

**Qwest Corporation**  
**Catalog No. 2**  
**Washington**

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

**SECTION 5**  
2nd Revised Sheet 81  
Cancels 1st Revised Sheet 81

**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES**

B. Definitions (Cont'd)

*I-CALLED*

*I-CALLED* allows for callers who encounter a “ring no answer” condition to record their name and telephone number for future delivery to the called party. The service provides a voice prompt for the caller to enter a touch-tone command. Once callers record their name and number, *I-CALLED* will attempt to deliver the information to the called party by calling the called party periodically for a predetermined number of days, or until the called party answers, whichever comes first. When the called party answers the *I-CALLED* call, the recorded information will be played through twice to ensure the called party hears the information. The called party will also have the opportunity to replay the message if needed. This service is billed to the calling party on a pay per use basis.

(N)

(N)

Last Call Return

Allows a customer to dial a code to receive an audio announcement of the telephone number, including non-published and non-listed numbers, of the last incoming call regardless if the call was answered or not. The number delivered by the announcement is the one provided by the telephone network to the customer’s serving central office. Numbers marked “Private” by the caller will not be announced. If a number is announced the customer will receive a prompt that may allow them to automatically place a return call however, the feature may not be able to place the return call even if the number is announced. If a returned call can be placed, and the called number is busy, it will be redialed for a limited period of time. When the called number becomes available a distinctive ring will alert the customer.

Long Distance Alert

Long Distance Alert provides a distinctive ring and a distinctive call waiting tone for long distance calls. This service is offered only as an enhancement to Call Waiting and is provided at no additional charge.

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Cancels Original Sheet 81.1

**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES**

B. Definitions (Cont'd)

*NO SOLICITATION*

Allows a customer to deter sales and telemarketing calls received by the customer. This is accomplished via a recorded message which informs the caller that the customer does not accept telephone solicitations, and asks solicitors to hang up and to place the called party on the solicitors "do-not-call" list. *NO SOLICITATION* automatically screens calls between the hours of 8:00 A.M. until 9:00 P.M. daily and it may be disabled by the customer at any time. A caller may press one, or stay on the line to complete the call connection. The customer may also add telephone numbers to a Privileged Caller List and calls placed from numbers on that list will be connected to the customer without hearing the message.

(M)

(M) Material moved to 5.4.3.

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**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES**

B. Definitions (Cont'd)

Priority Call

Allows a customer to establish and modify a list of up to fifteen callers' telephone numbers. When a call originates from one of the numbers on the list the customer will hear a distinctive ring. Incoming calls from numbers on the list that encounter a busy or don't answer condition will be treated like any other incoming call.

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Remote Access Forwarding

Allows a customer to route all incoming calls to another destination and may be activated, deactivated, or changed from any remote location, as well as from the customer's premises. Calls may be forwarded only within the United States, including Alaska and Hawaii. This service is marketed to residential customers under the name, Call Following.

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Scheduled Forwarding

Allows a customer to route all incoming calls to another destination and may be activated, deactivated, or change the times, days and destination numbers from any remote location, as well as from the customer's premises.

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES**

B. Definitions (Cont'd)

*SECURITY SCREEN*

Provides the customer with the ability to screen private and unidentified calls that are placed to their number. A customer who subscribes to *SECURITY SCREEN* must also subscribe to Caller Identification – Name and Number.

Callers placing a call from a private or blocked telephone number to a *SECURITY SCREEN* customer will hear a series of prompts asking them to unblock their line or enter a telephone number for delivery to the called party. Callers placing a call from an unidentified number will be asked to enter a telephone number for identification purposes. The *SECURITY SCREEN* customer will hear a distinctive ring if the calling party input the data passed unless they subscribe to Custom Ringing Service.

Unidentified callers will hear a message indicating that the person they are calling does not accept unidentified calls. The calling party will be told to hang up if they are a solicitor. All other callers will be asked to input the telephone number they are calling from. Once the calling party unblocks their line or enters a telephone number, they will be connected directly to the *SECURITY SCREEN* customer. The Caller ID unit will display one of the following:

- If the call is private or unavailable and the caller enters a ten-digit number from within Qwest's territory that is the same as the calling number, the display will carry the telephone number and the caller's name with an (\*).
- If the call is private or unavailable and the caller enters a private ten-digit number that is different from the calling number, the display will show *SECURITY SCREEN* and the number the caller input.
- If the call is private or unavailable and the caller enters a ten-digit number outside of Qwest's territory, the display will read *SECURITY SCREEN* and the number the caller input.
- If the call is private or unavailable and the caller inputs one to nine digits (e.g. 2345), the display will read *SECURITY SCREEN* and the number the caller input backfilled with zeros (000-000-2345).

A caller who chooses not to unblock their line or enter a number will be advised that their call could not be completed and the call will be terminated.

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**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES**

B. Definitions (Cont'd)

Selective Call Forwarding

Allows a customer to establish and modify a list of up to fifteen telephone numbers and calls originating from numbers on the list can be forwarded to a predefined local or long distance number selected by the customer. All other calls will be handled normally. Selective Call Forwarding may be activated, deactivated, or changed by the customer.

Selective Call Waiting

Includes the Call Waiting or Call Waiting Identification functionality and, in addition, allows the customer to establish and modify a list of up to twenty-five telephone numbers that will trigger the Call Waiting tone when the customer's line is in use. Callers not on the list will receive a busy announcement if the called party is on the line or be forwarded to the customer's Voice Mail.

Speed Calling

Allows a customer to dial frequently called numbers by dialing a one or two digit code in place of the entire telephone number. Speed Calling lists are available in an 8 number or 30 number capacity and can include local and long distance telephone numbers. The lists may be established and changed by the customer.

Three-Way Calling

Allows customers to add a third party to an existing telephone conversation by depressing the switchhook and dialing the third party's telephone number. When the third party answers the customer can conference all of the parties by depressing the switchhook, or speak with the third party privately. Three-Way calling is available on a pay per use basis or a monthly subscription basis.

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(M) Material moved to 5.4.3.

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**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES**

B. Definitions (Cont'd)

Warm Line Service

Allows a customer to establish a switched connection to a predetermined number if the customer does not dial a number within a specified length of time after going off-hook. When the customer's telephone goes off-hook and dialing begins within a specified time delay period, the call will proceed normally as dialed. If dialing has not started before the end of the predefined time delay period, a predetermined stored number is automatically dialed by the central office switching equipment.

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Wireless Extension

A wireline forwarding service that works with a customer's wireless service. When a call is placed to the wireline number, it is automatically forwarded to a designated wireless number if the handset is turned on. If the wireless handset is turned off or is busy, the call rings at the wireline number and is not forwarded. In addition, any call coming from the designated wireless number to the wireline number will not be forwarded back to the wireless number. If the Wireless Extension customer has Voice Mail Service and the wireless handset is on, and the wireless handset is busy or the call is not answered, the customer can choose to have calls forwarded to the mailbox instead of the wireline number.

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(M) Material moved from Sheet 83.

**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES (CONT'D)**

C. Terms and Conditions

1. Actual operation and performance of Custom Calling Services are subject to operational limitations and restrictions that exist in the equipment types, software releases, terms of interconnection with other networks, industry specification and the like. All Custom Calling Services in this Section and in the Exchange and Network Services Tariff are individually available per WUTC Order 6, UT-061625.
2. Call Forwarding-Variable can be provided on business lines under the following conditions:
  - a. Multiple calls can be simultaneously forwarded outside the central office where technically feasible.
  - b. When a business utilizes a Multiline Hunt Group, only the first telephone can be forwarded. In addition, since any station on the system that has access to the central office line can change or remove the activation of Call Forwarding - Variable, the Company is not responsible for any changes to the call forwarded number.
  - c. When a business utilizes a Series Hunt Group, the Call Forwarding - Variable feature can be installed on each telephone number in the group. To activate the feature the station must access the line associated with the specific telephone number.
3. Where any Custom Calling Service is provided on a Measured Service line, usage charges as specified elsewhere will apply to all calls placed by such features, including, but not limited to, those using Call Forwarding features, Call Transfer, Continuous Redial, Last Call Return, and Three-Way Calling.
4. Call Forwarding-Busy Line (external) provides the capability to overflow from one hunt group to another, or to a *MARKET EXPANSION LINE* number.
5. Where any Custom Calling feature causes or permits a call to be placed to a telephone number out of the local calling area, all toll charges will apply at the rates and terms established by the interexchange carrier providing the facilities to carry the call.

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**5.4.3 CUSTOM CALLING SERVICES**

C. Terms and Conditions (Cont'd)

6. Custom Calling Services will be provided where technically and/or economically feasible and are furnished only from central office areas where facilities permit, as determined by the Company. Features may work only within the local calling area, where all central offices that handle the call and all exchanges through which a call is routed are equipped with the necessary technology and compatible signaling and other interconnection agreements with non-Company providers exist. Without limiting the foregoing, these services are subject to, but not limited to, operational limitations and restrictions in equipment types, software releases, terms of interconnection with other networks and industry specifications. (C-M)
7. The Custom Calling features available, their operation, and their interaction with other features, may differ dependent upon the type of central office equipment providing service. Custom Calling features require special central office equipment and are not provided in all central offices. The Company may furnish Custom Calling where there is available central office equipment with the proper program updates, as determined by the Company. (M1)

(M) Material moved from Sheet 84.

(M1) Material moved from Sheet 85.

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**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES**

C. Terms and Conditions (Cont'd)

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|--|------------------------|
| 8. See Section 2, of the Resale of Regulated Telecommunications Services Tariff for services that may be resold.   | (K)<br>(D)<br>(T)      |
| 9. Due to technical limitations, customers may not purchase the following on the same line:  | (C)                    |
| • One-digit Abbreviated Access service and Speed Call 8.   |                        |
| • Two-digit Abbreviated Access service and Speed Call 30.  |                        |
| • More than one Abbreviated Access service.  | (C)                    |
| 10. Control of the number assignment on the shared speed call list associated with Abbreviated Access resides with the provider. The provider must have an access line in the same central office as their client for the purpose of controlling the Speed Call list. The access line will be restricted from dialing any toll calls billable to the end user. | (T)                    |
| 11. Due to technical limitations, customers who subscribe to Speed Calling 8 number and Call Transfer will only have 6 number capacity available for their use.  | (T)                    |
| 12. The connection to the predetermined number associated with Hot Line service cannot be changed except through the issuance of a service order.  | (T)                    |
| 13. A line equipped with Hot Line service can be used for incoming calls but, cannot place outgoing calls to any number other than the preprogrammed number. For example, calls to 911 or other emergency numbers cannot be placed from a line equipped with Hot Line service.   | (C)<br> <br>(C)<br>(D) |

(K) Material moved to Sheet 84.1.

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**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES**

C. Terms and Conditions (Cont'd)

14. Where technology permits, the connection to the predetermined number associated with Warm Line service is controlled by the customer and may be changed by dialing an access code and the new number. In other instances, the connection to the predetermined number cannot be changed except through the issuance of a service order.
15. With Warm Line service, the timing delay period before automatic dialing begins is specified at the time the service is ordered and cannot be changed except through the issuance of a new service order.
16. Once automatic dialing begins on lines equipped with Warm Line service, calls to other numbers cannot be made. For example, dialing of 911 or other emergency numbers must begin before the time delay period ends.
17. Operator Verification and Interrupt will not function on lines equipped with any of the Call Forwarding features.
18. Due to technical limitations, the calling number and the called number must be in the same central office switch for the following features: Dial Call Waiting, Directed Call Pick Up, Directed Call Pick Up with Barge-In and Distinctive Alert.
19. A telephone number must be assigned to lines equipped with Directed Call Pick Up, Directed Call Pick Up with Barge-In, Distinctive Alert and Dial Call Waiting.
20. Customers with Caller - ID Number or Caller ID – Name and Number may not, without permission of the calling party, publicize or disclose to third parties telephone number information obtained through use of these services. Failure to comply with this condition may subject the customer to termination of these services pursuant to WAC 480-120-081 (2)(e). (T)  
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**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES**

C. Terms and Conditions (Cont'd)

21. Last Call Return, Continuous Redial and Three-Way Calling are available on a monthly subscription or pay per use basis. The pay per use basis pricing options will be available where facilities permit. For any month, the total usage billing will not exceed \$6.00 for each service, per line. Customers may request the removal of these services at any time, at no charge. During the first 30 days of availability to the customer, customers who invoke these pay per use services will not be charged. (T)  
(T)
22. Customer's subscribing to Call Waiting Identification, *CALLER ID WITH PRIVACY +*, Caller Identification - Name and Number and Caller Identification - Number must have a properly connected and operating Caller ID Unit. (D)  
(N)
23. The Company does not assure the accuracy in the name and/or number delivered to the customer in conjunction with Caller ID or Last Call Return. The Company is not liable to any party for any error, omission, or mistake. The Company will use its best efforts to correct errors over which it has control when notified of such errors in writing but, not where errors are due to databases provided or created by others. Some calls may not display name and/or number information including but not limited to, those from callers who block their information, calls from other networks and calls from certain types of customer provide equipment.
24. Anonymous Call Rejection cannot be added to a line as a stand-alone service. It is offered only in conjunction with Caller ID or with Last Call Return. If the line is equipped with *CALLER ID WITH PRIVACY PLUS* then the line cannot be equipped with Anonymous Call Rejection.
25. Recognizing the potential for misuse associated with Remote Access Forwarding and Scheduled Forwarding, the Company will attempt to verify that requests for this service are being made by the customer of record, not unauthorized parties.
26. In order for Wireless Extension to work, the customer's wireless carrier must utilize technology that links their network to the Company's network and provides the wireless handset status to the Company upon request. It will be the customer's responsibility to know whether their wireless carrier provides this data. (N)

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**5. EXCHANGE SERVICES**

(N)

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES**

C. Terms and Conditions (Cont'd)

27. *I-CALLED* service has blocking capabilities. Customers may block originating and/or terminating *I-CALLED* calls. If a customer places an *I-CALLED* call to a blocked number, there will be no charge.
28. *I-CALLED* is not available on the following types of originating services:
  - Public Telephone service;
  - Cellular;
  - Operator assisted.
29. *I-CALLED* is not available on calls to special access numbers, including but not limited to: 800, 888, 900 and N11.
30. *I-CALLED* is limited to certain technologies. In addition, in order for the service to work, the calling party and the called party must either be served from the same central office or served from central offices which are linked by facilities that can send the recorded name and telephone number. *I-CALLED* will only work on intraLATA calls.
31. Residence Call Trace is found in the Exchange and Network Services Tariff, per WUTC Order 6, UT-061625.

[1] Standalone residential basic exchange service is available in 5.2 of Qwest's Exchange and Network Services Tariff. Rates and charges for standalone features are found in the Exchange and Network Services Catalog. Per Order 6, UT-061625, all features may be individually purchased from this Catalog.

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**  
**5.4.3 CUSTOM CALLING SERVICES (CONT'D)**

D. Rates and Charges

1. The following nonrecurring charge applies per request on a per line basis to establish or change Custom Calling Service features, a package of Custom Calling Service features or any combination of packages and features.

The nonrecurring charge will apply to change the predetermined telephone number associated with Easy Access.

The nonrecurring charge will not apply to add Easy Access to a line equipped with *CUSTOMCHOICE*.

The nonrecurring charge will not apply to discontinue all custom calling features, or to change from Caller Identification to *CALLER ID WITH PRIVACY* +.

	<b>NONRECURRING CHARGE</b>
• Residence	\$ 7.00
• Business	11.00

- a. The rates and charges following provide special calling features to residence and business individual line service. They are in addition to the applicable service charges for access lines and other services or equipment with which they are associated.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
2. Speed Calling			
• Eight code capacity, each line			
- Residence	ESL	\$ 7.00	\$3.50 (I)
- Business	ESL	11.00	4.00
• Thirty code capacity, each line			
- Residence	ESF	7.00	4.50 (I)
- Business	ESF	11.00	5.55

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**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES**

D. Rates and Charges (Cont'd)

3. Business Custom Calling Services, each line,

(T)  
(D)

	<b>USOC</b>	<b>MONTHLY RATE</b>
• Abbreviated Access, One-Digit		
- Each shared speed call list	EV5	\$20.00
- Each line arranged	EV4	0.50
• Abbreviated Access, Two-Digit		
- Each shared speed call list	EV9	30.00
- Each line arranged	EV8	0.50

**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES**

D.3. (Cont'd)

	<b>USOC</b>	<b>MONTHLY RATE</b>
• Call Forwarding		
- Busy Line (expanded)	FBJ	\$ 1.00
- Busy Line (external)	EVB	1.00
- Busy Line (overflow)	EVO	2.00
- Busy Line (programmable)	ERB	5.50
- Busy Line/Don't Answer (expanded)	FVJ	2.50
- Busy Line (external)/Don't Answer	EVF	2.50
- Busy Line (overflow)/Don't Answer	EV2	3.50
- Don't Answer	EVD	2.00
- Don't Answer (expanded)	FDJ	2.00
- Don't Answer (programmable)	ERD	4.50
- Variable	ESM	6.00 (I)
- Variable, no call completion	FOQ	—
• <i>CALLER ID WITH PRIVACY</i> +	N6S	11.50 (I)
• Caller Identification-Name & Number	NNK	10.00
• Caller Identification-Number	NSD	10.00
• Call Rejection	NSY	6.00
• Call Transfer	EO3	7.00
• Call Waiting	ESX	8.00 (I)
• Call Waiting Identification[1]	N2W	5.00
• Continuous Redial	NSS	4.50 (I)

[1] In order to subscribe to Call Waiting Identification, the customer must subscribe to Caller Identification - Number and/or Name and Number.

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**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES**

D.3. (Cont'd)

	<b>USOC</b>	<b>MONTHLY RATE</b>
• Dial Call Waiting	WDD	\$2.15
• Dial Lock	OC4	3.95
• Directed Call Pick Up	PUN	1.00
• Directed Call Pick Up With Barge-In	PUQ	1.00
• Distinctive Alert	DHA	1.00
• Do Not Disturb	D7T	3.95
• Easy Access	SQAVX	0.98
• Hot Line	HLA	2.00
• Last Call Return	NSQ	5.00 (I)
• <i>NO SOLICITATION</i>	SB5	6.95
• Priority Call	NSK	4.50 (I)

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**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES**

D.3. (Cont'd)

	<b>USOC</b>	<b>MONTHLY RATE</b>
• Remote Access Forwarding	AFD	\$ 9.00 (I)
• Scheduled Forwarding	ATF	10.00 (I)
• <i>SECURITY SCREEN</i>	RV1	2.95
• Selective Call Forwarding	NCE	5.00 (I)
• Selective Call Waiting	S7W, S7Y	8.00
• Three-Way Calling	ESC	6.00 (I)
• Warm Line	WLS	2.50
• Wireless Extension	HME	4.95
- Discounted[1]	—	3.95

[1] Discounted rate applies when this feature is added as part of Obsolete Business *CUSTOMCHOICE*.

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**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES**

D. Rates and Charges (Cont'd)

4. Residence Custom Calling Services, each line,

<b>RESIDENCE</b>	<b>USOC</b>	<b>MONTHLY RATE</b>
• Abbreviated Access, one-digit - Each line arranged	EV4	\$1.50
• Abbreviated Access, two-digit - Each line arranged	EV8	0.50
• Call Curfew	RCU	3.95
• Call Forwarding		
- Busy Line (expanded)	FBJ	0.45
- Busy Line(overflow)	EVO	0.45
- Busy Line (programmable)	ERB	1.85
- Busy Line (overflow)/Don't Answer	EV2	0.60
- Busy Line/Don't Answer (expanded)	FVJ	0.60
- Don't Answer	EVD	0.75
- Don't Answer (expanded)	FDJ	0.75
- Don't Answer (programmable)	ERD	2.60
- Variable	ESM	4.00 (I)
- Variable, no call completion	FOQ	—
• <i>CALLER ID WITH PRIVACY</i> +	N6S	10.75 (I)
- Discounted[1]	—	2.95

[1] Discounted rate applies when this feature is added as part of *CUSTOMCHOICE*.

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**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES**

D.4. (Cont'd)

<b>RESIDENCE</b>	<b>USOC</b>	<b>MONTHLY RATE</b>
• Caller Identification-Name & Number	NNK	\$9.00 (I)
• Caller Identification-Number	NSD	9.00
• Call Rejection	NSY	5.50
• Call Transfer	EO3	6.50
• Call Waiting	ESX	6.50
• Call Waiting Identification[1]	N2W	6.50
• Continuous Redial	NSS	4.00 (I)
• Dial Call Waiting	WDD	2.15
• Dial Lock	OC4	3.95
• Directed Call Pick Up	PUN	1.00
• Directed Call Pick Up With Barge-In	PUQ	1.00
• Distinctive Alert	DHA	1.00
• Easy Access	SQAVX	0.98

[1] In order to subscribe to Call Waiting Identification, the customer must subscribe to Caller Identification - Number and/or Name and Number.

**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES**

D.4. (Cont'd)

<b>RESIDENCE</b>	<b>USOC</b>	<b>MONTHLY RATE</b>
• Do Not Disturb	D7T	\$3.95
• Hot Line	HLA	2.00
• Last Call Return	NSQ	5.00 (I)
• <i>NO SOLICITATION</i>	SB5	6.95
• Priority Call	NSK	4.50 (I)
• Remote Access Forwarding (Call Following)	AFM	6.00
• Scheduled Forwarding	ATF	7.00 (I)
• <i>SECURITY SCREEN</i>	RV1	2.95
• Selective Call Forwarding	NCE	4.50 (I)
• Selective Call Waiting	S7W, S7Y	7.00
• Three-Way Calling	ESC	4.50 (I)
• Warm Line	WLS	2.50
• Wireless Extension	HME	4.95
- Discounted[1]	—	3.95

[1] Discounted rate applies when this feature is added as part of *CUSTOMCHOICE*.

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**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES**

D. Rates and Charges (Cont'd)

5. Custom Calling Services, per occurrence

(T)(M)

**CHARGE**

- Call Trace, Pay per use basis  
per activation[1]
  - Business \$1.50
  - Residence [2]
- Continuous Redial, Pay per use basis  
per activation[3]
  - Business 0.75
  - Residence 0.75
- *I-CALLED*, Pay per use basis  
per activation
  - Business 0.95
  - Residence 0.95
- Last Call Return, Pay per use basis  
per activation[4]
  - Business 0.75
  - Residence 0.75
- Three-Way Calling, Pay per use basis  
per activation[5]
  - Business 0.75
  - Residence 0.75

[1] Pay per use charge will not apply if the trace is not successful.

[2] See 5.4.3 of the Exchange and Network Services Tariff.

[3] Pay per use charge applies per activation regardless of whether the call is completed.

[4] Pay per use charge applies per activation regardless if the telephone number is correct or whether a return call can be placed.

[5] Pay per use charge applies per activation regardless if the third party is added to the existing conversation.

(M)

(M) Material moved from Sheet 92.

**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES (CONT'D)**

**5.4.4 MARKET EXPANSION LINE SERVICE**

A. Description

*MARKET EXPANSION LINE* (MEL) for business and residence customers is furnished in central offices where facilities and operating conditions permit. It is an arrangement to automatically forward all incoming calls placed to the remote call forwarding number, to another telephone number. (C)

B. Terms and Conditions

1. Rates for the MEL feature are in addition to applicable rates and charges for the service and equipment used.
2. MEL is not offered where the terminating station is a pay telephone.
3. The Company will not provide identification of the originating telephone number to the MEL customer.
4. Transmission characteristics may vary depending on the distance and routing necessary to complete the remotely forwarded call. Therefore, MEL is not guaranteed for satisfactory transmission of data.
5. A condition of providing MEL Service is that the customer orders sufficient MEL features and facilities to adequately handle calls to the MEL customer without interfering with or impairing any services offered by the Company. If, in the Company's opinion, additional MEL are required at the call forwarding location or if facilities are needed at the terminating station, the customer will be required to subscribe to additional MEL features and facilities. Should the customer refuse to subscribe to additional MEL features and/or facilities, the customer's MEL service will be subject to termination.

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**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.4 MARKET EXPANSION LINE SERVICE**

**B. Terms and Conditions (Cont'd)**

6. MEL is offered subject to availability of suitable facilities.
7. MEL cannot be used on Centrex, *CENTRAFLEX* or *CENTRON* lines.
8. Any distant exchange that has extended service with the MEL location exchange will be charged the measured MEL facility rate.
9. The message charges applicable to remotely forwarded calls are comprised of two separate charges:
  - a. A charge for that portion of the call from the originating station to the call forwarding location. This charge will be the charge specified in this Section or any other applicable tariff or catalog for the type of call involved.
  - b. A charge for that portion of the call from the Call Forwarding location to the terminating station. This charge will be the charge specified in this Section or any other applicable tariff or catalog for the type of call involved.
10. To change the telephone number at the Call Forwarding location and/or to change the telephone number to which calls are forwarded at the request of the customer, apply the nonrecurring charge from 2.2.7.
11. One listing in the directory covering the exchange in which Call Forwarding central office is located is provided without additional charge.

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**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.4 MARKET EXPANSION LINE SERVICE (CONT'D)**

C. Rates and Charges

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>	
• The first MEL facility to a distant exchange where a toll charge applies, each				
- Business	RCF	\$41.00	\$22.00 (I)	
- Residence	RCF	41.00	20.00	
• Additional MEL facility to a distant exchange where a toll charge applies, each				
- Business	RCA	41.00	22.00	
- Residence	RCA	41.00	20.00	
• The first measured MEL facility to a different telephone number where no toll charge applies, each[1]				
- Business	RD5	41.00	22.00	(C)
- Residence	RD6	41.00	20.00	(T)
• Additional measured MEL facility to a different telephone number where no toll charge applies, each				
- Business[1]	RCA	41.00	22.00	
- Residence	RCA	41.00	20.00 (I)	
• The first flat rated MEL facility (available only to customers located in Area Code 360), each[1]	RFFXS	—	16.00	

[1] An additional business usage element charge is applicable on each forwarded call. See 5.2.1.

**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES (CONT'D)**

(N)

**5.4.5 IMPROVED TRANSMISSION PERFORMANCE**

A. Description

1. Improved Transmission Performance (ITP)

This feature will provide transmission performance between 0 and 4dB at 1000 Hz between the network interface on the customer's premises and the serving central office at installation and will provide conformance to the industry standard on long term loss deviation.

2. Transmission Analysis Service

This service provides a onetime check of the line facilities for customers who need to determine if the standard transmission line quality meets the needs of their premises equipment. This will assist customers in their decision of whether to select the ITP option. The Company will determine the transmission loss on the customer's line and recommend the appropriate type of service.

B. Terms and Conditions

1. The customer can remove any feature from the line at no charge. Any subsequent request to equip the line with the feature will be done at the specified nonrecurring charge.
2. Rates for changes between ground start and loop start circuits and changes between one-way and two-way service are found in Line Related Charges, in 5.3.C.
3. ITP will be treated as an optional line feature for basic exchange service, regardless of the type of technology used to provide service to the customers.

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**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.5 IMPROVED TRANSMISSION PERFORMANCE**

B. Terms and Conditions (Cont'd)

(N)

4. When the transmission analysis service is performed on a circuit at the customer request, the Company warrants that the transmission characteristics will remain at the levels quoted in the analysis for a period of ninety days from the date upon which the analysis was performed. However, the Company reserves the right to rearrange its facilities as necessary in the normal course of business. If a customer requests transmission analysis on a circuit and subsequently notes that transmission levels on that circuit have deteriorated, and the deterioration is due to the Company facility rearrangement, the Company will place ITP on the circuit for the remainder of the ninety day warranty period at no additional charge to the customer. At the end of the ninety day period, the customer may opt to retain ITP on the circuit, in which case the original transmission analysis charge will be deducted from the ITP installation charge. If the customer declines to subscribe to ITP, it will be removed from the circuit and no further charges will apply.

C. Rates and Charges

	<b>USOC</b>	<b>NONRECURRING CHARGE[1]</b>	<b>MONTHLY RATE</b>
1. Improved Transmission Performance (ITP), per line	THPVD	\$220.00	\$14.00
Optional Payment Plan, per line	THPVH	530.00	—

[1] For requests of ten or more circuits equipped with ITP on a service order, a 20% discount applies. This discount is calculated against \$220.00 of the nonrecurring charge for the optional payment plan.

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**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.5 IMPROVED TRANSMISSION PERFORMANCE**

C. Rates and Charges (Cont'd)

(N)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>
2. Transmission Analysis Service[1,2]		
• Analysis of an existing circuit, per request	THPAE	\$20.00
• Analysis of a new circuit (prior to, installation), per request	THPAN	35.00
• On-site circuit analysis, per request[3]	THPAS	80.00

[1] Nonrecurring charge applies per request, per location regardless of the number of circuits contained in the request.

[2] The transmission analysis charge will be deducted from the ITP nonrecurring charge if ITP is ordered within ninety days of receiving the analysis.

[3] Includes tests for circuit loss, attenuation distortion, C-message noise, C-notched noise and the signaling parameters. The Company technician will provide the customer with a written report stating measurements for these tests.

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**5.4 PREMIUM EXCHANGE SERVICES (CONT'D)**

**5.4.7 INTRACALL SERVICE**

A. Description

*INTRACALL* Service allows customers to use their standard residence or business telephone line to provide an intercom system between their primary telephone and any extension telephone. This is accomplished by the customer dialing an access code, hanging up, letting the telephone ring, and allowing both primary and extension to talk to each other. The ringing supplied to the line is a special ringing circuit which allows the customer to distinguish between a normal incoming call and an intracall. The access code may be the customer's own telephone number or a special three digit code, depending upon the type of central office from which the customer is served. *INTRACALL* Service is not available to lines in a Hunt Group.

B. Rates and Charges

The rates and charges following provide special calling features to residence and business individual line service. They are in addition to the applicable service charges for access lines and other services or equipment with which they are associated.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• <i>INTRACALL</i> Service, per line	E1N	\$11.00	\$1.50

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5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES (CONT'D)

(N)

5.4.9 CALLER IDENTIFICATION-BULK

A. Description

Caller Identification-Bulk (BCLID) allows a *CENTRON*, Centrex, Multiline Hunt Group (MLHG) or Private Branch Exchange (PBX) customer to receive call-related information on calls that are received from outside the *CENTRON*, Centrex, MLHG or PBX.

The following call-related information is transmitted per incoming call:

- The calling and called directory numbers (DN).
- The time of day the call was placed.
- The busy/idle status of the called DN.
- The calling line type (individual or group).

The Call Data input/output Central Office Facility provides the central office facilities necessary to transmit Call Data information over the Private Line Channel.

B. Terms and Conditions

1. A voice grade 36 (or equivalent) Private Line channel as specified in the Access Service Tariff is required between the customer's serving central office and the customer's premises for the transmission of the call-related data.
2. The customer shall be responsible for the provision of compatible customer premises equipment (CPE) which will receive, translate, display and/or store the transmitted data. The installation, repair and technical capability of that equipment to function in conjunction with the service specified herein is the responsibility of the customer.
3. PBX customers subscribing to this feature must be assigned to a multiline hunt group or subscribe to DID service as described elsewhere.
4. For incoming calls from callers served by PBXs, only the main number of the PBX will be transmitted.

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.9 CALLER IDENTIFICATION-BULK**

B. Terms and Conditions (Cont'd)

(N)

5. For incoming calls from callers in a multiline hunt group, only the main number of the hunt group will be transmitted.
6. Caller Identification-Bulk will be provided where technically and/or economically feasible and where sufficient demand exists to warrant the provision of the service.

C. Rates and Charges

1. This service is subject to the terms, conditions, rates and charges applicable to other exchange services and is in addition to the rates and charges for the service with which it is associated.
2. The service and equipment charge specified herein shall be applicable to change the service.
3. Caller Identification-Bulk will be provided at the following rates and charges:

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Call Data Input/Output Central Office Facility, each	FCX	\$400.00	\$450.00
• Per MLHG, PBX Trunk Group or <i>CENTRON</i> /Centrex system terminating in Call Data Input/Output Central Office Facility	NSE++	50.00	50.00
• Call Data - Incoming, each line or trunk arranged within group	CGL	5.00	5.00

## **5. EXCHANGE SERVICES**

### **5.4 PREMIUM EXCHANGE SERVICES (CONT'D)**

#### **5.4.10 CUSTOM RINGING SERVICE**

##### A. Description

Custom Ringing is a central office based service which provides up to three additional distinctive ringing codes on incoming calls, using one individual exchange access line. The distinctive ringing codes are achieved by assigning up to three additional telephone numbers to the access line.

##### B. Terms and Conditions

1. This service is only provided with individual exchange access lines except where not technically feasible. Custom Ringing numbers are not provided on the following services: Foreign Exchange, Off Premise Extensions, Centrex-Type Services and *MARKET EXPANSION LINE*.
2. Custom Ringing will be billed to the primary exchange access line number. Itemized billing is not available on Custom Ringing numbers.
3. Company intercept service methods and procedures apply to Custom Ringing on a per number basis. In addition, the following regulations will apply:
  - When the exchange access line number remains in service, Custom Ringing numbers can be individually intercepted.
  - When the exchange access line number is intercepted, all Custom Ringing numbers must be intercepted. Exceptions: If another exchange access line is installed at the premises, Custom Ringing numbers can either remain in service or be individually intercepted.
4. When the customer's exchange access line is equipped with Call Waiting and the line is busy, for each Custom Ringing number incoming calls will generate a distinctive Call Waiting tone at no additional charge.

**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.10 CUSTOM RINGING SERVICE**

**B. Terms and Conditions (Cont'd)**

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

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

**C. Rates and Charges**

1. The nonrecurring charge in a. and b., following, applies to install Custom Ringing and/or to change the ringing pattern associated with the service. Only one nonrecurring charge shall apply per order.
2. When the customer requests additions or changes to the Call Forwarding options, the nonrecurring charges found in 5.4.3 for Custom Calling Services shall apply.
3. When the customer requests a change in a Custom Ringing telephone number, nonrecurring charges as specified herein apply.
4. The charge to convert a Custom Ringing number to the main exchange access line number is the same as the charge to install a new exchange access line, as specified in 5.2.
5. This service is subject to the terms and conditions and rates and charges applicable to other exchange services and is in addition to the basic rates and charges for the services with which it is associated.

**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.10 CUSTOM RINGING SERVICE**

C.5. (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>	
a. Custom Ringing				
• Business				
- First additional number	RGG1+	\$11.00	\$7.45	
- Second additional number	RGG2+	11.00	5.25	
- Third additional number	RGG3+	11.00	5.25	
• Residence				(N)
- First additional number	RGG1+	7.00	5.00	
- Discounted[1]	—	7.00	3.00	
- Second additional number	RGG2+	7.00	2.50	
- Third additional number	RGG3+	7.00	2.50	
b. Change Custom Ringing number	NCK	15.00	—	

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

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**5.4 PREMIUM EXCHANGE SERVICES (CONT'D)**

**5.4.13 ANSWER SUPERVISION - LINE SIDE**

A. Description

Answer Supervision - Line Side provides the capability to deliver "off-hook" supervisory signals from the terminating central office switch to a line side interface at the originating central office switch. These signals indicate when the called station has answered an incoming call.

B. Terms and Conditions

Answer Supervision - Line Side will only be provided where technically and economically feasible and where sufficient demand exists to warrant the provision of the service.

C. Rates and Charges

The rates and charges applicable to Answer Supervision - Line Side are in addition to the rates and charges for the services with which it is associated.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Per Line Arranged	AS8L+	\$15.00	\$1.00

**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES (CONT'D)**

**5.4.19 NUMBER FORWARDING**

(N)

A. Description

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

B. Terms and Conditions

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

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**5.4 PREMIUM EXCHANGE SERVICES**  
**5.4.19 NUMBER FORWARDING (CONT'D)**

(N)

C. Rates and Charges

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

	<b>USOC</b>	<b>MINIMUM RATE</b>	<b>MAXIMUM RATE</b>	<b>CURRENT RATE</b>
• Non-recurring charge	VTL	\$ 1.30	\$15.00	\$10.00
• Monthly rate	VTL	0.45	10.45	6.95