

Qwest Corporation
SERVICES CATALOG NO. 1
IOWA

**EXCHANGE AND
NETWORK SERVICES**
Effective: April 20, 2009

SECTION 2
4th Revised Index Page 1
Cancels 3rd Revised Index Page 1

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

SUBJECT	PAGE
60 Day Service Guarantee	16
Adjustment of Charges	36
Adjustments for Municipality Payments	40
Advance Payments.....	32.1
Application for Service.....	11
Assigning and Changing of Telephone Numbers	18
Battery, Power Supply, and Space.....	41
Broadcast of Recorded Telephone Conversations	41
Cancellations and Deferments	15
Communication Systems and Premises Wire	41
Company Responsibility.....	39
Complaints	29
Contractual Service Agreements	47
Customer Responsibility.....	39
Defacement of Premises	38
Definition of Terms.....	1
Deposits	33
Directories.....	18
Disconnection or Refusal of Service	19
Disputed Bills	32
Duplicate Bill Charge	32
Establishing and Furnishing Service.....	11
Individual Case Basis.....	37
Initial Service Periods.....	26
Installation, Relocation, and Maintenance of Equipment Instruments and Lines.....	18
Interest on Deposits	34
Late Payment Charge.....	31
Limitations	38
Limitations of Liability.....	38
Lost and Damaged Equipment.....	40
Maintenance and Repair	39
Medical Emergency	23

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Qwest Corporation
SERVICES CATALOG NO. 1
IOWA

**EXCHANGE AND
NETWORK SERVICES**
Effective: April 20, 2009

SECTION 2
1st Revised Index Page 2
Cancels Original Index Page 2

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

SUBJECT	PAGE	
Natural Disaster Relief For Customers	42	(N)
Obligation to Furnish Service	16	
Outgoing and Incoming Service Privileges	38	
Partial Month Billing	31	
Party Line Service	14	
Payment of Bills	30	
Payments for Service	30	
Protection of Construction	40	
Provision of Service	11	
Rendering of Bills	30	
Responsibilities of Parties	39	
Restoral of Service	23	
Returned Payment Charge	32	
Special Arrangements	26	
Special Taxes, Fees and Charges	41	
Suspension and Restoral of Service	24	
Telephone Numbers (Assigning and Changing of)	18	
Termination Liability/Waiver Policy	27	
Termination of Service	26	
Termination of Service - Company Initiated	19	
Transfers of Service	13	
Unauthorized Attachments or Connections	40	
Use of the Service	11	

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS

800 Service and 800 *SERVICELINE* Option

Denotes a toll-free service when the 8XX service access code (i.e., 800, 822, 833, 844, 855, 866, 877 or 888, as available) is used. The term 800/800-type service is used interchangeably with 800 Service and 800 *SERVICELINE* Option throughout this Catalog to describe this service.

Ancillary Service

Any communication service not included in the definitions of transmission service.

Bridged Service

An arrangement whereby two main lines are connected so that calls to either line may be answered by both lines.

Building

A structure occupied by one or more customers.

Central Office

A unit in a telephone system which provides service to the general public, having the necessary equipment and operating arrangements for terminating and interconnecting customer lines and trunks or trunks only. There may be more than one central office in a building.

Campus

A group of two or more buildings or spaces located on a single owned continuous or contiguous property.

Central Office Line

The telephone number location in the central office up to and including all wires and connections to the terminal, drop wire or cable, the protector and wire including the Network Interface.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (CONT'D)

Channel

An electrical path suitable for the transmission of communications.

Class of Service

The various categories of service generally available to customers, such as business or residence.

Communications Systems

Channels and other facilities which are capable, when not connected to exchange and/or Message Telecommunications Service, of two-way communications.

Continuous Portions of a Building

Denotes spaces within a given building which are occupied by the customer and connected by doors, hallways, stairs or elevators and not separated by space occupied by others or used by the general public.

Continuous Property

Continuous property is defined as the land, including any building or buildings thereon, occupied by a customer that may be served without crossing a public street, right-of-way or the property of another. Noncontinuous property is treated as continuous if the customer furnishes a passageway which is suitable to the Company for the placing of wire facilities. Pipe and conduits are considered enclosed passageways.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (CONT'D)

Contract

The agreement between the customer and the Company containing or referring to the rates and regulations applicable to the service being furnished.

Cost

Estimated cost consisting of an estimate of the following items to the extent that they are applicable:

- Cost of maintenance.
- Cost of operation.
- Depreciation of the estimated cost installed of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage.
- Administration, taxes, and uncollectible revenue on the basis of reasonable average charges for these items.
- Any other specific items of expense associated with the particular situation.
- A reasonable amount, computed on the estimated cost installed of any facilities provided, for return and contingencies.

Estimated cost installed, as mentioned above, include cost of equipment and materials specifically provided or used plus the estimated cost of installing, including engineering, labor, supervision, transportation, rights-of-way and other items which are chargeable to the capital accounts.

Customer

Any person, firm, association, corporation, agency of the federal, state, or local government, or legal entity, responsible by law for the payment of charges and compliance with the regulations of the Company.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (CONT'D)

Customer Premises Equipment

All terminal equipment normally used on the customer's premises owned by the customer or owned by the telephone utility or some other supplier and leased to the customer, including the terminal equipment located on the customer's premise or held in inventory.

It shall be the customer's responsibility to ensure the customer premises equipment is compatible with the service(s) furnished by the Company.

Demarcation Point

The point of interconnection between the Company's regulated telecommunications facilities and terminal equipment, protective apparatus or wiring at a premises. The demarcation point location will be within twelve inches (12") of the protector, or when there is no protector, within twelve inches (12") (or as close as practicable) of the point at which the cable/wire enters the customer's premises.

Direct Electrical Connection

A physical connection of the electrical conductors in the communications path.

E&M Signaling

A common method for trunk signaling. It provides for simultaneous two-way, or duplex signaling.

Entrance Facilities

Those facilities from the property line to the point at which the cable terminates at the protector.

Exchange

A unit established for the administration of communication services.

Exchange Service

Communication service furnished by means of exchange plant and facilities.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (CONT'D)

Extension Service

Extension Service provides the capability for originating or receiving calls on the same telephone number at more than one location. When extension of Exchange, Private Line and WATS services is provided by the Company between different buildings and/or premises, rates and charges as specified in the Private Line Transport Services Catalog shall apply.

Facilities

Central office equipment, supplemental equipment, apparatus, wiring, cables (outside plant feeder and distribution) and other material and mechanisms necessary to or furnished in connection with telephone service.

Flat Rate Service

A classification of exchange service for which a stipulated monthly charge is made regardless of the number of local messages originated.

Grade of Service

The number of parties served on a telephone line such as one-party, two-party, four-party, etc.

Guarantee

The minimum revenue or number of messages assured the Company by the customer for certain classes of service.

Individual Line

A channel designed for the connection of one main line service with the central office.

Initial Service Period

The minimum period for which service will be installed and terminated without charges applying in addition to those for service furnished.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (CONT'D)

Installation Charge

A nonrecurring charge associated with the installation of certain services or facilities either in lieu of or in addition to recurring monthly charges or Service Charges.

Listing

The name, address and call number by which a customer is known, or under which a business is being conducted, contained in the Company's information records or directories.

Local Exchange Line

See "Central Office Line".

Local Message

A communication between a calling location and any other location within the local service area.

Local Service Area

The area within which are located the lines to which calls may be made under a specified schedule of exchange rates without payment of toll charges.

Main Line Service

See "Central Office Line".

Message Rate Service

A classification of exchange service involving a stipulated monthly charge for local messages not in excess of a specified number, a charge being made for each additional local message; all charges being billed to the customer.

Mileage Charges

The additional monthly charges applicable when lines are located outside certain specified areas or premises.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (CONT'D)

Minimum Point of Entry

The closest practicable point to where regulated telephone facilities cross a property line or enter a building.

Multiparty Service

Service provided to more than one customer on a single circuit to the central office.

Network Control Signaling

The transmission of signals used in the telecommunications system which performs functions such as supervision (control, status, and charging signals), address signaling (e.g., dialing), calling and called number identification, audible tone signals (call progress signals indicating reorder or busy conditions) to control the operation of switching machines in the telecommunications system.

Network Facilities

All Company facilities from the central office up to and including the Standard Network Interface at the demarcation point.

Network Interface

See "Standard Network Interface".

Nonlisted Service

A main line service or private branch exchange service which, at the customer's request, is omitted from the directory but otherwise posted on the information records and the telephone number will be given out on request. Nonlisted telephone numbers, including the name and address of the customer, may be displayed on a call-by-call basis at Public Service Answer Points (PSAP) that are equipped with Enhanced 911 (E911) Universal Emergency Number Service.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (CONT'D)

Nonpublished Service

A main line service or private branch exchange service which, at the customer's request, is omitted from the directory but will be posted on the information records without a telephone number. Calls to nonpublished services are completed only if placed by call number. Nonpublished telephone numbers, including the name and address of the customer, may be displayed on a call-by-call basis at Public Service Answer Points (PSAP) that are equipped with Enhanced 911 (E911) Universal Emergency Number Service.

Premises

The space occupied by an individual customer in a building, in adjoining buildings occupied entirely by that customer, or on contiguous property occupied by the customer separated only by a public thoroughfare, a railroad right-of-way, or a natural barrier.

Private Branch Exchange (PBX) Trunk

A channel designed for the connection of a PBX with the central office.

Pro Rata Charge

The basis sometimes used for determining the charge for service furnished for a period less than that used in specifying rates. The pro rata charge for a service for which the rate is specified on a monthly basis is 1/30 of the monthly rate times the number of days service was furnished. In the case of a service where the rate is specified on an annual basis, the pro rata charge is 1/12 of the annual rate times the number of whole months that service is furnished, plus any fractional part of a month computed as for service on a monthly basis.

Protector

An electrical device located in a central office, a customer premises or anywhere along the telephone facility path. This device protects both the Company's and the customer's property and facilities from high voltages and surges in current.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (CONT'D)

Resale of Service

See "Shared Telecommunications Service".

Shared Telecommunications Service

The reselling or shared use of local service by any landlord, owner, tenant association or otherwise affiliated group to occupants within or between one or more buildings with a community of interest. Community of interest will normally be indicated by joint or common ownership.

Shared Telecommunications Service End User

A person or firm to whom local service use is extended as provided in this Catalog, but who would not otherwise be authorized to use such service.

Shared Telecommunications Service Provider

Any landlord, owner, tenant association, or otherwise affiliated group who provides communications services to occupants within or between one or more buildings with a community of interest.

Standard Network Interface (SNI)

A standard F.C.C. registration jack or its equivalent, which is provided, installed, owned and maintained by the Company at the customer's premises. The SNI is placed at the point on the customer's premises where all premises services are connected to the telecommunication's network via Company or customer owned facilities/wire.

Supporting Structure

Consisting of, but not limited to, pipes, conduits, poles, trenches, backboards, plenum spaces, etc.: as required for the physical placement, protection and support of telephone facilities. These structures are furnished, installed and maintained at the expense of the premises owner for use by the Company in terminating regulated facilities.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (CONT'D)

Tie Line

A channel between two private branch exchange systems which provides for intercommunication between the two systems.

Transmission Service

The common carrier provision of exchange access, switching, intraexchange transmission and interexchange transmission.

Two-Party Line

A channel designated for the connection of two main line residential services with the central office.

Two-party service is limited to existing customers at existing addresses. New applicants for service will be offered one-party service.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.1 PROVISION OF SERVICE

A. Application for Service

When applying for service, each prospective customer will be required to furnish the Company the following information:

- Name(s) of party(ies) who will be using the service.
- Address or exact location of the premises where service is to be provided.
- Telephone number where previous service was furnished.

B. Use of the Service

1. Service is furnished to customers for use only by the customer, his/her family, guests, or persons residing with the customer as members of the household; persons leasing or subleasing the residence during the customer's temporary absence from such premises, or by the employees or representatives when engaged in business, except as the use is extended to patient rooms in hospitals and nursing homes, dormitory or sleeping rooms in schools, colleges, clubs, hotels and motels. Service is furnished to educational institutions for residential use by students, faculty members or employees who reside in dormitories or other residential quarters owned, leased or under control of the educational institutions.
2. The use of a customer's service may be extended to Shared Telecommunications Service end users as provided elsewhere in this Catalog.
3. The Company may refuse to install residence service or may remove such service, when the service will be, or is, readily accessible and available for use by the public or by others not authorized by the provisions of this Catalog.
4. Customers who subscribe to Business Service may resell such local exchange service to users of their customer-provided telephone equipment. The Company is not responsible for the confidentiality of service between customers and their users. The Company is not liable and shall be held harmless from any and all loss, damage and expense occasioned by or arising out of claims for injury to persons or damage to property caused by or contributed to by the use of the service or the provision of detailed toll or local billing records to the customer by the Company, including but not limited to, any disclosure of said detailed billing records by the customer.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.1 PROVISION OF SERVICE

B. Use of the Service (Cont'd)

5. Application of Rates by Use of Service

a. Business rates apply when any of the following conditions exist:

- (1) When service is furnished in offices, stores, factories, schools, and all other premises used primarily for performing a business, trade or practice.
- (2) When the directory listing is a business listing.
- (3) When service is furnished to a Shared Telecommunications Service.
- (4) When service is provided for use by the public.
- (5) To all other locations not permitted residence service.

b. Residence rates apply when the following conditions exist:

- (1) When service is furnished in private residences, residential apartments (including residential apartments in hotels), and all other premises of strictly a residential nature.
- (2) When a business listing is not provided.
- (3) When the service is not part of a hunting sequence that contains business lines.

Unless otherwise provided, business rates apply in all other locations.

6. A customer shall not provide switched voice or data communications between local exchange areas, including the bridging of Extended Area Service (EAS) zones, using underlying services from this Catalog. Providers of interexchange service, that furnish service between local calling areas, must purchase services from the Access Service Tariff for their use in furnishing authorized intrastate telecommunications services to end user customers. If a customer violates this regulation, and has not placed an order for necessary services from the Company's Access Service Tariff for immediate installation within 14 days of notice from the Company, the Company shall immediately disconnect such services purchased from this Catalog.

Qwest Corporation
SERVICES CATALOG No. 1
IOWA

**EXCHANGE AND
NETWORK SERVICES**
Effective: November 1, 2008

SECTION 2
1st Revised Page 13
Cancels Original Page 13

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.1 PROVISION OF SERVICE (CONT'D)

C. Flat Rate and Message Rate Services

In those exchanges in which both flat rate and message rate services are offered, flat rate and message rate services are not furnished on the same premises, except where the two services are used for separate purposes and are not used to supplement each other.

D. Transfers of Service

1. The customer may transfer the complete service to a new customer without charge provided all of the following conditions are satisfied:

- There is no break in the rendition of service.
- The customer is responsible for notifying the Company in advance of the date the service is to be transferred.
- The customer is responsible for, and will receive, a final bill which includes all rates and charges incurred up to the date of transfer.
- The new customer must accept any remaining contract or service agreement liabilities. (C)

2. The new customer may elect to make changes in the service coincident with the transfer. In this instance, the new customer is responsible for Service Charges and other appropriate nonrecurring charges specified in other sections of this Catalog.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.1 PROVISION OF SERVICE

D. Transfers of Service (Cont'd)

3. Responsibility for Charges Associated with Telephone Numbers

- a. When a person, firm, partnership, corporation, club or association becomes a customer either through taking over an existing service and the associated telephone number(s), or requests service be established by means of a specific previously used telephone number(s), all ongoing rates and charges associated with such number(s) will be made known to the prospective customer. Assignment of the number(s) to the prospective customer will be conditioned upon the customer's acceptance of responsibility for all such ongoing rates and charges.
- b. If a new customer does not choose to use the old number(s), transfer of calls from the old to the new number(s) will not be provided.

E. Party Line Service

1. In connection with the furnishing of party line service, it is contemplated that each customer will so use the service as not to interfere with an equitable proportionate use of the service by other customers on the same line. In the interest of the service to all parties on a party line, the Company reserves the right to discontinue the party line service of a party line customer when the duration or number of local messages sent or received by the customer is so great as to prevent an equitable proportionate use of the service by other customers on the line.
2. Party line telephone service will not be provided for use with non-voice type services except in an exchange where a construction or similar charge for one-party service is applicable. This exception is limited to non-voice services and devices used by the hearing impaired and alarm and warning service devices.

Qwest Corporation
SERVICES CATALOG No. 1
IOWA

**EXCHANGE AND
NETWORK SERVICES**
Effective: July 1, 2005

SECTION 2
Original Page 15

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.1 PROVISION OF SERVICE (CONT'D)

F. Cancellations and Deferments

When the Company advises a customer that ordered services are available on the requested due date, and the customer is unable or unwilling to accept service at that time, the facilities will be held available for the customer for a 30 business day grace period. If after the 30 business day grace period the customer still has not accepted service, the Company will contact the customer verbally giving the customer the option of canceling the order or begin paying regular monthly billing for the monthly services. If the customer cancels the service, the facilities will be released for other service order activity and cancellation charges (non-recurring charges that would have applied had the service been installed) may be applied. These cancellation and deferment provisions apply to requests for 5 or more analog or digital exchange access lines, or 1 or more DS1 facilities with common equipment, such as Digital Switched Service, ISDN Primary Rate Service, or Uniform Access Solution Service.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE (CONT'D)

2.2.2 OBLIGATION TO FURNISH SERVICE

A. The Company's obligation to furnish service or to continue to furnish service is dependent on its ability to obtain, retain and maintain suitable rights and facilities, and to provide for the installation of those facilities required incident to the furnishing and maintenance of that service.

B. Undertaking of Telephone Catalog

The Company offers the use of its facilities for communications between its customers but does not undertake to transmit messages. Employees are forbidden to accept written or verbal communications from the public for transmission or delivery.

2.2.3 60 DAY SERVICE GUARANTEE

A. The 60 Day Service Guarantee allows residence customers who are new subscribers to a covered service(s) and are not completely satisfied with that covered service(s) to receive a credit for all applicable paid charges.

B. If a new customer of a covered service(s) is not satisfied with the covered service(s) that was ordered, and so notifies the Company within 60 days of the installation of that covered service(s) and requests disconnection of that service, then that customer will receive a credit for all applicable paid charges.

C. The 60 Day Service Guarantee does not include and will not apply to any service, feature, or offering that is offered, provided, made available, or the subject of a separately negotiated contract, understanding, or agreement.

D. The 60 Day Service Guarantee does not include and will not apply to the following services of the Company:

- Optional Toll Calling Plans
- Directory Assistance
- IntraLATA Toll Service
- Any service or an offering of the Company that is not offered and provided as a local, intrastate service offering provided under and in accordance with this Catalog.

Qwest Corporation
SERVICES CATALOG No. 1
IOWA

**EXCHANGE AND
NETWORK SERVICES**
Effective: July 1, 2005

SECTION 2
Original Page 17

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.3 60 DAY SERVICE GUARANTEE (CONT'D)

- E. Express Service has a separate guarantee that applies.
- F. The 60 Day Service Guarantee does not include and will not apply to charges, taxes, costs and items that are billed by the Company for others or on account of other rules, nor to any service, offering, or other feature that is not solely provided by the Company, such as but not limited to:
 - End User Common Line Charge (EUCL)
 - State Assessed Charges (i.e., 911 Surcharge)
 - 900 Services
 - Toll Service provided by others
 - Access Charges, features, or services that are provided as part of or pursuant to an Access Tariff.
 - Equipment, facilities, telephone sets, instruments or the like provided by another.
- G. The Company will refuse to return a customer's applicable paid charges where the customer has previously ordered the same or similar service(s) and cancelled such same or similar service(s).

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE (CONT'D)

**2.2.6 INSTALLATION, RELOCATION, AND MAINTENANCE OF EQUIPMENT
INSTRUMENTS AND LINES**

Facilities and lines furnished by the Company on the premises of a customer, authorized user or agent of the Company are the property of the Company and are provided upon the condition that such facilities and lines must be installed, relocated, rearranged, and maintained by the Company and that the Company's employees and agents may enter said premises at any reasonable hour to test and inspect such facilities and lines in connection with such purposes or upon termination or cancellation of the service to remove such facilities and lines.

2.2.7 ASSIGNING AND CHANGING OF TELEPHONE NUMBERS

- A. The Company does not undertake to continue the furnishing of service to a customer in any exchange area through any particular central office in that area and may change the telephone number or the central office designation whenever it deems it desirable in the conduct of its business.
- B. The assignment of a telephone number in advance of the actual installation of telephone service is tentative. The Company shall be held harmless when it becomes necessary, in the judgment of the Company, to assign a different telephone number at the time of the actual installation.

2.2.8 DIRECTORIES

The Company distributes to each customer, without additional charge, copies of each issue of the directory as required by the customer but not to exceed one copy for each telephone connected for exchange telephone service. Directories so furnished to customers remain the property of the Company, shall not be mutilated, and shall be surrendered upon request or upon delivery of the subsequent issue.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE (CONT'D)

2.2.9 TERMINATION OF SERVICE - COMPANY INITIATED

A. Disconnection or Refusal of Service

Telephone Service may be disconnected or refused by the Company without incurring any liability, for the following reasons:

1. Without Notice

- a. In the event of a condition on the customer's premises determined by the Company to be hazardous.
- b. In the event of customer's use in such a manner as to adversely affect the Company's equipment, or the Company's service to others as specified below.
- c. In the event of tampering with equipment furnished and owned by the Company.
- d. In the event of unauthorized use.

e. Without Advance Notice

- (1) Any telephone service which is used in such a manner as to interfere with the service of others.
- (2) Any telephone service used by a customer in connection with a plan or contrivance to secure a large volume of telephone calls to be directed to such customer or the telephone service of any designated customer at or about the same time, resulting in preventing, obstructing or delaying the telephone service of others.
- (3) Any telephone service that is used for any purpose other than as a means of communication.
- (4) Following the disconnection of service for any of these reasons, the Company will immediately notify the telephone customer thereof.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.9 TERMINATION OF SERVICE - COMPANY INITIATED

A. Disconnection or Refusal of Service

1. Without Notice

e. Without Advance Notice (Cont'd)

- (5) When the general telephone service to the public is impaired by a customer's use of exchange telephone service, the Company shall have the right to require the customer to contract for and properly attend as many additional telephone lines as are needed to adequately serve the customer's requirements, or to discontinue the service of the customer in question.

2. With Notice

a. Indebtedness

- (1) In the event the customer is indebted to the Company for the same type of telephone service previously furnished.
- (2) For nonpayment of a bill, except for bills for: merchandise purchased from the Company, Yellow Page Advertising, a different class of service, another customer which had been guaranteed, deregulated toll charges or deregulated information services.
- (3) For nonpayment of a deposit as specified in 2.3.4, following.
- (4) For nonpayment of undisputed amounts for services or facilities furnished by another carrier that the Company bills and collects.
- (5) When a customer fails to pay outstanding charges billed by the Company for MTS calls, including MTS provided by the Company and interexchange carriers (e.g., 0+, 1+, 0-, 10XXX), all MTS service may be denied (Full Toll Denial).