

## CENTURYLINK GUIDEBOOK

### GENERAL SERVICES

#### **CUSTOM CALLING SERVICES**

##### 1. CONDITIONS

1. Custom Calling Services are offered from only those central offices where Company facilities are equipped for "custom calling" and are furnished subject to the availability of facilities. In certain offices where equipment arrangements permit, all the calling features listed below may be offered; in other offices equipment may not be available to offer all the features described below.
2. Custom Calling Services are offered only with Individual Line Service.
3. Custom Calling Services include one or more of the following features:
  - 3.1 Speed Dial - Provides the customer with the capability of placing local and message toll calls to a pre-selected group of telephone numbers by dialing only one or two digits, instead of the complete number. The selected telephone numbers are programmed and reprogrammed by the customer. This arrangement is available in either a repertoire of eight (8) or thirty (30) numbers.
  - 3.2 Call Forward Features

Call Forward Features permit the forwarding of incoming calls under a variety of conditions to another telephone number either by dialing an activation code or via pre-programming by the Company. Calls may be forwarded to any number subject to the availability of the necessary facilities in the central office from which the calls are to be transferred. The customer subscribing to this service is responsible for applicable usage charges. Only one call forwarding arrangement, consisting of a single calling path, will be provided per exchange service line for which the customer subscribes to this feature, unless the customer is also subscribed to the Call Forward Additional Paths feature, in which instance one call path per Call Forward Additional Path feature subscribed to will be provided. When the Customer's designated forward-to number is not in the Customer's local or expanded local calling area, the use of multiple paths for the completion of simultaneous toll calls may be subject to restrictions or prohibitions imposed by the Customer's Presubscribed Interexchange Carrier.

Call Forward Features shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part, of usage charges that would regularly be applicable between the station originating the call and the station to which the call is ultimately transferred. If the Company determines that Call Forward Features are being used in manner not consistent with the intent of the service or in any other way violates the restrictions of the service, the Subscriber will be determined ineligible for the service and the service will be removed from the Customer's account.

##### 1. Call Forwarding

This feature permits the manual forwarding of incoming calls to another telephone number. When activated, all calls will forward; calls cannot be answered from a line with Call Forwarding activated. Call Forwarding overrides Call Forward No Answer and Call Forward Busy, but those features resume functionality when Call Forwarding is deactivated.

- a. Call Forwarding (FCF1FLC) - Provides a customer the capability to control activation/deactivation and the forward-to number of the service by using dialing tones.
- b. Call Forward Fixed (FCF1FLC FIX) - Provides a customer the capability to control activation/deactivation of the service by using dialing tones. The customer selected forward-to number is preprogrammed by the Company at the time service is established and can only be changed via service order.

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**CUSTOM CALLING SERVICES (continued)**

1. CONDITIONS (Continued)

3. Custom Calling Services include one or more of the following features: (Continued)

3.2 Call Forward Features (Continued)

2. Call Forward No Answer

This feature permits the automatic forwarding of an incoming call to another telephone number when the called telephone remains unanswered for a predetermined number of rings, usually four or five.

Where facilities are available, this feature also includes Call Forwarding of Call Waiting when the customer is also subscribed to Enhanced Call Waiting. Call Forwarding of Call Waiting forwards unanswered waiting calls to a customer-designated telephone number using Enhanced Call Waiting and Call Forward No Answer. An incoming call to a busy line first receives a call waiting tone. If the call is not answered within a set period of time, the incoming call is forwarded to a customer-designated telephone number.

- a. Call Forward No Answer-Fixed (FCD1FLC) - This feature is activated and the customer selected forward-to number is preprogrammed by the Company at the time service is established and can only be changed via service order.
- b. Call Forward No Answer-Customer Programmable (FCD1FLC PRG) - Provides a customer the capability to control activation/deactivation and the forward-to number of the service by using dialing tones.
- c. Call Forward No Answer-Customer Controlled (FCD1FLC CC) - Provides a customer the capability to control activation/deactivation of the service by using dialing tones. The customer selected forward-to number is preprogrammed by the Company at the time service is established and can only be changed via service order.

3. Call Forward Busy

This feature permits the automatic forwarding of an incoming call to another telephone number when the called telephone is already in use. Call Forward Busy shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment of Rotary Service (hunting). Call Forward Busy-Customer Programmable and Call Forward Busy-Customer Controlled are not available to customers with multiple lines at the same premises.

- a. Call Forward Busy-Fixed (FCB1FLC) - This feature is activated and the customer selected forward-to number is preprogrammed by the Company at the time service is established and can only be changed via service order.

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**CUSTOM CALLING SERVICES (continued)**

1. CONDITIONS (Continued)

3. Custom Calling Services include one or more of the following features: (Continued)

3.2 Call Forward Features (Continued)

3. Call Forward Busy (Continued)

- b. Call Forward Busy-Customer Programmable (FCB1FLC PRG) - Provides a customer the capability to control activation/deactivation and the forward-to number of the service by using dialing tones.
- c. Call Forward Busy-Customer Controlled (FCB1FLC CC) - Provides a customer the capability to control activation/deactivation of the service by using dialing tones. The customer selected forward-to number is preprogrammed by the Company at the time service is established and can only be changed via service order.

3.3 Enhanced Call Waiting - A short intermittent tone on the customer's line alerts the customer that another caller is attempting to reach him. The customer may hang up, permit the phone to ring and then answer the incoming call; or, the customer may depress the switchhook and answer the incoming call while the original call is placed on hold. The customer may alternate between the two calls by depressing the switchhook. Enhanced Call Waiting includes Cancel Call Waiting, which provides the option to cancel call waiting at the customer's discretion. Cancel Call Waiting can be activated before or during a call by dialing an access code and then stays in effect for the duration of the call. Incoming calls receive a busy signal while Cancel Call Waiting is in effect.

3.4 Three-way Calling - Permits the addition of a third party to the telephone conversation. All connections will be released when the conference customer hangs up.

The quality of transmission on Three-way Calling may vary depending on the distance and routing necessary to complete the call. Therefore, the normal grade end-to-end transmission is not guaranteed on any three-way conference call.

3.5 Three-way Calling with Transfer - Permits the addition of a third party to the telephone conversation. Conference customer may hang up and allow the other two parties to maintain their connection. Conference customer's line is now available for other calls. The use of this feature by the subscriber to complete simultaneous outgoing calls may be subject to restrictions or prohibitions imposed by the Customer's Presubscribed Interexchange Carrier, if the calls are not in the Customer's local or expanded local calling area.

3.6 Conference, Inquiry - Conference customer may place first party on hold while dialing and conversing with a second party. The conference customer can then alternate between the first and second party by repeatedly depressing and releasing the switchhook. All connections will be released when conference customer hangs up.

3.7 Hot Line - Automatically routes calls to a predetermined telephone number when the instrument is placed in an off-hook position. The Hot Line telephone is non-dial.

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**CUSTOM CALLING SERVICES (continued)**

1. CONDITIONS (Continued)

3. Custom Calling Services include one or more of the following features: (Continued)

3.8 Warm Line - Provides direct routing of a call to a predetermined telephone number without dialing. Warm Line includes a delay feature that allows normal telephone usage. The Warm Line automatic call feature functions when the instrument is placed in an off-hook condition and without dialing for a specified time period. The time period is variable per office.

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

Each Secondary Directory Number is entitled to one directory listing. Should the customer not desire the listing be published, the Telephone Company, in its directory listing process, shall designate the Secondary Directory Number as a No Charge Non-Published Number. The customer would not be charged the Non-Published Number recurring monthly charge as shown in Section 4. Non-List Service is not available for Secondary Directory Numbers.

Any Custom Calling Features assigned to the Primary Directory Number will also work with the Secondary Directory Numbers, i.e., Enhanced Call Waiting, Call Forwarding, Call Forward Busy, Call Forward No Answer.

3.10 Call Control

Call Control restricts access to certain types of outgoing calls, such as direct-dialed toll calls. Other types of calls, such as local, calls to 9-1-1, or calls to the operator can still be originated from the line. The subscriber dials an access code to activate this feature. While Call Control is in effect, the individual subscriber can override the restrictions by dialing a personal identification number (issued by the Telephone Company) before placing a call. Another code is used to deactivate call control.

3.11 Call Forwarding of Call Waiting

Call Forwarding of Call Waiting, by combining Enhanced Call Waiting with Call Forward - No Answer, provides the capability to forward unanswered waiting calls to a predetermined telephone number. An incoming call to a busy line first receives standard call waiting treatment in which an audible tone is heard by the called party and audible ringing is heard by the calling party. If the call is not answered after a predetermined number of rings, the incoming call is forwarded to a subscriber designated number. Only one call at a time will be forwarded; others will receive a busy tone.

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**CUSTOM CALLING SERVICES (continued)**

1. CONDITIONS (Continued)

.3 Custom Calling Services include one or more of the following features: (Continued)

3.12 Call Hold

Call Hold allows the subscriber to place a call on hold, and then continue the conversation either from the same telephone set or from a more convenient location. Call Hold is activated by flashing the switchhook, dialing an access code, and then hanging up. The call is resumed when the handset of the same telephone, or another telephone on the same line, is picked up.

3.13 Wake-up

Wake-up service allows a subscriber to program from a telephone the time to be called by an automated wake-up service. The feature is activated and deactivated by an access code. When the feature is activated, the subscriber may program one "ring back" time within the succeeding 24-hour period, and must repeat this activation sequence for each succeeding 24-hour period. If a wake-up call is not answered or fails for any reason, two more attempts are made at approximately 5-minute intervals. After the third attempt is made, and the call is unanswered, the event is recorded and no further attempt is made.

3.14 Enhanced Call Forwarding

For existing customers only, this feature includes Call Forward No Answer, Call Forward Busy, and, where facilities are available, also includes Call Forwarding of Call Waiting when the customer is also subscribed to Enhanced Call Waiting. Call Forwarding of Call Waiting forwards unanswered waiting calls to a customer-designated telephone number using Enhanced Call Waiting and Call Forward No Answer. An incoming call to a busy line first receives a call waiting tone. If the call is not answered within a set period of time, the incoming call is forwarded to a customer-designated telephone number. This service discontinues for an existing customer when that customer moves, is deceased, the account name changes, or the basic local service is removed for any reason

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**CUSTOM CALLING SERVICES (continued)**

4. Pay Per Use

- 4.1 Certain Custom Calling features, in addition to the monthly rate option, are also available on an optional pay per use basis. This pay per use (per attempt) option is available only to subscribers not subscribing to the features on a monthly basis. The customer will be charged for each attempt to activate the service, unless the central office is not properly equipped.
- 4.2 Pay per use is available only to individual residence subscribers from suitably equipped central offices.
- 4.3 At the request of a customer that does not subscribe to the feature on a monthly basis, access to the feature on a pay per use basis will be blocked, at no charge to the customer.

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**DIRECTORY ASSISTANCE SERVICE**

1. General

- 1.1 The Company furnishes local, long distance and national Directory Assistance Service whereby customers may request assistance in determining telephone numbers or names associated with directory listings of individuals and/or businesses. Where technically feasible, customers may have their calls to the requested telephone number completed by the automated directory assistance system.
- 1.2 A Directory Assistance Service Charge applies when customers request assistance in determining telephone numbers or names in the local calling area in which the customer receives local exchange service (local directory assistance), telephone numbers or names located outside the local calling area but within the customer's Home Numbering Plan Area (HNPA) (long distance directory assistance), or telephone numbers or names that are located outside the customer's HNPA (national directory assistance).
- 1.3 Directory assistance call completion is provided with directory assistance at no additional charge where technically feasible. Customers who dial directory assistance service may choose to have the requested telephone number automatically dialed and the call completed by the automated directory assistance system. When the customer receives the requested directory number from the automated directory assistance system, the customer will hear the directory assistance call completion announcement prompt offering to automatically dial the requested number. The customer will be prompted to activate directory assistance call completion by depressing a specific digit on a touch-tone telephone during the Directory Assistance Call Completion announcement prompt. Directory assistance call completion is not available when requesting the name associated with a directory listing.

2. Regulations

- 2.1 A maximum of two telephone numbers or names will be provided per directory assistance call. If two telephone numbers are requested in a single directory assistance call, directory assistance call completion is available only for the second telephone number provided.

3. Exemptions

- 3.1 Charges for local and long distance Directory Assistance Service are not applicable to calls placed from customers who certify that they are unable to use a directory because of a physical, visual or mental handicap. Handicapped customers may obtain this exemption upon their completion and submission of an exemption form supplied by the Company, and the Company's acceptance of that form. There are no exemptions for national directory assistance calls.

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GENERAL SERVICES

**DIRECTORY ASSISTANCE SERVICE (continued)**

4. Rate Regulations

- 4.1 The Directory Assistance Service Charge applies per call even if the customer requests telephone numbers or names that are non published or otherwise not found by the operator or automated directory assistance system, or if the call is not completed by the automated directory assistance system (i.e., busy, no answer, customer does not invoke directory assistance call completion or directory assistance call completion is not available).
- 4.2 In locations where the customer has the technical capability to direct dial Directory Assistance but places the call by dialing "0", Operator Handled Service Charges will apply in addition to the Directory Assistance Service Charge as specified in 5.2 following.
- 4.3 Directory Assistance Service Charges may be alternately billed (collect, calling card or third number).

5. Rates

- 5.1 When the customer requests Directory Assistance by dialing "0" where the customer has the technical capability to direct dial Directory Assistance, the Operator-Assisted Station -Sent Paid rate applies in addition to the Directory Assistance Service Charge.
- 5.2 Directory Assistance Service calls that are alternately billed (collect, calling card or third number) will be assessed the applicable Operator Assistance Charges in addition to the Directory Assistance Service Charge.
- 5.3 Applicable toll usage charges will apply for completed toll calls in addition to the Directory Assistance Service charge.

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GENERAL SERVICES

**DIRECTORY LISTINGS**

1. CONDITIONS

1. Rates and regulations contained in this guide apply only to listings in the alphabetical section of telephone directories, a list designed for the purpose of providing telephone users with telephone numbers of customers.
2. The Company shall not be liable for damage claimed because of errors in, or listings obtained from the "Information Operator", nor will the Company be a party to controversies arising between customers or others as a result of listings published in directories.
3. The Company reserves the right to limit the length of listings and the use of abbreviations where in its judgment the clearness of the listing or the customer's identification is not impaired.
4. Listings will not be permitted which in the Company's judgment:
  - 4.1 are designed to provide special prominence or arrangement of listings
  - 4.2 are likely to mislead or deceive directory users
  - 4.3 are otherwise objectionable or unnecessary for the purpose of identification.
5. A primary listing is provided without charge for each residence access line.
  - 5.1 A primary listing normally will be:
    - a. the person to whom service is furnished and the address at which the primary service is located
    - b. the customer's surname with no more than two individuals' given names. Each given name, for purposes of this guide, is defined as any combination, not to exceed two, of the following:
      - First Name
      - Middle Name
      - Initial
      - Nickname
      - Maiden Name

An additional listing reversing the order of the individual's given names may be obtained at the rates for regular additional listing. The restriction of no more than two given names applies only to listings involving two individuals' names.

    - e. the primary listing provided with a customer's second residence exchange service line, may be the names of members of a customer's family residing in his household. Such primary listings with more than two names must be indented under another primary listing.
    - f. Dual-Name Listings as specified in the guide.
  - 5.2 Any listing information requiring an additional line in a directory listing, such as internet number, cell phone number, etc., which, in the judgment of the Company, exceeds the provisions preceding, may be billed at the appropriate additional listing rate.

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GENERAL SERVICES

**DIRECTORY LISTINGS (continued)**

1. CONDITIONS (Continued)

6. Additional Listings are furnished upon request and are to be billed starting with the date on which the customer desires information service.
  - 6.1 When the listing appears in a directory, the minimum contract period is the directory period, unless the telephone service is removed and the listing no longer serves the customer or the party listed moves from the premise. In no case will the minimum contract period be less than thirty days.
  - 6.2 All listings must use the same address and telephone number as the primary listing, except that the address may be that of an off-premises extension or PBX station. This station must be accessible only to authorized users of the primary station customer and not result in the circumventing of primary service.
7. Cross Reference Listings are provided if in the Company's judgment they are an aid to the directory user. Regulations and rates are those for Additional Listings, except that the Company will provide at no charge those it deems necessary for the benefit of the general public.
8. Non-published and non-listed telephone number services may be provided when, in the opinion of the Company, they will not be detrimental to the service in general.
  - 8.1 When non-published or non-listed numbers are permitted, the customer will save the Company harmless from any damages which might arise from the failure of the customer to receive telephone calls because of the non-published or non-listed numbers.
  - 8.2 Non-published and non-listed numbers will be provided at no additional charge at any location where the customers have associated listed number service.
  - 8.3 Non-published telephone numbers are not listed in either the Company's alphabetical directory or information records available to the general public.
  - 8.4 Non-listed telephone numbers are not listed in the Company's alphabetical directory; however, these numbers are listed in directory assistance operator's records and will be furnished upon request of the calling party.
  - 8.5 There is no directory listing charge when a non-published or a non-listed number is requested for the second directory number associated with Distinctive Ringing Service
  - 8.6 The Company reserves the right to forward the name, address and telephone number of Non-Published and Non-Listed service subscribers to governmental agencies subscribing to 911 Service, with the restriction that it can be used only for the purpose of responding to emergency calls.
  - 8.7 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 procedure whereby the name and address of the subscriber will be provided to the authorized law enforcement agency upon request of the agency.

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GENERAL SERVICES

**DIRECTORY LISTINGS (continued)**

1. CONDITIONS (Continued)

9. Auxiliary Listings are multiple primary listings appearing on a customer's bill. No charge is associated with such listings.

10. Dual-Name Listings

10.1 Dual-Name Listings are defined as a combination of names and/or initials of two individuals with the same or different surname(s), residing at the same address or of one person known by two sets of first and/or middle names and/or initials.

10.2 The following examples illustrate the format options for Dual-Name Listings:

a. PRIMARY LISTING

Jones, John & Mary	123 Main St	Anytown 12345	123 456-7890
or			
Jones, John T & Mary F	123 Main St	Anytown 12345	123 456-7890
or			
Jones, Mary F	123 Main St	Anytown 12345	123 456-7890
or			
Jones, John T Mrs.	123 Main St	Anytown 12345	123 456-7890
or			
Jones, John & Mary Smith	123 Main St	Anytown 12345	123 456-7890
or			
Jones, John & Tom Smith	123 Main St	Anytown 12345	123 456-7890

b. PRIMARY WITH ADDITIONAL LISTING(s)

Jones, John T	123 Main St	Anytown 12345	123 456-7890
Jones, Mary F & John T	123 Main St	Anytown 12345	123 456-7890
Jones, John T Tex	123 Main St	Anytown 12345	123 456-7890
Jones, John & Mary Smith	123 Main St	Anytown 12345	123 456-7890
Smith, Mary	123 Main St	Anytown 12345	123 456-7890
Jones, John & Tom Smith	123 Main St	Anytown 12345	123 456-7890
Smith, Tom	123 Main St	Anytown 12345	123 456-7890

10.3 Dual-Name Listings may be provided as the primary listing at no monthly recurring charge for the addition of the second name to the listing.

10.4 Dual-Name Listings may be provided as an additional listing at the customer's option at the regular additional listing rate.

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GENERAL SERVICES

**DIRECTORY LISTINGS (continued)**

1. CONDITIONS (Continued)

10. DUAL-NAME LISTINGS (Continued)

10.5 A service charge as specified in Section 3 applies for:

- a. Changing a primary single-name directory listing to a primary dual-name directory listing.
- b. Changing the primary or additional dual-name directory listing once established.
- c. Changing an additional dual-name directory listing to a primary dual-name directory listing.

10.6 No nonrecurring charge applies when the dual-name listing is established with the initial establishment of service or when a change in an existing listing is requested on an order for which service charges are otherwise applicable.

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GENERAL SERVICES

**DIRECTORY LISTINGS (continued)**

1. CONDITIONS (Continued)

11 VANITY LISTINGS

- 11.1 Where available, a subscriber may request to have the assigned telephone number published in the telephone directory in upper case alpha form, i.e., "333-THIS", rather than 333-8447. Use of Vanity Listings is not exclusive to any single subscriber. The letters "Q" and "Z" are not available nor may the "#" or "\*" symbols be used with this service. The numbers "0" or "1" may not be used to represent the letters "O" or "I", respectively, in a Vanity Listing.
- 11.2 Provisioning of a Vanity Listing is based upon the current availability of that telephone number. The Company reserves the right to exclude certain numbers or blocks of numbers from assignment, and will determine the availability criteria in its sole discretion. No customer waiting lists will be maintained. The Company reserves the right to reject any listing or number, which in its sole discretion, may be considered objectionable or would tend to delay or impede the use of the directory.
- 11.3 The Company will not be a party to any controversy or conflict between customers as a result of the Vanity Listing.
- 11.4 The customer shall have no property right in the Vanity Listing, and the number shall remain the property of the Company. The Company reserves the right to change the Vanity Listing in its sole discretion. The Company is not liable for any kind of monetary or damage claims due to errors, omissions, or customer problems associated with Vanity Listings.
- 11.5 Vanity Listings may be listed in the Company directories white pages at the rates provided in this Section. Customers wanting the Vanity Listing will be charged the Vanity Listing rate in addition to the applicable nonrecurring rates. Customers wanting the numeric equivalent of the Vanity Listing to also be listed will be charged the Additional Listing rate in addition to the applicable nonrecurring rates. When listed, the numeric equivalent of the Vanity Listing shall immediately follow the alpha listing in the directory. Only the numerical listing shall be available from Directory Assistance.

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**EXPRESSTOUCH**

1. CONDITIONS

1. ExpressTouch is the Company's trade mark for a set of advanced custom calling features. These features are also commonly known as custom local area signaling services (CLASS) and consist of one or more of the following features:
  - 1.1 Return Call - Permits the subscriber to place a call to the telephone number associated with the most recent call received, whether or not the call was answered or the telephone number is known. If the called line is available, the call is immediately completed. If the called line is not available, a queuing process, which may last up to thirty minutes, takes place. When both lines are available, the calling subscriber is notified via a distinctive ring that the network is ready to place the call. When the subscriber picks up the telephone, the call is automatically placed.
  - 1.2 Call Trace - Permits a subscriber to initiate a trace of a harassing or obscene call without first having to obtain legal authorization or telephone company assistance. Upon activation by the subscriber, the network automatically sends information (if available) to the Company's central office switch indicating the calling number, the time the call was received, and the time the trace was activated.
  - 1.3 Caller ID with Name - Allows the subscriber, with the use of a display phone or adjunct display device, to view the directory number, and the name associated with that number, of an incoming call before answering. If the caller's number is not part of the ExpressTouch network, is a multi-party line, or is blocked, the premise equipment will display an indicator for "out of area" or for "private". Caller ID with name includes anonymous call rejection, which allows the subscriber to reject calls from parties who have blocked the delivery of their number.
  - 1.4 Repeat Dialing - Allows the subscriber to automatically redial the last number dialed from the subscriber's telephone regardless of the completion status of the last number dialed. If the called line is available, the call will be placed immediately. If the redialed called line is busy, the network will queue the request for thirty minutes and process the call when both the called and calling party lines are idle. When the call can be completed, a distinctive ring will be provided to the caller's line to alert the subscriber that the requested callback is ready. When the subscriber picks up the telephone, the call is automatically placed.
  - 1.5 Selective Call Acceptance - Allows a subscriber to accept calls from up to twelve calling parties whether or not the number is known. The subscriber can create a screening list by entering known numbers or activating the addition of the number of the last call received. Unaccepted callers will be connected to an announcement indicating that the called party is not accepting calls from that number.
  - 1.6 Selective Call Forward - Permits the subscriber to have only calls from up to twelve selected telephone numbers forwarded. If a call is placed from a number on the screening list, the call will be forwarded to the subscriber-programmed number. Calls not on the screening list will terminate in the normal manner.

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GENERAL SERVICES

**EXPRESSTOUCH (continued)**

1. CONDITIONS (Continued)

1. (Continued)

1.7 Selective Call Rejection - Allows the subscriber to prevent incoming calls from a pre-selected list of up to twelve numbers whether or not the number is known. The subscriber can create a screening list by entering known numbers or activating the addition of the number of the last call received. Incoming rejected calls are routed to an announcement indicating that the called party is not accepting calls from that number.

1.8 Selective Call Ring - Permits the subscriber to designate up to twelve specific telephone numbers, whether or not the number is known, so that calls from those numbers may be identified by a distinctive ring. The subscriber can create a screening list by entering known numbers or activating the addition of the number of the last call received.

1.9 Call waiting ID - Allows the subscriber, with the use of a display phone or adjunct display device, to view the directory number, and the name associated with that number, of an incoming call while engaged in another call. The subscriber receives a tone signal to indicate that another call is waiting to be completed to the subscriber's number. This feature is available only in Advantage and Essentials packages with other features required to enable it to work correctly.

1.10 Call waiting with options - allows the subscriber, with the use of a compatible display phone or adjunct display device, to manage an incoming call while being connected with an initial call. When notified of an incoming call, the subscriber may choose one of the following handling options: answer the call while putting the original call on hold; answer the call and disconnect the original call; forward the incoming call; connect to a "please hold" or a "busy" announcement; or conference the incoming party with the original party. This feature is available only in the Elite package with other features required to enable it to work correctly.

2. ExpressTouch features cannot be functional unless both the called and calling parties are served by, and the call is routed through, appropriately equipped central offices, and routed over appropriately equipped facilities for calls between such equipped central offices. Not all features are available in all central offices.

3. ExpressTouch is available from central offices where the Company has arranged the equipment for ExpressTouch features and is furnished subject to the availability of facilities.

4. Return Call and Repeat Dialing cannot be activated for calls originating from a line that is forwarded.

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GENERAL SERVICES

**EXPRESSTOUCH (continued)**

1. CONDITIONS (Continued)

5. By subscribing to Call Trace, the customer automatically authorizes the Company to disclose the identity of the source of annoying calls to law enforcement officials engaged in conducting, at the customer's request or otherwise, any investigation with respect to such calls. The results of a successful trace will only be released outside the Company to legally constituted authorities and only upon the presentation of proper authorization.
6. When using Call Trace a customer will hear various announcements:
  - 7.1 Upon activating the Call Trace feature, the customer will be provided information regarding the charge for a successful trace and given instructions on how to continue the trace.
  - 7.2 If a trace is successful, the customer will hear an announcement stating that the trace was successful and giving a toll-free number to call for further assistance.
  - 7.3 If a trace is not successful, the customer will hear an announcement stating that the call could not be traced and that there will be no charge for the trace. The announcement will also provide a toll-free number to call for further assistance.
7. In situations where the Call Trace functionality is activated by a subscriber, information pertaining to non-published numbers will be provided to the authorized law enforcement agency upon request of the agency.
8. The provision of ExpressTouch by the Company is subject to the availability of facilities and the requirements of the local network. In no event will the Company be liable for any losses or damages of any kind resulting from the unavailability or failure of its equipment or facilities unless caused by the gross negligence or willful misconduct of the Company. Nor will the Company be liable for losses or damages arising out of any act, omission or failure to perform by the Company, its employees or agents in connection with this service, unless caused by the gross negligence or willful misconduct of the Company, its employees, or agents. The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment provided by the customer.
9. Subscribers to selective call forward will be responsible for any applicable usage charges associated with the forwarded-to telephone number.

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**EXPRESSTOUCH (continued)**

2. Pay Per Use

- 2.1 Certain ExpressTouch features, in addition to the monthly rate option, are also available on an optional pay per use basis. This pay per use (per attempt) option is available only to subscribers not subscribing to the features on a monthly basis. The customer will be charged for each attempt to activate the service, unless the central office is not properly equipped.
- 2.2 Pay per use is available only to Individual Residence subscribers from suitably equipped central offices.
- 2.3 At the request of a customer that does not subscribe to the feature on a monthly basis, access to the feature on a pay per use basis will be blocked, at no charge to the customer.

**EXTENSION SERVICE**

1. CONDITIONS

1. Extension service is a classification of Individual Line Service that permits additional station instruments or terminations to be connected to the individual access line in addition to the main station termination.
2. The following conditions apply to the provision of Off-Premises Extension service:
  - 2.1 Limited to Individual Line Service.
  - 2.2 Limited to circuits where proper transmission can be provided and maintained.
  - 2.3 May be located on a different premises in the same exchange, provided the other premises has separate access line service.
  - 2.4 Whenever cable bridging is necessary, a loop make-up review is required to ensure that proper transmission can be provided.
  - 2.5 Loop conditioning will be provided, when necessary, with cable bridging as determined by the Company.

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GENERAL SERVICES

**PRIVACY ID**

1. GENERAL

1. Privacy ID provides Caller ID subscribers with the ability to identify unavailable, unknown, blocked and private numbers. Privacy ID intercepts all unidentified calls before the subscriber's telephone rings then asks the caller to state their name or company. Once the calling party has responded, the service rings the subscriber and announces the calling party's information. The subscriber has the option to accept the call, reject the call, play an announcement to the calling party or forward the call to voicemail.
2. The Privacy ID subscriber may provide calling parties with a Caller's Access Code. Use of this access code allows the calling party to bypass Privacy ID.
3. Privacy ID is provided subject to availability of facilities.
4. When the Call Trace and Return Call features are activated on calls intercepted by Privacy ID, the telephone number captured is that of the Service Node, which performs Privacy ID, not the telephone number of the calling party.
5. Caller ID Service is required in order to subscribe to Privacy ID.
6. Service Charges do not apply when Privacy ID is installed.

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GENERAL SERVICES

**INFORMATION SERVICES**

A. 500, 900 AND 976 BLOCKING SERVICE

1. CONDITIONS

1. 500, 900 and 976 blocking service restricts customers from completing calls to all numbers with a 500 and 900 prefix, as well as all numbers within the home Numbering Plan Area (NPA) with a 976 prefix. The service will not restrict the customer from dialing 976 numbers in foreign NPAs.
2. 500, 900 and 976 blocking service is offered only from those central offices where Company facilities are equipped for such blocking and is furnished subject to the availability of facilities.
3. 500, 900 and 976 Blocking will be removed only after receipt of a written letter from the person responsible for the service.

2. CHARGES

1. No Charges apply for provisioning of blocking service.

B. TOLL RESTRICTION

1. CONDITIONS

1. Toll restriction is a central office service arrangement whereby calls dialed over residence lines to other than the local toll free service area, receive a recorded restriction announcement.
2. Toll restriction is available only where facilities and conditions permit and where necessary modification to provide the service can feasibly be made at the Company's central office.
3. Toll restriction will not allow 1+, 0+, 0-, 101XXXX, 500 service code, 900 service code, 700 code toll calls, 1 + 411 Local Information or 555 Toll Information calls.
4. Subscribing to toll restriction does not relieve customers of responsibility for calls charged to their telephone number(s).
5. Toll restriction does not provide restriction of nonchargeable calls to numbers such as repair service, 9-1-1 or 1 + 800.
6. The Company shall not be liable to the customer or any other person or entity for damages of any nature or kind arising out of, resulting from, or in connection with the provision of the service, including without limitation, the inability to access the operator, Directory Assistance or any non toll free number for any purpose.

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GENERAL SERVICES

**INFORMATION SERVICES (continued)**

**C. TOLL AND CASUAL DIALING RESTRICTION**

**1. CONDITIONS**

1. Where central office facilities permit, Toll and Casual Dialing Restriction prevents the completion of certain types of calls. Toll and Casual Dialing Restriction may be provided with individual line residence exchange services in exchanges equipped to program Toll and Casual Dialing Restriction without alteration of the central office equipment.
2. Toll and Casual Dialing Restriction Options 1 and 2 restrict access to 1+, 0+ 0-, and 00-, and restrict access to 01/011+ numbers outside of the North American Numbering Plan. Access to 900, 976, 500 and 700 numbers is also restricted in addition to Directory Assistance and the casual dialing of toll calls (by preceding the telephone number with 101XXXX+). Option 1 additionally restricts access to Toll Free Code numbers. Option 3 only restricts access to 01/011+ numbers outside of the North American Numbering Plan.
3. Restriction of access to operator services prevents the customer from dialing an operator for all purposes, including emergencies, assistance and the placing of toll calls. Operator Services will not be accessible from a line with Toll and Casual Dialing Restriction Option 1 or 2. The customer indemnifies and saves harmless the Company from any and all claims, losses, or damages caused by restriction of access to operator services.
4. Directory Assistance (411, 1411, 555-1212, 1-555-1212, or 1-NPA-555-1212) will not be accessible from a line with Toll and Casual Dialing Restriction Option 1 or 2.
5. All local calls and non-chargeable calls to Company numbers (such as repair service) will be permitted.
6. Where facilities allow, N11 (except 411) will only be restricted with Option 1 and 2 if the call terminates outside the local calling area or to a non-toll-free number.
7. Toll and Casual Dialing Restriction does not restrict calls to 911 emergency reporting service or to 1+710 Government Emergency Telecommunications Service Calls.
8. Customers are responsible for calls charged to their number via third number billing, collect or credit card.

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GENERAL SERVICES

**INFORMATION SERVICES (continued)**

C. TOLL AND CASUAL DIALING RESTRICTION (Continued)

1. CONDITIONS (Continued)

9. Listed following are the Toll and Casual Dialing Restriction options as determined by the Company. These options may be changed or new options added as determined appropriate by the Company. A customer may select one of the following Toll and Casual Dialing Restriction options:

Option 1: 1+ DDD  
0-, 0+, 00-  
01/011+DDD to numbers outside the  
North American Numbering Plan  
Directory Assistance (411, 1411, 555-1212,  
1-555-1212, 1-NPA-555-1212)  
101XXXX access to toll numbers  
Toll Free Code numbers (1 + 800, 1 + 888, etc.)  
N11, 500, 700, 900, 976  
(Allows 1+710 and 911 calls)

Option 2: 1+ DDD  
0-, 0+, 00-  
01/011+DDD to numbers outside the  
North American Numbering Plan  
Directory Assistance (411, 1411, 555-1212,  
1-555-1212, 1-NPA-555-1212)  
101XXXX access to toll numbers  
N11, 500, 700, 900, 976  
(Allows toll free, 1+710 and 911 calls)

Option 3: 01/011 +DDD to numbers outside the  
North American Numbering Plan

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**RESERVED FOR FUTURE USE**

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**OPERATOR SERVICES (continued)**

A. BUSY LINE VERIFICATION/INTERRUPTION

1. CONDITIONS

1. Busy Line Verification/Interruption service is offered where Company facilities will permit within our toll center operating area.
2. The operator will verify and provide the status of a subscriber's line, upon request, subject to the charge below. When the caller requests that the operator interrupt a conversation, an additional charge applies.
3. Charges do not apply when the interruption request is for an emergency call to or from official law enforcement agencies or fire departments.
4. Charges do not apply when verification indicates a trouble condition.

B. LOCAL OPERATOR ASSISTANCE

1. GENERAL

1. Local Telecommunications Service is that of furnishing telephone communications within local service areas.
2. Local operator assistance is furnished to customers upon request in order to complete local calls.
3. The charges for local operator assistance are in addition to the rate for each local message originating from a Payphone Line Service Telephone.
4. Operator assistance charges on local calls will be in addition to any local usage charges and any local service charges.
5. Local operator assistance charges will not apply to calls placed to the Telephone Company Business Office, Telephone Company Repair Service, or emergency agencies, such as police, fire, rescue or ambulance.
6. This charge will not be subject to any discounts.

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**SEASONAL SERVICE**

1. CONDITIONS

1. Seasonal Service is furnished in recognition of the fact that the Company has to maintain plant throughout the year in order to be able to furnish service to customers only during seasonal periods of the year.
2. This service is available to all classes of exchange service except Payphone Line Service.

2. RATES

1. Regular monthly charges for primary and associated services.
2. The customer is required to pay in advance a minimum of eight months exchange charges (including service charges and mileage rates where applicable). The customer shall not be entitled to any refund of amounts paid or payable within the minimum charge specified. Miscellaneous services are furnished with this service on a month-to-month basis at regular monthly rates.
3. Applicable Service Charges apply as specified in Section 3 when service is resumed the next season.

3. GENERAL RULES OF EXCEPTION

1. Seasonal Service is not applicable if,
  - 1.1 The applicant owns or is buying the occupied property or has a written lease expiring no less than eight months hence, and it is known that such property is or is to become his sole or primary place of residence or he submits competent information, capable of confirmation through local inquiries, in support of such findings.
  - 1.2 An existing customer, meeting the "sole or primary place of residence" test and residing in the non-seasonal portion of a given exchange area, moves into its seasonal area section, irrespective of basis of occupancy.
2. An existing Seasonal Service customer, during the term of a Seasonal Service arrangement, moves to another location within the same seasonal area (including a portion served by another exchange of the Company) he shall lose no crediting or status under the Seasonal arrangement already in effect and shall be obliged to pay only Service Charges as set forth in Section 3 of this guide.

## CENTURYLINK GUIDEBOOK

### GENERAL SERVICES

#### TEMPORARY SUSPENSION OF SERVICE (VACATION SERVICE)

##### 1. DESCRIPTION

1. Upon request, a subscriber to flat rated Residence, where equipment arrangements permit, may arrange for the temporary suspension (vacation service) of their basic local exchange service, Custom Calling Features, Custom Calling Feature Packages, and Solutions Packages.
2. Taxes, surcharges, fees and non-regulated services are not subject to suspension and will be billed at the normal (i.e. non-suspended) monthly rate during the suspension of service period.

##### 2. GENERAL REGULATIONS

1. Service may be suspended temporarily prior to the date the initial contract period expires. If service is terminated before full payment of the initial contract period, the suspension of service period shall not be used to reduce the total charges for the initial contract.
2. During suspension of service, the subscriber's telephone number, directory listing and line facilities will be maintained.
3. During the period of suspension, local and long distance service is not furnished. At the request of the subscriber, inward calls to a suspended service may be referred to the call number of another station in the same or a distant exchange.
4. The minimum temporary suspension period is one (1) month. When the period of suspension is less than one month, the regular charges for the full month of service shall apply.
5. The maximum temporary suspension period in any one year (twelve consecutive months) is **nine (9)** months.
  1. When the maximum of six months has expired, the service will revert back to the full rate, however, full service will not be reinstated until the customer requests it by contacting the Company.
6. The Telephone Company reserves the right to refuse temporary suspension of service in the case of a subscriber whose account is delinquent.

##### 3. RATES

1. The charge for service during the temporary suspension of service will be 50 percent of the rate regularly charged for service.
2. A non-recurring Restoration Charge will apply to restore the temporary suspended service.