

LOCAL TERMS OF SERVICE: RESIDENTIAL FEATURE PACKAGE AND BUNDLE SERVICES

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

1. CUSTOM CALLING/EXPRESSTOUCH SERVICE FEATURE PACKAGES

- 1.1. Individual Custom Calling and ExpressTouch features are subject to the conditions set forth in the Embarq General Exchange Tariff WN-3. Custom Calling/ExpressTouch Service Feature Packages are combinations of the individual features listed in the Embarq General Exchange Tariff WN-3.
- 1.2. No substitutions in package features will be allowed. Requests for disconnect of an individual feature will result in the loss of the package, and customers will be required to subscribe to each remaining feature at that feature's individual rates as set forth in the Embarq General Exchange Tariff WN-3, incorporated by reference into this document. Each feature component of this bundle is governed by the terms and conditions in the applicable sections of the Embarq General Exchange Tariff WN-3.
- 1.3. Nonrecurring charges will not apply when installing Custom Calling/ExpressTouch Service Feature Packages.
- 1.4. Custom Calling/ExpressTouch Service Feature Packages:
 - A. Advantage
 - (1) Call Waiting
 - (2) Caller ID Name and Number
 - (3) Three-Way Calling
 - (4) Call Forward Busy – Fixed
 - (5) Call Forward No Answer – Fixed
 - This Feature Package is limited to existing customers at existing locations as of April 27, 2000.
 - B. Call Manager
 - (1) Call Forwarding
 - (2) Call Waiting
 - (3) Three-Way Calling
 - (4) Repeat Dial
 - (5) Return Call
 - (6) Call Forward Busy – Fixed
 - (7) Call Forward No Answer – Fixed
 - C. Essentials
 - (1) Call Forwarding
 - (2) Call Waiting
 - (3) Caller ID Name and Number
 - (4) Three-Way Calling
 - (5) Repeat Dial
 - (6) Return Call
 - (7) Call Forward Busy – Fixed
 - (8) Call Forward No Answer – Fixed
 - Talking Call Waiting is available as an add-on to this package at a reduced rate. Talking Call Waiting is described in the Embarq General Exchange Tariff WN-3, Schedule AE-4.
 - D. In Touch With Call Forward
 - (1) Call Forwarding
 - (2) Call Waiting
 - (3) Three-Way Calling
 - (4) Call Forward Busy – Fixed

- (5) Call Forward No Answer – Fixed

E. Elite

- (1) Anonymous Call Rejection
- (2) Call Forwarding
- (3) Call Waiting
- (4) Call Waiting with Options
- (5) Caller ID Name and Number
- (6) Repeat Dial
- (7) Return Call
- (8) Three-Way Calling
- (9) Call Forward Busy – Fixed
- (10) Call Forward No Answer – Fixed

- This Feature Package is limited to existing customers at existing locations as of March 30, 2006. Talking Call Waiting is available as an add-on to this package at a reduced rate. Talking Call Waiting is described in Section AE-4 of the Embarq General Exchange Tariff WN-3.

F. Classics Calling Package

- (1) Anonymous Call Rejection
- (2) Call Forwarding
- (3) Caller ID Name and Number
- (4) Three-Way Calling
- (5) Return Call
- (6) Call Forward Busy - Fixed
- (7) Call Forward No Answer - Fixed

2. SOLUTIONS BUNDLES – RESIDENCE

2.1. General

- A.** Solutions is an optional residence service enrollment plan (“Plan”). The Plan permits a customer to receive features and services for a flat monthly rate, for each Solutions Bundle residence line provided.
- B.** Solutions includes Flat Rate Local Exchange Service and one or more of the following features and services:
- (1) A 60 minute block of time for Message Telecommunications Service (Local Toll), with Consumer Sense Local Toll rates applicable for each additional minute; or the option of subscribing to Embarq Communications, Inc. Long Distance plans, described in applicable Embarq Schedules, incorporated by reference into this document; or
 - (2) A Custom Calling/ExpressTouch Service Feature Package, an individual feature or a group of Custom Calling/ExpressTouch features. Individual Custom Calling/ExpressTouch Service Features are described in the Embarq General Exchange Tariff WN-3; or
 - (3) One or more of Embarq’s deregulated services: Voicemail, Integrated Calling Features, EMBARQ™ High Speed Internet, LineGuard/Data LineGuard, each described in the applicable terms and conditions posted to www.embarq.com/ratesandconditions, and incorporated by reference into this document.

2.2. Regulations

- A.** Solutions customers may terminate their enrollment in the Plan upon notice to Embarq.

- B.** Unless terminated by the Solutions customer or Embarq, a customer will remain enrolled in the Plan, as amended from time-to-time, with any applicable changes in rate, for as long as this Plan continues to be offered by Embarq.
- C.** The Plan is not available with Residential ISDN-BRI Service lines or to customers who are or become toll restricted.
- D.** No more than four (4) residence lines can be enrolled with the Solutions option for each customer Billed Telephone Number account.
- E.** Service Connection Charges, as described in Schedule AE-12 of the Embarq General Exchange Tariff WN-3, apply to requests for new and additional Solutions lines, and moves of existing lines. Service Connection Charges will not apply when Solutions replaces existing Local Exchange Service or if the customer requests a change from Solutions back to Local Exchange Service.
- F.** Solutions customers are not eligible for promotional offerings associated with the Custom Calling/ExpressTouch Services included in this Plan, unless specifically provided for in a promotional offering.
- G.** The Plan may not be combined with any other Residence optional toll calling plan service.
- H.** Residence customers enrolled in the Plan, who subsequently become subject to Company initiated toll restriction will have all existing Solutions lines converted to the applicable tariff rates. Service Connection Charges will not apply for those existing lines converted, in-place, due to termination procedures. In addition, any optional services not affected by the termination procedures will convert to their applicable tariff rates. Such customers will not be permitted to re-enroll in the Plan until such time as all associated unpaid balances are satisfactorily paid in full.
- I.** Customer Referral Program
 - (1) Existing residential customers subscribed to one of the following combinations of services who submit a referral via Embarq's Internet website will receive a \$25 bill credit if the referral results in the activation of either of the qualifying service combinations by the referred customer within sixty days of the referral:
 - (a) Core Solution Plus Bundle with Embarq Communications, Inc. Solutions Unlimited Long Distance, described in applicable Embarq Schedules, incorporated by reference into this document,
 - (b) Personal II Solution Bundle with Embarq Communications, Inc. Solutions Unlimited Long Distance, Progressive Plan Solution Bundle, described in applicable Embarq Schedules,
 - (c) Home II Solution Bundle with one required Premium Enhanced Service (LineGuard/Data LineGuard, CPE Warranty Plus or VoiceMail) and Embarq Communications, Inc. Solutions Unlimited Long Distance, described in applicable Embarq Schedules.
 - (2) The referring customer will receive the bill credit within sixty days of the referred customer subscribing to the same services. Multiple credits may be received by the referring customer, with one credit rendered per bill cycle and unused credits rolling over to future months.

2.3. Solutions Bundles.

- A.** Each feature component of this bundle is governed by the terms and conditions in the applicable sections of the Embarq General Exchange Tariff WN-3. Extended Area Service (EAS) charges, if applicable, as defined in Schedule AE-1 of the Embarq General Exchange Tariff WN-3, apply per each Solutions Bundle.

- (1) **Ideal Solution**
- (a) Local Exchange Service
 - (b) Call Forwarding
 - (c) Call Waiting
 - (d) Caller ID Name and Number
 - (e) Three-Way Calling
 - (f) Repeat Dial
 - (g) Return Call
 - (h) Call Forward Busy - Fixed
 - (i) Call Forward No Answer – Fixed
 - (j) 60 minutes of Local Toll
- This bundle is limited to existing customers at existing locations as of March 29, 2007.
- (2) **Sure Solution I**
- (a) Local Exchange Service
 - (b) Call Waiting
 - (c) Caller ID Name and Number
 - (d) Three-Way Calling
 - (e) Call Forward Busy - Fixed and Call Forward No Answer - Fixed
 - (f) 60 minutes of Local Toll
- This bundle is limited to existing customer at existing locations as of March 29, 2007.
- (3) **Sure Solution II**
- (a) Local Exchange Service
 - (b) Call Forwarding
 - (c) Call Waiting
 - (d) Caller ID Name and Number
 - (e) Three-Way Calling
 - (f) Repeat Dial
 - (g) Return Call
 - (h) Call Forward Busy - Fixed
 - (i) Call Forward No Answer - Fixed
- This bundle is limited to existing customer at existing locations as of March 29, 2007.
- (4) **Custom Solution I**
- (a) Local Exchange Service
 - (b) Call Waiting
 - (c) Caller ID Name and Number
 - (d) Three-Way Calling
 - (e) Call Forward Busy – Fixed
 - (f) Call Forward No Answer – Fixed
- This bundle is limited to existing customers at existing locations as of March 29, 2007.
- (5) **Choice Solution**
- (a) Local Exchange Service
 - (b) Call Forwarding
 - (c) Call Waiting
 - (d) Three-Way Calling
 - (e) Call Forward Busy – Fixed
 - (f) Call Forward No Answer – Fixed
- This bundle is limited to existing customer at existing locations as of March 29, 2007.
- (6) **Standard Solution I**
- (a) Local Exchange Service

- (b) Call Waiting
- (c) 60 minutes of Local Toll
- This bundle is limited to existing customer at existing locations as of March 29, 2007.

(7) **Standard Solution II**

- (a) Local Exchange Service
- (b) Call Waiting
- (c) Call Forwarding
- (d) Three-Way Calling
- (e) Call Forward Busy - Fixed
- (f) Call Forward No Answer – Fixed

(8) **Basic Solution**

- (a) Local Exchange Service
- (b) Anonymous Call Rejection
- (c) Call Forwarding
- (d) Caller ID Name and Number
- (e) Three-Way Calling
- (f) Return Call
- (g) Call Forward Busy - Fixed
- (h) Call Forward No Answer – Fixed
- (i) 60 minutes of Local Toll
- This bundle is limited to existing customer at existing locations as of March 29, 2007.

(9) **Classic Solution**

- (a) Local Exchange Service
- (b) Anonymous Call Rejection
- (c) Call Forwarding
- (d) Caller ID Name and Number
- (e) Three-Way Calling
- (f) Return Call
- (g) Call Forward Busy - Fixed
- (h) Call Forward No Answer – Fixed
- This bundle is limited to existing customer at existing locations as of March 29, 2007.

(10) **Core Solution**

- (a) Local Exchange Service
- (b) Call Forwarding
- (c) Call Waiting – Optional or Talking Call Waiting – Optional
- (d) Three-Way Calling
- (e) Caller ID with Name (includes Anonymous Call Rejection)
- (f) Repeat Dial
- (g) Return Call
- (h) Call Forward No Answer – Fixed
- (i) Call Forward Busy – Fixed
- (j) Speed Calling - 8 numbers
- (k) Selective Call Acceptance
- (l) Selective Call Forwarding
- (m) Selective Call Ring
- (n) Selective Call Rejection
- This bundle is limited to existing customer at existing locations as of March 29, 2007.

(11) **Clear Solution**

- (a) Local Exchange Service
- (b) Call Forwarding

- (c) Call Waiting
- (d) Caller Identification Name (includes Anonymous Call Rejection)
- (e) Repeat Dial
- (f) Repeat Call
- (g) Call Forward No Answer – Fixed
- (h) Call Forward Busy – Fixed
- (i) Speed Calling – 8 numbers
- (j) Selective Call Acceptance
- (k) Selective Call Forwarding
- (l) Selective Call Ring
- (m) Selective Call Rejection
 - Talking Call Waiting is available as an add-on to this package at a reduced rate. Talking Call Waiting is described in Section AE-4 of the Embarq General Exchange Tariff WN-3.

(12) Personal II Solution

- (a) Local Exchange Service
- (b) Call Forwarding
- (c) Call Waiting – Optional or Talking Call Waiting – Optional
- (d) Three-Way Calling
- (e) Caller ID with Name (includes Anonymous Call Rejection)
- (f) Repeat Dial
- (g) Return Call
- (h) Call Forward No Answer – Fixed
- (i) Call Forward Busy – Fixed
- (j) Selective Call Forwarding
 - Privacy ID is available as an add-on to this package at a reduced rate. Privacy ID is described in Section AE-4 of the Embarq General Exchange Tariff WN-3.

(13) Home II Solution

- (a) Local Exchange Service
- (b) Call Waiting – Optional
- (c) Three-Way Calling
- (d) Caller ID with Name (includes Anonymous Call Rejection)
- (e) Call Forward No Answer – Fixed
- (f) Call Forward Busy - Fixed
 - Talking Call Waiting is available as an add-on to this package at a reduced rate. Talking Call Waiting is described in Section AE-4 of the Embarq General Exchange Tariff WN-3.

(14) Safe and Sound II Solution

- (a) Local Exchange Service
- (b) Caller ID with Name (includes Anonymous Call Rejection)
 - Customers must purchase the deregulated services LineGuard/Data LineGuard & CPE Warranty Plus.

(15) Core Solution Plus

- (a) Local Exchange Service
- (b) Call Waiting – Optional or Talking Call Waiting Optional
- (c) Call Forwarding
- (d) Three-Way Calling
- (e) Caller ID with Name (includes Anonymous Call Rejection)
- (f) Anonymous Call Rejection
- (g) Repeat Dialing
- (h) Return Call

- (i) Call Forward No Answer – Fixed
- (j) Call Forward Busy – Fixed
- (k) Speed Calling – 8
- (l) Selective Call Acceptance
- (m) Selective Call Forwarding
- (n) Selective Call Ring
- (o) Selective Call Rejection
- (p) Privacy ID

(16) **Progressive Plan**

- (a) Local Exchange Service
- (b) Call Waiting – Optional
- (c) Call Waiting ID
- (d) Three-Way Calling
- (e) Caller ID with Name (includes Anonymous Call Rejection)
- (f) Call Forwarding
- (g) Call Forward No Answer-Fixed
- (h) Call Forward Busy-Fixed
- Privacy ID is available as an add-on to this package. Privacy ID is described in Section AE-4 of the Embarq General Exchange Tariff WN-3. Customers must also subscribe to Embarq Voicemail.

(17) **Simple Solution**

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

(18) **Standard Home Phone II**

- (a) Local Exchange Service
- (b) Caller ID with Name (includes Anonymous Call Rejection)
- (c) Call Waiting – Optional or Talking Call Waiting Optional
- (d) Call Waiting ID
- (e) Three Way Calling
- (f) Repeat Dialing
- (g) Return Call
- (h) Selective Call Forward
- (i) Speed Calling – 8 Numbers
- Privacy ID is available as an add-on to this package. Privacy ID is described in Section AE-4 of the Embarq General Exchange Tariff WN-3. Customers must also subscribe to Embarq's non-regulated Voicemail and one of the following services: Privacy ID, LineGuard, Data LineGuard, Voicemail or Home Phone Warranty.

(19) **Follow Me Plan**

- (a) Local Exchange Service
- (b) Call Waiting – Optional or Talking Call Waiting Optional
- (c) Call Waiting ID
- (d) Three Way Calling
- (e) Caller ID with Name (includes Anonymous Call Rejection)
- (f) Call Forward No Answer – Fixed
- (g) Call Forward Busy – Fixed
- (h) Return Call
- (i) Repeat Dialing
- Customers must purchase the deregulated services Voicemail with Integrated Calling Features. This bundle is only available where Voicemail with Integrated Calling Features is technically feasible.