

Qwest Corporation
SERVICES CATALOG NO. 1
IOWA

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

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3. SERVICE CHARGES

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3. SERVICE CHARGES

3.1 MISCELLANEOUS NONRECURRING CHARGES

3.1.1 SERVICE CHARGES

A. General

Service Charges apply to connect, move or change telephone service according to the components of work required.

B. Definitions

Amending Customer Request

A subsequent request to change the order, providing the changes can be accomplished without issuance of new work orders, and all work ordered can still be completed at the same time.

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.

Central Office Line Charge

For work associated with the telephone line, extending from central office equipment to and including, protector equipment, the Network Interface or its equivalent, which is the appropriate jack or its equivalent, located at the customer's building. This includes, but is not limited to, installing or changing central office connections and connecting, moving, or changing the drop, block or buried wire. Included also is central office work required for off-premises channels involving central office work.

Change

When telephone service is changed at the customer's request. Such changes include, but are not limited to, the following:

- Changes in Custom Calling Services.
- Change in class or grade of service.

3. SERVICE CHARGES

3.1 MISCELLANEOUS NONRECURRING CHARGES

3.1.1 SERVICE CHARGES

B. Definitions (Cont'd)

Class of Service

Defined as residence, business, PBX, Centrex, WATS, and *CENTRON*.

Complex Service

Complex Service, for the purpose of applying the Maintenance of Service Charge, is any telephone system which is served through common equipment.

Customer Request

The contact (call, visit, or correspondence) during which the customer provides sufficient information to effect service order work.

Firm Bid

A firm price, in writing for a stated purpose, good for a limited period of time. Firm bids accepted by customers will be billed at the stated price, regardless of the actual cost incurred by the installation forces.

Grade of Service

Defined as 1, 2 or 4 party service and flat or measured lines.

Move

A relocation of telephone service at a customer's premises.

Network Interface

The point of connection with the Telecommunication Network which is located at the customer's building in a place deemed necessary by the Company in order to insure transmission quality and which is readily accessible to the customer.

3. SERVICE CHARGES

3.1 MISCELLANEOUS NONRECURRING CHARGES

3.1.1 SERVICE CHARGES

B. Definitions (Cont'd)

Noncomplex Service

Noncomplex Service, for the purpose of applying Maintenance of Service Charge, is any telephone system not served through common equipment.

Service

Defined as an arrangement of telephone facilities located on a customer's premises, separate and independent from an arrangement at other premises.

Service Ordering Charge

For work involved in receiving, recording, transmitting, and acting upon information to connect, move, or change telephone service including arrangements for directory listing service.

Service Test

An examination, test or other method utilized to determine the condition of customer-premises equipment and inside station wiring, and no trip to the customer premises is required.

Type of Service

Defined as rotary dial or touch-tone.

3. SERVICE CHARGES

3.1 MISCELLANEOUS NONRECURRING CHARGES

3.1.1 SERVICE CHARGES (CONT'D)

C. Terms and Conditions

1. Service charges apply to customer-initiated requests to establish, move, or change telephone service except as specified in this or in other sections of the Catalog. Service charges apply in addition to installation charges specified in other sections of the Catalog unless otherwise excepted.
2. Service charges for moves or changes apply separately to each unit of service moved or changed except where the applicable charge is the actual cost of all moves, changes, or rearrangements made at one time. See "cost" in Section 2, Definitions.
3. If work involving both business and residence items of service or equipment qualifies for application of one service ordering charge, the Business Service Ordering Charge applies.
4. One Service Ordering Charge and one Central Office Line Charge applies per customer request to suspend and restore service or to temporarily transfer calls. The rate is applied to the restore portion of the order for each system restored.
5. When a customer's service has been denied, because of default of payment, or other violation of the regulations set forth in Section 2, preceding, such service will be restored upon the payment of, or arrangements for the payment of all charges due, plus a Service Ordering Charge.
6. Where Full Toll Denial has been applied to a customer's account (as specified in Section 2, Refusal or Disconnection of Service), and the customer's main line service remains connected, MTS will be reestablished only upon the payment of all outstanding MTS charges, plus a Service Ordering Charge.

3. SERVICE CHARGES

3.1 MISCELLANEOUS NONRECURRING CHARGES

3.1.1 SERVICE CHARGES

C. Terms and Conditions (Cont'd)

7. One Service Ordering Charge and one Central Office Line Charge plus the installation charge, if applicable, applies for Combination Service (BLS1,2,4X) and Controllable Bridged Arrangements (BLS5X).
8. "Amending Customer Requests" are not subject to additional Service Ordering Charges.
9. Business Service Charges apply on residential PBX service, residential service with business answering capabilities (excluding BLS), and residence rated service furnished to churches, monasteries, convents, dormitories, fraternities, sororities, and in residential rooms of private clubs and organizations.
10. Apply a Service Ordering Charge only to change an existing line(s) to a hunting line, or changes in Custom Calling Services provided on individual line service.
11. Premises Work Charges apply when installing a customer requested network interface where existing facilities are in place.
12. Premises Work Charges will apply for consultation time on the customer's premises, excluding marketing time.
13. Conditions Under Which No Service Charges Apply:
 - a. No service charges apply for Company initiated work:
 - (1) Telephone service located on a customer's premises but used exclusively by the Company for maintenance or training activities.
 - (2) To move or change customer's telephone service if required or initiated by the Company.
 - (3) Disconnection of service for nonpayment of charges due.

3. SERVICE CHARGES

3.1 MISCELLANEOUS NONRECURRING CHARGES

3.1.1 SERVICE CHARGES

C. Terms and Conditions

13. Conditions Under Which No Service Charges Apply: (Cont'd)

- b. No service charges apply for the following customer-initiated requests providing work is limited to that specified below:
- (1) Complete termination of service.
 - (2) The "From" portion of work involved in a transfer of service from one premises to another.
 - (3) Changes from flat rate service to another grade of service (flat or measured), with the exception of *STAND-BY* Line Service. Service Order Charges apply for customers regrading from an additional business line to *STAND-BY* Line Service.
 - (4) The reestablishment of service following destruction of a customer's premises or a portion thereof, resulting from explosion, fire, flood, storm, accident, or the action of a public enemy. In such cases, and when possible, service up to and including the Network Interface not to exceed that formerly in use will be reestablished at one location without service charges or installation charges. At the customer's option, the reestablished service may be at the immediately occupied location or a subsequently occupied location.
 - (5) Disconnection and/or removal of the following items of service, providing no other work subject to service charges is involved:
 - Main lines.
 - Directory listings and directory services.

3. SERVICE CHARGES

3.1 MISCELLANEOUS NONRECURRING CHARGES

3.1.1 SERVICE CHARGES

C. Terms and Conditions

13. Conditions Under Which No Service Charges Apply:

b. No service charges apply for the following customer-initiated requests providing work is limited to that specified below: (Cont'd)

(6) Establishing, changing, or discontinuing arrangements for:

- Company Calling Card
- Tele-Chek Plan
- Mail Bill Address Arrangements
- Other Special Billing Arrangements

(7) Cancellation of orders except as specified in Section 2, preceding.

(8) Changes in primary listings for either residence or business service due to a change in responsibility provided service and billing are continuous and no final bill is rendered.

(9) Change in telephone number when the number assigned to a customer results in wrong number calls sufficient in volume to be a nuisance.

(10) Establishing Caller Identification Blocking-Per Line.

(11) The service charge will not apply to discontinue all Custom Calling features, or to change from Caller Identification to *CALLER ID WITH PRIVACY* +.

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3.1 MISCELLANEOUS NONRECURRING CHARGES

3.1.1 SERVICE CHARGES (CONT'D)

D. Charges

1. Residence

	NONRECURRING CHARGE
a. Service Ordering Charge	
Per customer request for work ordered and requested to be completed at the same time, per premises:	
• For connecting new or additional central office lines	\$18.43
• For moving or changing existing service or adding new or additional service other than central office lines, and for record work purposes	13.00
• For Internet Listings established, added, or changed	5.00
b. Central Office Line Charge	
Per line or central office telephone number worked on, including, but not limited to the following:	
• Central office lines, each	15.52
• Off-premises services involving central office work, each	15.52

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3.1.1 SERVICE CHARGES

D. Charges (Cont'd)

2. Business

	NONRECURRING CHARGE
a. Service Ordering Charge	
Per customer request for work ordered and requested to be completed at the same time, per premises:	
• For connecting new or additional central office lines and trunks	\$24.25
• For moving or changing existing service or adding new or additional service other than central office lines and trunks, and for record work purposes	22.00
• For Internet Listings established, added, or changed	6.00
b. Central Office Line Charge	
Per line or central office telephone number worked on, including but not limited to the following:	
• Central office lines, each	24.25
• Private branch exchange trunks, Network Access Registers, each	24.25

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3.1.1 SERVICE CHARGES

D. Charges

2. Business

b. Central Office Line Charge (Cont'd)

	NONRECURRING CHARGE
• Secretarial lines, each	\$24.25
• Off-premises Secretarial line bridged on a related main or trunk line at the central office serving such main or trunk line, each	24.25
• Off-premises service and Tie lines involving central office work, each	24.25

(M)

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3. SERVICE CHARGES

3.1 MISCELLANEOUS NONRECURRING CHARGES (CONT'D)

3.1.2 NETWORK PREMISES WORK CHARGES

A. Description

Network Premises Work Charges are charges billed to the customer for work performed by a Company employee or representative for work done on the Company side of the network interface or installation of certain Company equipment, as specified elsewhere.

B. Terms and Conditions

1. Network Premises Work Charges will apply to move, change, or modify the access line or access line termination on the customer's premises when requested by the customer.
2. Network Premises Work Charges do not apply to the following work:
 - To move or change a customer's telephone service if required or initiated by the Company.
 - To install, move, or change telephone service located on a customer's premises when used exclusively by the Company for maintenance or training activities.
 - Disconnection of access line services providing no other work is involved subject to Network Premises Work Charges.
 - Repair service except as stated otherwise.
 - Premises work required to establish or reestablish network access to the premises.
3. Network Premises Work Charges apply for a visit to the customer's premises which is required because of a move of network facilities by the customer in violation of the regulations.

(T)(M)

(C)

(C)(M)

(N)

(N)

(M1)

(M) Material moved from Page 10.

(M1) Material moved to Page 11.1 and 11.2.

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3. SERVICE CHARGES

3.1 MISCELLANEOUS NONRECURRING CHARGES

3.1.2 NETWORK PREMISES WORK CHARGES

B. Terms and Conditions (Cont'd)

4. Only one initial Network Premises Work Charge applies when, for Company reasons, more than one Company technician is involved in performing billable premises work on the same service order. Additional Network Premises Work Charges will be calculated by totaling the remaining billable work time performed by the all technicians.
5. The initial Network Premises Work Charge, as well as additional Network Premises Work Charges, will apply if applicable, for the first and subsequent move of network equipment, drop wire, entrance facilities, etc., on the customer's premises, made at the customer's request, as a result of the customer's remodeling/redecorating or any other customer activity requiring the first and subsequent visit for moves.
6. In cases where an existing customer requests that an aerial drop be changed to a buried one, or requests a buried drop be moved, and the Company provides the trench, the charges specified in C.2., following, will be billed in addition to the Network Premise Work Charge. In cases where the distance is greater than 600 feet, where permits are required, or where specific situations dictate, the request will be provided for as specified in Section 4, following. (N)
7. In those cases where an existing customer requests that an aerial drop be changed to a buried one, or requests a buried drop be moved and the customer has provided their own trench, the per 10 foot charge for the type of Buried Service Wire requested, which appear in C.3., following, will be billed in addition to the Network Premise Work Charge. (N)

C. Charges

1. Network Premises Work Charges – each 15 minutes or fraction thereof of billable premises work. (T)

	USOC	NONRECURRING CHARGE
• Schedule I		
Applicable to work performed Monday through Friday between 8:00 a.m. and 5:00 p.m.		
- First 15 minute increment or fraction thereof	HRR11	\$65.00
- Each additional 15 minute increment or fraction thereof	HRR11	25.00

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3. SERVICE CHARGES

3.1 MISCELLANEOUS NONRECURRING CHARGES

3.1.2 NETWORK PREMISES WORK CHARGES

C. Charges

1. Network Premises Work Charges – each 15 minutes or fraction thereof of billable premises work. (Cont'd) (T)

	USOC	NONRECURRING CHARGE
• Schedule II		
Applicable to work performed all hours other than Schedule I and all day Saturday.		
- First 15 minute increment or fraction thereof	HRR12	\$70.00
- Each additional 15 minute increment or fraction thereof	HRR A2	25.00
• Schedule III		
Applicable to work performed on Sundays and holidays.		
- First 15 minute increment or fraction thereof	HRR13	75.00
- Each additional 15 minute increment or fraction thereof	HRR A3	30.00

Holidays subject to Schedule III charges are:

HOLIDAYS

DAY OBSERVED

New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day

January 1
Last Monday in May
July 4
First Monday in September
Fourth Thursday in November
December 25

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3. SERVICE CHARGES

3.1 MISCELLANEOUS NONRECURRING CHARGES

3.1.2 NETWORK PREMISES WORK CHARGES

C. Charges (Cont'd)

2. Trenching[1]

- | | | |
|------------------|-------|----------|
| • 1 - 300 feet | HRHTA | \$505.00 |
| • 301 - 600 Feet | HRHTB | 955.00 |

3. Buried Service Wire[2]

- | | | |
|--|-------|------|
| • Three Pair, per 10 feet | 93G2K | 2.50 |
| • Three Pair Gopher Protected
per 10 feet | 93G2L | 3.00 |
| • Six Pair, per 10 feet | 93G2M | 3.50 |
| • Six Pair Gopher Protected
per 10 feet | 93G2N | 4.00 |

(N)

(N)

[1] The charge for trenching includes the cost of the Buried Service Wire used.

[2] Buried service wire charges apply only where the customer has provided their own trench.

(N)

(N)

3. SERVICE CHARGES

3.1 MISCELLANEOUS NONRECURRING CHARGES (CONT'D)

3.1.7 DUAL SERVICE

A. Description

Dual Service provides exchange access line service with the same telephone number simultaneously to two different addresses served from the same wire center. Dual Service is designed to provide the customer continuous service at both locations during the time of a move.

B. Terms and Conditions

1. Dual Service is available to those services that are not specially designed or engineered.
2. Dual Service is furnished only in central offices where adequate and suitable facilities are available.
3. Dual Service is available for a maximum of 30 days.
4. Dual Service is available on orders for a transfer of service within the same wire center where no telephone number change is involved.
5. Dual Service is not available on multiparty service.
6. Dual Service requires the same class and grade of service at both addresses.

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3. SERVICE CHARGES

3.1 MISCELLANEOUS NONRECURRING CHARGES

3.1.7 DUAL SERVICE (CONT'D)

C. Rates and Charges

1. This service is subject to the terms, conditions, rates and charges applicable to other exchange services and is in addition to basic rates and charges for the service with which it is associated.
2. In addition to the service charges listed below, the customer will be charged the appropriate portion of the monthly rates for services provided at both locations during the period of Dual Service.
3. Applicable nonrecurring charges apply in addition to the Dual Service charge.

	USOC	CHARGE
• Residence, per line	CBU	\$14.00
• Business, per line	CBU	18.00

3. SERVICE CHARGES

3.1 MISCELLANEOUS NONRECURRING CHARGES (CONT'D)

3.1.8 NON-STANDARD INSTALLATION DATES

A. Express Service

1. Description

Express Service is the installation of residence local exchange service prior to the standard service installation date. Express Service consists of two service offerings: Same Day Installation and Next Day Installation. Both of these services are offered with a money back guarantee.

2. Terms and Conditions

- a. Express Service is available to residence customers only where Company facilities permit.
- b. At the discretion of the Company, circumstances may warrant a temporary discontinuance of the Express Service offering.
- c. When Express Service is offered, it will be offered as a guaranteed service. The guarantee will be limited, and the sole liability of the Company shall be to apply a credit to the customer's account equal to the amount of the guarantee credit, except that the Company shall have no liability where the failure is due to reasons beyond the Company's control. The credit will apply in lieu of all other sums, claims, credits and damages when an established Express Service installation date is not met as specified during guaranteed periods.
- d. Under no circumstances whatsoever shall the Company be liable for any damages, whether such damages be direct, indirect, special, incidental, or consequential, and regardless of the theory of liability, greater than the guarantee credit. Further, the customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused directly or indirectly when an established Express Service installation date is not met by the Company.
- e. This service is subject to the regulations applicable to other exchange services with which it is associated.

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3. SERVICE CHARGES

3.1 MISCELLANEOUS NONRECURRING CHARGES

3.1.8 NON-STANDARD INSTALLATION DATES

A. Express Service (Cont'd)

3. Charges

- a. The following charges apply, per service order, in addition to the appropriate Service Charges, as specified in 3.1.1, preceding, and to all other rates and charges applicable to the associated service.

	USOC	NONRECURRING CHARGE[1]
• Same Day Installation	STASD	\$25.00
• Next Day Installation	STAND	20.00

- b. The following credit will apply, per order, when an established Express Service installation date is not met as specified in 2.c., preceding.

	USOC	GUARANTEE CREDIT[1]
• Same Day Installation Guarantee	AC9SD	\$50.00
• Next Day Installation Guarantee	AC9ND	40.00

[1] These charges and credits do not apply in locations which have been preprovisioned with limited dial tone, which allows the end user to only access a Company service representative.

3. SERVICE CHARGES

3.1 MISCELLANEOUS NONRECURRING CHARGES

3.1.8 NON-STANDARD INSTALLATION DATES (CONT'D)

B. Priority Installation Service

1. Description

Priority Installation Service is the installation of business local exchange service prior to the standard service installation date. Priority Installation Service consists of Same Day Installation and Next Day Installation. In addition, Installation by Appointment will be offered to those business customers with a need for other than the standard access time.

2. Terms and Conditions

- a. Priority Installation Service is available to business customers only where Company facilities permit.
- b. At the discretion of the Company, circumstances may warrant a temporary discontinuance of the Priority Installation Service offering.
- c. When Priority Installation Service is offered, it will be offered as a guaranteed service. The guarantee will be limited, and the sole liability of the Company shall be that the charge shall not apply when a Priority Installation Service installation date is not met as specified during guaranteed periods, except that the Company shall have no liability where the failure is due to reasons beyond the Company's control. The guarantee will apply in lieu of all other sums, claims, credits and damages when a Priority Installation Service installation date is not met as specified during guaranteed periods.
- d. Under no circumstances whatsoever shall the Company be liable for any damages, whether such damages be direct, indirect, special, incidental, or consequential, and regardless of the theory of liability, greater than the guarantee. Further, the customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused directly or indirectly when an established Priority Installation Service installation date is not met by the Company.
- e. This service is subject to the regulations applicable to other exchange services with which it is associated.

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3.1 MISCELLANEOUS NONRECURRING CHARGES

3.1.8 NON-STANDARD INSTALLATION DATES

B. Priority Installation Service (Cont'd)

3. Charges

The following charges apply, per service order, in addition to the appropriate Service Charges, specified in 3.1.1, preceding, and to all other rates and charges applicable to the associated services.

	USOC	NONRECURRING CHARGE
• Same Day Installation	SADSD	\$50.00
• Next Day Installation	SADND	40.00
• Installation by Appointment - Standard Installation Date	STASA	45.00
• Next Day Installation by Appointment	STANA	85.00

3.1.9 EXPEDITED ORDER CHARGE

Digital Switched Service (DSS), Integrated Services Digital Network (ISDN), and Uniform Access Solution (UAS) Service customers may request a service date that is prior to the standard interval service date as set forth in the Qwest Corporation Service Interval Guide (SIG). If the Company agrees to provide the service on an expedited basis, an Expedite Charge will apply as set forth in the Access Service Tariff. The customer will be notified of the Expedite Charge prior to the order being issued.