)
 - 101XXXXOperator assisted calls will not be completed.
3. The Company will provide only the delivery of the calls. The entity that has been granted authorization to use the N11 abbreviated dialing code will be responsible for providing any announcements and services to the callers.

MISCELLANEOUS SERVICE OFFERINGS

10.11 OTHER MISCELLANEOUS SERVICES

10.11.3 N11 Service

B. Terms and Conditions (Cont'd)

4. Directory listings may be provided for N11 services under the terms, conditions, and rates specified in this *Local Terms of Service*.
5. The N11 subscriber is restricted from selling or transferring the N11 code to an unaffiliated entity, either directly or indirectly.
6. Calls to the N11 code that translate to a disconnected number will be routed to intercept for a maximum of 60 days when the N11 provider is a Company subscriber.
7. Disputes regarding geographic coverage by two or more N11 subscribers will be referred to the Montana Public Service Commission.
8. Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to-point number.
9. The N11 subscriber should work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach referral services provided by dialing N11.
10. N11 will be provided under the following conditions:
 - a. The N11 subscriber will subscribe to adequate telephone facilities initially and subsequently as may be required to adequately handle calls to N11 without impairing the Company's general telephone service or telephone plant.
 - b. The N11 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.

MISCELLANEOUS SERVICE OFFERINGS

10.11 OTHER MISCELLANEOUS SERVICES

10.11.3 N11 Service

B. Terms and Conditions

10. N11 will be provided under the following conditions: (Cont'd)

- c. The N11 subscriber will be liable for, and will indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and 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, or any patent, trademark, copyright, or resulting from any claim of liable and slander.
 - d. Suspension of N11 Service is not allowed.
 - e. The N11 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via N11. If requested by the Company, the N11 subscriber will assist the Company in responding to complaints made to the Company concerning the subscriber's N11 service.
 - f. The Company will provide both oral and written notification when a N11 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of N11. The Company reserves the right once notification is made to institute protective measures up to and including termination at any time and without further notice. The Company may take protective measures when the N11 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.
11. The following conditions apply if the N11 subscriber provides a pre-recorded announcement:
- a. The N11 subscriber will provide the announcements. The Company will provide only delivery of the call.
 - b. The provision of access to the N11 network by the Company for the transmission of announcements or recorded program services is subject to the availability of such facilities and the requirements of the local exchange network.

MISCELLANEOUS SERVICE OFFERINGS

10.11 OTHER MISCELLANEOUS SERVICES

10.11.3 N11 Service

B. Terms and Conditions

11. The following conditions apply if the N11 subscriber provides a pre-recorded announcement: (Cont'd)
 - c. The N11 subscriber assumes all financial responsibility for all costs involved in providing announcements or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
 - d. The N11 subscriber assumes all financial responsibility, according to other specific rates and charges, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.
12. The Company may take all legal and practical steps to disassociate itself from N11 subscribers 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.
13. The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties in Company facilities and equipment or on equipment owned or leased by the subscriber.
14. The Company, its employees, or its agents are not liable to any person for civil damages resulting from or caused by any act or omission in development, design, installation, operation, maintenance, performance or provision of N11 service, except for willful or wanton misconduct.

C. Rates

	Nonrecurring <u>Charge</u>
Initial Setup	
Per Host Switch and/or Stand Alone Switch	\$300.00
Subsequent Changes	
Per Host Switch and/or Stand Alone Switch	50.00

MISCELLANEOUS SERVICE OFFERINGS

10.12 VOICE MESSAGING SERVICE (A.K.A. VOICE MAIL)

10.12.1 Conditions

- A. Voice mail is provided twenty-four hours per day, seven days per week.
- B. Voice mail and/or optional features are furnished subject to the availability of suitable facilities.
- C. In the event of an interruption to the service which is not due to the negligent or willful act of the customer or the premises facilities or customer equipment beyond the demarcation point, a prorated adjustment of the monthly charge for service will be allowed for such interruption that continues for twenty-four hours or more. The customer must contact the company within 30 days of the interruption in order to receive an adjustment.
- D. The sole remedy for errors, omissions and out of service conditions is the out of service credit. The Company shall not be liable for any other damages, regardless of the cause, whether direct, indirect, incidental, special or consequential.
- E. The Company makes no warranties to the customer, and it expressly excludes and disclaims any implied warranties such as warranties of fitness for a particular purpose of merchantability.
- F. The Company may disconnect, without advance notice, any voice mail service which is used in such a manner as to prevent, obstruct, delay or otherwise interfere with the service of other users.
- G. The Company may, at its discretion, change customer interfaces such as the recorded prompts and directions, the length of time available for leaving messages, the number of messages which may be left, and other aspects of the service without prior notice to the customer. Messages left in a mailbox over 30 days are automatically cleared by the Company.
- H. Call Forwarding may be required for customers who subscribe to voice mail service. Call forwarding will be provided per the terms and conditions in Section 5.4.3, Custom Calling Service, of this *Local Terms of Service*.

MISCELLANEOUS SERVICE OFFERINGS

10.12 VOICE MESSAGING SERVICE (VOICE MAIL) (Cont'd)

10.12.2 Standard and Optional Features

1. Voice Mail can answer incoming calls placed to a customer's telephone line when used in conjunction with Call Forwarding, or when a call is placed to the number assigned to the mailbox. The service can greet callers with a personal or standard greeting. The mailbox receives and saves the caller's message for review by the customer. The features provided with various Voice Mail options can include: personal greeting, security code, receiving and deletion of messages, pause, skip-forward, and replay of messages, composing, editing, and sending of messages, distribution lists and reverting codes. Messages can be retrieved from any tone signaling telephone.
2. Messages are stored by number of minutes and mailboxes are limited to 15 minutes of storage. When the mailbox limit is reached, no further messages can be stored until existing messages are deleted.
3. Voice Mail is capable of having eight private sub-mailboxes or family mailboxes, each with its own password and greeting. Messages can be redirected to other members of the family.
4. Voice menus, forms, and announcements differ from sub-mailboxes or families in that each mailbox can be configured to act as an automated attendant, or a caller can travel through a digit driven menu.
5. A message waiting indication is an optional feature that, when the customer lifts the receiver, delivers an audible interrupted tone giving an indication that a message is waiting. The tone will continue until the customer has retrieved the message. This feature will also light a message waiting light on some telephones.
6. The voice mail personal greeting can be up to 5 minutes in length.
7. Voice Mail has a remote notification option that informs the Customer of incoming messages by calling a telephone number or pager number. This option can be activated and deactivated by the mailbox owner. The notification numbers and times can be set up or changed by the customer or the company, depending on the type of mailbox selected. The customer can choose to be notified immediately when urgent messages are left, or when any messages are left.

MISCELLANEOUS SERVICE OFFERINGS

10.12 VOICE MESSAGING SERVICE (VOICE MAIL)

10.12.2 Standard and Optional Features (Cont'd)

8. Express messaging is a fast method of leaving a message in another mailbox without logging into your own mailbox to compose and send a message.
9. Name dialing is a feature that allows a caller to access mail boxes by name.
10. Message Delivery is an optional feature that allows delivery options for the customer's messages to other voice message boxes and nonusers. This option can include delayed delivery. Messages can be tagged private or urgent and can be confirmed either by the confirm receipt option or notification of non-receipt. Messages can be sent up to 365 days into the future and a customer may send messages to others on the same local messaging system using a distribution list.
11. Voice mail is separated into five types; Announcement Only, Call Answering, Voice Messaging, Deluxe Voice Messaging, and Guest Voice Messaging.
12. Non-recurring labor charges may apply for installation of Voice Mail Systems requiring more than 2 hours labor to complete.
13. Announcement Only Mailboxes - The announcement only mailbox answers incoming calls with a greeting that can be up to 5 minutes in length. This service does not receive and save a caller's message.
14. Voice Menu Mailboxes - The Voice Menu option is a front-end call routing mailbox that helps the caller make quick connections to a particular customer number or department mailbox by pressing single digits on a tone signaling telephone. This is used with two or more mailboxes or Form mailboxes.
15. Voice Forms - The Voice Form option allows the customer to collect spoken information in response to a series of formulated questions. This is used with two or more Voice Menu Mailboxes or other form boxes.

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MISCELLANEOUS SERVICE OFFERINGS

10.12 VOICE MESSAGING SERVICE (VOICE MAIL) (Cont'd)

10.12.3 Rates

All mailbox offerings provide for a 5-minute greeting and fifteen (15) minute message storage, except the Announcement Only option which provides the greeting only.

	<u>Monthly Rate</u>
• Call Answering	\$5.00
Message waiting	
Sub mailboxes	
Company controlled remote notification	
• Voice Messaging	
Message Waiting	
Sub Mailboxes	
Compose, send and edit messages	
Company controlled remote notification	
1 - 5 Mailboxes, each	\$6.00
6 - 50 Mailboxes, each	4.75
51 - 100 Mailboxes, each	4.50
100 - 150 Mailboxes, each	4.00
151+ Mailboxes, each	3.00
• Deluxe Voice Messaging	
Message Waiting	
Compose, send, edit, and forward messages	
Dial by name	
Customer control of remote notification	
1 - 5 Mailboxes, each	\$7.00
6 - 50 Mailboxes, each	5.75
51 - 100 Mailboxes, each	5.50
100 - 150 Mailboxes, each	5.00
151+ Mailboxes, each	4.00

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MISCELLANEOUS SERVICE OFFERINGS

10.12 VOICE MESSAGING SERVICE (VOICE MAIL)

10.12.3 Rates (Cont'd)

Monthly Rate

- Guest, Form and Menu Voice Messaging (DID number)
Compose, send, edit and forward messages
Dial by name
Customer controlled remote notification
 - 1 - 5 Mailboxes, each \$6.00
 - 6 - 50 Mailboxes, each 4.75
 - 51 - 100 Mailboxes, each 4.50
 - 100 - 150 Mailboxes, each 4.00
 - 151+ Mailboxes, each 3.00

- Announcement Only Mailboxes
 - 1 - 5 Mailboxes, each 7.00
 - 6 - 50 Mailboxes, each 5.75
 - 51 - 100 Mailboxes, each 5.50
 - 100 - 150 Mailboxes, each 5.25
 - 151+ Mailboxes, each 4.25

10.12.4 Options

- Message Waiting 0.25
- Remote Notification 0.25

10.13 CALL LINE IDENTIFIER

A. Description

See [CENTURYLINK LOCAL TERMS OF SERVICE: CALL LINE IDENTIFIER](#) (see section 1.1.B. for URL) 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

MISCELLANEOUS SERVICE OFFERINGS

10.14 RESERVED

10.15 TELEPHONE SERVICE PRIORITY (TSP) SYSTEMS

10.15.1 Description of the Service

The TSP System is a service that provides for the priority provisioning and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. The TSP System applies only to NSEP services, includes local exchange service, Foreign Exchange Service, and Private Line Service and Channels, and provides the Telephone Company with a guide to the sequence in which services are to be provisioned and/or restored.

All facilities that can be identified by a unique circuit identifier can be provisioned for TSP service by the Telephone Company.

10.15.2 Obtaining TSP System Service

The Executive Office of the President through the TSP Program Office, is empowered with the authority to receive, evaluate and process requests for TSP services. The TSP Program Office makes the priority level assignments and issues the TSP authorization code reflecting the priority assignment associated with a request. The customer provides the TSP authorization code, in addition to all the other details necessary to complete the order to the Telephone Company to obtain TSP System service.

The TSP authorization code, assigned on a per order basis, consists of a 12-character field consisting of a nine-character control ID followed by a dash and a two-character field specifying the priority level assignment. Its structure is as follows:

TSPxxxxxn-yy

The "x"s represent a sequence of numbers unique to each TSP authorization code and the "n" is a one character alphanumeric check digit. The first "y" contains the provisioning priority level assignment and the second "y" contains the restoration priority level assignment.

MISCELLANEOUS SERVICE OFFERINGS

10.15 TELEPHONE SERVICE PRIORITY (TSP) SYSTEMS (Cont'd)

10.15.3 Provisioning Priority

If the customer requires service within a shorter time interval than the Telephone Company can provide, and the requested service qualifies for TSP, the customer may elect to invoke National Security Emergency Preparedness (NSEP) Treatment and obtain the appropriate provisioning priority assignment from the TSP Program Office. Acceptable assignment code values are: E, 1, 2, 3, 4, 5 and 0.

The assignment of the value "E" denotes Emergency Provisioning and implies the service has the most critical provisioning requirements and the Telephone Company will respond accordingly. The Telephone Company will take immediate action to provide the requested service at the earliest possible date.

The assignment values of 1, 2, 3, 4 and 5 are treated as essential service priorities and the Telephone Company will adjust its available resources to meet the customer's requested due date. The value "0" implies no provisioning priority.

10.15.4 Restoration Priority

A TSP authorization code for restoration priority classifies the service as being among the nation's most important NSEP telecommunications services. The Telephone Company will restore these services before services without restoration priority assignments in the order of priority assignments. Acceptable values are: 1, 2, 3, 4, 5 or 0 with the value "1" being the highest priority.

When the Telephone Company recognizes a TSP as being out of service, unusable or receives a trouble report, available resources will be dispatched to restore the service as quickly as practicable. A priority value of 1, 2, or 3 requires dispatch outside normal business hours if necessary to restore the service. A priority value of 4 or 5 only requires dispatch outside of normal business hours if the next business day is more than 24 hours away. If the value "0" has been assigned, then no restoration priority is applicable to this service.

The minimum period for service is one month.

MISCELLANEOUS SERVICE OFFERINGS

10.15 TELEPHONE SERVICE PRIORITY (TSP) SYSTEMS (Cont'd)

10.15.5 Obligations of the Customer

In all instances, the customer is responsible for obtaining the appropriate TSP authorization code and providing that code to the Telephone Company.

The TSP System service customer must also be the customer for the facilities with which TSP service is associated. Only the customer is allowed to order TSP System service. All points of a multipoint service configuration must have the same restoration priority assignment and must satisfy the requirements of that assignment. In obtaining TSP System service, the customer consents to the release of certain information by the Telephone Company to the federal government in order to maintain and administer the TSP System. Such information includes: the customer's name, telephone number and mailing address, the TSP authorization code and the circuit or service ID number associated with the National Security Emergency Preparedness (NSEP) service.

When a customer invokes TSP Treatment, the Telephone Company will attempt to notify the customer of expected charges. However, the customer when invoking TSP Treatment must recognize that quoting charges beforehand may not be practicable. Therefore, the customer grants the Telephone Company the right to quote and bill charges after the provisioning of the service.

During certain emergencies, the customer may request TSP assignments verbally and the Telephone Company will accept such verbal notification. The customer must submit a written order to the Telephone Company within two working days following the verbal request. If the written order is not received within two working days, all applicable rates and charges accumulated to date to provision TSP System service, become immediately due and payable and the requested TSP priority is revoked.

The customer must request and justify revalidation of all priority level assignments at least every two years as required by the TSP Program Office.

Additionally, the NCS Manual 3-1-1, "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service User Manual", dated May 5, 2000 prescribes specific conditions which warrant TSP Treatment and related procedures.

MISCELLANEOUS SERVICE OFFERINGS

10.15 TELEPHONE SERVICE PRIORITY (TSP) SYSTEMS (Cont'd)

10.15.6 Obligations of the Telephone Company

The Telephone Company will allocate resources to ensure best efforts to provide National Security Emergency Preparedness (NSEP) services by the time required.

The Telephone Company will work TSP System services in the order of their priority level assignments. The priority sequence is as follows:

- Restore TSP services assigned restoration priority 1
- Provision TSP services assigned restoration priority E
- Restore TSP services assigned restoration priority 2, 3, 4 or 5 and
- Provision TSP services assigned provisioning priority 1, 2, 3, 4 or 5.

The Telephone Company will work cooperatively with other providers of TSP service when only a portion is provided by the Telephone Company to ensure "end-to-end" service.

Additionally, TSP System service will be provided in accordance with the guidelines set forth in NCS Handbook 3-1-2, "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (TSP) Service Vendor Handbook" dated December 10, 2000.

Effective: 07-01-2018

MISCELLANEOUS SERVICE OFFERINGS

10.15 TELEPHONE SERVICE PRIORITY (TSP) SYSTEMS (Cont'd)

10.15.7 Rates and Charges

The following rates and charges are in addition to all other rates and charges that may apply for services offered under this *Local Terms of Service* which operate in conjunction with the TSP System.

A. Establishment of TSP System Service

The establishment of TSP System service charge is a nonrecurring charge (NRC) which applies when an access line and/or circuit is ordered. If both (provisioning and restoration) are ordered at the same time, only one NRC is applicable. The NRC is also applicable for orders changing priority levels. There is no charge to remove a TSP assignment.

Nonrecurring Charge

Per Access Line/Circuit \$15.00

B. Provisioning Priority

There are two basic levels of priority provisioning, Emergency (provisioning priority "E") and Essential (provisioning priority 1, 2, 3, 4 or 5).

a. Emergency Provisioning

The Telephone Company will take immediate action to provide the requested service at the earliest possible date.

The Telephone Company will adjust its available resources to meet the customer's requested due date.

C. Restoration Priority

Restoration Priority is a monthly rate per access line and/or circuit for the ongoing administration and maintenance of the TSP System. This monthly rate only applies for all restoration circuits or lines.

Monthly Rate

Per Access Line/Circuit \$5.00

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PRIVATE LINE SERVICES

See CenturyTel of Montana, Inc. [P.S.C. MONT AC-5](#) (see section 1.1.B. for URL).

Effective: 03-01-2022

CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

13.1 RESERVED

13.2 TROUBLE ISOLATION CHARGE (A.K.A. MAINTENANCE OF SERVICE CHARGE)

13.2.1 Description

The Trouble isolation Charge is applicable when the Company dispatches a technician to investigate a customer-reported trouble and a service difficulty is found to be caused by customer-provided equipment, wire, facilities, 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 determines through remote testing that no trouble exists, and the customer insists on a dispatch. If no trouble is found, a Trouble Isolation Charge applies whether or not the customer has inside wire protection.

13.2.2 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.
- 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

13.3.3 Rates

Nonrecurring Charge

Charge per service call **\$99.00 (I)**

CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

13.3 INSIDE WIRE MAINTENANCE PLANS (A.K.A. INSIDE WIRE PROTECTION)

13.3.1 General

See [CenturyLink® Inside Wire Protection Subscriber Agreement](#) for applicable terms and conditions for business and residence inside wire maintenance plans.

(M)

(M)

13.3.2 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.

Effective: 07-01-2018

INTEGRATED SERVICES DIGITAL NETWORK

14.1 GENERAL

14.1.1 Description

Integrated Services Digital Network (ISDN), version NT1, is a digital architecture that provides an integrated voice/data capability to the customer premises facility, utilizing the public switched network. It is a central office based service arrangement which consists of host central office interface equipment and software located on the Company premises. ISDN distributes voice, data, image and facsimile by using two standard methods of access: Basic Rate Interface (BRI) or Primary Rate Interface (PRI). These are serving arrangements which conform to internationally developed, published, and recognized standards generated by the International Telecommunications Union (formerly CCITT). ISDN-PRI and other local services are offered on an end user basis only. Use of such services for transmitting interexchange traffic that does not either originate or terminate at the customer premises is prohibited. Nothing herein precludes resale of ISDN-PRI, including to customers who are deemed to be "end users" under the rules of the Federal Communications Commission, so long as provision of the service at the resold level is consistent with the limitations stated in this paragraph.

14.1.2 Definitions

Basic Rate Interface – Basic Rate Interface (BRI) consists of up to three distinct channels on one pair of wires: two B (Bearer) Channels and one D (Delta) Channel. BRI Service is available in non-measured or measured rated options. BRI Service is compatible with National ISDN 1 and includes circuit-switched voice, circuit-switched data and packet functionality.

B (Bearer) Channel – The B-channel carries circuit-switched voice and/or data communications and packet switched data communications at speeds up to 64 kbit/s, from the customers premises, over the loop facility, to the central office.

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

Clear Channel Capability – The capability to transport 64 kbps over a channel with no constraint on the quantity or on the sequence of bits.

INTEGRATED SERVICES DIGITAL NETWORK

14.1 GENERAL

14.1.2 Definitions (Cont'd)

D (Delta) Channel – The D-channel carries signaling and/or packet data information, at speeds up to 16 kbit/s on BRI, and signaling only information up to 64 kbit/s for PRI, from the customer's premises to the central office. The D-channel has both data and signaling functionality; it does not have voice capability.

Digital Subscriber Loop (DSL) – The ISDN basic rate interface loop from the CO to the customer's premises.

Kbps – Kilobits Per Second.

Mbps – Megabits Per Second.

Primary Rate Interface (PRI) – PRI has a capacity of 1.544 megabits per second (Mbit/s) and has multiple channels: 23 B-channels, and one D-channel, and is also known as 23 B+D access. The B-channels carry user information such as voice calls, circuit-switched data, or video, while the D-channel handles signaling information.

14.1.3 Terms and Conditions

A. General

1. The customer or the customer's authorized agent will be responsible for the procurement of associated customer premises equipment (CPE) and will ensure compatibility with the ISDN digital switch serving the customer.
2. It is the responsibility of the subscriber to provide a suitable supply of commercial power, including outlets, when and where the telephone company requires it for the operation of any equipment on the subscriber's premises. Such outlets shall be dedicated to the telephone company use and be separately fused.
3. A minimum service period of three (3) months is required for each ISDN Service System.
4. Call Detail is not available with ISDN.
5. One directory listing will be provided with each BRI or PRI service. Additional directory listings will be furnished subject to the rates and conditions specified in the Directory Service section of this *Local Terms of Service*.

INTEGRATED SERVICES DIGITAL NETWORK

14.1 GENERAL

14.1.3 Terms and Conditions

A. General (Cont'd)

6. Suspension of BRI (Vacation Number Reservation) is not permitted.
7. The Company shall terminate ISDN Services at the Company network interface.
8. Should any change in inside wiring (including riser cable) not owned by the Company, or CPE, require the Company to redesign ISDN service, the customer shall reimburse the Company for all costs incurred by the Company in making such a change. Should ISDN service fail due to inside wiring (including riser cable) not owned by the Company, CPE, or power failure, the responsibility for failure shall be solely that of the customer and the Company shall have no liability of any kind.
9. The customer is responsible for placement, installation, operation, maintenance, repair and replacement of all inside wire (including riser cable), not owned by the Company, and CPE that the customer uses in connection with this service. Premises wiring and CPE must be compatible with the Company's provision of ISDN Service.
10. If an ISDN Service interruption, disconnection, error, performance failure, or some other out-of-service condition occurs and lasts for more than 24 consecutive hours after the customer gives the Company notice of such out-of-service condition, except for problems caused by the customer's actions, inside wiring, interface, and/or CPE, an out-of-service credit will be applied to the customer's bill. This service shall be based on a 30-day month and shall be calculated by dividing the monthly rate for the service affected by 30 days and multiplying that daily rate by the number of days, or major fraction thereof, that the service was interrupted. This will be the customer's sole remedy.
11. The two "B" channels may be bonded together to allow a larger bandwidth connection. When the bonding occurs, usage will be measured and charged on each of the "B" channels used separately.
12. The B-Voice/Circuit Switched Data Channel (B-V/CSD) assigns voice and circuit switched data traffic to two B-Channels of a digital local line. The CSD mode operates at a maximum speed of 64 kbps or 56 kbps. (Some interexchange carriers do not offer transmission at 64 kbps).

INTEGRATED SERVICES DIGITAL NETWORK

14.1 GENERAL

14.1.3 Terms and Conditions (Cont'd)

B. Availability

1. The rates and charges specified for BRI are applicable only to customers whose serving central office has been identified by the Company as having ISDN available. Customers whose serving central office has not been identified will have rates and charges determined on an individual case-by-case basis.
2. Service is offered where facilities and equipment are available. BRI loop lengths may not be more than 18 kilofeet in length from the nearest ISDN capable switching center. A loop extension charge will apply in those cases where the 18 kilofeet limit is exceeded. The loop charge may also apply in circumstances where the signal is below acceptable transmission standards as determined by the Company.
3. Some services are not available and/or compatible with ISDN.

C. Indemnification

1. It is the customer's responsibility to indemnify and hold harmless the Company against any and all claims, losses, liabilities, damages and lawsuits brought by any nonparty and arising, in whole or in part, out of customer's material breach of this *Local Terms of Service*. Indemnification shall include, but is not limited to, costs and attorney's fees.
2. ISDN lines are powered locally from the customer premise. In the event of a power outage at the customer premise, emergency 911 service will not function on the ISDN lines.
3. The customer is responsible for the content of communications. Where the customer's negligence or wrongful actions in using inside wire (including riser cable) not owned by the Company, CPE or customer's communications result in any claim or legal action brought by any nonparty, customer shall indemnify and hold the Company harmless.

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INTEGRATED SERVICES DIGITAL NETWORK

14.1 GENERAL (Cont'd)

14.1.4 Protection of the Network

- A. The Company has the right and option to check the output of any equipment used in the transmission of signals, to or from the customer premises, for this service. This includes Company provided facilities or other companies' facilities used in connection with provision of ISDN capabilities, such as customer-provided equipment.
- B. The Company will notify the customer of any deviation from the authorized transmissions or specifications established in provision of the service.
- C. Upon notification by the Company that unauthorized transmissions are present due to customer equipment or facilities, the customer or customer's authorized agent will correct the situation on an expeditious basis or service will be disconnected by the Company to protect the network.

The Company shall not be liable for and disclaims liability for losses which might be incurred as a result of disconnecting the service and disclaims any and all implied warranties, including, without limitation, warranties of merchantability and fitness for a particular purpose. With respect to such equipment or service, the Company shall not be liable for any incidental or consequential damages including, but not limited to loss, damage, or expense directly or indirectly arising from the customer's use of or inability to use this service or equipment, either separately or in combination with other services or equipment.

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INTEGRATED SERVICES DIGITAL NETWORK

14.2 BASIC RATE SERVICE OFFERINGS

14.2.1 Basic Rate Interface Service Offering [2]

(C)

Basic Rate Interface (BRI) is a service which terminates a digital local loop at the central office and permits access to the exchange network. Only one BRI access element is required for each digital local loop.

BRI Access is offered either as either flat rated or measured. The service is offered in three usage allowance configurations (unlimited usage, 100 hours, and no usage allowance per month) of aggregate usage for circuit-switched voice and circuit-switched data. Usage is measured separately for each B channel. Measured usage charges apply, as specified in this Schedule, to all outgoing and incoming calls for the option with no usage allowance. Additional usage in excess of the 100 hours for the 100 hour option will incur usage charges on originating and terminating calls (in excess of usage provided in the configurations previously mentioned).

Following are the monthly rates and nonrecurring charges for BRI ISDN Access. These rates and charges apply in addition to applicable rates and charges for other services as provided in *Local Terms of Service* and other Company tariffs.

	<u>Residence Monthly Rate</u>	<u>Business Monthly Rate</u>	<u>Non- recurring Charge</u>
Basic Access Rate ^[1]			
Unlimited usage allowance	\$145.00	\$165.60	\$125.00
100 hours usage allowance	60.00	80.60	25.00
No usage allowance	30.00	50.60	125.00
 USAGE CHARGES		<u>Per Minute</u>	
Per Minute, in excess of usage provided above).		\$0.015	
 LOOP EXTENSION CHARGE, beyond 18,000 ft.- Per loop	\$30.00	\$30.00	

Note: Rates do not include access to the "D" Channel or ability to transport "Data" over the "D" Channel.

^[1] Installations taking more than two hours will incur labor charges from Section 13.2 of Access Tariff [PSC Mont. AC-5](#) (see section 1.1.B. for URL).

^[2] **Effective June 1, 2023, Basic Rate Interface (BRI) is grandfathered for residence and small business customers and will no longer be available to new residence and small business customers.**

(N)
|
(N)

INTEGRATED SERVICES DIGITAL NETWORK

14.3 PRIMARY RATE SERVICE OFFERINGS

14.3.1 ISDN-PRI Business Service

A. Terms and conditions for Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service can be found under the [LOCAL TERMS OF SERVICE: INTEGRATED SERVICES DIGITAL NETWORK \("ISDN"\)](#) (see section 1.1.B. for URL).

B. 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.

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-year commitment period.

ISDN-PRI Business Service Arrangement	Monthly Rate	Nonrecurring Charge (Initial)	Nonrecurring Charge (Additional) ^[1]
With One-Way Primary Rate Interface (23-B + D and 24-B)			
Month-to-month (6 mo. Min.)	\$950.00	\$650.00	\$0.00
One Year	950.00	450.00	0.00
With Two-Way Primary Rate Interface (23-B + D and 24-B)			
Month-to-month (6 mo. Min.)	\$950.00	\$650.00	\$0.00
One Year	950.00	450.00	0.00

^[1] Additional facilities must be installed at the same customer designated premises on the same trip and placed on the same service order.

INTEGRATED SERVICES DIGITAL NETWORK

14.3 PRIMARY RATE SERVICE OFFERINGS

14.3.1 ISDN-PRI Business Service Arrangements

B. Rates and Charges (Cont'd)

2. Optional Features

Feature	Monthly Rate	Nonrecurring Charge
D-Channel Backup ^[1] , each channel	\$50.00	\$20.00
Network Ring Again Per Primary Rate Interface ⁽²⁾ (Available with Two-Way Primary Rate Interface only)	160.00	0.00
Call-by-Call/Integrated Service Access Feature Capability Per Primary Rate Interface (Available with Two-Way Primary Rate Interface only)	50.00	35.00
Incoming Call Identification (Caller ID Name and Number) Per Primary Rate Interface	100.00	0.00
2 B-Channel Transfer ^[2] Per Primary Rate Interface	75.00	100.00
Circular Hunt ^[2] Per Primary Rate Interface	25.00	100.00
National ISDN-2 Protocol ^[2] Per Primary Rate Interface	0.00	0.00
E911 Call Screening ^[2] Per Primary Rate Interface (up to 100 station numbers)	125.00	150.00

^[1] Available only to customers subscribing to more than one Primary Rate Interface.

^[2] Certain equipment restrictions apply.

Effective: 07-01-2018

INTEGRATED SERVICES DIGITAL NETWORK

14.3 PRIMARY RATE SERVICE OFFERINGS

14.3.1 ISDN-PRI Business Service Arrangements

B. Rates and Charges (Cont'd)

3. Optional Feature Packages

Package	Monthly Rate	Nonrecurring Charge
Premium Package ^[1] Includes National ISDN-2 Protocol ^[2] E911 Call Screening**, Incoming Call Identification (Caller ID Name and Number), Call-by- Call/Integrated Service Access Feature Capability, and 2 B- Channel Transfer ^[2] 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. The Move Charge is equal to the sum of the Service Change Charges plus the Premises Visit Charge.

^[1] Only available for customers whose ISDN-PRI Business Service arrangements include a Two-Way Primary Rate Interface under a Term Discount Plan.

^[2] Certain equipment restrictions apply.

Effective: 07-01-2018

INTEGRATED SERVICES DIGITAL NETWORK

14.3 PRIMARY RATE SERVICE OFFERINGS

14.3.1 ISDN-PRI Business Service Arrangements

B. Rates and Charges (Cont'd)

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 section G.1. 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.
- d. Nonrecurring Charges

(1) Service Change Charge

- For termination change at the same premises, Physical, per ISDN-PRI Business Service arrangement \$165.00
- 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

INTEGRATED SERVICES DIGITAL NETWORK

14.3 PRIMARY RATE SERVICE OFFERINGS (Cont'd)

14.3.2 Primary Rate Interface Service Offering – GRANDFATHERED ^[1]

Effective March 11, 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 as found in H. of this Section at any time without incurring any Nonrecurring Charges or Service Charges. 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. Description

The basic Primary Rate Interface (PRI) structure consists of 23 B-channels and a D-channel, for a total transmission rate of 1.544 Mbit/s, which is equivalent to a T1 facility. Each 64 kbit/s B-channel carries user information such as voice calls, circuit-switched data, or video. The D-channel is a 64 kbit/s channel that is used to carry the control or signaling information.

B. Definitions

1. Service Configurations

23B+D – This service configuration provides for 23 B-channels and 1 D-channel. The B-channels carry the circuit-switched voice and data, while the D-channel handles signaling information. The D-channel can control a maximum of 479 B-channels. The B-channels may be provisioned on the same facility as the D-channel or on other T1 or T3 facilities.

24B – This service configuration provides for 24 B-channels. The B-channels carry the circuit-switched voice and data information. The signaling information is provided by a D-channel on the first T1 facility.

23B+Back-up D – This service configuration provides for 23 B-channels and a back-up D-channel. The back-up D-channel is used if the primary D-channel, which provides signaling for multiple T1 facilities, fails. All active calls are maintained during the switch-over to the back-up D-channel.

2. Other

ISDN Trunk Connection – An ISDN Trunk Connection (TC) is a central office translation that provisions each B-channel in a PRI. The TC allows access to the exchange network. One ISDN Trunk Connection is required for each B-channel used in a PRI.

^[1] This service is limited to existing facilities in service at existing locations for current customers.

Effective: 07-01-2018

INTEGRATED SERVICES DIGITAL NETWORK

14.3 PRIMARY RATE SERVICE OFFERINGS (Cont'd)

14.3.2 Primary Rate Interface Service Offering – GRANDFATHERED ^[1]

C. Terms and Conditions

1. PRI is provided subject to the availability central office facilities.
2. Each PRI consists of one T1 facility and one Service Configuration. A customer may request more than one PRI per premises.
3. Terms and Conditions, and Rates and Charges, as described for PRI, are in addition to the regular rates and charges for the service with which PRI is associated.
4. Some services are not available and/or compatible with PRI.
5. The PRI facility may be provided from a foreign central office or foreign exchange at the DS1 Transport Mileage rates. Associated charges will be applied to the PRI facility.
6. PRI offerings are not available for use by Commercial Mobile Radio Carriers, Private Mobile Radio Carriers and Interexchange Carriers in the provision of services to their customers. Other digital services are offered by the Company for interconnection specifically for these Carriers.
7. The PRI facility for all channels may be provisioned on an existing T3 facility.
8. PRI customers must subscribe to a minimum of one 23B+D Service Configuration.
9. DID numbers associated with PRI are found in Section 5.3.4 in this *Local Terms of Service*. A business Basic access line, found in section 5.3.4, is required for each inward or 2-way B-channel in a PRI.

^[1] This service is limited to existing facilities in service at existing locations for current customers.

Effective: 07-01-2018

INTEGRATED SERVICES DIGITAL NETWORK

14.3 PRIMARY RATE SERVICE OFFERINGS

14.3.2 Primary Rate Interface Service Offering – GRANDFATHERED ^[1] (Cont'd)

D. Rates and Charges

PRI will be provided at the rates and charges listed below:

SERVICE CONFIGURATION	Monthly <u>Rate</u>	Nonrecurring <u>Charge</u> ^[2]
• 23B+D	\$950.00	\$3250.00
• 24B	950.00	3250.00
• 23B+Back-up D	950.00	3250.00

^[1] This service is limited to existing facilities in service at existing locations for current customers.

^[2] If PRI Service is installed on an existing DSS facility, the non-recurring charge will be reduced to \$2750.00.

Effective: 07-01-2018

INTEGRATED SERVICES DIGITAL NETWORK

14.3 PRIMARY RATE SERVICE OFFERINGS

14.3.2 Primary Rate Interface Service Offering – GRANDFATHERED ^[1] (Cont'd)

E. Customer Premise Equipment and Facilities

1. The customer is responsible for providing compatible premise equipment in order to utilize the ISDN offering. All customer provided equipment used to interface with ISDN Service is required to conform with the Technical Reference Specification as used by the Company and is found in the following Technical References:

<u>Document Number</u>	<u>Description</u>
SR-NWT-00266 Generic Guidelines Equipment on Basic Rate Interface.	National ISDN for ISDN Terminal
SR-NWT-001953	Generic Guidelines for ISDN Terminal Equipment on Basic Access Interfaces.

2. The Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Company utilized of ISDN 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.

^[1] This service is limited to existing facilities in service at existing locations for current customers.

Effective: 07-01-2018

INTEGRATED SERVICES DIGITAL NETWORK

14.3 PRIMARY RATE SERVICE OFFERINGS (Cont'd)

14.3.3 Primary Rate Interface (PRI) Bundle (a.k.a. PRI Bundle II)

A. Terms and conditions for Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service can be found under the [LOCAL TERMS OF SERVICE: INTEGRATED SERVICES DIGITAL NETWORK \("ISDN"\)](#) (see section 1.1.B. for URL).

B. Rates and Charges

1. Monthly Rates

Term Commitment		
2 Years	3 Years	5 Years
\$750.00	\$700.00	\$675.00

2. Nonrecurring Charges

Term Commitment		
2 Years	3 Years	5 Years
\$250.00	\$250.00	\$250.00

Effective: 07-01-2018

MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS

15.1 DIGITAL SWITCHED SERVICE (DSS)

15.1.1 Description

Digital Switched Service (DSS) provides digital local exchange service, and is an alternative to analog trunks. The service provides a digital facility (1.544 Mbps) between the customer's customer premise equipment and the central office where it is multiplexed to interface and provide 24 voice grade channels. DSS includes a DS1 Facility, common equipment, local exchange switching and flat usage trunks for access to the local exchange and toll networks.

15.1.2 Definitions

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 allows only traffic originating in the customer's CPE to be transmitted to the central office switch.

Two-Way Trunk – Trunk which allows for traffic to be transmitted from either the central office or the customer's CPE.

DID Trunk – Trunk with Direct Inward Dialing (DID) feature. Additional charges apply from section 5.3.4 (DID Services).

15.1.3 Conditions

- A. DSS is provided subject to the availability of central office facilities.
- B. The minimum service period for the DSS facility and common equipment is one month.
- C. Each DSS facility enables the customer to add up to a maximum of 24 trunks per DS1 facility. The customer is billed for the actual number and types of trunks in service on each DSS facility. The customer must subscribe to a minimum of 8 trunks per facility.

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MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS

15.1 DIGITAL SWITCHED SERVICE (DSS)

15.1.3 Conditions (Cont'd)

- D. Regulations, rates and charges, as described elsewhere in this *Local Terms of Service* apply as appropriate. (D)
- E. The following services will not be provided within the DSS facility: (T)
- Access Lines in Section 5.2
 - Feature Groups A, B, C, or D
 - Other private line/access services
 - Datapath or Dialan Service
 - Joint User service
 - Payphone Access Lines
- F. Customers are required to provide muxing/demuxing, at the customer premises, for analog trunks riding the DS1 facility. (T)
- G. Line Power option is not available with DSS. (T)
- H. The DSS facility cannot be purchased without a minimum of eight individual switched access trunks. (T)
- I. Customers who wish to have incoming calls to a busy line overflow to other of the customer's lines which are not busy must subscribe to Call Forward Busy for each line that is to have the overflow capability. Rates and Conditions for Call Forward Busy are found in section 5.4.3. (T)
- J. For DSS facilities requiring loops greater than three miles in length, a DSS loop transport rate applies per facility. (T)

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Effective: 07-01-2018

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MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS

15.1 DIGITAL SWITCHED SERVICE (DSS) (Cont'd)

15.1.4 Rates

	Nonrecurring Charge	Monthly Rate
DSS facility and common equipment, per 24 channel facility	\$500.00	\$50.00
DSS loop transport, per DSS facility, Each mile over 3 miles	-	65.00

	Nonrecurring Charge ^[1]	Monthly Charge	24-Month Rate	48-Month Rate
Trunks				
- In-only, Qty 8-24, ea		\$25.00	\$24.00	\$23.00
- In-only, Qty 25+, ea		24.00	23.00	22.00
- Out-Only, Qty 8-24	\$31.20	25.00	24.00	23.00
- Out-Only, Qty 25+, ea		24.00	23.00	22.00
- Two-way, Qty 8-24		25.00	24.00	23.00
- Two-way, Qty 25+, ea		24.00	23.00	22.00
DID trunk ^[2]				
- Qty 8-24	31.20	25.00	24.00	23.00
- Qty 25+, ea		24.00	23.00	22.00

^[1] The NRCs 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 trunks apply. The NRC for DID features is not waived with the initial order.

^[2] Additional charges apply from Section 5.3.4 (DID Services)

Effective: 07-01-2018

MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS

15.2 DATAPATH AND DIALAN SWITCHED DATA SERVICES

15.2.1 Description

A. Datapath

1. Datapath Service provides digital asynchronous data access at speeds from 300 bps through 19.2 kbps and synchronous data access at speeds from 1200 bps through 64 kbps transmission over standard twisted pair wiring and is available through the public switched network.
2. Datapath Service permits direct dialing between lines connected to the service and the direct dialing of outgoing calls. Incoming calls are received through direct dialing into the Datapath access lines. Features include all data features and data compatible voice features equipped and implemented in the serving Central Office.
3. Datapath Service is not provided for the transmission of voice communications. Use of the service is limited to the transmission of data through digital signals.

B. Dialan

1. Dialan is a LAN-type service that provides simultaneous voice and data access at speeds of up to 19.2 kbps over the public switched network over standard twisted pair wiring.
2. Dialan permits direct dialing to a destination host computer using standard communication software packages. Features available include data features and data compatible voice features equipped and implemented in the serving Central Office.
3. Dialan rates apply in addition to the standard B1 (Valleywide) rate.

15.2.2 Conditions

- A. Switched data services are provided subject to the availability of properly equipped digital central offices and facilities. The Company is under no obligation to provide the service at a distance from the central office that exceeds the technical limitations of the service. Customers who are served by central offices other than one from which the switched data service is offered may receive service through remote access option.

Effective: 07-01-2018

MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS

15.2 DATAPATH AND DIALAN SWITCHED DATA SERVICES (Cont'd)

15.2.2 Conditions

- B. The Company shall not be responsible if changes in any of its equipment, operations, or procedures utilized in the provision of switched data services render any facilities provided by a customer obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance. In such instance and when know in advance, the Company will notify customers of such changes.
- C. Charges for switched data services do not include equipment or other facilities which may be required at the customer premise. Such equipment or facilities must be compatible with company facilities.
- D. Service is provided on a month to month basis. Temporary suspension of service is not allowed. Lines utilizing the long distance network will be billed the applicable toll charges. Regulations for allowance for interruption apply only as specified elsewhere in this *Local Terms of Service*. The service will not be offered as a Foreign Exchange Service outside of the originating exchange and may not be used in any manner which would evade payment of toll charges.
- E. The Company is not responsible for integrating the end user's premise equipment and software with the service. It is available with touch calling signaling only.

15.2.3 Rates

	<u>Rate</u>
A. Datapath, per month	\$44.14
B. Dialan, per month	\$14.75
B1 (Valleywide) Line	[1]

[1] Appropriate rates from Section 5.2 (Basic Exchange Service) apply.

Effective: 07-01-2018

PROMOTIONS

16.1 SPECIAL PROMOTIONS

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

16.2 RESERVED

16.3 COMPETITIVE RESPONSE OFFERS

16.3.1 Business Customer Incentive Programs

A. Save Offer – Credit Two Months MRCs

Existing business customers may be eligible for two bill credits when they contact the Company to disconnect service(s) and instead agree to retain their service(s) with the Company. To be eligible, the customer's charges for the specific service(s) for which they were requesting disconnection must equal or exceed \$25 (excluding long distance, taxes, surcharges, and other fees) and the customer must agree to retain the service(s) for one year after receiving the bill credits.

The customer will receive a bill credit on the first and second month's bills following the customer's acceptance of these offer terms. The bill credits for the retained services will be equal to the monthly charges for the services that were retained after the disconnect request (excluding long distance, taxes, surcharges, and other fees), not to exceed \$1,000 per bill credit.

A customer with multiple locations is eligible for this offer at each location for which disconnection is requested, either all at the same time or separately, with the further caveat that the maximum credit available under this offer is \$2,000 per customer, regardless of the number of service locations, accounts or billing telephone numbers the customer has in service.

Customers who discontinue service(s) for which the credits were issued prior to one year after issuance of the credits will be assessed all charges originally waived under the offer.

PROMOTIONS

16.3 COMPETITIVE RESPONSE OFFERS

16.3.1 Business Customer Incentive Programs (Cont'd)

B. Save Offer – Credit One Month Free – One Bill Credit

Existing business customers may be eligible for one bill credit 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.

To be eligible, 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) and the customer must agree to retain the service(s) for one year after receiving the bill credit.

The credit will be reflected on the customer's bill for the first month bill following the customer's acceptance of this promotion. The bill credit will be equal to the monthly charges for the services that were retained after the customer notified the company of the competitive offer or made a disconnect request (excluding long distance, taxes, surcharges, and other fees), not to exceed \$500.00 per bill credit.

A customer with multiple locations is eligible for this promotion at each location for which disconnection is requested, either all at the same time or separately, with the further caveat that the maximum credit available under this offer is \$500 per customer, regardless of the number of service locations, accounts or billing telephone numbers the customer has in service.

Customers who discontinue service(s) for which the credit was issued prior to one year after issuance of the credit will be assessed all charges originally waived under the promotion.

The benefits awarded under this promotion may not be combined with the benefits of any other currently available promotion.

Effective: 07-01-2018

PROMOTIONS

16.3 COMPETITIVE RESPONSE OFFERS

16.3.1 Business Customer Incentive Programs (Cont'd)

C. Save Offer – Credit 2 Months Free – 2 Bill Credits

Existing business customers will be eligible to receive 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. To be eligible, 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 will be equal to 50% of the monthly charges for the services that were retained after the customer notified the company of the competitive offer or made a disconnect request (excluding long distance, taxes, surcharges, and other fees), not to exceed \$250 per bill credit. The credits will be reflected on the customer's first and second month bills following the customer's acceptance of this promotion.

A customer with multiple locations is eligible for this promotion at each location for which disconnection is requested, either all at the same time or separately, with the further caveat that the maximum credit available under this offer is \$500 per customer, regardless of the number of service locations, accounts or billing telephone numbers the customer has in service.

The benefits awarded under this promotion may not be combined with the benefits of any other currently available promotion.

PROMOTIONS

16.3 COMPETITIVE RESPONSE OFFERS

16.3.1 Business Customer Incentive Programs (Cont'd)

D. SOHO/Small Business Anniversary Program

The Small Business Anniversary Program is available to all business customers with 99 lines/trunks or fewer. A direct mailing will be sent to eligible customers immediately after the service anniversary date.

Business customers who are not currently subscribed to the Company's High-Speed Internet Service and have retained local regulated service with the Company for one year or for two years are eligible for a one-time invoice credit of up to \$10. Eligible customers who are contacted by the Company or contact the Company to request this offer, will receive the invoice credit when they respond to this offer during their service anniversary month (the month during which service was initially established and retained without a break in service) and discuss their account with a Company representative. The 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.

Business customers who have retained service for three years, four years, or five years, are eligible to receive an upgrade to 1.544 Mbps High-Speed Internet at no additional charge for three months, when they respond to the offer during their service anniversary month. If 1.544 Mbps High-Speed Internet is not available, customers with three years of continued service will receive a one-time invoice credit of up to \$25 and customers with four or five years of continued service will receive a one-time invoice credit of up to \$30.

Customers with six years or longer of continued service with the Company will receive a one-time invoice credit of up to \$35 when they respond to this offer during their service anniversary month.

The actual amounts of the invoice credits issued will be the sum of the customer's monthly recurring charges (excluding long distance, taxes, surcharges, and other fees) or the credit amounts stated herein, whichever is less.

For customers with multiple service locations, the invoice credit is available in conjunction with the service anniversary date associated with the oldest account for services at a given customer location. A single credit per location is allowed. The invoice credit will be applied to the customer's invoice within two billing cycles after the date on which customers discuss their account with a Company representative.

Effective: 07-01-2018

PROMOTIONS

16.3 COMPETITIVE RESPONSE OFFERS

16.3.1 Business Customer Incentive Programs (Cont'd)

E. Pure Broadband Bundle Service Anniversary Thank You Program

Business customers who have retained local service with the Company without a break in service for at least three years up to five years, and who currently subscribe to Pure Broadband Bundle and the Company's High-speed Internet (HSI), are eligible to receive an invoice credit equal to the monthly recurring charges for Pure Broadband Bundle.

Eligible customers who are contacted by the Company or contact the Company to request this program, will receive the invoice credit when they respond to this program during their service anniversary month (the month during which they established local exchange service and retained their account with the Company without a break in service) to discuss their account with a Company representative. The 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.

Customers with three years of uninterrupted service will receive a one-time invoice credit for their Pure Broadband Bundle. Customers with four years or five years of continued service will receive two consecutive invoice credits, with each credit equal to the monthly recurring charges for Pure Broadband Bundle. The credit does not apply to taxes, surcharges, and other fees.

For customers with multiple service locations, the credit is available in conjunction with the service anniversary date associated with the oldest account for services at a given customer location. A single credit per location is allowed. The invoice credit will be applied to the customer's invoice within two billing cycles after the date on which customers discuss their account with a Company representative.

This program is not available in conjunction with any other promotional offer.

Effective: 07-01-2018

PROMOTIONS

16.3 COMPETITIVE RESPONSE OFFERS

16.3.1 Business Customer Incentive Programs (Cont'd)

F. \$5/\$10 Bill Credit

Existing Business customers may be eligible for consecutive 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.

To be eligible, the customer must be subscribed to any business local exchange service and must agree to retain the service(s) for one year after receiving the bill credit. Eligible customers who are subscribed to any local exchange service will receive a \$5.00 per line bill credit for six months when they agree to retain their service(s) for a minimum of twelve additional months, or will receive a \$5.00 per line bill credit for twelve months when they agree to retain their service(s) for a minimum of twenty-four additional months. Customers may receive the credits for a maximum of ten lines.

Eligible customers who are subscribed to any bundled service will receive a \$10.00 bill credit per bundle for six months when they agree to retain their bundled service(s) for a minimum of twelve additional months, or will receive a \$10.00 bill credit per bundle for twelve months when they agree to retain their service(s) for a minimum of twenty-four additional months. Customers may receive the credits for a maximum of ten bundles.

The credits will begin appearing on customer bills the first month bill following the customer's acceptance of this program. The benefits awarded under this program may be combined with the benefits of other currently available program or promotions.

If the customer discontinues service(s) prior to the twelve or twenty-four month commitment period, the credits issued under this program will be rescinded and charges for the credit amounts will be reflected on the customer's final bill. Customers are also liable for 50% of the remaining monthly recurring charges for the service(s) disconnected.

Effective: 07-01-2018

PROMOTIONS

16.3 COMPETITIVE RESPONSE OFFERS (Cont'd)

16.3.2 Residential Customer Incentive Programs

A. Winback

The Company will waive the applicable nonrecurring charges for each access line ordered by business and residential customers who previously established service with another Local Exchange Carrier and who now wish to return to CenturyTel for Local Service.

B. Residence Customer Referral Program

1. Terms and Conditions

- a. Existing residence customers may be eligible for a one-time \$50 bill credit when they submit a referral via the Company's Internet website that results in the establishment of a new customer account for service that includes residential local exchange service. To be eligible, referred customers must establish a new customer account for service that includes residential local exchange service, and provide the Company with the billing account number of the Company's existing referring customer who generated the on-line referral under this program. Once confirmed, this one-time \$50 bill credit will be applied to the referring customer's account within sixty days. This bill credit is limited to one bill credit per customer referral and unused credits will roll over to future months. Each customer is limited to a maximum of \$600 in referral credits per calendar year.
- b. New residence customers may be eligible for a \$10 bill credit for six consecutive months. To be eligible, referred customers must establish a new customer account for service that includes residential local exchange service, and provide the Company with the billing account number of the Company's existing referring customer who generated the on-line referral under this program. Once confirmed, the \$10 bill credits will be applied to the referred customer's account during each of the referred customer's first six bill cycles with the Company. If the referred customer discontinues the local exchange service prior to the end of the six month period, no additional credits will be applied although the referred customer will not be required to refund the Company for previously acquired bill credits.