

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES (CONT'D)

5.4.7 INTRACALL SERVICE

A. Description

The *INTRACALL* Service provides a special calling feature to a residence or business line. It allows customers to use their standard residence or business line to provide an intercom system between their telephones. This is accomplished by the customer dialing an access code, hanging up, letting the telephone ring, and allowing both telephones to talk to each other. The ringing supplied to the line is a special ringing circuit which allows the customer to distinguish between a normal incoming call and an *INTRACALL*.

B. Terms and Conditions

1. The access code may be the customer's own telephone number or a special three digit code depending upon the type of central office from which the customer is served.
2. Interaction between *INTRACALL* and other Custom Calling type features will depend upon the type of central office from which the customer is served.
3. *INTRACALL* Service is not available to lines in a Hunt Group.

C. Rates and Charges

When *INTRACALL* service is ordered along with any other calling services, nonrecurring charges will not apply.

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• <i>INTRACALL</i> Service, per line			
- Business	E1N	\$10.00	\$2.00
- Residence	E1N	6.00	2.00

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES (CONT'D)

5.4.10 CUSTOM RINGING SERVICE

A. Description

Custom Ringing Service is a central office based service which provides up to three distinctive ringing patterns on incoming calls, using one individual access line. The distinctive ringing patterns are achieved by assigning up to three additional telephone numbers to the access line without installing additional main line service.

B. Terms and Conditions

1. Custom Ringing Service is provided with individual exchange access lines and may be unavailable with some services due to technical limitations.
2. Custom Ringing Service numbers are subject to a minimum service period of one month.
3. Custom Ringing Service will be billed to the primary access line number. Itemized billing is not available on Custom Ringing numbers.
4. A directory listing may be provided on Custom Ringing with each number as specified in 5.7.1 in the Exchange and Network Services Price List or Tariff.
5. Intercept service terms and conditions and charges, as specified in 5.8.4, following, apply to Custom Ringing Service. In addition, the following terms and conditions will apply:
 - When the access line number remains in service, Custom Ringing numbers can be individually intercepted.
 - When the access line number is intercepted, all Custom Ringing numbers must be intercepted. Exception: If another access line is installed at the premises, Custom Ringing Service numbers can either remain in service or be individually intercepted.
6. When the customer's access line is equipped with Call Waiting, and the line is busy, incoming calls will generate a distinctive Call Waiting tone at no additional charge.

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.10 CUSTOM RINGING SERVICE

B. Terms and Conditions (Cont'd)

7. When the customer's access line is equipped with Call Forwarding-Variable, the customer can choose one of the following options:
 - To have Call Forwarding-Variable only on the access line number, or
 - To have all Custom Ringing Service numbers forwarded with the access line number.

This choice is made, or changed, at the time the customer places an order with the Company. Call Forwarding-Variable rates apply only to the access line number. Distinctive ringing will not be heard at the forwarded location.

C. Rates and Charges

1. When, at the request of the customer, additions or changes are made to Custom Ringing Service, the nonrecurring charge applies. The nonrecurring charge will not apply to existing customers who subscribe to Custom Ringing Service during the term of a Custom Ringing Service promotion for periods subject to provisions determined by the Company. See Section 16 following, for promotions currently in effect.
2. When, at the request of the customer, additions or changes are made to the Call Forwarding options or to change the telephone number, nonrecurring charges apply.
3. The following rates and charges apply in addition to all other rates and charges applicable to other exchange service.

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.10 CUSTOM RINGING SERVICE

C. Rates and Charges (Cont'd)

4. When one or more of the Custom Ringing numbers are installed or changed on the same line at the same time, one nonrecurring charge will apply.

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• First additional number			
- Business	RGG1+	\$10.00	\$7.45
- Discounted[1]	—	10.00	4.00
- Residence	RGG1+	6.00	5.00
- Discounted[2]	—	6.00	3.00
• Second additional number			
- Business	RGG2+	10.00	5.25
- Residence	RGG2+	6.00	2.50
• Third additional number			
- Business	RGG3+	10.00	5.25
- Residence	RGG3+	6.00	2.50

[1] Discounted rate applies when this feature is added as an additional feature with *QWEST CHOICE* Business or *QWEST CHOICE* Two-line Business.

[2] Discounted rate applies when this feature is added as an additional feature with *QWEST CHOICE* Home or *QWEST CHOICE* Two-line Home.

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES (CONT'D)

5.4.19 NUMBER FORWARDING

A. Description

Number Forwarding allows a residence customer to have a telephone number identity without having an exchange access line. Calls placed to the telephone number can be forwarded to any other telephone number within the same local calling area.

B. Terms and Conditions

1. The number of incoming calls placed to the telephone number is limited to 5 calls within 5 minutes. Once the threshold has been exceeded, the calling party will hear an announcement indicating that the call cannot be completed at this time.
2. One listing in the white page directories is provided with this service covering the exchange in which the Number Forwarding central office is located.
3. Collect or third-number billing will not be allowed to the Number Forwarding number.
4. Number Forwarding is offered subject to the availability of facilities.
5. Long distance calls may be billed to the Number Forwarding number through the use of a calling card.
6. Number Forwarding customers who establish exchange access line service may reuse the Number Forwarding telephone number if service is established in the same local calling area as the Number Forwarding telephone number.
7. The service is not offered where the terminating telephone is a pay telephone.

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.19 NUMBER FORWARDING (CONT'D)

C. Rates and Charges

1. The appropriate nonrecurring charge specified in this section will apply for the installation of Number Forwarding. Subsequent to the initial establishment of service, the appropriate nonrecurring charge will also apply to change the Number Forwarding number, and to change the number to which the calls are forwarded.
2. The rates and charges are as follows:

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Per Number Forwarding number			
- Residence	VTL	\$10.00	\$6.95

5. EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.1 DIRECTORY LISTINGS

A. Description

1. The alphabetical telephone directory is an alphabetical list, with telephone numbers and addresses of customers, joint users and others who are entitled to use the customer's telephone service under the rules and terms and conditions governing such use. The basic purpose of the alphabetical directory is to provide a convenient means for obtaining telephone numbers for the completion of calls. To insure that this fundamental purpose is fulfilled, the Company reserves the right to determine the propriety of any listing to be included in the directory.
2. The directory for each exchange is published at intervals determined by the Company. In some directories, the customers of two or more exchanges may be listed in the same directory, either in separate sections or in one list as determined by the Company. A directory may list the customers of certain but not all of the service areas of a multi-service area exchange.

B. Terms and Conditions

1. Listings shall be the names of individuals, businesses, clubs, associations, corporations or partnerships of customers or authorized users of exchange telephone service.
2. As an aid in identifying business customers, certain business or professional designations are furnished in connection with listings for business service. If, in the judgment of the Company, it is necessary in order to properly identify a listing, descriptive titles or designations may also be furnished in connection with listings of residence service. Business designations are not furnished in connection with listings of residence service.
3. Normally all listings will be spelled in full and common abbreviations will be used only with customer acceptance. Where more than one line is required to properly list a person or firm, no additional charge is made.
4. When a customer requests a listing which contains informative matter in addition to the name, standard designation, address, and telephone number, and the inclusion of this informative material results in additional lines, regular additional listing rates will apply to each such additional line.

5. EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.1 DIRECTORY LISTINGS

B. Terms and Conditions (Cont'd)

5. Types of Listings

- a. Primary Listings - Refer to the Exchange and Network Services Tariff.
- b. Additional Listings - Duluth/Mpls-St. Paul
 - (1) Additional listings are those listings furnished in addition to the primary listing at the rates provided under C., following. There are five kinds of additional listings - regular, alternate, foreign, temporary and cross-reference.
 - (2) A listing arrangement of not more than two individuals with the same or different surname(s), residing at the same address, may also be provided as additional listings according to the terms and conditions as specified in B.8., preceding.
 - (3) Additional listings are available for customers of those Radio Carriers with which arrangements have been made for the interchange of telephone traffic subject to the concurrence of the Carrier.

For such listings the telephone number of the connecting circuit shall be listed.

5. EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.1 DIRECTORY LISTINGS

B.5.b. (Cont'd)

- (4) When it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, a listing may be permitted with the off-premises address of a PBX, Centrex, Group Use or telephone line(s) equipped with intercommunication between the primary listing address and the off-premises address and provided further that the off-premises address is occupied by the customer or qualified joint user.
- (5) Additional listings are available for unrestricted lines of Centrex, Group Use, and direct in dial PBX Systems.
- (6) Where a customer is served by two or more lines in a group arranged for a "hunting" operation, additional listings may be provided on any of the lines in the group.
- (7) Charges for additional listings date from the day the related service order is completed.

(a) Business Additional Listings

If qualified under terms and conditions governing use of the service, additional listings may be the name of the customer or joint user; the names of members of the firm, names of officers of the corporation, club, association, partnership or business, the names of employees of the customer or joint user; the names of firms, persons, corporations, associations, or institutions which the customer or joint user owns or controls.

(b) Residence Additional Listings

If qualified under terms and conditions concerning use of the service, they may be the name of the customer, the names of members of the family, and others residing in the household; names of permanent guests or tenants who maintain their residence in a family hotel or apartment house, dormitory, transient hotel or club, where the service of such guests or tenants is provided through the private branch exchange of the hotel or apartment house, dormitory, transient hotel or club; students and others furnished residence service under the Centrex offering; the names of permanent guests who maintain their residence in a boarding or rooming house where service is provided by means of pay telephone service.

A residence customer who has regular additional business listings, may have the residence service indented under such business listing.

5. EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.1 DIRECTORY LISTINGS

B.5. (Cont'd)

c. Alternate Listings

Alternate listings refer a directory user to another telephone number during certain periods of time or when a called telephone is not answered.

d. Foreign Listings

A foreign listing is a listing in a directory of an exchange or service area other than the one in which the primary listing is furnished.

e. Temporary Listings

A temporary listing is a listing furnished to persons leasing or subleasing the premises of a customer during the customer's temporary absence who have arranged to use the customer's service during that time.

f. Cross Reference Listings

A cross reference listing is a listing of the name generally known to the public with an appropriate cross reference referring the calling party to the customer's correct name. The customer's telephone number may be included in the cross reference listing.

g. Residence Internet Listings

- E-mail Address Listing - Identifies the customer's electronic mail (E-mail) address used to send and receive mail on a computer. An example of a standard E-mail address is: `userid@qwest.com`.
- Uniform Resource Locator (URL) Address Listing - Identifies the customer's URL address used to identify resources on the Internet's World Wide Web. An example of a standard URL is: `http://www.qwest.com`.
- E-mail/URL Address Listing Package

Discounted monthly rate for E-mail Address Listing and URL Address Listing on the same account.

5. EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.1 DIRECTORY LISTINGS (CONT'D)

C. Rates and Charges

The appropriate nonrecurring charge applies to establish or change listing(s).

	USOC	NONRECURRING CHARGE	MONTHLY RATE	
• Regular Additional Listing, each				
- Business	CLT	\$10.00	\$6.00[1] (I)	
		10.00	6.00[2]	
- Residence	RLT	5.00	3.00	
• Temporary Listing, each				
- Business	CLT	10.00	6.00[1]	
		10.00	6.00[2]	
- Residence	RLT	5.00	3.00	
• Cross-Reference Listing, each				
- Business[3]	CLT	10.00	6.00[1]	
		10.00	6.00[2]	
- Residence[3]	RLT	5.00	3.00	
• Foreign Listing, each				
- Business	FAL	10.00	6.00[1] (C)	
		10.00	6.00[2]	
- Residence[4]	FAL	5.00	3.00 (I)	

[1] Exchanges – Duluth, Minneapolis/St. Paul.

[2] Outstate Exchanges (except Duluth).

[3] Monthly rate does not apply, where in the opinion of the Company, such listing is essential to the convenient use of the directory.

[4] Where a residence primary listing appears in another Minneapolis-St. Paul Metropolitan directory the monthly rate is \$2.00.

5. EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.1 DIRECTORY LISTINGS

C. Rates and Charges (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Alternate Listing, each			
- Business	XLL, FNA, NSH	\$10.00 10.00	\$ 6.00[1] (I) 6.00[2]
- Residence	RLT	5.00	3.00 (I)
• E-Mail Address Listing, each[1]			
- Residence	EM6	5.00	2.00
• URL Address Listing, each[3]			
- Residence	NL1	5.00	2.00
• Listing Packages			
- E-Mail/URL Address Listing, each[3]			
- Residence	L9GEU	5.00	4.00
• Listing Change, each			
- Business	1W1	10.00	—
- Residence	1W1	5.00	—
• Informational Listing, each			
- Business	XLL	10.00 10.00	6.00[2] (I) 6.00[1]
- Residence	XLL	5.00	3.00 (I)

a. Moorhead, East Grand Forks, Breckenridge, East Fairmont, St. Vincent.[4]

[1] Outstate Exchanges (except Duluth).

[2] Exchanges – Duluth, Minneapolis/St. Paul.

[3] Nonrecurring charge applies to establish or change.

[4] North Dakota Price Schedule rates apply.

5. EXCHANGE SERVICES

5.8 OPERATOR SERVICES

5.8.1 BUSY VERIFICATION SERVICE

A. Description

1. Busy Verification Service is furnished to customers upon request to provide Line Status or Busy Interrupt for a requested line or trunk.
2. This service is provided where facilities exist for Line Status or Busy Interrupt through a Company operator.

B. Terms and Conditions

1. The provision of Line Status involves and is limited to an operator determining the condition of a line. The status of this line is verified to the customer at the rate in C. following.
2. The provision of Busy Interrupt involves an operator interrupting voice or data communication on a line for the purpose of clearing the busy line. Information concerning the action taken is passed to the customer. Line Status and Busy Interrupt is furnished during the same customer request at the rate in C., following.
3. No request will be processed on a collect or reversal of charges basis.

C. Charges

1. Charges do not apply when the request is identified as an emergency request by the customer and originates from or to law enforcement and other public safety agencies.
2. Customers served by non-Bell operator offices are excluded from Busy Verification charges.
3. The following charges are in addition to the rates and charges associated with local or Message Telecommunications Service (MTS).

CHARGE

- Line Status only, each line verified \$1.00
- Busy Interrupt, each line interrupted 1.50

5. EXCHANGE SERVICES

5.8 OPERATOR SERVICES (CONT'D)

5.8.4 INTERCEPT SERVICES

A. Description

Following are the three types of available Intercept Services:

(C)
(D)

Basic Intercept Service

Basic Intercept Service includes all intercept recordings that do not provide the new number information.

New Number Referral Service

New Number Referral Service includes all intercept recordings that provide the new number information.

Split Referral Intercept Service

Split Referral Intercept Service provides for calls to the disconnected number to be routed to the Operator who will challenge the incoming call and provide the new number information dependent on the caller's response.

B. Terms and Conditions

1. Intercept services apply to temporary or permanently disconnected numbers, including vacation suspension service and telephone number changes.
2. Intercept services are subject to the availability of the disconnected number and the availability of CO facilities.

(D)
(T)

5. EXCHANGE SERVICES

5.8 OPERATOR SERVICES

5.8.4 INTERCEPT SERVICES

B. Terms and Conditions (Cont'd)

3. The Company will be held harmless from any claims which may arise out of the Company's provision of Intercept Services. (T)

C. Charges (D)

The following nonrecurring charges apply to Intercept Services on a per line basis dependent upon the number of months provided. (N)

1. New Number Referral Service (C)

	USOC	NONRECURRING CHARGE	
• Business (including Centrex/CENTRON/PBX-DID)			
- One month	A1W1X	\$10.00	
- Two months	A1WAX	20.00	
- Three months	A1W3X	30.00	
- Six months	A1WSX	45.00	
- Nine months	A1W9X	55.00	
- Twelve months	A1WTX	65.00	
• Centrex/CENTRON/PBX-DID, per system[1]	A1SPS	89.50	
• Residence			
- One month	A1W1X	5.00	
- Two months	A1WAX	10.00	
- Three months	A1W3X	15.00	(C)

[1] Per system charge applies in addition to the per number charge. (N)

5. EXCHANGE SERVICES

5.8 OPERATOR SERVICES

5.8.4 INTERCEPT SERVICES

C. Charges (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE	(C) (C)
2. Extended Duration				
• Business, per number (including Centrex/CENTRON/ PBX-DID)				
- After twelve months	A1W1X	\$ 10.00 (R)	—	(T)
• Residence, per number				
- After three months	A1W1X	5.00 (R)	—	(T)
3. Split Referral Intercept Service				
• Business				
- Three months	S1W3X	125.00 (I)	—	(C)
- Six months	S1WSX	245.00	—	
- Nine months	S1W9X	365.00	—	
- Twelve months	S1WTX	490.00	—	
• Residence				
- Three months	S1W3X	40.00 (I)	—	(C)

[1] Material found in 5.8.5 was deleted per Docket No. P421/AM-06-0686 effective on 6-5-06.

5. EXCHANGE SERVICES

5.9 PACKAGED SERVICES

5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE

A. QWEST CHOICE Business

1. Description

QWEST CHOICE Business is a package of features available to business customers in conjunction with an individual flat rate or additional flat rate access line. Business customers subscribing to the package are entitled to choose three services/features from the following list in their package.

a. Standard Features

- Caller ID Family
 - Anonymous Call Rejection
 - Caller ID - Name and Number
- Call Forwarding Family
 - Call Forwarding Busy Line
 - Call Forwarding Busy Line/Don't Answer
 - Call Forwarding Don't Answer
 - Call Forwarding Variable
 - Remote Access Forwarding
- Call Transfer
- Call Waiting Family
 - Call Waiting
 - Call Waiting ID
 - Selective Call Waiting
 - Long Distance Alert
- Custom Ringing
- Dial Lock
- Directory Assistance (6 calls above allowance)
- Easy Access
- Last Call Return
- Message Waiting Indication – Audible or Audible/Visual
- Series Hunting
- Three-Way Calling
- *UNISTAR* Service
- Voice Messaging Service

5. EXCHANGE SERVICES

5.9 PACKAGED SERVICES

5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE

A.1. (Cont'd)

b. In addition to choosing three services or features from the list in 5.9.1.A.1.a., preceding, a customer may also select one or more additional services or features from the list in 5.9.1.A.1.a. at rates and charges specified elsewhere. Directory Assistance and Voice Messaging cannot be selected as additional services or features.

c. A customer may select any number of optional Add-A-Line packages per location, for every *QWEST CHOICE* Business package. For each Add-A-Line package the customer may select one feature listed below:

- Series Hunting or,
- Call Forwarding Busy or,
- Call Forwarding Don't Answer or
- Call Forwarding Busy/Don't Answer.

d. A customer may also select one or more additional services or features for use with the Add-a-line package at rates and charges specified elsewhere.

2. Terms and Conditions

a. All terms and conditions specified elsewhere for the respective services/features requested as part of this package shall apply.

b. A customer choosing Caller ID - Name and Number will automatically be provided with Anonymous Call Rejection.

(T)

5. EXCHANGE SERVICES

5.9 PACKAGED SERVICES

5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE

A.2. (Cont'd)

- c. A customer may choose one or more compatible features in the Call Forwarding Family as one of their selections.
- d. A customer may choose Call Waiting, Call Waiting ID or Selective Call Waiting from the Call Waiting Family as one of their selections. They may add Long Distance Alert as part of that selection.
- e. A customer who chooses Qwest Voice Messaging Service will also be provided with Call Forwarding Busy Line/Don't Answer, Easy Access and Message Waiting Indication as part of their Voice Messaging Service selection. A customer who wishes to use another provider's Voice Messaging Service will be provided with Call Forwarding Busy Line/Don't Answer, Easy Access and Message Waiting Indication and it will not be counted as one of their three selections of features/services.
- f. All services or features selected in the package can only be provided where technically available and compatible with other features the customer may choose to order.
- g. Customers selecting Directory Assistance may place six calls above the allowance to Qwest 411 service.

3. Rates and Charges

- a. The monthly rate that follows includes a business individual flat rate or additional flat rate line as specified in 5.2.4 of the Exchange and Network Services Tariff. Where applicable, incremental charges specified in 5.1 of the Exchange and Network Services Tariff, apply.
- b. Existing *QWEST CHOICE* Business customers cannot take advantage of promotions for *QWEST CHOICE* Business or any of the services/features specified in 5.9.1.A.1.a, preceding, unless specifically allowed by the terms and conditions of the promotion.

5. EXCHANGE SERVICES

5.9 PACKAGED SERVICES

5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE

A.3. (Cont'd)

- c. Normal nonrecurring charges associated with the line as specified in 5.2.4 of the Exchange and Network Services Tariff apply where *QWEST CHOICE* Business or Add-A-Line is provided in association with the installation of a new business individual or additional flat rate line or the move of a business individual or additional flat rate line from one location to another.
- d. Services or features specified in 5.9.1.A.1.a., preceding, may be added to or changed in the *QWEST CHOICE* Business package without a nonrecurring charge.
- e. Recurring rates and nonrecurring charges specified elsewhere apply to add or change any feature or service in the *QWEST CHOICE* Business package not specified 5.9.1.A.1.a., preceding.
- f. Recurring rates and nonrecurring charges specified elsewhere apply to add any feature or service to the Add-A-Line not specified 5.9.1.A.1.c., preceding.
- g. Any mandated charges or special surcharges, e.g., 911, TDD, EUCL, Telephone Assistance Plan, will apply to Add-A-Line under the same terms as a flat rate business line.
- h. *QWEST CHOICE* Business will be provided at the following rate:

	MONTHLY RATE		
		MINNEAPOLIS/ ST. PAUL	
	USOC	OUTSTATE	METROPOLITAN
• Per individual or additional flat rate business line	PGOQL	\$39.99	\$39.99
• Add-A-Line	PGOQN	32.00 (I)	32.00