

**Qwest Corporation
Exchange and Network
Services Catalog No. 1**

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3. SERVICE CHARGES

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3. SERVICE CHARGES

3.1 MISCELLANEOUS NONRECURRING CHARGES

3.1.1 NONRECURRING CHARGES

A. General

1. A nonrecurring charge is a one-time charge made under certain conditions, to connect, move or change telephone service or facilities.
2. Nonrecurring charges, where applicable, are specified with services as stated in each section of this Catalog, unless otherwise specified or included in this section.
3. Nonrecurring charges apply, except as specified in this section or in other sections of the Catalog, to customer-initiated moves and changes of service and maintenance of inside wire. A change is when telephone service is changed at the customer's request.
4. Nonrecurring charges for moves or changes apply separately to each unit of service moved or changed.

Where the charge is the estimated cost of all moves, changes or rearrangements made at one time, apply the estimated cost as defined in Section 4.

5. To move items of service subject to Installation Charges, apply the Installation Charge unless otherwise specified, plus the applicable nonrecurring charges specified elsewhere in this Catalog.

B. Terms and Conditions

1. Nonrecurring charges do not apply for Company initiated work, including, but not limited to the following:
 - a. Public Access Line Service.
 - b. Telephone service located on a customer's premises but used exclusively by the Company for maintenance or training activities.
 - c. Work to move or change customer's telephone service if required and initiated by the Company.
 - d. Hotel Message Rate Trunks.
 - e. Service Stations.

3. SERVICE CHARGES

3.1 MISCELLANEOUS NONRECURRING CHARGES

3.1.1 NONRECURRING CHARGES

B. Terms and Conditions (Cont'd)

2. Nonrecurring charges do not apply for the following customer initiated requests providing work is limited to that specified:
 - a. Complete termination of service.
 - b. Suspension of service without reference of calls.
 - c. The "From" portion of work involved in a transfer of service from one to another premises.
 - d. The temporarily detaching and subsequently reaffixing interior wiring or connecting block (without a change in location) incident to remodeling or rearrangement of furniture.
 - e. 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 will be reestablished without nonrecurring charges. At the customer's option, the reestablished service may be at an immediately occupied location or a subsequently occupied location.
 - f. The establishment of Company-owned main service in place of stations formerly served by Service Station Companies.
 - g. Disconnection and/or removal of the following items of service providing no other work subject to nonrecurring charges is involved:
 - Main or extension station lines.
 - Other items of service for which a recurring charge applies or substitutions of services that result in a reduction in recurring charges.

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3.1 MISCELLANEOUS NONRECURRING CHARGES

3.1.1 NONRECURRING CHARGES

B.2. (Cont'd)

- h. Establishing, changing or discontinuing arrangements for:
 - Bell System Long Distance Credit Card Plan
 - Tele-Chek Plan
 - Mail bill Address Arrangements
 - Other special Billing Arrangements
 - i. Cancellation of Orders.
 - j. 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.
3. Nonrecurring Charges apply, as appropriate, for change in class of service.

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3.1.1 NONRECURRING CHARGES (CONT'D)

C. Charges

	NONRECURRING CHARGE
1. Portable Radio Broadcast Kits, per customer request for work ordered to be completed at the same time on the same premises, per line	
• Terminating jack in place	\$12.50
• Terminating jack not in place	47.00
• Jack	[1]
2. Maintenance of service due to connection of customer-provided equipment and facilities	[1,2]

[1] See Section 13 of this Catalog.

[2] Refer to the Private Line Transport Services Catalog for Maintenance of Service Charges for channel services.

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.
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.

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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)

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. (M)
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.

• Schedule I

Applicable to work performed
Monday through Friday between
8:00 a.m. and 5:00 p.m.

	USOC	NONRECURRING CHARGE
- First 15 minute increment or fraction thereof	HRR11	\$65.00
- Each additional 15 minute increment or fraction thereof	HRRA1	25.00

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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	HRRA2	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	HRRA3	30.00

Holidays subject to Schedule III charges are:

HOLIDAYS	DAY OBSERVED
New Year's Day	January 1
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Thanksgiving Day	Fourth Thursday in November
Christmas Day	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)

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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 (thirty) 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.

C. Rates and Charges

1. This service is subject to the terms and conditions and 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 nonrecurring 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.

	USOC	NONRECURRING CHARGE
• Residence, per line	CBU	\$14.00
• Business, per line or trunk	CBU	20.00

3. SERVICE CHARGES

3.1 MISCELLANEOUS NONRECURRING CHARGES (CONT'D)

3.1.8 EXPRESS SERVICE

A. Description

Express Service provides access line dial tone prior to the standard installation service date. Express Service offerings will consist of same day installation and next day installation. Express Service will be offered to residence customers.

B. Terms and Conditions

1. Express Service will be offered to residence customers where Company facilities permit.
2. At the discretion of the Company, circumstances may warrant a temporary discontinuance of the Express Service offering.
3. 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.
4. 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.

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3. SERVICE CHARGES

3.1 MISCELLANEOUS NONRECURRING CHARGES

3.1.8 EXPRESS SERVICE (CONT'D)

C. Rates and Charges

1. This service is subject to the terms and conditions, rates and charges applicable to other exchange services and is in addition to the basic rates and charges for the service with which it is associated.
2. Residence nonrecurring charges apply in addition to the Express Service charge.

	USOC	NONRECURRING CHARGE[1]
• Same Day Installation, per order	STASD	\$22.00
• Next Day Installation, per order	STAND	15.00

3. The following 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 in B.4., preceding, during the guaranteed periods.

	USOC	NONRECURRING CHARGE
• Same Day Installation Guarantee, per order	AC9SD	\$44.00
• Next Day Installation Guarantee, per order	AC9ND	30.00

[1] These charges 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 (CONT'D)

3.1.9 EXPRESS CHANGE CHARGES

A. Description

CENTRON, Centrex and Centrex Plus customers may have changes to their service completed within a one-hour time frame or on an overnight basis. These changes include feature changes (move, add, delete and/or change features), system changes, moves and rearrangements of telephone numbers, and moves and changes to lines within a system.

B. Definitions

Standard Express Change

Change completed overnight.

Priority Express Change

Change completed within a one-hour period from the time the request is received by the Company.

Service Establishment Charge

One-time charge applicable to non-*CENTRON*/Centrex Plus Management System customers for initial express change request.

3. SERVICE CHARGES

3.1 MISCELLANEOUS NONRECURRING CHARGES

3.1.9 EXPRESS CHANGE CHARGES (CONT'D)

C. Terms and Conditions

1. All express changes are processed by the Company.
2. Adding or disconnecting telephone numbers cannot be done on an express change basis.
3. The Company will process changes on an express basis where technically feasible. If, due to technical limitations, certain features/lines are not able to be changed on an express basis, the regular procedures and charges for processing a change request will apply.
4. Customers may request the same change be applied to multiple lines simultaneously. The Company will process up to 100 express feature changes, 80 express line changes, 20 priority feature changes and 4 priority line changes per day, per customer.
5. Customers may add optional features only in blocks of 10. There is no limit to the number of standard features that can be added using the express process, other than that stipulated above.
6. Customers must have a minimum of 20 station lines in their system in order to qualify for express charges.

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3.1 MISCELLANEOUS NONRECURRING CHARGES

3.1.9 EXPRESS CHANGE CHARGES (CONT'D)

D. Rates and Charges

1. Customers may request multiple changes on the same line. Charges are assessed per line, per request, regardless of the number of changes made per line. ("Per request" is defined here as each time the customer contacts the Company.)
2. Charges for express transactions are in addition to all other charges applicable to the associated service, except as specified herein. Nonrecurring charges found elsewhere for moving or changing features or moving or changing lines within the customer's system do not apply when express changes are made.
3. Features added using the express process will be assessed the same monthly recurring rates as if they were added through the conventional service order process and will be reflected on the customer's bill as such.
4. Customers must have a minimum of 20 station lines in their system in order to qualify for express changes.

	USOC	NONRECURRING CHARGE
• Service Establishment Charge, initial request	XPTXX	\$150.00
• Standard Express Change, per line, per request	XPT0X	6.00
• Priority Express Change, per line, per request	XPT1X	12.00

3. SERVICE CHARGES

3.1 MISCELLANEOUS NONRECURRING CHARGES (CONT'D)

3.1.10 EXPEDITED MAINTENANCE SERVICE

It is contemplated that all maintenance work can be performed during regular working hours as outlined in the Company's 3-T Plan. The Company shall, for out-of-service repair calls, offer same day repair service for calls received as specified in its Today's Trouble Today (3-T Plan). Customer requests for expedited repair service outside of the time commitments specified in the 3-T Plan which result in after hours (overtime) work will be charged an hourly rate in quarter-hour increments. A Trouble Isolation Charge may also apply to customers who do not subscribe to *LINEBACKER* Service. These charges will not apply if the customer has *LINEBACKER* Service and the trouble is on the customer's premises.

A. Today's Trouble Today

In the event a customer, Residence or Business, discovers an out-of-service problem with their telephone service, the following will transpire. They will call the Centralized Repair Service Answering Bureau in Des Moines and be greeted by a contract person who will ask them, "When would you like your service repaired?" If this request falls within our normal scheduling interval, we will give the customer the requested commitment time. If the request falls outside our normal scheduling interval, i.e.; extremely short commitment, late at night, etc., the CRSAB contact person will have the latitude to negotiate with the customer and make a counter offer which would fall within our normal scheduling interval or offer the After Hours Repair Charging Plan (See 7., following).

The District Maintenance Centers in Rapid City and Sioux Falls will schedule in the following manner:

Monday through Friday	7:00 through 6:00 p.m.
Saturday	8:00 a.m. to 5:00 p.m.
Sunday and Holidays	Emergency Call-Out Only

Commitment times will be given as follows:

3. SERVICE CHARGES

3.1 MISCELLANEOUS NONRECURRING CHARGES

3.1.10 EXPEDITED MAINTENANCE SERVICE

A. Today's Trouble Today (Cont'd)

1. Metropolitan Exchanges - Monday through Saturday (Rapid City and Sioux Falls)

a. Customer calls in between 8:00 a.m. and 2:59 p.m.

- (1) If they ask for a specific time with a minimum of four hours or more response time, they will be given the requested time.
- (2) If they do not ask for a specific time, they will be offered "by 7:00 p.m. today."
- (3) If (2) above is not satisfactory, the contact person may back up to a four-hour commitment. No call to the Maintenance Center will be necessary.
- (4) If they ask for a commitment time of less than four hours response time, the contract person will negotiate a four-hour response time with them.

b. Customer calls in between 3:00 p.m. and 4:59 p.m.

- (1) If they ask for a specific time or the next normal working day with a minimum response time of four hours or more, they will be given the requested time.
- (2) If they do not ask for a specific time, they will be offered "by 12:00 p.m. tomorrow or the next working day."
- (3) If the customer requests it be fixed today, they will be told by the CRSAB that we will fix it today; but if the repair takes until after 6:00 p.m., there could be an After Hours Repair Charge in order to expedite their request. These charges do not apply if the trouble is on the customer's premises and they have *LINEBACKER* Service.

3. SERVICE CHARGES

3.1 MISCELLANEOUS NONRECURRING CHARGES

3.1.10 EXPEDITED MAINTENANCE SERVICE

A.1. (Cont'd)

- c. Customer calls in between 5:00 and 7:59 p.m.
 - (1) If they ask for a specific time or the next normal working day with a minimum response time of four hours or more, they will be given the requested time.
 - (2) If they do not ask for a specific time, they will be offered "by 12:00 p.m. tomorrow or the next working day."
 - (3) If they are not satisfied with the offered time and request an "after hours" repair visit, they will be offered the "After Hours Repair Charging Plan." These charges will not apply if the customer has *LINEBACKER* Service and the trouble is on the customers' premises.
- 2. Metropolitan Exchanges - Sundays and Holidays
 - a. If the customer asks for a specific time on the next normal workday which has a minimum of four hours or more response time, they will be given that time.
 - b. If they do not ask for a specific time, they will be offered "by 12:00 p.m." on the next normal workday.
 - c. Same as 1.c.(3) above.
- 3. Non-Metropolitan Exchanges - Monday through Thursday
 - a. Same as Metropolitan Exchanges. See 1. and 2. above.
- 4. Non-Metropolitan Exchanges - Fridays
 - a. Same as Metropolitan Exchanges. See 1. above.
 - b. 3:00 p.m. and after - the customer will be offered Monday by 12:00 p.m. If this is not satisfactory, the After Hours Repair Charging Plan will be offered as an option between 3:00 p.m. Friday and 6:59 a.m. Saturday. These charges will not apply if the customer has *LINEBACKER* Service and the trouble is on the customers' premises.

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3.1 MISCELLANEOUS NONRECURRING CHARGES

3.1.10 EXPEDITED MAINTENANCE SERVICE

A. Today's Trouble Today (Cont'd)

5. Non-Metropolitan Exchanges - Saturdays
 - a. The customer will be offered Monday by 12:00 p.m.
 - b. If a. above is not satisfactory, the contract person may back up to a four-hour commitment.[1]
 - c. Same as Metropolitan Exchanges. See 2., preceding.
 - d. The After Hours Repair Charging Plan will be offered as an option after 5:00 p.m.
6. Non-Metropolitan Exchanges - Sundays and Holidays
 - a. The customer will be offered same as Metropolitan Exchanges.

[1] No call to the Maintenance Center will be necessary. An emergency field call-out between 7:00 a.m. and 2:59 p.m. will be handled by the Maintenance Center.

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3.1 MISCELLANEOUS NONRECURRING CHARGES

3.1.10 EXPEDITED MAINTENANCE SERVICE

A. Today's Trouble Today (Cont'd)

7. After Hours Repair Charging Plan

Residence and Business customers who demand immediate repair service at night or on Sundays and Holidays will be offered the following options:

- a. A repair commitment during the next regularly scheduled repair period for no charge.
- b. Immediate repair on a call-out basis with the following rates to apply for hours as defined in 1. through 6.

	CHARGE
Initial 1/4 hour increment[1,2,3]	\$17.75
Each additional 1/4 hour increment[1,2,3]	9.75

[1] A Nonrecurring Charge will not be applied.

[2] Trouble Isolation Charge may apply to customers not subscribing to *LINEBACKER* Service when trouble is on the customers' premises.

[3] There will be no additional material charge added to these charges.

NOTICE
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

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3. SERVICE CHARGES

3.1 MISCELLANEOUS NONRECURRING CHARGES (CONT'D)

3.1.11 EXPEDITED ORDER CHARGE

(N)

Integrated Services Digital Network (ISDN) 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.