

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.6 TELEPHONE ASSISTANCE PROGRAMS

C. Lifeline Assistance (Cont'd)

4. Rates

- a. The Lifeline customer will receive a monthly credit toward their local exchange service rate as specified in the Catalog.

- | | |
|------------------|-------------|
| | USOC |
| • Federal Credit | ASGFX |
| • Federal Credit | ASGF2 |

- b. Toll Restriction (also known as Toll Blocking) as found in the Catalog shall be included with this service offering without charge. No service deposit would be required if applicant voluntarily elects toll restriction with the initiation of Lifeline service.

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(D)
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(C)

QWEST CORPORATION

IOWA TARIFF NO. 1

**Exchange and Network
Services**

SECTION 5

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**TELEPHONE TARIFF
FILED WITH BOARD**

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.6 TELEPHONE ASSISTANCE PROGRAMS (CONT'D)

D. Tribal Lifeline

Tribal Lifeline appears in the Exchange and Network Services Catalog.

(D)

(N)

QWEST CORPORATION

**TELEPHONE TARIFF
FILED WITH BOARD**

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5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.6 TELEPHONE ASSISTANCE PROGRAMS

(D)

Issued: February 17, 2006

Effective: March 20, 2006

By: Ione E. Wilkens
General Manager - Policy & Law

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE (CONT'D)

5.2.10 TENANT SOLUTIONS

A. High Rise Office Buildings, Shopping Malls, and Office Parks

1. Description

Tenant Solutions is a full service offering for tenants of designated multi-tenant high rise office buildings, shopping malls, and office parks. Tenants will be able to choose from a menu of services and receive discounts or waivers of monthly rates and/or nonrecurring charges.

2. Products and Services[1]

Menu of Services includes:

- Flat Rated Exchange Access Lines

3. Terms and Conditions

- a. Tenant Solutions will be offered in designated multi-tenant office buildings, shopping malls, and office parks in which the owner/manager agrees via contractual agreement to endorse the Company as the preferred telecommunications provider.
- b. The agreement between the Company and a building/mall owner/manager may impose the following obligations, in any combination, on the building/mall owner/manager during the term of the agreement: (1) to provide literature to prospective and current tenants; (2) to not enter into an endorsement agreement with another telecommunications provider including but not limited to revenue sharing agreements; (3) to provide a list of tenants including name, address, and telephone number; and, (4) to purchase for its own use local access service and intraLATA long distance service as found in the Catalog.

[1] Other services included in Tenant Solutions are found in the Catalog.

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.10 TENANT SOLUTIONS

A. High Rise Office Buildings, Shopping Malls, and Office Parks

3. Terms and Conditions (Cont'd)

- c. Contractual agreements can be terminated by the owner/manager or the Company upon 30 days written notice for convenience, or 30 days written notice for default. There is no termination liability for terminating the contract. However, if terminated within the first year, any compensation must be returned to the Company.
- d. At the end of the building owner/manager contract with the Company or if the contract is terminated, all rates and charges to tenants or building owners will revert to regular rates and charges. Existing 30 day waivers will be honored.
- e. When the contract terminates the building owner will notify each tenant in writing of such termination and the potential effect it may have on them.

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.10 TENANT SOLUTIONS (CONT'D)

B. Multi Tenant Residential Properties Offer

1. Description

- a. The Multi-Tenant Residential Properties offer is an offering to residents of apartment complexes, where the owner/manager has terminated their preferred provider agreement with their current telecommunications provider, and now subscribes to service from Qwest Corporation.
- b. In accordance with the terms of this Multi-Tenant Residential Properties Offer, the Company may waive charges to residential tenants of such apartment complexes.

2. Terms and Conditions

- a. The Multi-Tenant Residential Properties Offer is available only to residents of properties where the owner/manager has a preferred provider agreement with Qwest Corporation.
- b. The Qwest Corporation preferred provider agreement may be established when owners/managers are terminating their current agreement with their current telecommunications provider.
- c. Multi-Tenant Residential Properties must have a minimum of 100 living units per apartment complex. Apartment complexes with less than 100 living units per building will qualify as long as the owner/manager has at least one complex with 100 living units under agreement with Qwest Corporation.

3. Rates and Charges

- a. Nonrecurring charges, specified in the Catalog, will be waived for those services the residents subscribed to at the time the owner/manager switched to Qwest Corporation as their telecommunications provider.

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE (CONT'D)

5.2.11 COMPETITIVE RESPONSE

A. Residence Customer Incentive Program

1. Description

The Customer Incentive Program is an offering for potential new residence local exchange customers and to existing residence customers to induce the retention or continuation of existing services by those customers.

2. Terms and Conditions

a. This competitive response offering may be offered to potential new Qwest residence local exchange customers. In addition, the Company may provide a retention benefit to any existing residence customer who has retained a service for some period of time.

b. For potential new residence customers, the Company may provide an incentive offer no more often than once in any two year period. In retention situations, the Company may provide an incentive no more often than once in any two year period with respect to any particular service or feature. (C)

c. To qualify for these offers, residence customers are required to have a satisfactory credit rating with the Company in accordance with 2.3.3, preceding. (C)

d. The recipients of the customer incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the value of the retention benefit may not exceed the sum of 3.a., following. (T)

e. The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular residence customer is not inconsistent with the provisions of this Tariff and the amount does not exceed the maximum amount set forth in 3.a., following. The Company may prohibit use of this program in conjunction with another offer being marketed by the Company and/or a Company affiliate.

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.11 COMPETITIVE RESPONSE

A.2. (Cont'd)

- f. Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below: (C)
- (1) The sales channel through which the products are sold.
 - (2) A specific geographic area.
 - (3) Existing customers who request to have one or more products disconnected.
 - (4) Customers who identify a better competitive offer are available to them. Qwest representatives may present to these customers multiple offers up to the maximum value under this Tariff.
 - (5) Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers. (N)
(N)
- g. The Company reserves the right to discontinue this offer.

3. Rates and Charges

- a. Customers may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:
- (1) A waiver of an amount up to 100% of the current residence nonrecurring charge(s)[1], or
 - (2) A waiver of up to three months of the recurring rates, or
 - (3) A waiver of an amount up to 100% of the current residence nonrecurring charge(s) and up to three months of the recurring rate(s), or
 - (4) A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards, or otherwise, in the discretion of the Company. In determining the value of non-cash offers or benefits, the actual cost incurred by the Company, not to exceed the sum of 3.a.(3) above, shall be used.
- b. The waiver(s) will appear in the form of a credit(s) on the customer's bill. The waiver may be one-time, or spread over a period of up to 12 months in a fashion determined by the Company.

[1] Residence Nonrecurring Charges may be found in the Catalog.

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.11 COMPETITIVE RESPONSE

A.3. (Cont'd)

- c. Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the value of the total nonrecurring charge(s) plus three months service of the monthly rate(s).
- d. In all cases, resellers who use the Customer Incentive Program shall be provided the maximum monetary equivalent of the program as allowed by this Tariff and can distribute that value to their end user customers in any manner that they choose. Further, resellers are not required to match the Company's program offers or timing in order to take advantage of the program, and no further wholesale discount is provided to the maximum monetary equivalent. Resellers shall be provided monetary equivalents and they shall not be provided merchandise, coupon offers, or the like.

B. Business Customer Incentive Program

1. Description

The Customer Incentive Program is an offering for potential new business local exchange customers and to existing business customers to induce the retention or continuation of existing services by those customers.

2. Terms and Conditions

- a. This competitive response offering may be offered to potential new Qwest business local exchange customers. In addition, the Company may provide a retention benefit to any existing business customer who has retained a service for some period of time.
- b. For potential new business customers, the Company may provide an incentive offer no more often than once in any two year period. In retention situations, the Company may provide an incentive no more often than once in any two year period with respect to any particular service or feature. (C)
(C)
- c. To qualify for these offers, business customers are required to have a satisfactory credit rating with the Company in accordance with 2.3.3, preceding. (T)

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.11 COMPETITIVE RESPONSE (CONT'D)

B.2. (Cont'd)

- d. For potential new business customers, the Company will condition its offers upon a business customer remaining with the Company for a minimum of one year. Any minimum period of time shall be identified to the business customer as part of the offer. In such cases, if the customer terminates service early, they will be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program. (C)
- e. The recipients of the customer incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the value of the retention benefit may not exceed the sum of 3.a., following. (C)
- f. The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular business customer is not inconsistent with the provisions of this Tariff and the amount does not exceed the maximum amount set forth in 3.a., following. The Company may prohibit use of this program in conjunction with another offer being marketed by the Company and/or a Company affiliate.
- g. Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below: (C)
 - (1) The sales channel through which the products are sold.
 - (2) A specific geographic area.
 - (3) Existing customers who request to have one or more products disconnected.
 - (4) Customers who identify a better competitive offer are available to them. Qwest representatives may present to these customers multiple offers up to the maximum value under this Tariff.
 - (5) Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers. (N)
- h. The Company reserves the right to discontinue this offer. (N)

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.11 COMPETITIVE RESPONSE

B. Business Customer Incentive Program (Cont'd)

3. Rates and Charges

a. Customers may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:

- (1) A waiver of an amount up to 100% of the current business nonrecurring charge(s)[1], or
- (2) A waiver of up to three months of the recurring rate(s), or
- (3) A waiver of an amount up to 100% of the current business nonrecurring charge(s) and up to three months of the recurring rate(s), or
- (4) A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards, or otherwise, in the discretion of the Company. In determining the value of non-cash offers or benefits, the actual cost incurred by the Company, not to exceed the sum of 3.a.(3), above, shall be used.

b. The waiver(s) will appear in the form of a credit(s) on the customer's bill. The waiver may be one-time, or spread over a period of up to 12 months in a fashion determined by the Company.

c. Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the value of the total nonrecurring charge(s) plus three months service of the monthly rate(s).

d. In all cases, resellers who use the Customer Incentive Program shall be provided the maximum monetary equivalent of the program as allowed by this Tariff and can distribute that value to their end user customers in any manner that they choose. Further, resellers are not required to match the Company's program offers or timing in order to take advantage of the program, and no further wholesale discount is provided to the maximum monetary equivalent. Resellers shall be provided monetary equivalents and they shall not be provided merchandise, coupon offers, or the like.

[1] Business Nonrecurring Charges may be found in the Catalog.

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE (CONT'D)

5.2.12 TIMELY PROVISION OF BASIC LOCAL EXCHANGE SERVICE

A. Delayed Primary Service Connection

1. The Company shall, at the earliest possible time, give a scheduled service connection date to each customer who requests a service connection. When the Company is unable to provide primary local exchange service to a customer within fifteen business days, it will provide the customer with a wireless loaner phone with unlimited local service until the primary service is installed.
2. If the wireless loaner is not a viable option, the Company shall waive the one-time installation charge for primary line connections not completed within fifteen business days and provide a pro-rata credit of the local monthly recurring charge for each day the service is not installed.
 - a. The Company will: (a) provide the customer with a single wireless telephone including accessories and instructions on the proper operation, use and return of the wireless telephone; (b) arrange to call forward the customers assigned local exchange telephone number to the wireless telephone; (c) provide a telephone number for the customer to contact the Company regarding the loaned wireless service; (d) provide the customer with local airtime and (e) retain ownership of the wireless telephone. The Company will not provide insurance for the wireless telephone.

(D)
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(N)

(T)(M)
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(M)

(M) Material moved from Page 33.

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.12 TIMELY PROVISION OF BASIC LOCAL EXCHANGE SERVICE

A.2. (Cont'd)

- b. The customer will: (1) use the wireless telephone for the purpose of providing alternative telephone service at their premises only and is not intended for use at another premise; (2) the customer is responsible for the use, loss and/or physical damages of the wireless telephone; (3) the customer must use a personal calling card for all toll calls made with the wireless telephone as toll calls are restricted; (4) the wireless telephone is not compatible with Text telephone device (TTY) used by those with speech or hearing disabilities and (5) the customer must return the wireless telephone in accordance with the instructions provided with the wireless telephone within 10 days of receiving regular telephone service in the same condition as when the wireless telephone was initially provided.
- c. In the case of an emergency the customer must notify 911 operations of their location as the 911 operator will not be able to determine their location.
- d. The customer will be responsible for paying the Company the rates and charges for a residence or business line plus any applicable taxes. If the equipment is damaged, lost or stolen, the customer will be responsible for the damage or loss up to the full value of the equipment as specified in the Catalog.

(C)

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.12 TIMELY PROVISION OF BASIC LOCAL EXCHANGE SERVICE

A.2. (Cont'd)

- e. The terms and conditions associated with the wireless telephone service will remain in effect until: (1) the customer is no longer eligible for loaned wireless service; (2) the customer's regular local exchange telephone service is installed; (3) the customer fails to pay or make by the time requested any additional payments or additional service arrangements, such as special construction charges that are required by the Company for local exchange telephone service; (4) loaned wireless service is discontinued by notice; (5) the Company no longer offers loaned wireless service as a substitute service. In all such events, the customer must return the wireless telephone and accessories within the time period as required or the customer will be responsible for reimbursing the Company for the wireless telephone. (T)

- f. The customer or the Company may discontinue loaned wireless service at any time. The customer must return the telephone and accessories in good working order in accordance with the instructions provided with the wireless telephone within 10 days of notification of discontinuance by the Company. (T)

[1] This page cancels Original Pages 35 and 36.

(N)

QWEST CORPORATION

**TELEPHONE TARIFF
FILED WITH BOARD**

IOWA TARIFF NO. 1

**Exchange and Network
Services**

SECTION 5

1st Revised Page 37
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5. EXCHANGE SERVICES

5.6 CONCESSION SERVICE

- A. A concession may be granted on the standard rates for service furnished to employees and retirees of the Company.
- B. If the computed rate includes a fractional part of a cent, the rate to be charged is obtained by raising or lowering the computed rate to the nearest cent. If the fractional part is one-half of a cent, the next higher cent is to be applied.

(C)
(C)
(D)
(T)