

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.5 LOCAL SERVICE OPTIONS

A.2.h. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
Each Service Station Line Connected			
• One-party residence	1SS	\$36.25	\$23.10
• One-party business	SB1	66.00	23.10

B. *STAND-BY* Line Service

1. Description

*STAND-BY* Line Service is an additional line service which allows business customers to expand access to their business and expand the capacity to make outgoing calls on an as needed basis. This service is designed for customers that experience periodic peaks and valleys in calling volumes to and from their business.

2. Terms and Conditions

- a. *STAND-BY* Line Service is available to business customers. It is not available with PBX trunks or services used in conjunction with Network Access Registers.
- b. *STAND-BY* Line Service cannot be used as the primary business line. Customers must have business individual line service at the location for which they are ordering *STAND-BY* Line Service.
- c. *STAND-BY* Line Service provides an additional line which measures both incoming and outgoing calls on a per minute of use basis. The incoming and outgoing call capability is always active.

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**5.2.5 LOCAL SERVICE OPTIONS**

B.2. (Cont'd)

- d. Terms, conditions, rates and charges as described elsewhere in the Company's price schedules, apply as appropriate.
  - e. A directory listing will not be provided with *STAND-BY* Line Service.
  - f. The nonrecurring charge will not apply to customers who change from *STAND-BY* Line Service to an individual business line.
  - g. *STAND-BY* Line Service may be temporarily suspended only when the main service with which it is associated is suspended. *STAND-BY* Line Service will remain at the full rate while the customer's local exchange service is on full suspension.
3. *STAND-BY* Line Service will be provided at the following rates and charges:

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Per line	A2Y/1TM	\$66.00	\$15.28
4. Usage Charge			<b>PER MINUTE OF USE[1]</b>
• Incoming and outgoing			\$0.05
5. Nonrecurring Change Charge			
a. The following nonrecurring charge for changes applies:			
• To each line when changing from flat rate to <i>STAND-BY</i> Line at customer's request unless otherwise specified.			<b>NONRECURRING CHARGE</b>
• Per activity, per CO access line changed			\$34.60

[1] Applies to connections of one minute or any fraction thereof.

## **5. EXCHANGE SERVICES**

### **5.2 LOCAL EXCHANGE SERVICE (CONT'D)**

#### **5.2.6 TELEPHONE ASSISTANCE PROGRAMS**

##### **A. Telephone Assistance Program**

###### **1. Description**

The Telephone Assistance Program (TAP), or Lifeline, provides a discount on the recurring monthly rate for the provision of local residential service for qualifying low-income customers. Residents living on reservations can also qualify for the Federal portion of the Lifeline program based on terms and conditions for Tribal Lifeline.

###### **2. Application**

- a. The TAP discount is only available to residence customers who meet eligibility requirements established by Senate Enrolled Act No. 45, enacted by the Wyoming legislature in 1991. To be considered eligible, the applicant must be currently receiving benefits from one of the following programs administered by the Wyoming Department of Health and Social Services:

- Supplemental Security Income (SSI)
- Medicaid
- POWER (Personal Opportunities with Employment Responsibilities)
- Food Stamps
- Low Income Energy Assistance Program (LIEAP)
- Child Care
- Minimum Medical Program

- b. The monthly discount to eligible customers will be \$5.00 or the same amount as the FCC's end user common line charge, whichever is greater. The discount will be applied to the following local exchange service offerings:

- Individual flat rate residential service.
- Flat multiparty residential service.
- Individual measured rate residential service.
- Service station residential service.

In no case will the discount exceed the rate charged for the grade of residential service subscribed to by each individual.

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**5.2 LOCAL EXCHANGE SERVICE**

**5.2.6 TELEPHONE ASSISTANCE PROGRAMS**

A. Telephone Assistance Program (Cont'd)

3. Funding

The total cost of providing the TAP shall be funded from a uniform monthly surcharge of \$0.00 to each residential access line and each business access line, not to exceed 100 lines per customer.

(C)

4. Terms and Conditions

- a. The TAP discount will begin with the date the Company receives a valid application from the customer or when new service is established for a qualifying customer. The discount will be prorated on the basis of a 30-day month from the effective date of the customer's application.
- b. The regular nonrecurring charges, terms and conditions applicable to the service offerings specified elsewhere in 5.2.6 will apply. The nonrecurring charges to change to or from this program due to eligibility status will be waived.
- c. The discount is applicable only to a single residence line at the principal residence of the eligible customer.
- d. Measured usage charges, as specified in 5.2.1, preceding, also apply to Measured Rate Service. Measured usage charges are not subject to the discount.

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**5.2 LOCAL EXCHANGE SERVICE**

**5.2.6 TELEPHONE ASSISTANCE PROGRAMS**

A. Telephone Assistance Program (Cont'd)

5. Telephone Assistance Program Monthly Credits

a. Federal Telephone Assistance Program Credit

	<b>USOC</b>	<b>MONTHLY CREDIT</b>
• Federal Credit (1FR, LW1, 1SS)[1,3]	ASGFX	\$6.50
• Federal Credit (1FR, LW1, 1SS)[1,3]	ASGF2	3.50
b. State Telephone Assistance Program Credit		
• State Credit (1FR, LW1, 1SS)[2,3]	ASGSX	3.50

[1] The FCC Lifeline Program consists of a monthly federal baseline support of \$6.50 (ASGFX). An additional \$1.75 in Federal Lifeline support is also provided, plus an additional \$1.75 which is the maximum FCC Lifeline match of the amount of the Wyoming Telephone Assistance Program. The additional support totals \$3.50 (ASGF2). The FCC Lifeline support amount cannot exceed \$10.00. See Tribal Lifeline for expanded federal lifeline benefits available to residents living on reservations.

[2] The monthly credit (ASGSX) reflects the \$3.50 credit for the Wyoming Telephone Assistance Program.

[3] These TAP credits are also available for the 2FR and 4FR lines.

## **5. EXCHANGE SERVICES**

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#### **5.2.6 TELEPHONE ASSISTANCE PROGRAMS (CONT'D)**

##### **B. Tribal Lifeline**

###### **1. Description**

Tribal Lifeline provides additional lifeline support of up to \$25.00, in addition to the baseline Federal Lifeline support for qualifying low-income individuals living on reservations as defined by the Bureau of Indian Affairs (BIA) regulations.

###### **2. Terms and Conditions**

- a. Tribal Lifeline support is provided to applicants who meet the eligibility requirements established within the state guidelines for the Telephone Assistance Program, or Lifeline, as shown in 5.2.6.A., preceding.
- b. Residents living on reservations are eligible for the Tribal Lifeline benefit if they participate in one or more of the following programs as identified by the FCC:
  - Medicaid,
  - Tribally administered Temporary Assistance for Needy Families block grant program,
  - Head Start programs (only for those meeting its income-qualifying standard),
  - National School Lunch Program's free lunch program,
  - Food Stamps,
  - Bureau of Indian Affairs general assistance program,
  - Supplemental Security Income (SSI),
  - Federal Public Housing Assistance,
  - Low Income Home Energy Assistance Program,
  - Meet Income-Based Criterion for Telephone Assistance, as defined by the FCC.
- c. The Company must obtain the customer's signature on a document in which the eligible customer certifies, under penalty of perjury, that such customer receives benefits from at least one of the programs above, and lives on a reservation. In addition to identifying the program or programs from which that customer receives benefits, the customer must also agree to notify the Company if that customer ceases to participate in the qualifying program or programs.

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**5.2.6 TELEPHONE ASSISTANCE PROGRAMS**

B.2. (Cont'd)

- d. Tribal Lifeline benefits apply to the primary flat local residential access line, including Extended Area Service (EAS), mileage charges, zone charges, or other non-discretionary charges associated with basic residential service. The benefit may not bring the basic local residential access line rate below \$1.00 per month.

3. Monthly Credit[1]

	<b>CREDIT USOC</b>	<b>CREDIT AMOUNT</b>	
Lander/Riverton			(T)
• Flat individual line (1FR)			
- Base Rate Area	ASGFT	\$15.89	
- Outside Base Rate Area			
- Zone 1	ASGFT	25.00 (R)	
- Zone 2	ASGFT	25.00	
- Zone 3	ASGFT	25.00 (R)	

[1] The ASGFX, ASGF2 and ASGSX credits totaling \$13.50 apply in addition to the Tribal Lifeline credit. The FCC Tribal Lifeline Program consists of monthly federal baseline support of \$6.50 (ASGFX). For Tribal Lifeline Customers, the ASGF2 reflects a \$1.75 additional credit plus the first \$1.75 of the Tribal Lifeline Credit. The Tribal Lifeline credit is up to \$25.00 maximum.

(D)

**5. EXCHANGE SERVICES**

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**5.2.6 TELEPHONE ASSISTANCE PROGRAMS**

B.3. (Cont'd)

Tribal Lifeline Credit Calculation:

	<b>BASE RATE AREA</b>	<b>ZONE 1</b>	<b>ZONE 2</b>	<b>ZONE 3</b>
1FR	\$23.10	\$23.10	\$23.10	\$23.10
Zone	—	15.50	25.50	46.25
EAS	0.79	0.79	0.79	0.79
Subscriber Line Charge	<u>6.50</u>	<u>6.50</u>	<u>6.50</u>	<u>6.50</u>
Sub Total	\$30.39	\$45.89	\$55.89	\$76.64
Less: ASGFX, ASGF2, ASGSX	(13.50)	(13.50)	(13.50)	(13.50)
Less: State USF Credit	—	(1.03) (I)	(0.84) (I)	(4.86) (R)
Less: Federal USF Credit	—	(5.00) (I)	(15.19) (I)	(31.92) (I)
Less: Tribal Lifeline Credit	<u>(15.89)</u>	<u>(25.00)</u>	<u>(25.00)</u>	<u>(25.00)</u>
Net Rate	\$1.00	\$1.36 (R)	\$1.36 (R)	\$1.36 (R)

**5. EXCHANGE SERVICES**

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**5.2.6 TELEPHONE ASSISTANCE PROGRAMS (CONT'D)**

C. Link Up

1. Link Up provides a discount on nonrecurring charges for Wyoming residents who qualify for the FCC's Link Up Program. A 50% discount (up to \$30.00) will be applied on access line nonrecurring charges to connect service. This discount applies on a single line at the principal place of residence for the applicant.
2. The following eligibility criteria will apply:
  - a. Applicant must be currently receiving benefits from one of the following programs administered by the Wyoming Department of Health and Social Services:
    - Supplemental Security Income (SSI)
    - Medicaid
    - POWER (Personal Opportunities with Employment Responsibilities)
    - Food Stamps
    - Low Income Energy Assistance Program (LIEAP)
    - Child Care
    - Minimum Medical Program
  - b. The consumer can receive the benefit of the Link Up program for a second or subsequent time only for a principal place of residence with an address different from the residence address at which Link Up assistance was provided previously.
  - c. An applicant may defer payment of the service connection charges. Payment may be deferred up to 12 months with a payment schedule of equal payments for up to \$200.00 assessed for commencing service. Interest will not be charged on deferred payments.

**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.6 TELEPHONE ASSISTANCE PROGRAMS (CONT'D)**

D. Expanded Link-Up Program

1. Description

Residents living on reservations who qualify for Tribal Lifeline, are eligible for an additional Expanded Link-Up benefit of up to \$70.00, in addition to the Link-Up Program. The additional benefit will apply towards 100% of the connection charges between \$60.00 and \$130.00 which are assessed to begin service at the principle residence of the eligible resident. Eligible charges include any charges customarily assessed to connect the subscriber to the network, including line extension charges, zone connection charges and special construction charges.

2. Nonrecurring Charge Credit

**CREDIT  
USOC**

- Expanded Link-Up

**LNKEL**

## **5. EXCHANGE SERVICES**

### **5.2 LOCAL EXCHANGE SERVICE (CONT'D)**

#### **5.2.11 COMPETITIVE RESPONSE**

##### **A. Residence Customer Incentive Program**

###### **1. Description**

The Customer Incentive Program is an offering for potential new residence local exchange customers and to existing residence customers to induce the retention or continuation of existing services by those customers.

###### **2. Terms and Conditions**

- a. This competitive response offering may be offered to potential new Qwest residence local exchange customers. In addition, the Company may provide a retention benefit to any existing residence customer who has retained a service for some period of time.
- b. For potential new residence customers, the Company may provide an incentive offer no more often than once in any two year period. In retention situations, the Company may provide an incentive no more often than once in any two year period with respect to any particular service or feature.
- c. To qualify for these offers, residence customers are required to have a satisfactory credit rating with the Company in accordance with 2.3.3, preceding.
- d. The recipients of the customer incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the value of the retention benefit may not exceed the sum of 3.a., following.
- e. The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular residence customer is not inconsistent with the provisions of this Price Schedule and the amount does not exceed the maximum amount set forth in 3.a., following. The Company may prohibit use of this program in conjunction with another offer being marketed by the Company and/or a Company affiliate.

## **5. EXCHANGE SERVICES**

### **5.2 LOCAL EXCHANGE SERVICE**

#### **5.2.11 COMPETITIVE RESPONSE**

##### A.2. (Cont'd)

- f. Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:
  - (1) The sales channel through which the products are sold;
  - (2) A specific geographic area;
  - (3) Existing customers who request to have one or more products disconnected;
  - (4) Customers who identify a better competitive offer available to them. Qwest representatives may present to these customers multiple offers up to the maximum value under this Price Schedule;
  - (5) Such other facts, criteria, and circumstances as the Company believes are a reasonable basis upon which to distinguish among groups of customers.
- g. The Company reserves the right to discontinue this offer.

### 3. Rates and Charges

- a. Customers may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:
  - (1) A waiver of an amount up to 100% of the current residence nonrecurring charge(s), or
  - (2) A waiver of up to three months of the recurring rates, or
  - (3) A waiver of an amount up to 100% of the current residence nonrecurring charge(s) and up to three months of the recurring rate(s), or
  - (4) A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards, or otherwise, in the discretion of the Company. In determining the value of non-cash offers or benefits, the actual cost incurred by the Company, not to exceed the sum of 3.a.(3) above, shall be used.
- b. The waiver(s) will appear in the form of a credit(s) on the customer's bill. The waiver may be one-time, or spread over a period of up to 12 months in a fashion determined by the Company.

## **5. EXCHANGE SERVICES**

### **5.2 LOCAL EXCHANGE SERVICE**

#### **5.2.11 COMPETITIVE RESPONSE**

##### **A.3. (Cont'd)**

- c. Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the value of the total nonrecurring charge(s) plus three months service of the monthly rate(s).
- d. In all cases, resellers who use the Customer Incentive Program shall be provided the maximum monetary equivalent of the program as allowed by this Price Schedule and can distribute that value to their end user customers in any manner that they choose. Further, resellers are not required to match the Company's program offers or timing in order to take advantage of the program, and no further wholesale discount is provided to the maximum monetary equivalent. Resellers shall be provided monetary equivalents and they shall not be provided merchandise, coupon offers, or the like.

##### **B. Business Customer Incentive Program**

###### **1. Description**

The Customer Incentive Program is an offering for potential new business local exchange customers and to existing business customers to induce the retention or continuation of existing services by those customers.

###### **2. Terms and Conditions**

- a. This competitive response offering may be offered to potential new Qwest business local exchange customers. In addition, the Company may provide a retention benefit to any existing business customer who has retained a service for some period of time.
- b. For potential new business customers, the Company may provide an incentive offer no more often than once in any two year period. In retention situations, the Company may provide an incentive no more often than once in any two year period with respect to any particular service or feature.
- c. To qualify for these offers, business customers are required to have a satisfactory credit rating with the Company in accordance with 2.3.3, preceding.

**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.11 COMPETITIVE RESPONSE (CONT'D)**

B.2. (Cont'd)

- d. For potential new business customers, the Company will condition its offers upon a business customer remaining with the Company for a minimum of one year. Any minimum period of time shall be identified to the business customer as part of the offer. In such cases, if the customer terminates service early, they will be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program.
- e. The recipients of the customer incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the value of the retention benefit may not exceed the sum of 3.a., following.
- f. The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular business customer is not inconsistent with the provisions of this Price Schedule and the amount does not exceed the maximum amount set forth in 3.a., following. The Company may prohibit use of this program in conjunction with another offer being marketed by the Company and/or a Company affiliate.
- g. Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:
  - (1) The sales channel through which the products are sold;
  - (2) A specific geographic area;
  - (3) Existing customers who request to have one or more products disconnected;
  - (4) Customers who identify a better competitive offer available to them. Qwest representatives may present to these customers multiple offers up to the maximum value under this Price Schedule;
  - (5) Such other facts, criteria, and circumstances as the Company believes are a reasonable basis upon which to distinguish among groups of customers.
- h. The Company reserves the right to discontinue this offer.

## **5. EXCHANGE SERVICES**

### **5.2 LOCAL EXCHANGE SERVICE**

#### **5.2.11 COMPETITIVE RESPONSE**

##### **B. Business Customer Incentive Program (Cont'd)**

### **3. Rates and Charges**

- a. Customers may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:
  - (1) A waiver of an amount up to 100% of the current business nonrecurring charge(s), or
  - (2) A waiver of up to three months of the recurring rate(s), or
  - (3) A waiver of an amount up to 100% of the current business nonrecurring charge(s) and up to three months of the recurring rate(s), or
  - (4) A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards, or otherwise, in the discretion of the Company. In determining the value of non-cash offers or benefits, the actual cost incurred by the Company, not to exceed the sum of 3.a.(3), above, shall be used.
- b. The waiver(s) will appear in the form of a credit(s) on the customer's bill. The waiver may be one-time, or spread over a period of up to 12 months in a fashion determined by the Company.
- c. Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the value of the total nonrecurring charge(s) plus three months service of the monthly rate(s).
- d. In all cases, resellers who use the Customer Incentive Program shall be provided the maximum monetary equivalent of the program as allowed by this Price Schedule and can distribute that value to their end user customers in any manner that they choose. Further, resellers are not required to match the Company's program offers or timing in order to take advantage of the program, and no further wholesale discount is provided to the maximum monetary equivalent. Resellers shall be provided monetary equivalents and they shall not be provided merchandise, coupon offers, or the like.

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE (CONT'D)**

**5.2.14 RESERVED FOR FUTURE USE**

(C)

(D)

[1] This page cancels Page 37, Release 1.

(N)

## 5. EXCHANGE SERVICES

### 5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS AND NETWORK ACCESS REGISTERS

#### 5.3.4 DIRECT-INWARD-DIALING (*DID*) SERVICE

##### A. Description

Direct-Inward-Dialing (*DID*) Service is a special trunking arrangement which permits incoming calls from the exchange network to reach a specific PBX (Private Branch Exchange) station directly without an attendant's assistance.

##### B. Terms and Conditions

1. This feature may be provided, in addition to regular, FCO or FX rates and charges, where CO facilities are available and the PBX system or customer-provided switching equipment capabilities permit.
2. One primary directory listing in the main directory of the serving CO is provided for each PBX system. An additional listing of each *DID* number may be provided subject to the terms, conditions, rates and charges as specified in 5.7.1 of the Exchange and Network Services Catalog.
3. The provision of this feature requires that the customer subscribe to a sufficient number of trunk facilities to adequately handle the volume of incoming calls.
4. *DID* Service is available to new and existing customers from non ESS offices if the office is equipped for *DID* Service and has sufficient *DID* capacity available.
5. Sequential numbers may be assigned if blocks of numbers are available and at the discretion of the Company. Rates and charges associated with sequential numbers are specified in C., following.

A *DID* sequential number block is a group of twenty (20) telephone numbers in numeric order. The last digit of the first number within the block is a zero (0), and the last number within the number block must include an odd number in the sixth digit and a nine (9) in the last digit.

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

5. EXCHANGE SERVICES

5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS AND NETWORK ACCESS  
REGISTERS

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

C. Rates and Charges

1. DID Service

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• In-only trunk circuit termination, each[1]	NDT	\$50.00	\$40.00
• In-only digital trunk circuit termination, each[2]	ND1	50.00	40.00
• 2-way digital trunk circuit termination with answer supervision, each[2]	ND2	50.00	40.00
• 2-way, 4-wire analog trunk circuit termination, each[3]	NAY	50.00	40.00
• In-Only analog trunk circuit termination provisioned for DID Call Transfer, each[4]	NAR	50.00	40.00

[1] A PBX trunk is also required.

[2] A digital trunk or ISDN B-channel trunk connection is also required.

[3] A 2-Way, 4-Wire trunk (USOC THHCX), specified in 5.3.3 of the Exchange and Network Services Catalog, is also required.

[4] A In-Only Analog trunk provisioned for DID Call Transfer (USOC TRH1X), as specified in 5.3.3 of the Exchange and Network Services Catalog, is also required. Certain switch limitations may apply.

5. EXCHANGE SERVICES

5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS AND NETWORK ACCESS  
REGISTERS

5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE

C. Rates and Charges (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
2. DID Telephone Numbers			
a. Nonsequential telephone number used, each	NHN	\$ 1.00	\$0.15
b. DID block of twenty sequential telephone numbers, per block	NGS	20.00	3.00
c. Reserving Telephone Numbers			
• Nonsequential number, per number[1]	NHNRN	—	0.15
• Sequential number block, per block[1]	NGQ	—	3.00
d. Customer requests for (a) specific number(s) either within a sequential number block or any nonsequential number will be assessed the Custom Number rates and charges specified in 5.5.7 of the Exchange and Network Services Catalog when the request is not due to customer equipment technical limitations. In addition, Custom Number rates and charges will not be applicable when the customer requests a sequential number block consecutive to a current sequential number block. Only one (1) Custom Number charge will be applied per sequential number block.			

[1] Rates apply only if the customer does not currently subscribe to DID Service. Customers currently subscribing to DID Service will be charged the NHN or NGS rates and charges as appropriate.