

5. EXCHANGE SERVICES

5.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS (CONT'D)

5.5.7 PUBLIC ACCESS LINE SERVICE

A. Description

1. Public Access Line (PAL) Service will apply for use with Payphone Service Provider (PSP) pay telephones at locations accessible to the public, e.g. stores, business places, including boarding or rooming houses and school or college buildings, where desired by the owner of the premises.
2. Directory listings may be provided under the regulations governing the furnishing of listings for business main line customers. However, listings (not indicating a business or profession) provided in connection with PAL Service furnished at boarding or rooming houses or at other locations where the party desiring the additional listings resides, are furnished under the regulations covering the furnishing of listings in connection with residence main line service.
3. Basic PAL consists of a flat or message, two-way or outgoing only line without screening.
4. Smart PAL Service is a flat or message, two-way or outgoing only line which utilizes central office coin control features. This service provides:
 - Coin signaling, including coin collect and coin return.
 - Company completed and carried local and intraLATA toll messages, both sent paid and non-sent paid.
 - Company operator services/systems for all 0-, 0+ and 1+ intraLATA toll calls, and 0+ local calls.
 - Routing to the presubscribed carrier for all 0+ and 00- interLATA calls.
 - Pay-per-call blocking (e.g. 900 and other information delivery services).
 - Incoming and outgoing call screening.
 - Access to:
 - Directory assistance,
 - 911 emergency code,
 - All interexchange carriers,
 - 800/800-type service and 950 telephone numbers,
 - Company repair service.

5. EXCHANGE SERVICES

5.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS

5.5.7 PUBLIC ACCESS LINE SERVICE

A. Description (Cont'd)

5. Fraud Protection Service for Basic PAL Service offers three levels of protection: incoming, outgoing, and incoming & outgoing as described below.
 - Incoming Fraud Protection, or Billed Number Screening (BNS), prohibits collect and/or third number billed calls from being charged to Incoming Fraud Protected numbers. Callers attempting to place a collect or third number billed call using an Incoming Fraud Protected number for billing will be advised by an operator that such billing is unauthorized and the call will not be completed until other payment or billing arrangements are made.
 - Outgoing Fraud Protection restricts outgoing toll calls to only collect, third number billed and calling card.
 - Incoming & Outgoing Fraud Protection is a combination of the two aforementioned Fraud Protection Services.

Fraud Protection Service is subject to the availability of facilities with Basic PAL Service. Operator assisted, collect and/or third number billed calls originating from locations that do not have screening capabilities may not be capable of being intercepted and denied and will be billed, e.g., International calls and calls that do not go through the Billing Validation Authority database. Provision of Fraud Protection does not alleviate customer responsibility for completed toll calls. Rates and Charges for this service are set forth in 5.5.7.D.5., following.

6. Vendor Billing Service

Vendor Billing Service is an arrangement whereby the Company provides billing and collection services for Payphone Service Providers (PSP) with Basic PAL Service. The offering includes billing a service charge on the end user's bill when placing a non-sent paid local or intraLATA call utilizing the Company's operator services from the PAL line, collecting the service charge amount as well as remittance of funds due to the PSP.

Remittance of funds will be provided to the PSP after applicable Company charges are deducted.

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5. EXCHANGE SERVICES

5.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS

5.5.7 PUBLIC ACCESS LINE SERVICE (CONT'D)

B. Responsibility of the Customer

1. The customer shall be responsible for the installation, operation and maintenance of any PSP pay telephones used in connection with this service.
2. The customer shall be responsible for the payment of a Trouble Isolation Charge as provided in the Premises Wiring Section for visits by a Company employee to the customer's premises when a service difficulty or trouble report results from the use of PSP pay telephones. The owner of the pay telephone or responsible party will be contacted prior to sending an employee out to find the problem.
3. The customer shall be responsible for payment of charges for all toll messages originating from or accepted at this type of service, unless due to Company error.

C. Terms and Conditions

1. The Company is not liable for shortages of coins deposited and/or collected from the pay telephones used on PAL Service.
2. The Company is not liable for end-user fraud associated with failure of the customer's pay telephones to perform correctly.
3. The following terms and conditions are specific to Smart PAL Service:
 - a. Separate lines are used for each pay telephone instrument installed. Off premises extensions are not permitted.
 - b. The customer must insure that the telephone sets used with Smart PAL Service are capable of rating sent-paid local calls and are compatible with, and cause no harm to the Company's network.
4. The following terms and conditions are specific to Vendor Billing Service:
 - a. The PSP will determine the price of the service charge to the end user.
 - b. The PSP must subscribe to the appropriate Fraud Protection Service, specified in 5.5.7.A.5., which is compatible with Vendor Billing Service for each line used in the provision of Basic PAL Service.
 - c. The Company will furnish and maintain the facilities required for proper service charge processing.

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5.5.7 PUBLIC ACCESS LINE SERVICE

C.4. (Cont'd)

- d. The Company will provide billing, collection, and inquiry for the service charge.
- e. The service charge will appear on the Local Exchange Carrier page of the end user's monthly bill for all non-sent paid local or intraLATA calls originating on the Basic PAL line and using the Company's operator services.
- f. The PSP will be required to sign a contract outlining the terms and conditions under which Vendor Billing Service will be provided.

D. Rates and Charges

- 1. The "local message" from PAL Service served by a given exchange is a completed local call, originating at such service and terminating at any service which may be called, without toll charge, from all other service served by the exchange concerned.
- 2. Charges for Basic PAL Service are as follows:

	USOC	NONRECURRING CHARGE[1]	MONTHLY RATE	(D) (C-M)
• Flat				
- Two-way	1KY	\$80.00	\$18.88	
- Outgoing only	1GY	80.00	18.88	
• Message[1]				
- Two-way	17Q	80.00	16.81	
- Outgoing only	16Q	80.00	16.81	(C-M)

[1] Usage charges exceeding \$20.00 per line within a monthly billing period will be discounted 30%.

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5.5.7 PUBLIC ACCESS LINE SERVICE

D. Rates and Charges (Cont'd)

3. Smart Public Access Lines will be provided at the following rates and charges:

	USOC	NONRECURRING CHARGE	MONTHLY RATE	
• Flat				(M)
- Two-way	5FP	\$80.00	\$19.50	(M1)
- Outgoing only	5FO	80.00	19.50	
• Message[1]				(C)
- Two-way, per line	1NH	80.00	17.43	
- Outgoing only, per line	14C	80.00	17.43	(C)(M1)

[1] Usage charges exceeding \$20.00 per line within a monthly billing period will be discounted 30%.

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5.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS

5.5.7 PUBLIC ACCESS LINE SERVICE

D. Rates and Charges (Cont'd)

4. Usage Rates

**RATE PER
CALL**

- Message charge, per message

\$0.03

5. Fraud Protection Features will be provided to customers at the following rates and charges:

	USOC	NONRECURRING CHARGE	MONTHLY RATE
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- Fraud Protection

- Incoming, per line	PSES1	—	—
- Outgoing, per line	PSESO	\$1.12	\$0.11
- Incoming and Outgoing, per line	PSESP	1.12	0.11

6. Vendor Billing Service

a. Charges

The following charges are in addition to the rates and charges for a PAL line or other services associated with the line.

CHARGE

- Per service charge billed to an end user

\$0.10

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5. EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.1 DIRECTORY LISTINGS

A. Description

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 regulations 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.

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.

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 identify properly a listing, descriptive titles or designations also may 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 list properly a person or firm, no additional charge is made.
4. When a customer desires 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, 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. Limitations concerning content of primary listings.
 - a. Any form of listing which does not facilitate directory service or otherwise is objectionable or unnecessary for purposes of identification is not permitted.
 - b. The listing of a service, commodity or trade name will not be permitted except when the name of the service, commodity or trade name is the name of an integral part of the name under which the listed party is doing business.
 - c. Listings that include advertising, such as words describing a product or including the price of a product or service, are not permitted.
 - d. Names designed to alphabetize a customer's listing ahead of or near competitors' listings are not permitted.
 - e. Listings which are offensive to good taste are not permitted.
 - f. Listings which are a subterfuge for illegal goods or services are prohibited.
 - g. Evidence may be required in the form of cancelled checks, letterheads, invoices, tax receipts, or other documents which, in the opinion of the Company, substantiate that a name is in fact the name under which business is regularly conducted.
 - h. The Company may require evidence of consent to the use of any name other than that of the customer.
6. A customer's listing may be omitted from the directory but otherwise posted on the information records and will be given out on request. This is referred to as non-listed service and is furnished subject to rates specified in Rates and Charges following.
7. A customer's listing may be omitted from the directory but will be posted on the information records without a telephone number. This is referred to as "non-published" service, and is furnished subject to rates specified in Rates and Charges following.

5. EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.1 DIRECTORY LISTINGS

B. Terms and Conditions (Cont'd)

8. The following exceptions are furnished without charges either as Nonlisted or Nonpublished Directory Service.
 - a. Other listed telephone service in the same name and in the same exchange or in an exchange in which directory listings are intersorted with those of the exchange in which the published listing applies.
 - b. Special Reverse Charge Toll Service.
 - c. Foreign Exchange Service where the customer is also furnished Local Exchange Service.
 - d. Inward Wide Area Telecommunications Service.
 - e. Temporary service (construction sites, election campaigns, special events, radio broadcasts, etc.).
 - f. Service involving data terminals where there is no voice use contemplated.
 - g. Residence teletype service.

When the no charge exceptions listed above are Nonpublished Directory Service, B.2., preceding, does not apply, and the name as well as the telephone number are omitted from Directory Assistance Records.

Incoming calls to nonpublished service telephone numbers will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. The acceptance by the Company of the customer's request to furnish nonpublished service does not create any relationship or obligation, direct or indirect, to any person other than the customer.

In the absence of willful misconduct, no liability for damages arising from publishing the telephone number of a nonpublished or nonlisted service customer in the directory, or disclosing a nonpublished service telephone number to any calling party, shall be attached to the Company; and where such a number is published or is disclosed by a Company employee, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such service.

5. EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.1 DIRECTORY LISTINGS

B.8. (Cont'd)

Nonpublished and nonlisted telephone numbers including the name and address of the customer may be displayed on a call-by-call basis at Public Service Answering Points (PSAP) that are equipped with Enhanced 911 (E911) Universal Emergency Number Service.

9. One free directory listing will be provided for 800 *SERVICELINE* Option. Additional directory listings will be provided at applicable additional listing rates shown herein.
10. Nonpublished information may be released to emergency service providers, to customers who subscribe to Company offerings which require the information to provide service and/or bill their clients, or, to telephone customers who are billed for calls placed to or from nonpublished numbers and to entities which collect for the billed services. Nonpublished names and/or telephone numbers may also be delivered to customers on a call-by-call basis.

C. Primary Listings

1. A primary listing is provided as a part of, and is included in the rate for, exchange telephone service. It is furnished in the directory of the serving exchange.
2. A primary listing normally is the name and address of (1) the person or firm contracting for exchange telephone service, (2) a joint user, (3) a party for whom the exchange telephone service was contracted for by another party, (4) the name under which a firm regularly conducts business or (5) the same surname with no more than two individuals' given names. Each given name, for purposes of this Catalog, is defined as any combination, not to exceed two, of the following:
 - First name
 - Middle name
 - Initial
 - Nickname
 - Maiden name

An additional listing reversing the order of the individuals' given names may be obtained at the rates for regular additional listings as specified in Section 5 of the Exchange and Network Services Catalog. The restriction of no more than two given names applies only to listings involving two individuals' names.

5. EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.1 DIRECTORY LISTINGS

C. Primary Listings (Cont'd)

3. The primary listing, provided with a customer's second residence exchange service line, may be the name or names and address of members of a customer's family residing in his household. Such primary listings with more than one name must be indented under another primary listing.
4. When two or more lines serve a customer in a group arranged for a 'hunting' operation, each group of lines is considered one telephone number and is entitled to only one primary listing.
5. Except as outlined above, a primary listing is provided with each main station associated with Business, Residence, PAL, Rural and Service Station services, with each Joint User, and for Night Terminal Service. One primary listing per system is provided for Branch Exchange, Centrex and Radio Carrier systems.
6. If a customer or joint user has both business and residence service, the primary residence listing may be indented under the business listing without repeating the name.
7. Dual name listings may be provided for two customers subscribing to residence service who may or may not share the same surname but who share the same service and reside at the same address. Dual name listings are defined as listings which contain the names or initials of two persons.

D. Additional Listings

1. Additional listings are those listings furnished in addition to the primary listing as specified in Section 5 of this Catalog at the rates provided under Rates and Charges following. There are six kinds of additional listings - regular, alternate, foreign, temporary, informational and cross reference.
2. A listing arrangement of not more than two individuals with the same or different surname(s), sharing the same service, and residing at the same address, may also be provided as additional listings according to the terms and conditions as specified in paragraph B., preceding.

5. EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.1 DIRECTORY LISTINGS

D. Additional Listings (Cont'd)

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.
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-premise address of a branch exchange station, Centrex station or push button telephone station or multiline telephone station equipped with intercommunication between the primary listing address and the off-premises address, and provided further that the off-premise address is occupied by the subscriber or qualified joint user.
5. Additional listings are available for unrestricted stations of Centrex 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. However, upon customer request, the charges will be made effective with the next directory issue; in which case, the listing will not be made available from directory assistance until that time.
8. Additional listings may be provided without charge where, in the opinion of the Company, they are essential to the convenient use of the directory.
9. Business additional listings, if qualified under regulations governing use of the service, 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 or representatives of the customer or joint user; the names of firms, persons, corporations, associations, or institutions which the customer or joint user owns, controls or represents.

Representation is defined as the relationship in which one acts as an agent for another. It does not include cases where one sells commodities or performs other services, but in so doing acts for oneself and not as the agent for another.

5. EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.1 DIRECTORY LISTINGS

D. Additional Listings (Cont'd)

10. Residence additional listings, if qualified under regulations concerning use of the service, 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 hotel or apartment house, dormitory or club, where the service of such guests or tenants is provided through the branch exchange of the hotel or apartment house, dormitory 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 indented under such business listings.

11. 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.

12. Foreign Listings

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

13. Temporary Listings

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

14. Cross-Reference Listing

A cross-reference listing is a listing of the name by which the customer is commonly known to the public and includes a reference to the customer's other listed name. Cross-reference listings may include the customer's telephone number. These listings may be provided without charge where, in the opinion of the Company, they are essential to the convenient use of the directory or where their use will facilitate the handling of telephone calls.

5. EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.1 DIRECTORY LISTINGS

D. Additional Listings (Cont'd)

15. Informational Listing

Additional material (non-promotional in nature) that is included with a primary, additional or foreign directory listing and is necessary for the proper routing of calls. The primary or additional listing consists of the name, a designation or title, if appropriate, address (unless omitted) and a telephone number. Any information in addition to this is considered an informational listing.

16. Termination of Service

- a. Additional directory listing service is furnished only by directory periods established by the Company. Subject to the conditions hereinafter set forth, the charges for such service may be terminated prior to the expiration of an established period.
- b. Except as hereinafter provided, the charge for an additional directory listing which has been posted on the information records, but which has not appeared in the directory, may be terminated at any time upon payment of charges due to time of termination of the listing, subject to a minimum of one month's charges.
- c. Additional directory listings appearing in the current directory may be terminated at other than directory periods only when, due to termination of the main station service, removal of the listed party from the location of the main station service, installation of separate main station service for the listed party, or other causes, it is evident that the listing has no further value. Such termination is subject, however, to payment of a minimum of one month's charges except as hereinafter provided.
- d. Temporary listings for tenants leasing or sub-leasing premises of residence customers are subject to the same termination provisions as other additional listings.

5. EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.1 DIRECTORY LISTINGS (CONT'D)

E. 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.