

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 CUSTOM CALLING SERVICES

A.1. (Cont'd)

Selective Call Forwarding

Allows a customer to establish and modify a list of telephone numbers whereby calls originating from numbers on the list can be forwarded to a 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.

(M)

(M) Material moved to 105.4.3.

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 CUSTOM CALLING SERVICES

A.1. (Cont'd)

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.

Warm Line

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.

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.

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 CUSTOM CALLING SERVICES (CONT'D)

B. 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.
2. The services will be provided only in connection with individual access line service. Custom Calling Services are not available in connection with Smart PAL Service.
3. Where Custom Calling Services are provided in connection with Combination Access Line Service, all access lines must be equipped with the same Custom Calling features. The appropriate rate will apply per main station line equipped. Three-Way Calling and Call Forwarding-Variable features are not available with Combination Access Line Service Arrangements No. 2 or No. 3.
4. At the time of a number change for Company reasons, existing business and residence lines may be equipped for one or more Custom Calling features without a service and equipment charge.
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.
6. Where any Custom Calling Service is provided on a Measured Service line, usage charges as specified in 5.2.1 of the Exchange and Network Services Price Schedule, 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.

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 CUSTOM CALLING SERVICES

B. Terms and Conditions (Cont'd)

7. Due to technical limitations, customers may not purchase the following on the same line:
 - One-digit Abbreviated Access service and Speed Call 8.
 - Two-digit Abbreviated Access service and Speed Call 30.
 - More than one Abbreviated Access service.
8. 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.
9. Due to technical limitations, customers who subscribe to Call Transfer and Speed Calling 8-number capacity will only have 6-number capacity available for their use.
10. Where technology permits, 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.
11. 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 service order.
12. 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 delay period ends.
13. The connection to the predetermined number associated with Hot Line Service cannot be changed except through the issuance of a service order.

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 CUSTOM CALLING SERVICES

B. Terms and Conditions (Cont'd)

14. 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.
15. Operator Verification and Interrupt will not function on lines equipped with any of the Call Forwarding features.
16. 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 \$7.60 for each service, per line. Customers may request the removal of these services at any time, at no charge.
17. Some of the features may be subscribed to separately or in a combination of several on the same line in a package rate.
18. A 60 Day Product Guarantee allows customers who are new subscribers of Remote Access Forwarding and Scheduled Forwarding, who are not completely satisfied with the product, to receive credit for all monies billed for the product. The customer must notify the Company of their dissatisfaction and request disconnection of the product within 60 days of the installation of the product.
19. 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.

The following are restrictions to forwarding destinations for Remote Access Forwarding and Scheduled Forwarding:

- No International numbers - only United States NPAs allowed.
- No 700, 800, 900, 950 or 976.
- No N11 or 555-1212.
- No operator assisted calls (0-, 0+, 00-, 00+, 01+, 10XXX+0, 10XXX+00, 10XXX+0+, 1-XXX+01+).
- No speed dial codes or customized dialing plans.
- No third-number billed calls.
- A limit of four (4) destination changes per hour.

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 CUSTOM CALLING SERVICES

B. Terms and Conditions (Cont'd)

20. *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.
21. *I-CALLED* is not available on the following types of originating services:
 - Centrex type services;
 - Public Telephone service;
 - PBX trunks;
 - Cellular;
 - Operator assisted.
22. *I-CALLED* is not available on calls to special access numbers, including, but not limited to: 800, 888, 900, 976 and N11.
23. *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.
24. 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 number 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.

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 CUSTOM CALLING SERVICES

B. Terms and Conditions (Cont'd)

25. 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.
26. 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.
27. 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.
28. 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.
29. 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.

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 CUSTOM CALLING SERVICES (CONT'D)

C. Rates and Charges

1. Except as specifically provided herein, Custom Calling Services are subject to the terms, conditions, rates and charges applicable to other types of customer service and are in addition to the basic rates and charges for the service with which it is associated.
2. The following nonrecurring charge applies per line, per customer request to establish or change one or more custom calling features.

The nonrecurring charge will apply to change the predetermined 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 any custom calling features, or to change from Caller Identification to *CALLER ID WITH PRIVACY* +.

	NONRECURRING CHARGE
• Residence	\$10.35
• Business[1]	10.35

[1] For Business Custom Calling Services packages, the nonrecurring charge will not apply to discontinue one or more features in a package when the remaining feature(s) stay the same.

Qwest Corporation
Services Catalog No. 2
Wyoming

**EXCHANGE AND
NETWORK SERVICES**
Effective: 2-9-2009

SECTION 5
Page 49
Release 3

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 CUSTOM CALLING SERVICES

C.2. (Cont'd)

a. Custom Calling Services, each line

BUSINESS	USOC	MONTHLY RATE
• 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
• Call Forwarding		
- Busy line (expanded)	FBJ	3.00
- Busy line (external)	EVB	3.00
- Busy line (overflow)	EVO	8.95
- Busy line (programmable)	ERB	8.00
- Busy line/don't answer (expanded)	FVJ	5.50
- Busy line (external)/don't answer	EVF	5.50
- Busy line (overflow)/don't answer	EVK	9.95
- Don't answer	EVD	4.00
- Don't answer (expanded)	FDJ	4.00
- Don't answer (programmable)	ERD	5.00
- Variable	ESM	6.00 (I)

Qwest Corporation
Services Catalog No. 2
Wyoming

**EXCHANGE AND
NETWORK SERVICES**
Effective: 2-9-2009

SECTION 5
Page 50
Release 3

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 CUSTOM CALLING SERVICES

C.2.a. (Cont'd)

BUSINESS	USOC	MONTHLY RATE
• Call Rejection	NSY	\$ 6.00 (I)
• Call Transfer	EO3	7.00
• Call Waiting	ESX	8.00
• <i>CALLER ID WITH PRIVACY</i> +	N6S	11.50
• Caller Identification - Name and Number	NNK	10.00
• Caller Identification - Number	NSD	10.00
• Continuous Redial	NSS	4.50 (I)
• Dial Lock	OC4	3.95
• Do Not Disturb	D7T	3.95
• Easy Access	SQAVX	0.98
• Hot Line	HLA	2.00
• Last Call Return	NSQ	5.50 (I)
• NO SOLICITATION	SB5	6.95
• Priority Call	NSK	5.00 (I)
• Remote Access Forwarding	AFD	9.00
• Scheduled Forwarding	ATF	10.00 (I)
• <i>SECURITY SCREEN</i>	RV1	2.95

Qwest Corporation
Services Catalog No. 2
Wyoming

**EXCHANGE AND
NETWORK SERVICES**
Effective: 2-9-2009

SECTION 5
Page 51
Release 4

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 CUSTOM CALLING SERVICES

C.2.a. (Cont'd)

BUSINESS	USOC	MONTHLY RATE
• Selective Call Forwarding	NCE	\$5.50 (I)
• Selective Call Waiting	S7W, S7Y	8.00
• Speed Calling, 8-number capacity	E8C	4.50
• Speed Calling, 30-number capacity	E3D	5.50
• Three-Way Calling	ESC	6.00 (I)
• Warm Line	WLS	2.50
• Wireless Extension	HME	4.95

Qwest Corporation
Services Catalog No. 2
Wyoming

**EXCHANGE AND
NETWORK SERVICES**
Effective: 2-9-2009

SECTION 5
Page 52
Release 3

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 CUSTOM CALLING SERVICES

C.2.a. (Cont'd)

RESIDENCE	USOC	MONTHLY RATE
• Abbreviated access, one-digit		
- Each shared speed call list	EV5	—
- Each line arranged	EV4	\$0.50
• Abbreviated access, two-digit		
- Each shared speed call list	EV9	—
- Each line arranged	EV8	0.50
• Call Curfew	RCU	3.95
• Call Forwarding		
- Busy line	EVO	0.30
- Busy line (expanded)	FBJ	0.30
- Busy line (programmable)	ERB	1.85
- Busy line/don't answer	EVK	1.25
- Busy line/don't answer (expanded)	FVJ	1.25
- Don't answer	EVD	1.05
- Don't answer (expanded)	FDJ	1.05
- Don't answer (programmable)	ERD	2.60
- Variable	ESM	5.00 (I)
• Call Rejection	NSY	5.50
• Call Transfer	EO3	6.50
• Call Waiting	ESX, N2W	7.00 (I)

Qwest Corporation
Services Catalog No. 2
Wyoming

**EXCHANGE AND
NETWORK SERVICES**
Effective: 2-9-2009

SECTION 5
Page 53
Release 3

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 CUSTOM CALLING SERVICES

C.2.a. (Cont'd)

RESIDENCE	USOC	MONTHLY RATE
• <i>CALLER ID WITH PRIVACY</i> + - Discounted[1]	N6S —	\$10.75 (I) 2.95
• Caller Identification - Name and Number	NNK	9.00 (I)
• Caller Identification - Number	NSD	9.00
• Continuous Redial	NSS	4.00 (I)
• Dial Lock	OC4	3.95
• 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)

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

Qwest Corporation
Services Catalog No. 2
Wyoming

**EXCHANGE AND
NETWORK SERVICES**
Effective: 2-9-2009

SECTION 5
Page 54
Release 4

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 CUSTOM CALLING SERVICES

C.2.a. (Cont'd)

RESIDENCE	USOC	MONTHLY RATE
• Remote Access Forwarding (Call Following)	AFM	\$6.00 (I)
• Scheduled Forwarding	ATF	7.00 (I)
• <i>SECURITY SCREEN</i>	RV1	2.95
• Selective Call Forwarding	NCE	5.00 (I)
• Selective Call Waiting	S7W, S7Y	7.00
• Speed Calling, 8-number capacity	E8C	3.50
• Speed Calling, 30-number capacity	E3D	4.50
• Three-Way Calling	ESC	4.50 (I)
• Warm Line	WLS	2.50
• Wireless Extension	HME	4.95

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 CUSTOM CALLING SERVICES

C.2. (Cont'd)

b. Custom Calling Services, per occurrence

	CHARGE
• Call Trace, Pay per use basis per activation[1]	
- Business	\$1.00
- Residence	1.00
• Continuous Redial, Pay per use basis per activation[2]	
- Business	0.95
- Residence	0.95
• Last Call Return, Pay per use basis per activation[3]	
- Business	0.95
- Residence	0.95
• Three-Way Calling, Pay per use basis per activation[4]	
- Business	0.95
- Residence	0.95
• <i>I-CALLED</i> , Pay per use basis per activation	
- Business	0.95
- Residence	0.95

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

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

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

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

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES (CONT'D)

5.4.4 MARKET EXPANSION LINE (MEL) SERVICE

A. Description

When a customer activates MEL Service on the customer's service, all incoming calls are automatically routed to another customer-selected telephone number in the local calling area or a distant exchange.

B. Terms and Conditions

1. MEL Service is furnished only where adequate and suitable facilities are available. Central offices will be equipped for MEL Service at the discretion of the Company.
2. MEL Service is provided on the condition that the customer subscribe to 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 opinion of the Company, additional MEL features at the call forwarding location or facilities at the terminating telephone are needed, the customer will be required to subscribe for such additional MEL features and facilities.
3. The service is not offered where the terminating telephone is a pay telephone.
4. The Company cannot provide the customer with the telephone number of the originating call.

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.4 MARKET EXPANSION LINE (MEL) SERVICE

B. Terms and Conditions (Cont'd)

5. The Company provides one free directory listing in the exchange where the MEL CO is located; however, at the customer's request, the listing may be omitted at no charge. Additional listings may be provided at rates and charges for business additional listings.
6. Directory assistance charges, or allowances, are not applicable to MEL Service since this is an inward only calling arrangement.
7. The message charges applicable to remotely forwarded calls shall be comprised of two separate charges; (a) a charge for that portion of the call from the calling telephone to the called number, and (b) a charge for that portion of the call from the called telephone to the remotely call forwarded terminating telephone. The respective charge for each such portion shall be as follows:

- a. Between the calling telephone and the called (MEL) location.

The calling party is responsible for the payment of these charges with the exception of those calls which are placed collect and accepted by the MEL customer.

- b. From the called telephone (MEL) location to the terminating telephone.
 - The appropriate dial, station-to-station charge as specified in Section 6, following, MTS or the interstate LDMTS, or
 - The applicable charges for this portion of an intraexchange remotely forwarded call as specified in C.3., following.

These charges apply to all calls answered at the terminating telephone, including person-to-person and collect calls, even though such calls might not be accepted at the answering location. The MEL customer is responsible for the payment of these charges.

Qwest Corporation
Services Catalog No. 2
Wyoming

EXCHANGE AND
NETWORK SERVICES
Effective: 2-9-2009

SECTION 5
Page 58
Release 3

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

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

C. Rates and Charges

1. The appropriate business nonrecurring charge specified in this Section will apply for the installation of MEL Service. Subsequent to the initial establishment of MEL service, the appropriate nonrecurring charge will also apply to add or change one or more of the MEL numbers, to change a call forwarding telephone number and to restore service for Company initiated termination of service.
2. The following rates and charges are added to all rates and charges for associated services:

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• <i>MARKET EXPANSION LINE</i> , each line arranged	RCF	\$29.00	\$22.00 (I)
• Each additional line arranged	RCA	29.00	22.00 (I)

3. Per Call Charge

**CHARGE FOR
EACH CALL**

\$0.08

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES (CONT'D)

5.4.5 BASIC EXCHANGE ENHANCEMENT

A. Description

Amplified Voice Grade Circuit

This grade of service provides a circuit with no more than a 4 decibel (d.B.) loss (measured at 1004 Hz.) from the local CO to the customer's network interface. This service provides the customer a premium quality transmission line and signaling for use on all local switched service.

B. Terms and Conditions

1. Amplified Voice Grade Circuit is furnished only in CO areas where adequate and suitable facilities are available. Central offices will be equipped for Amplified Voice Grade Circuit at the discretion of the Company and in accordance with regular engineering practices.
2. The services will be provided only in connection with individual access line or individual trunk service. Amplified Voice Grade Circuit is not available in connection with Smart PAL Service, Multiparty Service, FX, FCO, WATS, and long distance terminal trunk (TTT).
3. When a customer subscribes to Amplified Voice Grade Circuit all access lines in a hunt group or trunk group must be equipped with this service.

C. Rates and Charges

1. Except as specifically provided herein, Amplified Voice Grade Circuit is subject to the terms, conditions, rates and charges applicable to other types of customer service and are in addition to the basic rates and charges for the service with which it is associated.

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Amplified Voice Grade Circuit, per access line or trunk	VGA	\$28.44	\$9.00

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES (CONT'D)

5.4.7 INTRACALL SERVICE

A. Description

The *INTRACALL* Service allows an individual access line, noncomplex residence or business customer to use the line as an intercom system. This feature is activated when the customer dials their own number from any station on the line, receives a busy signal and hangs up. Upon hanging up, all stations on the line will ring. Two or more stations may speak over the intercom line.

B. Terms and Conditions

1. If the customer has call waiting, the feature will be deactivated for the duration of the intercom call.
2. If the customer has call forwarding, and the feature is activated, all *INTRACALL* Service calls will also be forwarded.
3. This service is furnished only in CO areas where adequate and suitable facilities are available.
4. *INTRACALL* Service is not offered with companion line service or Combination Access Line Service Arrangements No. 2 and No. 3.

C. Rates and Charges

1. The following nonrecurring charge applies per line to establish. These charges are in addition to the basic rates and charges for the service with which it is associated.
2. The nonrecurring charge will not apply when *INTRACALL* is established at the same time a custom calling feature(s) is established or changed.

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• <i>INTRACALL</i> Service, per line	E1N	\$10.35	\$1.50