

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

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2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS

Base Rate

The monthly rate that applies for a specific grade and class of exchange service located within a base rate area.

Base Rate Area

That portion or portions of an exchange within which specified classes and grades of basic exchange service are furnished at a charge that does not vary with the distance from the CO.

Billable Premises Work

All work requested by the customer and done by the Company on the customer's premises except to establish or reestablish network access through the Network Interface, so long as the Network Interface is located in the normal location.

Building

See "Same Building."

Central Office (CO)

A switching unit providing telecommunication services to the general public, designed for terminating and interconnecting lines and trunks. More than one CO may be located in a building.

Central Office Connecting Facilities

A facility furnished to an Other Common Carrier by the Company between the terminal location of the Other Common Carrier and a point of connection on the Company premises.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (CONT'D)

Central Office District

The territory served by a CO or group of CO's, any one of which may serve any part of a district.

Central Office Line

See "Exchange Access Line".

Class of Service

A subgrouping of customers, typically business, residence or Public Access Line (PAL) Service, for the purpose of rate distinctions.

Code Ringing

The method of signaling stations on a party line whereby the bells of all or part of the stations on the circuit are rung whenever one station is signaled, signals of the respective stations being distinguished by a code made up of various combinations of short and long rings.

Company

Refers to Qwest Corporation.

Continuous Property

Continuous property is defined as the land, including any building or buildings thereon, occupied or used in the conduct of one establishment or business, throughout which there is general access without the necessity of crossing land used publicly or privately by others.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (CONT'D)

Cost

Wherever the words cost or actual cost are used, they are intended to cover the actual cost of material, labor, and incidentals, plus a charge for administration.

Customer

A person, firm, corporation, or governmental agency responsible for paying the telephone bills and for complying with the rules and regulations of the Company.

Drop Wire

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

Exchange

A geographical unit, established by the Company, for the administration of telecommunication services in a specified area.

Exchange Access Line

All of the Company's CO equipment and outside plant facilities that are needed to connect the serving CO up to and including the Company provided Network Interface or equivalent.

Exchange Access Line Type

- Individual main telephone service.

Exchange Service

The service of furnishing equipment and facilities for telephone communications within a designated area.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (CONT'D)

Exchange Service Area

The territory served by an exchange.

Exchange Zone

One of a series of specified areas, beyond the base rate area of an exchange, in which service is furnished at rates in addition to base rates.

Extension Line(s)

A circuit connecting a main station with an additional extension station(s).

Flat Rate Service

An exchange service for which a specified rate is charged, regardless of the amount of local use.

Foreign Exchange Service (FX)

Denotes a service whereby dial tone is provided from a wire center in an exchange from which the customer is not normally served or where the customer is located outside an exchange in unassigned territory. This service is available to either residence or business customers but will not be provided for resale. See Section 5 of the Private Line Transport Services Catalog.

Grade of Service

The term used to describe exchange service with respect to the number of main telephones which may be connected to a CO line or to designate a specific type of exchange service, e.g., individual line, service station service, etc.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (CONT'D)

Individual Line

An exchange access line designed for the connection of one main station.

Local Exchange Service

The furnishing of telecommunication services to the Company's customers within an exchange for local calling. This service also provides access to and from the telecommunications network for long distance calling.

Local Service Area or Extended Local Service Area

That area throughout which an exchange service customer, at a given rate, may make calls without the payment of a toll charge. A local service area may be made up of one or more exchange areas.

Locality Rate Area

An area of concentrated development located outside and remote from the base rate area but within an exchange area and within which local telephone service is furnished at incremental rates.

Maintenance of Service

Maintenance of Service denotes an occurrence of a visit to a customer's premises in connection with a service difficulty when it is determined that the difficulty is due to a condition in customer-provided facilities, terminal equipment, a communication system or for customer-maintained premises wire. When a Maintenance of Service visit is made, premises work charges will apply.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (CONT'D)

Measured Rate Service

A type of exchange service for which a basic charge is assessed to the customer for exchange access. Customer originated local service messages are all measured during the billing period. Rates and charges for each message may be based on called distances (distance applies to future multiwire center exchanges) duration of calls or calling frequency.

Message Rate Service

The type of exchange service provided at a monthly rate with an additional charge for each local message or message unit in excess of a specified allowance.

Message Unit

A unit of measurement used in charging for local message rated calls.

Network Interface

The point of interconnection between Company communications facilities and terminal equipment, protective apparatus or wiring at a customer's premises. The network interface or demarcation point shall be located on the customer's premises within 12 inches or a similarly reasonable distance, of the protector, or where there is no protector, no further than 12 inches of where telephone facilities, cable and/or wire enters the customer premises. The network interface shall consist of a standard FCC registration jack or its equivalent, which is installed, owned and maintained by the Company at the customer's premises.

Network Premises Work Charge

A time-sensitive one time charge, billed to the customer for work performed by a Company employee or representative, for work done on the customer's premises on the Company side of the Network Interface. This does not include the work required to establish or reestablish access service.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (CONT'D)

Nonrecurring Charge

A nonrecurring charge associated with a given service or item of equipment which applies on a per-service and/or a per-item basis each time the service or item of equipment is provided or changed.

Party Line Service

A single exchange access line which serves more than one customer. Each customer has a different telephone number and the calls are determined by code ringing. Two-party line service is the connection of two main stations and four-party line service is the connection of four main stations, etc.

Premises

See "Same Premises".

Premises Work Charge

A time-sensitive one time charge that applies to customer requested work done by the Company on the customer's side of the Network Interface.

Privacy

Provides the station user with sole access to the line and prevents others from entering the connection.

Public Access Line Service

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (CONT'D)

Same Building

Same building means a structure under one roof, or two or more structures under separate roofs, throughout which there is general access by means of doors, elevators, stairways, enclosed passageways or continuous corridors. Sidewalks, driveways, heating and utility tunnels, pipes and conduits are not considered enclosed passageways.

Same Household

Those who dwell as a family under one roof, including relatives and not more than four other persons residing with the family and participating in the common use of such facilities as dining room, kitchen, living room, etc. Premises occupied by any group of four or less persons functioning in the same manner as a family are also considered as the same household.

Same Premises

All the space in the same building in which a customer has the right of occupancy to the exclusion of others or shares the right of occupancy with others; and all space in different buildings on continuous property, provided such buildings are occupied solely by one customer. Foyers, hallways, and other space provided for the common use of all occupants of a building are considered the premises of the operator of the buildings.

Service Station Service

- Service Station Service is an exchange service furnished to a remote area outside the base rate areas and generally within the exchange area where it is not practical for the Company to make facilities available. CO switching only is contemplated; the CO line beyond an agreed upon junction point at or near the base rate area boundary, is furnished and maintained by the customer.
- Toll station service station service provides for connecting customer owned and maintained telephone lines and equipment to Company toll line facilities by means of a switching device located at a toll station.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (CONT'D)

Service Terminating Arrangement

Company-provided equipment which terminates exchange telecommunications service at a customer's premises. The service terminating arrangement provides a clearly delineated interface which facilitates the design, isolation, and testing of the telecommunications network. Where a protective connecting arrangement is required, the service terminating arrangement is provided as a part of the protective connecting arrangement.

Station

A signaling unit and other type equipment at the customer's premises which allows the customer to establish communication.

Type of Service

Flat Rate Service, Measured Rate Service and Message Rate Service. See definitions for Flat, Measured and Message Rate Service.

Urban Service

Any of the grades of service regularly furnished inside base rate areas, or outside base rate areas at base rates plus incremental rates.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

These regulations are added to those pertaining to specific service items in other sections. Any change in rates or regulations approved by appropriate governmental authority modifies all service terms and conditions.

2.2.1 APPLICATION FOR SERVICE

1. Applications for establishment of telephone service may be made to the Company orally or in writing. These applications become contracts upon approval or establishment of the service and shall be subject at all times to the lawful rates, charges and regulations of the Company.
2. Requests from customers for additional service or equipment may be made orally or in writing and, upon approval or installation of the service, become a part of the original contract, except that each such additional item is subject to the appropriate Price Schedule rates, charges and initial contract period, if any.
3. Any change in rates, charges or regulations authorized by the legally constituted authorities will act as a modification of all contracts to that extent without further notice.
4. A multiline customer with a minimum of 11 lines to be moved or installed, subscribing to or applying for Exchange and Network Services, may request on an individual case basis that services be moved or installed on a time and material basis. Basic requirements include: all services be within the same wire center, moved to or installed at or in the same customer location, and all work to be completed with a common service date. Upon customer acceptance of the estimated charges or price schedule rate and with the agreement that the Company will keep track of actual costs, the service order process will be initiated. At the completion of the project, actual costs will be reported to the customer who will be billed for one of the following: the actual costs, the estimated costs, or the existing price schedule rates, whichever is lowest. Upon completion of the project, the Company will provide the Commission with a comparison of the charges.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.1 APPLICATION FOR SERVICE (CONT'D)

B. Use of Service

Customer telephone service, as distinguished from Public Access Line Service, will be furnished only:

1. In business establishments for communications by the customer, immediate family, or by employees and representatives upon the customer's business to customers who resell/share intraLATA local exchange service.
2. In residences, for communications by the customer, members of the immediate family, employees, multiple users of a *CENTRON* 6 or 30 system and not more than four roomers, boarders, roommates, or others residing in the close circle of the customer's household, or persons renting, leasing, or subletting a customer's entire residential premises for a period of less than one year.
3. The Company reserves the right to refuse to install customer service or to permit such service to remain on premises of a public character when the instrument will be or is so located as to be accessible for use by the public in general or by patrons of the customer, except as provided by the Public Service Commission General Order 54 or as otherwise ordered by the Commission.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.1 APPLICATION FOR SERVICE (CONT'D)

C. Restriction of Service

Flat rate and measured rate services will not be furnished on the same premises except as follows:

1. Where the flat rate service is physically arranged so it cannot be used to supplement the measured rate service.
2. Where the flat and/or measured rate services have entirely different local service areas.

D. Transfer of Service Between Customers

An applicant may supersede the service of a customer where an arrangement acceptable to the Company is made by the customer and the applicant to pay all outstanding charges against the service.

E. Rates and Charges

1. Minimum rates and charges where indicated in the Price Schedule, are the lowest which may apply. Higher prices may apply at any time as long as they are included on a current price list.
2. Rates and charges, without a reference to MINIMUM are the rates and charges for such services.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE (CONT'D)

2.2.2 OBLIGATION TO FURNISH SERVICE

- A. The Company's obligation to furnish service or to continue to furnish service is dependent on its ability to obtain, retain, and maintain suitable rights and facilities, without unreasonable expense, and to provide for the installation of those facilities required incident to the furnishing and maintenance of that service.
- B. The Company's obligation to furnish service or to continue to furnish service is dependent on the customer's ability to provide adequate building space, lighting, atmospheric control, adequate commercial power, wiring and electrical outlets necessary for the proper operation of telephone equipment and facilities on the premises.
- C. Provision of Equipment - Any equipment offered herein which has grandfathered status under the FCC's Registration Program is offered and provided only to the extent of available stock.
- D. Such connections are also subject to the availability of required facilities.
- E. When such connections are requested and facilities to provide the required connections at the CO normally designated to serve the premises are inadequate, facilities may be furnished from another CO to provide the requested interconnection. Under such circumstances, additional monthly rates and installation charges will apply.
- F. When an application for service is received by the Company and a service appointment is made, every effort will be made by the Company to meet that service call. In the event that any service date is missed (i.e., when an appointment for a premises visit associated with installation of new service, first or subsequent lines, or when a regrade of service is missed), a \$10.00 rebate for residential service and a \$40.00 rebate for business service will be applied on the customer's bill for any missed appointments. This rebate will also apply to installation work in the central office when no premises visit is required. The rebate will not apply if the missed appointment is caused by the customer or the customer's vendor.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE (CONT'D)

2.2.3 60 DAY PRODUCT GUARANTEE

- A. The 60 Day Product Guarantee allows residence customers who are new subscribers to a covered product(s) and are not completely satisfied with that covered product(s) to receive a credit for all applicable paid charges.
- B. If a new customer of a covered product(s) is not satisfied with the covered product(s) that was ordered, and so notifies the Company within 60 days of the installation of that covered product(s) and requests disconnection of that product, then that customer will receive a credit for all applicable paid charges.
- C. The 60 Day Product Guarantee does not include and will not apply to any service, feature, product, or offering that is offered, provided, made available, or the subject of a separately negotiated contract, understanding, or agreement.
- D. The 60 Day Product Guarantee does not include and will not apply to the following products and services of the Company:
- Optional Toll Calling Plans
 - Directory Assistance
 - IntraLATA Toll Service
 - Any service, product, or an offering of the Company that is not offered and provided as a local, intrastate service offering provided under and in accordance with this Price Schedule.
- E. The 60 Day Product Guarantee does not include and will not apply to charges, taxes, costs and items that are billed by the Company for others or on account of other rules, nor to any product, service, offering, or other feature that is not solely provided by the Company, such as but not limited to:
- End User Common Line Charge (CALC)
 - State Assessed Charges (i.e., 911 Surcharge)
 - 900 Service
 - Toll Service provided by others
 - Access Charges, features, or services that are provided as part of or pursuant to an access catalog/price schedule.
 - Equipment, facilities, telephone sets, instruments or the like provided by another.
- F. The Company may refuse to return a customer's applicable paid charges where the customer has previously ordered that same or similar product(s) or service(s) and cancelled such same or similar product or service.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE (CONT'D)

2.2.4 LIMITED COMMUNICATION

The Company reserves the right to limit use of communication services when emergency conditions cause a shortage of facilities.

2.2.7 ASSIGNING AND CHANGING OF TELEPHONE NUMBERS

- A. The customer has no property right in the telephone number nor any right to continuance of service through a particular CO, and the Company may change the telephone number or CO designation of a customer whenever it considers it desirable in the conduct of its business.
- B. In any case, where existing service is continued for a new customer, the telephone number may be retained by the new subscriber only if the former customer consents and an arrangement acceptable to the Company is made to pay all outstanding charges against the service.
- C. The following nonrecurring charge applies to change a telephone number of a CO line or trunk at the customer's request. No charge applies to change the telephone number due to annoyance calls, or Company initiated number changes.

	NONRECURRING CHARGE
• Residence, per telephone number changed	\$21.55
• Business, per telephone number changed	34.60

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE (CONT'D)

2.2.9 TERMINATION OF SERVICE - COMPANY INITIATED

A. Reasons For Termination

The Company may terminate service, with notice, due to:

1. Nonpayment

Any sum due the Company beyond the payment date.

EXCEPTION: Lifeline service may not be disconnected for nonpayment of toll.

2. Abandonment

In the event of the abandonment of the service.

3. Obscenities

Use of foul or profane language over the lines of the Company.

4. Abuse

Use of service that interferes with another customer's service or that is used for any purpose other than communication.

5. Fraud

The impersonation of another with fraudulent intent. Abuse or fraudulent use of service includes the use of service or facilities of the Company to transmit a message or to locate a person otherwise to give or obtain information, without payment of a message toll charge.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.9 TERMINATION OF SERVICE - COMPANY INITIATED

A. Reasons For Termination (Cont'd)

6. Party Line Abuse

Listening in on party line conversations, the use of service by a customer in connection with a plan or contrivance to secure a large volume of telephone calls to be directed to such customer at or about the same time resulting in preventing, obstructing or delaying the telephone service of others.

7. Unlawful Use of Service

The service is furnished subject to the condition that it will not be used for an unlawful purpose. Service will not be furnished if any law enforcement agency, acting within its jurisdiction, advises that such service is being used or will be used in violation of law, or if the Company receives other evidence that such service is being or will be so used.

8. Traffic Volumes

Customers utilizing multiline terminating equipment such as, but not limited to, PBX, Centrex, multiline telephone systems, computers, public announcement service and automatic answering and recording equipment must subscribe to a sufficient number of CO access lines to handle adequately the volume of traffic offered (received or originated) without interfering with any of the services offered by the Company. The number of CO access lines required to handle adequately such traffic will be determined by Company measurements. In the event that an inadequate number of lines causes interference, the Company shall have the right to discontinue service without prior notification to the customer.

9. Violation of Price Schedule

Any other violation of the regulations of the Company, the Company may, without notice, either suspend service or terminate the service without suspension.

10. Full Toll Denial

- a. When a customer fails to pay outstanding charges billed by the Company for MTS calls, excluding 900-type services, all MTS service (e.g., 0+, 1+ including 900-type services, 0-, 10XXX), may be denied (Full Toll Denial), where Company facilities are capable of providing Full Toll Denial.

Qwest Corporation
Price Schedule No. 2
Wyoming

**EXCHANGE AND
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2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.9 TERMINATION OF SERVICE - COMPANY INITIATED

A.10. (Cont'd)

- b. Full Toll Denial includes the denial of third number billed, collect, and calling card calls. If the customer's basic local service remains connected, MTS will be reestablished only upon payment of all outstanding MTS charges, and the MTS Restoration Charge specified in 2.2.9.B.3, following.

B. Nonrecurring Charge For Restoral of Service

1. A nonrecurring charge will be applied to reestablish service if service is interrupted due to nonpayment of exchange service, toll service or other charges, but an order providing for complete disconnection has not been completed. The following charge will be applied unless a charge for restoral of service is included in a specific service's section of the Price Schedule. Additionally, all charges up to the date of the suspension are due prior to restoral of service.
2. Once a disconnection order has been completed, service will be reestablished only upon the basis of a new application of service in addition to any charges for services due up to the date of suspension.

	NONRECURRING CHARGE
• Residence, each line restored	\$21.55
• Business, each line restored	52.00
3. Where Full Toll Denial (see 2.2.9.A.10., preceding) has been applied to a customer's account, and the customer's basic local service remains connected, MTS will be reestablished only upon the payment of all outstanding MTS charges. The following MTS Restoration Charge will apply:	

	USOC	NONRECURRING CHARGE
• Per line	NPAPL	\$16.00

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE (CONT'D)

2.2.10 TEMPORARY SUSPENSION OF SERVICE - CUSTOMER INITIATED

A. Suspension of Service

Upon the request of the customer, exchange telephone service may be temporarily suspended as provided hereinafter.

1. Any class of business or residence service, flat, measured or message rate, may be suspended except as specifically precluded elsewhere.
2. Suspension of service may begin or terminate on any day of the month provided notice is given sufficiently in advance for arrangements to be made.
3. Where service is suspended, persons calling the number of the suspended service are so informed where it is practicable to do so, and where the customer has so requested, are given the number of a station designated by the customer at which the customer may be reached or calls received. Arrangements for informing calling parties of the telephone number of a station at which the customer may be reached or calls received, are made with the understanding that the customer assumes all risks in connection therewith and that no liability attaches to the Company by reason of failure to complete a particular call.
4. A suspension rate will be applicable throughout the period of suspension, except as specified in B. and C., following, and as follows:
 - Where the initial contract period is 1 month or longer, the suspension rate will not be applicable until after the service has been in effect at full rate for at least 1 month. Where the initial contract period is in excess of 1 month, the contract period will be extended by one-half of the period service is on suspension.
5. If service is disconnected while on suspension and before the minimum period (1 month in connection with suspension of all service, 2 months in connection with suspension of portion of service) has elapsed, the customer will be charged for the minimum period at the suspension rate or charged for the actual number of days of service at the full rate whichever produces the lower charge.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.10 TEMPORARY SUSPENSION OF SERVICE - CUSTOMER INITIATED (CONT'D)

B. Suspension of All Service (SUS)

1. Suspension of the entire service of a customer is intended to meet the needs of those customers who desire to suspend their telephone service temporarily because generally they, and those whose use of the service is contemplated under the customer's application for service, are to be absent from the premises, but who wish to retain their directory listings and have the other benefits of suspension.
2. Service will be disconnected to the extent necessary to assure that no inward or outward service will be available during the period of suspension.
3. The suspension rate is applicable to all suspended facilities of the customer, whether the service consists of one or more exchange access lines, and as specified below:
 - a. In connection with exchange access lines on separate premises, the suspension rate will be applicable to the service on each premises separately. Exchange Service Extension charges, will be included in computing the suspension rate.
 - b. In connection with customer service and PAL service, the suspension rate will be applicable to the customer service and to each PAL service separately.
 - c. In connection with trunks from different exchanges or two or more exchange access lines served from different exchanges, the suspension rate will be applicable to the service furnished from each exchange separately.