

**Qwest Corporation**

**WN U-40  
EXCHANGE AND  
NETWORK SERVICES  
WASHINGTON**

**SECTION 5**  
1st Revised Sheet 101  
Cancels Original Sheet 101

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**5. EXCHANGE SERVICES**

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

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(D)

[1] Material moved to 5.4 of the Exchange and Network Services Catalog.

(N)

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**5. EXCHANGE SERVICES**

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

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**5. EXCHANGE SERVICES**

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

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## 5. EXCHANGE SERVICES

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

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

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**5. EXCHANGE SERVICES**

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

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(N)

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**5. EXCHANGE SERVICES**

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

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

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

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## 5. EXCHANGE SERVICES

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

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**5. EXCHANGE SERVICES**

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

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## 5. EXCHANGE SERVICES

### 5.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS

#### 5.5.7 PUBLIC ACCESS LINE SERVICE

##### A. Description

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).

The use of "coinless" telephone in this Tariff refers to telephones without a coin-collecting device. This type of telephone is used to provide an optional billing arrangement on originating calls for either third number billed, calling card and/or collect calls.

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##### 1. Basic PAL Service

Basic PAL Service is a flat, two-way or outgoing only line that provides:

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- Access to the local network,
- Inter/IntraLATA and Interstate toll calling.

##### 2. Coinless Subscriber Basic PAL Service

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This service provides:

- Free calls to 911 emergency agency code;
- Access to directory assistance;
- Prevention of Company operators from billing collect and bill to third number calls to the PAL service;

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**5.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS**

**5.5.7 PUBLIC ACCESS LINE SERVICE**

A. Description (Cont'd)

3. Coinless Collect only Basic PAL Service

Coinless Collect only Basic PAL Service is a one-way out only service to be used in penal, correctional and mental health institutions only. This service provides:

- Access to the toll and local network only by dialing 0 plus the desired number;
- Restriction of Company operator assisted calls by station users to only collect calls;
- Prevention of Company operators from billing collect and bill to third number calls to the PAL Service.

This service prohibits calls to:

- Directory assistance,
- 911 emergency code,
- Interexchange carriers other than the carrier presubscribed to the line,
- 800/800-type service, 676, 900, 976, 950, 960 telephone numbers,
- Company repair service.

4. Smart PAL Service

Smart PAL Service is a flat, two-way or outgoing only line which utilizes central office coin control features. This service provides:

- Coin signaling, including coin collect and coin return.
- Company completed and carried local and intraLATA toll messages, both sent paid and non-sent paid.
- Company operator services/systems for all 0-, 0+ and 1+ intraLATA toll calls, and 0+ local calls.
- Routing to the presubscribed carrier for all 0+ and 00- interLATA calls.
- Pay-per-call blocking (e.g. 900).
- Incoming and outgoing call screening.
- Access to:
  - Directory assistance,
  - 911 emergency code,
  - All interexchange carriers,
  - 800/800-type service and 950 telephone numbers,
  - Company repair service.

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(M) Material moved to Sheet 110.2.  
(M1) Material moved from Sheet 110.

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## 5. EXCHANGE SERVICES

### 5.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS

#### 5.5.7 PUBLIC ACCESS LINE SERVICE

##### A. Description (Cont'd)

#### 5. Fraud Protection Service

Fraud Protection Service for Basic PAL Service offers three levels of protection: incoming, outgoing, and incoming & outgoing as described below.

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

Fraud Protection Service is subject to the availability of facilities with Basic PAL Service. Operator assisted, collect and/or third number billed calls originating from locations that do not have screening capabilities may not be capable of being intercepted and denied and will be billed, e.g., International calls and calls that do not go through the Billing Validation Authority database. Provision of Fraud Protection does not alleviate customer responsibility for completed toll calls. Rates and Charges for this service are set forth in 5.5.7.C.3., following.

#### 6. PAL Carrier Package

PAL Carrier Package is an outgoing service commonly used by Interexchange Carriers and includes Call Screening and local Call Restriction.

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## 5. EXCHANGE SERVICES

### 5.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS

#### 5.5.7 PUBLIC ACCESS LINE SERVICE (CONT'D)

##### B. Terms and Conditions

1. Each PSP pay telephone must be connected to a separate Public Access Line.
2. All PSP pay telephones must be connected to PAL Service, be FCC registered, or connected behind a registered protective coupler, and comply with all FCC Rules and Regulations and Telecommunications for the Disabled Act of 1982 requirements relative to handicapped access, and National Electric Code and National Electric Safety Code.
3. The Company is not liable for shortages of coins deposited and/or collected from the pay telephones used on PAL Service.
4. The Company is not liable for end-user fraud associated with failure of the customer's pay telephones to perform correctly.
5. The following terms and conditions are specific to Smart PAL Service:
  - a. Off premises extensions are not permitted.
  - b. The customer must insure that the telephone sets used with Smart PAL Service are capable of rating sent-paid local calls and are compatible with, and cause no harm to the Company's network.
6. Two-way PAL Service rates and charges include one business directory listing. Additional listings will be furnished at rates and charges specified in 5.7.
7. PAL Service is not represented as adapted for data service. PAL Service contemplates the provision of satisfactory voice transmission only.
8. PSP pay telephones, unless served by a PAL carrier package, must be able to complete local as well as toll calls with presubscription to the Interexchange Carrier (IC) of the owner's choice. The telephone must also provide access to all other ICs unless it is owned by an IC.

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## 5. EXCHANGE SERVICES

### 5.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS

#### 5.5.7 PUBLIC ACCESS LINE SERVICE

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

9. Terms, conditions, rates and charges as described elsewhere in this Tariff apply as appropriate.
10. Changing to or from Basic and Smart PAL Service may require a telephone number change.
11. Any service to which an existing PSP pay telephone is connected will be converted to a PAL.

##### C. Responsibility of the Customer

1. The PAL customer will be responsible for:
  - a. The installation, operation, and maintenance of any PSP pay telephone used in connection with this service.
  - b. The rates and charges incurred on the Public Access Line. Toll adjustments will not be allowed on the PAL account, unless due to Company error.
  - c. The refund of coins when lost or collected in error.
  - d. The payment of Maintenance of Service Charges for visits made by a Company employee to the customer's premises when a service difficulty or trouble report results from the PSP pay telephone.

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## 5. EXCHANGE SERVICES

### 5.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS 5.5.7 PUBLIC ACCESS LINE SERVICE (CONT'D)

#### C. Rates and Charges

1. Basic PAL monthly rates are billed on a per line basis, as follows:

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Basic Flat			
- Two-way, per line	1KY	[1]	\$13.99
- Outgoing only, per line	1GY	[1]	13.99
• Coinless Subscriber Service			
- Two-way, per line	1NP	[1]	13.99
- Outgoing only, per line	1PZ	[1]	13.99
- Coinless Collect Only, per line	1P9	[1]	13.99
• PAL Carrier Package	1N8	[2]	14.10

[1] Rates and charges for flat rated business service apply, as specified in 5.2.4.

[2] A nonrecurring charge from 5.2 applies per PAL.

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## 5. EXCHANGE SERVICES

### 5.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS

#### 5.5.7 PUBLIC ACCESS LINE SERVICE

##### C. Rates and Charges (Cont'd)

2. Smart PAL nonrecurring and monthly rates are billed on a per line basis, as follows:

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Flat two-way	5FP	[1]	\$14.61
• Flat outward only	5FO	[1]	14.61

3. Fraud Protection features available will be provided at the following rates and charges:

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Fraud Protection			
- Incoming, per line	PSES1	-	-
- Outgoing, per line	PSES0	\$1.12	\$0.11
- Incoming and Outgoing, per line	PSESP	1.12	0.11

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[1] The nonrecurring charge from 5.2.4 applies per PAL.

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## 5. EXCHANGE SERVICES

### 5.7 DIRECTORY SERVICES

#### 5.7.1 LISTING SERVICES

##### A. Description

This Section applies to listings in the alphabetical section of telephone directories in all exchanges. These listings provide information to identify a customer's telephone numbers. They are intended only as an aid to the use of service.

##### B. Definitions

The following definitions refer to both business and residence service unless qualified.

##### Additional Listings

A listing provided in addition to the primary or main listing on a telephone service. Additional Listings may be used to help locate another individual in addition to the main listed person in a dual name listing, identify employees who work for a particular business, or list another name by which a business might be known.

Customers may purchase a listing which reverses the order of each individual's name at the regular Additional Listings rate as specified in D., following.

##### Caption Listing

A listing arrangement consisting of a heading or first listing followed by other listings indented beneath it. Such listings may include, but are not limited to the following:

- Departments or divisions of a business
- Different locations, offices or branches of a business
- Second residence
- Employees or officers of a firm
- Members of a household
- Residence listing beneath a business listing when both services carry the same personal name
- Business listing indented beneath a residence listing when both services carry the same personal name

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## 5. EXCHANGE SERVICES

### 5.7 DIRECTORY SERVICES

#### 5.7.1 LISTING SERVICES

##### B. Definitions (Cont'd)

##### Designation

The portion of a directory listing showing an occupation, a professional or religious title or degree, military title or branch of service, or affiliation with a professional organization. Words describing products are acceptable only for business listings. All designations must be acceptable to the Company.

##### Directory Listing

Essential information in the telephone directory or directory assistance records that identifies the telephone number of a listed customer. Each primary business service is furnished a listing in the alphabetical and classified sections of the directory at no additional charge.

##### Dual Name Listing - Residence

A single residence listing provided for two persons who may or may not share the same surname, but who share the same service, and reside at the same address.

##### E-mail Address Listing - Residence

Identifies the customer's electronic mail (E-mail) address used to send and receive mail on a computer. An example of a standard E-mail address is: userid@uswest.com.

##### E-mail/URL Address Listing Package - Residence

Discounted monthly rate for E-Mail Address Listing and URL Address Listing on the same account.

##### Informational Listings

Additional material included with a primary, additional or reference listing that is necessary for the proper routing of calls. Informational Listings do not include symbols such as "@", "#", ".", "/", etc., or internet or website address information. For these, see E-Mail Address Listing – Residence and Uniform Resource Locator (URL) Address Listing - Residence.

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## 5. EXCHANGE SERVICES

### 5.7 DIRECTORY SERVICES

#### 5.7.1 LISTING SERVICES

##### B. Definitions (Cont'd)

##### Nonpublished Service

An arrangement, at the customer's request, whereby a customer's telephone number does not appear in either the telephone directory or directory assistance records.

##### Nonlisted Service

An arrangement, at the customer's request, in which a customer's telephone number appears on directory assistance records but is omitted from the telephone directory.

##### Primary Listing

A listing provided without additional charge in connection with each service arrangement shown below:

- Each primary exchange access service. There is only one primary listing in connection with two or more lines furnished on a line hunting basis. The group of lines will be identified by only one number in the group. That number is used for primary service or Joint User Service listings.
- Each complex system, Centrex system, Group Use Service, and each PBX trunk number out of sequence and not arranged for line hunting. Where PALs are terminated in combination with flat rate trunks on the customer's commercial PBX system, one identified listing will be provided without additional charge to direct calls to client or guests.
- Each order receiving equipment system that is directly connected by trunks with the central office.
- Each Farmer Line Service
- Each Public Automatic Announcement System
- Interexchange Carrier (IC) Radiotelephone Service System connected to the exchange and message toll network of the Company.

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## 5. EXCHANGE SERVICES

### 5.7 DIRECTORY SERVICES

#### 5.7.1 LISTING SERVICES

##### B. Definitions (Cont'd)

##### Secretarial Listings

Business listings for *DID* Service only, for customers who do not subscribe to local exchange service but terminate on telephone answering services providing directory listings to their clients.

##### Uniform Resource Locator (URL) Address Listing - Residence

Identifies the customer's URL address used to identify resources on the Internet's World Wide Web. An example of a standard URL is: <http://www.uswest.com>.

##### C. Terms and Conditions

###### 1. Primary or Additional Listing

A primary or additional listing consists of a name, address and telephone number.

- a. At the customer's request, the address may be omitted from the listing.
- b. A post office box number and post office branch may be listed in lieu of the address or address omission.
- c. If the address is included, it may be the address of the location of the customer or Company provided equipment and/or facilities.