

Qwest Corporation

Catalog No. 2

Washington

SECTION 2

3rd Revised Index Sheet 1

Cancels 2nd Revised Index Sheet 1

EXCHANGE AND
NETWORK SERVICES

Effective: December 1, 2007

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

SUBJECT	SHEET	
60 Day Product Guarantee	30.2	(N)
Adjustment of Charges	56	
Advanced Payments and Deposits	52	
Application for Service	22	
Assigning and Changing of Telephone Numbers	35	
Billing	57	
Billing Period	58	
Building Space and Electric Power Supply	64	
Company's Right of Access to Customers' Premises	61	
Complaints/Appeals	47	
Consumer Bill of Rights	31	
Contractual Service Agreements	84	
Definition of Terms.....	1	
Deposits	52	
Directory Errors or Omissions	62	
Duplicate Bill Charge	51	
Emergency Measures in Case of Disaster	77	
Errors in Transmitting, Receiving or Delivering Messages by Telephone	60	
Establishing and Furnishing Service	22	
Grounds for Termination of Service, Without Prior Notice	38	
Hazardous or Inaccessible Locations	63	
Impaired Credit	56	
Interest on Deposits	54	
Intra-Premises Network Cable and Wire	78	
Itemized Statements	58	
Late Payment Charge.....	50	
Liability of the Company	60	
Listings in Directories	62	
Listings in Directory Assistance	62	

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

Washington

SECTION 2

2nd Revised Index Sheet 2

Cancels 1st Revised Index Sheet 2

EXCHANGE AND
NETWORK SERVICES

Effective: April 20, 2009

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

SUBJECT	SHEET	
Maintenance and Repair	61	
Natural Disaster Relief For Customers	82	(T)
Notice Necessary Prior to Termination	37	
Notices	41	
Number Assignment	35	
Obligation to Furnish Service	27	
Payment for Service	49	
Payment of Bills	49	
Prorating of Opening and Closing Bills	58	
Rate Center	15	
Reasons for Termination	36	
Record of Complaints	48	
Refund for Overcharge	58	
Refusal of Service	24	
Regulated Network Facility Terminations.....	78	
Rendering of Bills	57	
Responsibilities of the Customer	64	
Restoral of Service From Disconnection	42	
Restrictions on Termination	40	
Returned Payment Charge	49	
Service Connections to be Made by Company's Employees Except Under Specified Conditions	61	
Service to and Within a Building, Building Space and Electric Power Supply	64	
Service Liabilities	60	
Special Services	43	
Special Taxes, Fees and Charges	65	
Supersedure of Service	26	
Tax Rates	66	
Temporary Suspension of Service - Customer Initiated.....	43	
Termination Liability/Waiver Policy.....	45	
Termination of Service - Company Initiated	36	
Termination of Service - Customer Initiated	44	
Transfer of Service Between Customers (Supersedure)	26	
Use of Facilities	61	
Use of Service	23	

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation
Catalog No. 2
Washington

SECTION 2
Original Sheet 1

**EXCHANGE AND
NETWORK SERVICES**
Effective: September 1, 2006

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS

Certain terms and phrases used in this Catalog have the meaning as given in the definitions shown below:

800 Service and 800 Serviceline Option

Denotes a toll-free service when the 8XX service access code (i.e., 800, 822, 833, 844, 855, 866, 877 or 888, as available) is used. The term 800/800-type service is used interchangeably with 800 Service and 800 Serviceline Option throughout this Catalog to describe this service.

Access Line

See "Carrier Access Line" and/or "Exchange Access Line".

Applicant

An individual or legal entity making application to the Company for service except as defined in 4.2.2.B.1 of the Exchange and Network Services Tariff.

Base Rate Area (BRA)

The area of highest population density within an exchange. The exchange boundary and the BRA boundary may be the same. The BRA is set forth on the Exchange and Network Services Tariff map.

Billing Date

The date on a bill which represents the start of the regular monthly billing period. See 2.3.2.

Building

A structure that houses the customer. Separate buildings are treated as one building if the customer furnishes and maintains a joining passageway, which is suitable to the Company for the placing of wire facilities. Pipes and conduit are considered enclosed passageways.

Qwest Corporation
Catalog No. 2
Washington

SECTION 2
Original Sheet 2

**EXCHANGE AND
NETWORK SERVICES**
Effective: September 1, 2006

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (CONT'D)

Call Forwarding

A function which allows incoming calls to be advanced to another telephone number. The number the calls are advanced to may be changed as required by the customer.

Calling Card

A billing arrangement by which a call may be charged to an authorized Company designated number. Previously it was known as a "credit card".

Call Waiting

A function that provides a tone to the party using the telephone to indicate another call is waiting on the line. Successive transfers between calling parties can be accomplished through switchhook operation.

Carrier Access Line

A circuit between a telecommunications company switching center and an Interexchange Carrier's (IC's) premises which includes a point of termination and which provides access to end users in the local exchange network.

Central Office

Equipment used to terminate, interconnect and switch access lines and trunks to provide telecommunications.

Centrex-Type Service

Central office based services furnished to a customer by means of exchange access lines. Terms, conditions and rates of features may be stated in this Catalog.

Channel

A path for communication or signaling between two or more locations which provides service to the general public, having the necessary equipment and operating arrangements for terminating and interconnecting customer lines and trunks.

Qwest Corporation
Catalog No. 2
Washington

SECTION 2
Original Sheet 3

**EXCHANGE AND
NETWORK SERVICES**
Effective: September 1, 2006

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (CONT'D)

Class of Service

The various categories of service generally available to the customer; business, residence and Public Access Line (PAL) are examples of general categories that contain several classes of service.

Client

The customer of a service provided to a customer-of-record by the Company, such as Telephone Answering Service. The term "client" means the same and may be used interchangeably with "patron".

Communications Systems

A combination of equipment and facilities which provide telecommunication requirements of a customer.

Company

Qwest Corporation.

Connecting Arrangement

The equipment provided by the Company to accomplish the direct connection of customer-provided facilities with the facilities of the Company.

Contiguous Exchanges

Exchanges whose boundaries adjoin.

Qwest Corporation
Catalog No. 2
Washington

SECTION 2
Original Sheet 4

**EXCHANGE AND
NETWORK SERVICES**
Effective: September 1, 2006

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (CONT'D)

Continuous Property

Property occupied by a customer that may be served without crossing a public street, right-of-way or the property of another. Noncontinuous property is treated as continuous if the customer furnishes a passageway which is suitable to the Company for the placing of wire facilities. Pipes and conduit are considered enclosed passageways.

Contract

The service agreement between a customer and the Company under which services and/or facilities are furnished. The term "contract" may refer to a separate agreement between the Company and the customer; it may refer to these Catalog Terms; and it may refer to a set of documents that apply to and govern the relationship between the Company and the customer, including filed tariffs or other filed documents, if any, these Catalog Terms, and other documents, depending on the context.

Cost

The words "cost" and "actual cost", as used in this Catalog, are intended to cover the actual cost of material, labor, and related expenses.

Custom Calling Services

A term describing special features provided from specially equipped central offices. These can include Call Forwarding, Call Waiting, Speed Calling and Three-Way Calling.

Customer

A person or legal entity who has applied for, been accepted, and is currently receiving service.

Qwest Corporation
Catalog No. 2
Washington

SECTION 2
Original Sheet 5

**EXCHANGE AND
NETWORK SERVICES**
Effective: September 1, 2006

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (CONT'D)

Customer-of-Record

The customer (person or entity) who resells or shares exchange services.

Customer-Provided Equipment (CPE)

Telecommunication devices, equipment, and associated wiring located on the customer's side of the protector/Standard Network Interface (SNI).

Date of Presentation

The date upon which a bill or notice is mailed, postage prepaid, in a sealed envelope properly addressed to the customer, or if not mailed, the date upon which that bill or notice is presented to the customer by a representative of the Company.

Demarcation Point

The point of interconnection between the Company's regulated telecommunications facilities and terminal equipment, protective apparatus or wiring at a premises.

Deposit

Any payment held as security for future payment or performance to be returned after the customer establishes a record of satisfactory credit.

Directory Listings

Essential information in the telephone directory or directory assistance records that allows telephone users to determine the telephone number of a listed customer.

Drop Wire

Wires between an open wire lead, aerial or underground cable terminal and the point of entrance to the building in which the customer's telephone service is located.

Qwest Corporation
Catalog No. 2
Washington

SECTION 2
Original Sheet 6

**EXCHANGE AND
NETWORK SERVICES**
Effective: September 1, 2006

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (CONT'D)

Emergency

A situation which exists when serious illness, public safety or public necessity is involved.

End User

A customer of an Interexchange Carrier (IC) taking service offered in combination with telephone companies and other carriers.

Exchange

A specified geographic area established for the furnishing of communication service. It may consist of one or more central offices together with the associated plant used in furnishing service within that area.

Exchange Access Line

An exchange access line is a serving central office line equipment and all outside plant facilities needed to connect the serving central office with the customer premises. These facilities are Company provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the tariffed use offering selected by the customer.

Extended Line

A line extended from the primary location of one service to another service either on or off premises.

Qwest Corporation
Catalog No. 2
Washington

SECTION 2
Original Sheet 7

**EXCHANGE AND
NETWORK SERVICES**
Effective: September 1, 2006

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (CONT'D)

Facilities

Supplemental equipment, apparatus, wiring, cables, supporting structures and other materials and mechanisms necessary to or furnished in connection with telephone service.

Flat Rate Service

Service furnished at a fixed monthly rate.

Qwest Corporation
Catalog No. 2
Washington

SECTION 2
Original Sheet 8

**EXCHANGE AND
NETWORK SERVICES**
Effective: September 1, 2006

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (CONT'D)

(N)

Foreign Exchange (FX)

Any exchange other than that in which the customer's premise is located.

Foreign Exchange Service

Service furnished within a Local Access and Transport Area (LATA) from an exchange other than the exchange from which the customer would normally be served.

Grade of Service

Refers to the number of parties served on a telephone line; for example: one-party, two-party, four-party, etc.

Grandfathered Service

Service that is no longer offered to new applicants, but may continue for existing customers who had the service prior to a specific date.

Guarantee

A written agreement of payment for a customer service, signed by another person that has acceptable credit. May be referred to as a Guarantor Agreement or Letter of Guarantee.

Hunting Line

A general designation for lines so arranged that the switching equipment will search to find an available line when a busy signal is received.

Qwest Corporation
Catalog No. 2
Washington

**EXCHANGE AND
NETWORK SERVICES**
Effective: December 1, 2007

SECTION 2
1st Revised Sheet 9
Cancels Original Sheet 9

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (CONT'D)

Individual Case Pricing (ICB)

ICB may be used if terms, conditions, or prices vary from the catalog. The Company may customize any terms, conditions, or prices to meet a specific customer's needs, provided those changes are mutually agreed to by the customer and the Company in an Individual Case Basis (ICB) contract.

Information Provider (IP)

A person or entity, unaffiliated with the Company, who provides announcements or interactive programs.

Inside Wire (IW)

Telephone wiring located on the building owner's/customer's side of the SNI. Such wiring is fully deregulated and competitive. Installation and maintenance of Inside Wire is the responsibility of the customer or building owner.

Interexchange Carrier (IC)

A person or entity engaged for hire in interstate, intrastate or foreign communications with or without wires. Services of ICs are normally provided to end users.

Interexchange Mileage

Mileage between exchanges as determined for message toll telephone service.

Interexchange Receiving Service

Interexchange Receiving Service will be furnished over the Company's toll circuits from one exchange to the customer's station location in another exchange. The customer assumes responsibility for payment of the toll charges.

(N)
|
(N)

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (CONT'D)

Intraexchange Channel

A line located wholly within an exchange area, furnished for the customer's own use for communication between stations connected to that line. An intraexchange channel may not be connected to exchange access lines. This service is furnished under the Private Line Transport Services Catalog.

(T)

Intra-Premises Network Cable and Wire (IPNCAW)

A term used to describe the portion of the exchange access line circuit that commences at the entrance to a Minimum Point Of Entry (MPOE) extending the "exchange access line" facilities within a structure up to and including the SNI.

Joint User

An individual or concern authorized by the Company and the customer to share in the use of the customer's business telephone service. All arrangements regarding service must be made by the customer.

Line Extension

The extension of outside plant or facilities required for the establishment of service outside of the Base Rate Area (BRA). Line extension includes the facilities and the drop or buried service wire necessary to complete the local loop in order to provide a protector/SNI at the customer premises.

Link-up America Program

A program which provides for a reduction against the nonrecurring charge for connection of a residential exchange access line. This credit is only available to customers who meet eligibility requirements established by the Federal Communications Commission (FCC). The credit applies to the single line serving the customer's principal residence.

(N)
—
(N)

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (CONT'D)

Local Access and Transport Area (LATA)

Geographic areas within which the Company provides local and long distance calling services. The Company does not provide calling services between LATAs. LATA designations are kept on file in the Company regulatory operations office.

Local Exchange

Exchange in which the customer's premises is located.

Local Message

A message not subject to toll charges.

Local Service

Exchange access service furnished between customer's premises located within the same local service area.

Local Service Area

The area within which exchange access service is furnished under specific rates. This area may include one or more exchanges without the application of toll charges.

Measured Service

A local service for which charges may be based upon: frequency, time of day, duration and distance.

Message

A completed communication between two exchange access lines.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (CONT'D)

Message Rate Service

A service for which a fixed monthly rate is charged for each outgoing local message up to a stipulated number. A separate charge is made for each outgoing local message completed beyond the limit stipulated.

Mileage

• Foreign Exchange - Contiguous Exchanges

The airline distance measurement between a point in the local exchange to the nearest point on the common boundary of the local and foreign exchanges.

• Foreign Exchange

Noncontiguous Exchange-The interexchange measurement between the rate centers of the local and foreign exchanges.

• Interexchange-Common Concentrator and Identifier Lines

The interexchange measurement between the rate centers of the exchanges in which the concentrator unit and identifier unit are located.

• Interoffice

The airline distance measurement in quarter miles between buildings serving different central office districts.

• Suburban

The airline distance, measured in quarter miles from a point outside the BRA of an exchange to the nearest point on the boundary of that exchange.

Mileage Charges

Recurring charges based on airline distance measurement as provided in the applicable sections.

**EXCHANGE AND
NETWORK SERVICES**
Effective: September 1, 2006

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (CONT'D)

Minimum Point Of Entry (MPOE)

The closest practicable point to where regulated facilities cross a property line or the closest practicable point to where the regulated facilities enter a multiunit building or buildings.

Monthly Rate

A recurring charge, for a period of thirty days, made in conjunction with the provisions of a service.

National Security Emergency Preparedness (NSEP)

See "Telecommunications Service Priority (TSP)".

Nonrecurring Charge

A onetime charge made under certain conditions to recover all or a portion of the cost of installing facilities or providing service.

Off Premises Station Line

A station line termination located in a building or location other than the building in which the main station line is terminated.

One Party Service

An exchange access line serving only one customer.

Qwest Corporation
Catalog No. 2
Washington

**EXCHANGE AND
NETWORK SERVICES**
Effective: December 1, 2007

SECTION 2
1st Revised Sheet 14
Cancels Original Sheet 14

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (CONT'D)

Party Line Service

A central office line arranged to serve more than one customer. Each customer has a different telephone number.

Patron

The customer of a service provided to a customer-of-record by the Company, such as Telephone Answering service. The term "patron" means the same and may be used interchangeably with "client".

Premises

The space occupied by a customer in a single building or in connecting buildings on continuous property. The space may be a dwelling unit, other building or a legal unit of real property such as a lot on which a dwelling unit is located subject to the local telephone company's reasonable and nondiscriminatory standard operating practices. For the purposes of the Intra-Premises Network Cable and Wire in 2.8.1, premises may also include space occupied by a customer in multiple buildings.

Private Line

A line consisting of dedicated communication channels connecting two or more locations. See the Private Line Transport Services Catalog.

(T)

Private Branch Exchange (PBX) Trunk

See "Trunk Line".

Qwest Corporation
Catalog No. 2
Washington

SECTION 2
Original Sheet 15

**EXCHANGE AND
NETWORK SERVICES**
Effective: September 1, 2006

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (CONT'D)

Public Access Line Service

Public Access Line (PAL) Service is provided for use with Payphone Service Provider (PSP) pay telephones at locations accessible to the public, subject to the availability of existing central office facilities and special operator equipped locations, as appropriate, e.g., Traffic Operator Position System (TOPS).

Public Roadway

Any roadway owned and controlled by a governmental agency.

Rate Center

A specified geographical location within an exchange area (or location outside the exchange area) from which mileage measurements are determined for the application of interexchange mileage rates.

Registered Equipment

Terminal equipment, multiline terminating systems, and protective circuitry which comply with and have been approved within the registration provisions of Part 68 of the Federal Communications Commission (FCC) Rules and Regulations.

Resale of Service

Exchange telecommunication service furnished by the Company for which the customer-of-record receives a payment or other compensation in excess of the prorated share of the Company billed charges for that service from any other person, firm or corporation for their use of that service.

Qwest Corporation
Catalog No. 2
Washington

SECTION 2
Original Sheet 16

**EXCHANGE AND
NETWORK SERVICES**
Effective: September 1, 2006

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (CONT'D)

Ringling Power

Alternating current electrical energy furnished to a Private Branch Exchange (PBX) switchboard or other facility for signaling purposes.

Rotary Service

Exchange access service in which telephone connections between customers are established by the use of a non-tone, rotary dial operated by the calling party.

Second Tier Exchange

An exchange which is separated at any point by a single exchange.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (CONT'D)

Service Wire

Includes both aerial drop wire and buried service wire and is defined as a wire or wires between an open wire lead, aerial or buried cable field termination and the protector on and/or in the building in which the customer's telephone service is located.

Speed Calling

A function that allows a customer to assign and dial abbreviated codes to frequently called numbers.

STAND-BY LINE Service

An additional business line service which allows business customers to expand access to their business and expand the capacity to make outgoing calls on an as needed basis. This service is designed for customers that experience periodic peaks and valleys in calling volumes to and from their business.

Standard Network Interface (SNI)

The network interface shall be located on the customer's side of the telephone company's protector, or the equivalent thereof in cases where a protector is not employed, at the Demarcation Point, as provided under the local telephone company's reasonable and nondiscriminatory standard operating practices. Any device utilized as an SNI must comply with F.C.C. Part 68 guidelines.

Supporting Structures

Pipes, conduits and poles used as support or protection of wire or cable facilities.

Qwest Corporation
Catalog No. 2
Washington

SECTION 2
Original Sheet 18

**EXCHANGE AND
NETWORK SERVICES**
Effective: September 1, 2006

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (CONT'D)

Supersedure

The transfer of customer service, including the telephone number, from one-party to another with the expressed or implied consent of the relinquishing customer, without interruption of billing and with no change in type or location of facilities.

Switched Access Service

See the Access Services Catalog.

Tariffs

The index, definitions, rules and regulations, rates, charges, conditions of service, concurrences, and maps adopted and filed by the Company and approved by the Washington Utilities and Transportation Commission (WUTC).

Telecommunications Service

Two-way switched access and transport of voice and/or data communications.

Telecommunications Service Priority (TSP)

Denotes the regulatory, administrative, and operational system developed by the Federal Government to ensure priority provisioning and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. The Federal Communications Commission defines NSEP telecommunications services as those services which are used to maintain a state of readiness or to respond to and manage any event or crisis, which causes or could cause harm to the population, damage to or loss of property, or degrades or threatens the NSEP posture of the United States. See the Access Service Tariff, Section 13.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (CONT'D)

Telephone Answering Service

A person or company, unaffiliated with the Company, who provides answering services for clients.

Temporary Disconnect

The abridgement or suspension of telephone service at the request of the customer or on the initiative of the Company without permanent disconnection of the service.

Temporary Service

Exchange service definitely known to be required for a short period, such as service provided for contractors for use during the construction of a building, sales campaigns, athletic contests, conventions, fairs, circuses, etc.

Terminal Loop

The wire facility used in providing, but not limited to off premises stations, station lines or tie lines between PBX systems in different buildings.

Termination Charge

The nonrecurring charge applicable when an agreement for service is terminated by the customer before the expiration of the minimum agreement period.

Three-Way Calling

A feature providing the capability to add a third party to an existing conversation.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (CONT'D)

Tie Line

A circuit connecting two switching systems for the purpose of connecting one system with another system, without the use of trunk lines, to a Company central office.

Toll Line

A line between two or more exchanges, or toll stations, over which service is furnished on a toll message rate basis.

Toll Message

A completed call between two exchange access lines located in different local service areas, between two toll stations, or between a toll station and an exchange access line.

Toll Rate

The rate prescribed for toll messages based upon the duration of the message, time of day, number of calls, and distance between exchanges.

Toll Restriction Service

A feature restricting service to calls for which no toll message rate is applied.

Toll Service

Telephone service between exchanges or locations for which a toll rate is charged.