

Qwest Corporation
Catalog No. 2
Washington

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

SECTION 5
1st Revised Sheet 61
Cancels Original Sheet 61

5. EXCHANGE SERVICES

5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS

5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE

B. Terms and Conditions (Cont'd)

4. When facilities aren't available at the central office which provides the main listed number service, *DID* Service may be provided from a different central office. When a trunk group with *DID* Service is served from a central office other than the central office which provides the main listed number service, mileage rates as appropriate from 5.1.4 of the Exchange and Network Services Tariff or Catalog, Foreign Exchange Service, or 105.2.1 of the Private Line Transport Services Catalog are applicable. (T)

5. Sequential numbers may be assigned if blocks of numbers are available and at the discretion of the Company.

A *DID* sequential number block is a group of twenty telephone numbers in numeric order. The last digit of the first number within the block is a zero, and the last number within the number block must include an odd number in the sixth digit and a nine in the last digit.

6. *DID* Service in connection with customer-provided switching equipment is furnished to the point of interface.
7. Listings for *DID* telephone numbers will be provided, subject to the terms and conditions and rates and charges for business additional listings. See 5.7.1 of the Exchange and Network Services Tariff. (T)
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8. Calls to reserve telephone numbers will be routed to the PBX for handling.

9. *DID* is not compatible with some PBX vehicles.

10. When a central office, other than an Electronic Switching Service central office, is not equipped to provide *DID* Service, the Company may provide the service at nonrecurring charges per trunk with *DID* Service equal to the pro rata cost to equip the central office. These nonrecurring charges apply in addition to the charges and rates following.

11. *DID* Service is only offered with switching vehicles served by trunk service. Answer Supervision is required from the customer's switching vehicle.

12. When *DID* and Automatic Identification of Outward Dialing (AIOD) are provided to a customer, the numbers for both services must be within the same prefix. Where the same telephone number can be used for both AIOD and *DID* Service only one telephone number charge will apply as shown in this Section.

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5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE

B. Terms and Conditions (Cont'd)

13. *DID* Service is available on Automatic Telephone Answering Service Answering Systems.
14. Expanded Answer for 1A Electronic Switching Service (ESS) central offices is available as an optional feature for *DID* Service.
 - a. Expanded Answer enables customers with Call Forwarding-Don't Answer or Call Forwarding-Busy Line/Don't Answer to forward their unanswered calls to a *DID* station number. This feature includes common equipment and Call Completion Software Positions (CCSP).
 - b. Terms and conditions for Expanded Answer are as follows:
 - (1) Expanded Answer is necessary only in 1AESS central offices and is only available in 1AESS offices that have been equipped with the appropriate software which provides the capability. Expanded Answer is not necessary in 1AESS central offices with new generic 10.09 or 11.02 or greater which contain additional software.
 - (2) The Expanded Answer common equipment includes two CCSPs. Additional CCSPs may be required if the volume of calls attempting to complete to the *DID* station number exceeds the processing limitations of the software.
 - (3) Both the *DID* station number and the number equipped with the Call Forward-Don't Answer or Call Forward-Busy Line/Don't Answer feature must be in the same central office.

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5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS

5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE

B. Terms and Conditions (Cont'd)

15. *DID* Trunk Queuing is available as an optional feature for *DID* Service.
- a. *DID* Trunk Queuing is an arrangement whereby incoming calls that are placed to station lines within a *DID* system can be held in queue if all trunks between the central office switch and the customer's PBX are busy. Calls in queue will be held in their order of arrival until a trunk becomes available. Calls in queue are served on a first-in first-out basis. Calls held in queue will hear ringing until answered.
 - b. Optional features associated with *DID* Trunk Queuing are as follows:

Delay Announcement

This option allows for Incoming calls held in queue to hear a recorded announcement after a predetermined amount of time. The announcement can be accessed a maximum of four times and the customer has the option of providing their own announcement or a standardized Company announcement. Depending upon the customer's choice, ringing, silence or music will be returned after each announcement.

Music on Queue

This option allows for customer provided music to be played to customers held in queue after a recorded announcement has been accessed. This option can only be provided with Delay Announcement.

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5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS

5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE

B.15. (Cont'd)

c. Terms and Conditions

- (1) *DID* Trunk Queuing and its associated options will only be provided where adequate and suitable central office facilities exists.
 - (2) The provision of this feature requires that the customer subscribe to a sufficient number of facilities to adequately handle the volume of incoming calls.
 - (3) The customer must purchase one queue slot for each call the customer wants to hold in queue. For example, a customer wanting to hold two calls in queue when all trunks are busy, must have two queue slots in the queue group.
 - (4) The music on queue option requires a voice grade private line circuit between the serving central office and a customer provided music source at the customer's premises.
 - (5) The customer must specify the length of time a call is held in queue before going to delay announcement. The customer must also specify the number of announcements (maximum of four) and the amount of time between announcements. Changes to these values may only be made through the issuance of a service order.
16. *DID* Call Transfer is an optional feature in certain switch types which allows the user of a specially provisioned, in-only or two-way trunk with *DID* to transfer any incoming call to another line or trunk outside of the system and then leave the connection without disconnecting the call.
17. *CALL PLANNER* is available as an optional feature for *DID* Service.
- a. *CALL PLANNER* is a forwarding feature designed for business customers to enable their employees, who work away from the office, to receive their business calls directly at a remote location. The service is uniquely designed to work with *DID* Service. The employee may remotely forward their business calls from any location, and may forward the calls based upon time of day and/or day of week.

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5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS

5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE

B.17. (Cont'd)

b. Terms and conditions for *CALL PLANNER* are as follows:

- (1) *CALL PLANNER* is available to customers who subscribe to *DID* numbers which terminate on PBX trunks. The *CALL PLANNER DID* number cannot be the main billing telephone number or a directory listed number.
- (2) Each customer system will be equipped with a number of PBX trunks equipped with *DID* based on a standard Poisson Capacity Table. This table provides the number of trunks for the number of lines in a system. These trunks provide a standard level of usage for the customer system.
- (3) The Company reserves the right to invoke a throttling process that could block calls in order to protect extraordinary traffic loads on the network, in the event that call loads could be hazardous to the network.
- (4) The following are restrictions to forwarding destinations for *CALL PLANNER*:
 - No International numbers - only United States NPAs allowed.
 - No 700, 800, 900 or 950.
 - No N11 or 555-1212.
 - No operator assisted calls (0-, 0+, 00-, 00+, 01+, 10XXX+0, 10XXX+00, 10XXX+0+, 10XXX+01+).
 - No speed dial codes or customized dialing plans.
 - No third-number billed calls.
 - A limit of four destination changes per hour.

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5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE (CONT'D)

C. Rates and Charges

	USOC	NONRECURRING CHARGE	MONTHLY RATE
1. <i>DID</i> Service			
• In-only trunk circuit termination, each[1]	NDT	\$40.00	\$40.00(I)
• In-only analog trunk provisioned for <i>DID</i> call transfer circuit termination[2]	NAR	40.00	40.00(I)
• Two-way digital trunk circuit termination with answer supervision[3]	ND2	40.00	40.00
• Two-way, four-wire, analog trunk circuit termination, each[4]	NAY	40.00	40.00
2. <i>DID</i> Telephone Numbers			
a. <i>DID</i> telephone numbers used, each	NDN	1.00	0.15

[1] In addition, the nonrecurring charge and rate per month for the associated competitive rate trunk is applicable.

[2] In addition, the nonrecurring charge and rate per month for the associated in-only competitive rate analog trunk provisioned for *DID* call transfer (USOC TRH1X), specified in 5.3.3 is applicable. Certain switch limitations may apply.

[3] Only available with Digital Switching Service. In addition, the nonrecurring charge and rate per month for the associated Digital Switching Service trunk (T2JCX) is applicable.

[4] In addition, the nonrecurring charge and monthly rate for the associated competitive rate two-way, four-wire trunk (THHCX) is applicable.

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5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE

C.2. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
b. Reserving Telephone Numbers			
• Nonsequential number, per number[1]	NDNRN	–	\$0.15
c. Customer requests for a specific number(s) either within a sequential number block or any nonsequential number will be assessed the customized number charges specified in 5.5.7, when the request is not due to customer equipment technical limitations. The charge will also not be applicable when the customer requests a sequential number block consecutive to a current sequential number block. Only one custom number charge will be applied per sequential number block.			

[1] Rates and charges apply only if the customer does not currently subscribe to *DID* Service. Customers currently subscribing to *DID* Service will be charged the NDN rates and charges.

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5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE

C. Rates and Charges (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
3. Expanded Answer			
• Common equipment, including first two Call Completion Software Positions (CCSP)	FT3CX	\$200.00	\$ 20.00
• Each <i>DID</i> station number equipped	FT5	2.50	0.25
• Additional CCSPs			
- Third CCSP	FT3A1	-	35.00
- Fourth CCSP	FT3A2	-	55.00
- Fifth CCSP	FT3A3	-	70.00
- Sixth CCSP	FT3A4	-	80.00
- Seventh CCSP	FT3A5	-	90.00
- Eighth CCSP	FT3A6	-	100.00
- Ninth CCSP	FT3A7	-	110.00
- Tenth CCSP	FT3A8	-	120.00
• Addition or removal of CCSP subsequent to installation of common equipment, per order[1]	PT3CT	80.00	-

[1] Only applies if Expanded Answer remains in service.

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5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE

C. Rates and Charges (Cont'd)

4. Change Charges

The following charges are applied when rerouting telephone numbers to another trunk or trunk group or when changing the number of digits outpulsed to the Private Branch Exchange or to change signaling, e.g., dual tone multifrequency signaling to dial pulse or vice versa.

	USOC	NONRECURRING CHARGE
• Rerouting of telephone numbers, per number	N/A	[1]
• Changing number of digits outpulsed, per change	REAGM	\$ 50.00
• Changing signaling, per change	REAGN	50.00
• Digit Manipulation, per route index	PT3DM	1,000.00

[1] Same nonrecurring charge as for initial installation of *DID* telephone numbers.

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5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE

C. Rates and Charges (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
5. <i>DID</i> Trunk Queuing			
• Queuing			
- Per <i>DID</i> station number equipped	UQQ	\$ 2.50	\$ 0.25
- Per queue group	UQQPG	235.00	-
- Per queue slot in group	UQQPG	-	15.00
- Changes in quantity of queue slots in queue group, per group	REAES	100.00	-
• Delay Announcement	N/A	[1]	[1]
• Music on Queue	N/A	[2]	[2]
6. <i>DID</i> Call Transfer, each trunk equipped[3]	3CW	[4]	13.00
7. <i>CALL PLANNER</i> , Per <i>DID</i> number	WH2	\$15.00	\$7.95

[1] Apply rates and charges as specified for Delay Announcement in 9.4.4, following. (T)

[2] Apply rates and charges as specified for Music on Queue in 9.4.4, following. (T)

[3] Certain switch limitations may apply. (T)

[4] Same nonrecurring charge as Business Custom Calling Services specified in 5.4.3. (T)

5. EXCHANGE SERVICES

5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS (CONT'D)

5.3.6 NETWORK ACCESS REGISTERS (NARs)

A. Description

Network Access Registers (NARs) are software in the Central Office that restrict the number of station calls to and from the exchange network. All station calls to the exchange network are passed through the NARs which are sized for the customer's Common Block. Once that number is surpassed, the calling party receives a busy signal.

B. Conditions

1. Conditions, rates and charges as specified elsewhere in this Catalog for the services with which NARs are associated, will apply as appropriate.
2. NARs may be provided as two-way, one-way incoming, one-way outgoing or a combination thereof.
3. NARs will only be furnished where facilities and conditions permit as determined by the Company.

C. Rates and Charges

1. The rates and charges for Network Access Registers include hunting and touch-tone.
2. A Nonrecurring Charge will apply for initial installation and each subsequent rearrangement or change of NARs.

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5.3.6 NETWORK ACCESS REGISTERS (NARS)

C. Rates and Charges (Cont'd)

3. Network Access Registers will be provided at the following rates and charges:

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Two-way operation, each	EQA	\$50.00 (I)	\$20.00 (I)
• One-way incoming operation, each	EQB	50.00	20.00
• One-way outgoing operation, each	EQC	50.00 (I)	20.00 (I)

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5.4 PREMIUM EXCHANGE SERVICES

5.4.3 CUSTOM CALLING SERVICES

A. Description

Custom Calling Services specified in this Section are individually available and furnish the following capabilities to residence and business customers. Residence customers may purchase Call Trace from the Exchange and Network Service Tariff[1].

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B. Definitions

Abbreviated Access

Allows a customer to place a call to a predetermined telephone number by dialing an abbreviated code. Two arrangements are available, namely, Abbreviated Access, one digit or Abbreviated Access, two digit.

The customer shares a speed call list with their Abbreviated Access provider and the provider controls the speed call list and informs clients of the digit(s) to dial to reach the predetermined telephone number.

Anonymous Call Rejection

Anonymous Call Rejection is available with Caller Identification and Last Call Return at no extra charge and prevents incoming calls marked private or anonymous from being completed. Anonymous Call Rejection is placed on the customer's line in the "off" condition. The customer must activate and deactivate the feature by dialing a code.

Calls marked private or anonymous are those calls on which per call blocking or permanent per line blocking has been activated in order to prevent name and telephone number information from passing to the called party. Blocked calls are routed to an announcement that states that the customer does not accept private or anonymous calls and provides further direction to the caller on how to unblock the call.

[1] Residence Call Trace is found in the Exchange and Network Services Tariff per WUTC Order 6, UT-061625.

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5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 CUSTOM CALLING SERVICES

B. Definitions (Cont'd)

Call Curfew

Allows the customer the ability to block incoming and outgoing calls. The feature can be turned on and off manually or automatically by pre-set schedules which have been defined by the customer.

When the feature is activated, incoming calls will be blocked and the calling party will hear an announcement that the customer is unavailable. For outgoing calls, the customer will hear a fast busy and the call will not be completed. When the feature is not activated, normal call processing will occur. Calls placed to 911 are not affected.

Call Forwarding-Busy Line (Expanded)

Allows a customer to have an incoming call forwarded to another predetermined number in a different central office switch if the called number is busy.

Call Forwarding-Busy Line (External)

Allows a customer to have incoming calls forwarded to another predetermined number outside the customer's system within the same central office switch when the called number is busy.

Call Forwarding-Busy Line (Overflow)

Allows a customer to have incoming calls forwarded to another predetermined number within the customer's central office if the called number is busy.

Call Forwarding-Busy Line (Programmable)

Allows a customer to have incoming calls forwarded to another number when the called number is busy. The customer can activate and deactivate the forwarding feature by dialing a code as well as establish or change the number to which calls will be forwarded.

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(K) Material moved to Sheet 74.1.

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5.4 PREMIUM EXCHANGE SERVICES

5.4.3 CUSTOM CALLING SERVICES

B. Definitions (Cont'd)

Call Forwarding-Don't Answer

Allows a customer to have an incoming call forwarded to another predetermined number within the same central office switch if the customer does not answer after a preset number of rings.

Call Forwarding-Don't Answer (Expanded)

Allows a customer to have an incoming call forwarded to a predetermined number outside the serving central office switch if the customer does not answer after a preset number of rings.

Call Forwarding-Don't Answer (Programmable)

Allows a customer to have incoming calls forwarded to another number if the customer does not answer after a preset number of ringing cycles. The customer can activate and deactivate the forwarding feature by dialing a code as well as establish or change the number to which calls are forwarded.

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(M) Material moved from Sheet 74.

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5.4 PREMIUM EXCHANGE SERVICES

5.4.3 CUSTOM CALLING SERVICES

B. Definitions (Cont'd)

Call Forwarding-Variable

Allows a customer to forward incoming calls to another telephone number of the customer's choice. The customer activates and deactivates this feature and may also change the telephone number to which the calls are forwarded.

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Call Forwarding-Variable-No Call Completion Option

An option of Call Forwarding-Variable that allows a customer subscribing to that feature to activate it without completing a call to the forward-to number.

Call Rejection

Allows a customer to reject call attempts from up to fifteen numbers of calling parties by dialing a code and the telephone numbers of calls to be rejected. Any call attempts to the customer from these numbers will be prevented from terminating to the customer and will instead be connected to an announcement informing the caller that the call is not presently being accepted by the called party. A customer may also reject future calls from the most recent call received by dialing a code after completing the call.

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Call Trace

Allows a called party to initiate an automatic trace of the last call received. Call Trace is available on a pay per use basis only. After receiving the call which is to be traced, the customer dials a code and the traced telephone number is automatically sent to the Company for action. The customer originating the trace will not receive the traced telephone number. The results of the trace will be furnished only to legally constituted law enforcement agencies or authorities upon proper request by them.

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Call Transfer

Allows a customer to transfer an incoming call to a third party or add a third party to an existing call, forming a three-party connection, and then to leave the connection without disconnecting the call.

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5.4 PREMIUM EXCHANGE SERVICES

5.4.3 CUSTOM CALLING SERVICES

B. Definitions (Cont'd)

Call Waiting

Call Waiting provides notification when a second incoming call is waiting on the line when the line is already in use. A brief tone alerts the subscriber that another call is waiting on the line. Successive depressions of the switchhook allow the party to transfer between calling parties.

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Call Waiting Identification

Call Waiting Identification allows incoming calls waiting on the line to visually display on a Call Waiting Identification Display Unit and allows the called party to receive the caller's listed name and number information consistent with Caller Identification – Number or Caller Identification – Name and Number. Successive depressions of the switchhook allow the party to transfer between calling parties. Customers must subscribe to Caller Identification Number or Caller Identification Name and Number

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5.4 PREMIUM EXCHANGE SERVICES

5.4.3 CUSTOM CALLING SERVICES

B. Definitions (Cont'd)

CALLER ID WITH PRIVACY +

Provides a customer with Caller Identification - Name and Number functionality and, in addition, provides special handling for unidentified incoming calls and incoming calls marked "private".

Calls placed from a private or blocked telephone number will hear a series of prompts asking them to unblock their line or record their name for delivery to the called party. Callers placing a call from an unidentified number will be asked to record their name for delivery to the called party.

When the calling party records a name, the service will route the call to the customer and the Caller ID unit will display "*PRIVACY +*" which identifies that the call has a recorded name. The customer will also hear a distinctive ring unless they subscribe to Custom Ringing. If the customer answers the call with the "*PRIVACY +*" designation the recorded name will be announced and the customer may then choose between three options for handling the incoming call. They may accept the original call, they may choose not to accept the original call or if they subscribe to Voice Mail, they can direct the original call to their mailbox.

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5.4 PREMIUM EXCHANGE SERVICES

5.4.3 CUSTOM CALLING SERVICES

B. Definitions (Cont'd)

Caller Identification - Name and Number

Provides for the delivery of the telephone number, including non-published and non-listed numbers, and name associated with the telephone line used by the calling party to place the call. The number and name delivered to the customer's Caller ID unit are those provided by the telephone network to the customer's serving central office and the database consulted by the Company to determine the name associated with that number, respectively. The Company, in its sole discretion, may abbreviate and modify name information for display purposes.

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Caller Identification - Number

Provides for the delivery of the telephone number, including non-published and non-listed numbers, associated with the telephone line used by the calling party to place the call. The number delivered to the customer's Caller ID unit are those provided by the telephone network to the customer's serving central office

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Continuous Redial

Allows a customer to dial a code that will cause the feature to automatically redial the last number the customer dialed. If the called number is busy, the feature will redial the called number for a limited period of time. A distinctive ring alerts the customer when the called number becomes available. This service is available on a pay per use basis or a monthly subscription basis. A pay per use charge applies per activation regardless of whether the call is completed.

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5.4 PREMIUM EXCHANGE SERVICES

5.4.3 CUSTOM CALLING SERVICES

B. Definitions (Cont'd)

Dial Call Waiting

Dial Call Waiting functions interactively with Distinctive Alert, following. When a line equipped with Dial Call Waiting calls a line equipped with Distinctive Alert, the customer will hear either a distinctive ring when the line is not in use or a distinctive call waiting signal when the customer is using the called line.

Dial Lock

Dial Lock is a service that provides the ability to block outgoing calls. Through the use of an administrative password, a customer can determine what type of outgoing calls will be permitted from the line. Different blocking parameters can be established on a per line basis. This service will allow blocking to: all non-emergency local calls; all long distance and directory assistance calls; all international calls; all operator assisted calls; all toll free calls and all information services calls.

A customer can create a list of up to twenty numbers that can be called regardless of the type of blocking that is in place. Customers may override the blocking at anytime.

Directed Call Pick Up

Allows a customer to answer a call that is ringing to another line by dialing a preset code and the telephone number of the line to be answered. Both the originating line and the line to be answered must be equipped with the feature.

Directed Call Pick Up with Barge-In

Allows a customer to answer a call that is ringing another line, or has been answered by another line, dialing a preset access code and the telephone number of the line to be answered. Both the originating line and the line to be answered must be equipped with the feature.

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5.4 PREMIUM EXCHANGE SERVICES

5.4.3 CUSTOM CALLING SERVICES

B. Definitions (Cont'd)

Distinctive Alert

Allows a customer to receive an audible Call Waiting tone or Distinctive Ringing signal from a line equipped with Dial Call Waiting. If the called line is idle, a Distinctive Ringing signal will be heard. If the called line is busy, the called line receives a Call Waiting tone.

Do Not Disturb

Allows a customer to set schedules to block incoming calls during designated times. These schedules automatically activate/deactivate the Do Not Disturb function. When the feature is activated, callers hear a customer selected greeting indicating that the customer is not available.

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Customers who would like to have certain callers reach them when the service is activated may create a code for use by such callers.

Easy Access

Allows a customer to place a call to a predetermined telephone number by dialing an abbreviated two-digit code. The dialing code is *98.

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Hot Line Service

Outgoing calls are automatically routed to a preprogrammed telephone number when the customer takes the phone off-hook. A line equipped with Hot Line cannot place outgoing calls to any number other than the preprogrammed number.

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