

Qwest Corporation d/b/a CenturyLink QC
PRICE LIST

(C)

**EXCHANGE AND NETWORK
SERVICES
UTAH**

SECTION 9
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Release 3

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9.1 DIAL SWITCHING SYSTEMS

9.1.7 CUSTOMIZED CALL MANAGEMENT SERVICES/*CENTRON I* SERVICE

Effective April 11, 2005, CCMS is obsolete and not available to new customers. Customers will be allowed to retain their obsolete service only as long as service remains at the same location for the same customer. See 109.1.7 of this Price List for descriptions, terms, conditions, rates and charges.

A. Description

1. *CENTRON I* Service is composed of standard and optional features furnished from a Stored Program Controlled Central Office. *CENTRON I* is available to individual line residence customers wishing to combine one or more exchange access lines into a group.
2. *CENTRON I* Service is available residence customers where technical feasible. *CENTRON I* Service may be incompatible with some services due to technical limitations.
3. A customer may choose to combine access lines terminating at different locations into a single *CENTRON I* package. However, all access lines terminating in *CENTRON I* Service must be served by the same central office.
4. Flat Rate Service and Message or Measured Rate Service access lines may not be mixed in the same *CENTRON I* package.
5. The combination of residence and business access lines is allowed. When a *CENTRON I* system contains both residence and business access lines only one residence access line is permitted. In addition, no hunting or call forward busy line features will be permitted between the business and residence access lines.
6. The quality of transmission for calls utilizing *CENTRON I* Call Forwarding or *CENTRON I* Conferencing may vary depending on the distance and routing involved. The Company makes no representation as to the quality of the transmission on such calls.

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9.1.7 CUSTOMIZED CALL MANAGEMENT SERVICES/*CENTRON* I SERVICE

A. Description (Cont'd)

7. *CENTRON* I Service standard and optional features cannot be used in combination with the following Custom Calling services: Call Waiting, Call Forwarding- Variable, Three Way Calling, Speed Call 8 and Speed Call 30.
8. Where Message or Measured Service exchange access lines terminate in *CENTRON* I Service, message charges are not applied to calls completed utilizing the Intercom feature.
9. 800 Service circuit terminating on a *CENTRON* I Service can be furnished with *CENTRON* I Service standard and optional features excluding the intercom feature.
10. The nonrecurring charge will not apply when changing from existing *CENTRON* 6 and 30 service to *CENTRON* I Service.

B. Standard Features

Call Hold

A user of *CENTRON* I Service can place any established call on hold by dialing a control code. This frees the line to originate another call or use the call pickup feature. Call Hold is the service offering for residence customers.

User Transfer

The user of *CENTRON* I Service can transfer any established call to another line within or outside the package.

Conferencing

The user of *CENTRON* I Service can hold an in progress call and complete a second call while maintaining privacy from the first call. In addition, the user may choose to add on the previously held call into a three-way conference.

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(Cont'd)**

C. Optional Features

Alternate Answering - (Busy Line)[1]

This feature automatically transfers incoming calls that encounter a busy condition to an alternate designated line.

Alternate Answering - (Call Forwarding-Don't Answer)[1]

This feature automatically transfers incoming calls that encounter a don't answer condition after a preselected number of rings (from 1 to 7) to an alternate designated line.

Alternate Answering - (Call Forwarding Busy/Don't Answer)[1]

This feature automatically transfers incoming calls that encounter a (1) busy condition and/or a (2) don't answer condition after a preselected number of rings (from 1 to 7) to an alternate designated line.

Call Forwarding - (Variable)

This feature allows the user to program automatic transfer of all calls made to the called line to a different line, within or outside the *CENTRON I* group.

Call Pickup Group

This feature enables a user of *CENTRON I* Service to answer a call which has been directed to another line in the package.

[1] When it is determined that a subscriber to Alternate Answering is forwarding calls to a residence line from a business line to the extent that the primary use of the residence line is substantially of a business nature, the residence line will be reclassified as business service and business rates will apply.

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C. Optional Features (Cont'd)

Call Waiting

This feature provides a tone alert to a *CENTRON I* Service user who is on an existing call that another call is waiting.

Convenience Dialing

This feature allows a *CENTRON I* user to abbreviate dialing patterns for frequently called and emergency numbers. By dialing an access code of one or two digits, a customer can dial up to six (6) or thirty (30) preprogrammed numbers. All lines in a package may share the same (30) number list or the (30) number may be available to an individual line only. The (6) number list is available only on an individual line basis. Convenience Dialing (6) can only be combined with Intercom (30) on the same line or Convenience Dialing (30) can only be combined with Intercom (6).

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**9.1.7 CUSTOMIZED CALL MANAGEMENT SERVICES/CENTRON I SERVICE
(Cont'd)**

D. Rates and Charges - General

1. The nonrecurring charge applies per line, per customer request to:
 - a. Establish Standard Feature Package.
 - b. Establish optional feature(s) and miscellaneous line terminating arrangements unless adding at the time Standard Feature Package is established.
 - c. Change optional feature(s) in an existing arrangement.

**NONRECURRING
CHARGE**

- Residence \$11.00

- d. The nonrecurring charge will not apply to:
 - Discontinue all optional features
 - Discontinue one or more features when the remaining feature(s) stay the same.

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D. Rates and Charges - General (Cont'd)

2. The following USOCs are for *CENTRON I* Service only and are in addition to the USOCs for access lines and other services or equipment with which they are associated.

	USOC	MONTHLY RATE RESIDENCE
a. Standard Feature Package, per line	MVP11	\$5.00
b. Optional Features		
• Call Pickup Group, per line	MVPCU	0.50
• Call Waiting, per line	MVPCW	5.00
• Call Forwarding - Variable, per line	MVPCF	2.50

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D.2.b. (Cont'd)

	USOC	MONTHLY RATE RESIDENCE
• Alternate Answering - (Call Forwarding- Busy Line/Don't Answer), per line	MVPAA	\$1.20
• Alternate Answering - (Call Forwarding- Busy Line), per line	MVPBL	0.40
• Alternate Answering - (Call Forwarding- Don't Answer), per line	MVPDA	0.90
• Convenience Dialing - (6# List), per list, each	MBWCD	1.50
• Convenience Dialing - (30# List), per list, each	MVPCD	2.50
c. Miscellaneous Line Terminating Arrangements[1]		
• 800 Service Circuit, each termination to main station line	WTK	2.00

[1] In the event an incoming 800 Service call is transferred to a remote location, transmission performance cannot be guaranteed.

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9.1 DIAL SWITCHING SYSTEMS (Cont'd)

9.1.18 CENTREX *PRIME* SERVICE

A. Description

1. Centrex *PRIME* service is a switched business communications service furnishing connections between a central office based switching system and the network interface which serves end user customer terminals. Centrex *PRIME* service is a multi-media platform which delivers integrated Video, Voice, Image and Data services to customers.
2. Centrex *PRIME* service includes analog (basic) or ISDN (digital) station lines which may be provided utilizing various technological designs. The arrangements of these station lines will vary for each customer depending on the number of connections to a location, the desired technology, available technology, operating limitations, e.g. distance from a serving central office. A group of station lines is translated for an individual common block and is provided common access to a predetermined group of system features. Optional features are also available.
3. Customers select Centrex *PRIME* station lines based upon an Basic or ISDN alternative. The standard set of features provided varies depending on the alternative selected, and the available central office technology. A list of standard features for each alternative and central office technology is available on a separate list provided by the Company.
4. The ISDN alternative consists of three distinct channels per station line: one or two B (Bearer) channels and one D (Delta) channel (2B+D). ISDN is also available in a 2B+S configuration. The ISDN alternative may be provisioned as either Custom[1] or National. The ISDN alternative conforms to internationally developed, published, and recognized standards generated by the International Telecommunications Union (formerly CCITT).

[1] Custom ISDN is only available from an 5ESS Central Office.

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9.1 DIAL SWITCHING SYSTEMS

9.1.18 CENTREX *PRIME* SERVICE

A. Description (Cont'd)

5. Centrex *PRIME* standard features are packaged as follows. The station lines include the standard feature package selected by the customer, and applies on a per station basis.

FEATURE	BASIC	CUSTOM ISDN	NATIONAL ISDN
• Primary DN	X	X	X
• Secondary DN	-	X	X
• Multiple Shared Call Appearances of a DN	-	X	X
• Automatic Callback	X	X	X
• Call Drop	-	X	X
• Call Exclusion	-	X	X
• Call Forwarding - Busy Line	X	X	X
• Call Forwarding - Don't Answer	X	X	X
• Call Forwarding - Variable	X	X	X
• Call Hold	X	X	-
• Call Park	X	-	-
• Call Pickup	X	X	X
• Call Transfer	X	X	X
• Call Waiting	X	-	-
• Caller Identification Name and Number	X	-	-
• Calling Identity Delivery on Call Waiting - Number	X	-	-
• Centrex Management System[1]	X	X	X
• Conference Calling			
- 3-Way	X	X	X
- 6-Way	X	X	X
- Meet Me	X	-	-
- Preset	X	-	-
• Data Call Protection	X	-	-
• Direct Dialing/Originating Terminating	X	X	X
• Display	-	X	X

[1] Although a standard feature, selection of this feature could result in additional nonrecurring charges.

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9.1.18 CENTREX *PRIME* SERVICE
A.5. (Cont'd)

FEATURE	BASIC	CUSTOM ISDN	NATIONAL ISDN
• Distinctive Ringing/ Distinctive Call Waiting Tone	X	-	-
• Directed Call Pickup			
- Barge-in	X	X	X
- Non Barge-in	X	X	X
• Executive Busy Override	X	-	-
• Hunting	X	X	X
• Individual Line Billing	X	X	X
• Intercept	X	X	X
• Inspect	-	X	-
• Incoming Calling Identification	-	X	X
• Intrasystem Calling	X	X	X
• Intercom			
- 1, 2 digit	X	X	X
- Automatic	-	X	X
• Last Number Redial	X	-	-
• Make Set Busy	X	-	-
• Message Waiting Service			
- Attendant Activation	-	X	-
- Audible	X	X	X
- Visual	X	X	X
• Multiple Appearance Directory Number (MADN)	X	-	X
• Network Speed Call	X	-	-
• Night Service (Trunk Answer any Station)	X	X	X
• Outgoing Calling Line ID	-	X	X
• Outgoing Trunk Queuing	X	X	X
• Priority Calling			
- Incoming	-	X	-
• Ringing Option			
- Abbreviated	-	X	X
- Delayed	-	X	X
- Normal	-	X	X

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9.1.18 CENTREX *PRIME* SERVICE
A.5. (Cont'd)

FEATURE	BASIC	CUSTOM ISDN	NATIONAL ISDN
• Speed Calling			
- 1 & 2 digit list	X	X	X
• Standard Config. Group	-	X	X
• Station Message Detail Recording (SMDR)[1]	X	X	X
• Subaddress Reservation			
- Origination	-	X	-
- Termination	-	X	-
• Terminal Group Line Restrictions	X	X	X
• Terminal Management	-	X	-
• Touch-Tone	X	X	X

[1] Although a standard feature, selection of this feature could result in additional nonrecurring charges.

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9.1 DIAL SWITCHING SYSTEMS

9.1.18 CENTREX *PRIME* SERVICE

A. Description (Cont'd)

6. Centrex *PRIME* Optional Service Features

- Account Codes
- Additional Secondary DN
- Additional X.25 Port Options
 - Closed User Group
 - Incoming Calls Barred
 - Additional Logical Channel
 - Outgoing Calls Barred
 - Permanent Virtual Circuit
 - Reverse Charge Acceptance
 - Reverse Charge Option
- Analog Call Appearance
- Attendant Access Line Service
- Authorization Codes
- Automatic Route Selection (ARS)
 - Expensive Route Warning Tone
 - Facility Restriction Level
 - Time of Day Control
- B-Channel Packet Switching
- Call Exclusion - Automatic
- Call Forward Don't Answer/Call Forward Busy Customer Programmable
- Call Forwarding via Private Facilities
- Custom Calling Services
 - Continuous Redial
 - Call Trace
 - Selective Call Forwarding
 - Priority Call
 - Last Call Return
 - Selective Call Rejection
- Digital Facility Interface
- Direct Inward System Access (DISA)

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9.1.18 CENTREX *PRIME* SERVICE

A.6. (Cont'd)

- Electronic Key Set Option Package[1]
 - Auto Answer Back
 - Automatic Dial
 - Automatic Line
 - Business Set Call Forward Per Key
 - Business Set Inspect Key
 - Call Forward Reason Display
 - Caller Identification - Name
 - Direct Station Selection/Busy Lamp Field
 - Display Called Number
 - Display Calling Number
 - Executive Message Waiting
 - Fast Transfer
 - Group Intercom
 - Group Intercom All Calls
 - Key Short Hunt
 - Last Number Redial Set
 - MADN (Multiple Appearance Directory Number)
 - Message Center
 - Message Waiting Set
 - Music on Hold - Electronic Set
 - Originating/Terminating Line Select
 - Privacy Release
 - Query Time
 - Station Camp-On
- Hot Line (Direct Connect)[2]
- Loudspeaker Paging (Trunk Access)
- Message Waiting Visual
- Music on Hold
- Music on Hold System
- Nonstandard Configuration Group
- Time of Day NCOS (Network Class of Service) Update
- Time of Day Routing
- Trunk Verification From Designated Station
- Uniform Call Distribution
- Uniform Call Distribution Hunt for Circuit Switched Data

[1] Available only from a DMS-100 Central Office. Rates and charges for this option are in addition to the rates and charges for the Basic station lines.

[2] Available on Basic station lines only.

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9.1 DIAL SWITCHING SYSTEMS

9.1.18 CENTREX *PRIME* SERVICE (Cont'd)

B. Definitions

Feature Packages

A basic package is provided universally and an Electronic Key Set Option is available in DMS-100 switches. All offices where ISDN is available, will offer a standard National ISDN package. A Custom ISDN package is available in 5ESS switches only. Feature packages and optional features are on a per station basis unless otherwise noted.

Customer Location

For service connection purposes, location is defined as the site where the Company's facilities meet with the customer's facilities.

The term "primary location" means the continuous property of the customer which contains the attendant position or positions and the termination of the station lines associated with the primary listing. The term "secondary location" means each continuous property location which is noncontiguous with the primary location but is served by the same Centrex *PRIME* system as the primary location.

Property is considered continuous where it is all owned or leased by the customer and not separated by property occupied by others. Where a public thoroughfare, river, or railroad rights-of-way intersects or divides the property, it is considered continuous only if the customer provides a connecting passageway or conduit acceptable to the Company for its cables or wires.

System

A Centrex *PRIME* system is made up of one customer group. This customer group supplies the dialing pattern, code access, dialing plan and features to be accessed by the customer's station lines. The customer group supports direct inward dialed calls, originating calls, private network access, voice grade access, and equal access long distance calls via the carrier of the customer's choice.

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9.1 DIAL SWITCHING SYSTEMS

9.1.18 CENTREX *PRIME* SERVICE (Cont'd)

C. Terms and Conditions

1. All terms and conditions for the provision of Centrex *PRIME* service shall be subject to a Service Agreement between the Company and the customer.
2. Centrex *PRIME* service is available as a business system for resale by certified resellers. Resale rates will be as established in individual customer contracts.
3. The rates and charges for station lines and system features will be developed on an individual case basis and will be specified in a Service Agreement between the Company and the customer.
4. Each customer system with blocked access is equipped with a number of Network Access Registers based on a standard Poisson Capacity Table. This table provides the number of Network Access Registers for the number of analog station lines and digital ISDN channels in the system. These Network Access Registers provide a standard level of usage for the customer system. This standard usage level is included in the station line rate. If additional Network Access Registers are required beyond the standard level, additional Network Access Registers may be obtained from 5.3.6 of this Price List.
5. The Unblocked Usage Adder is required in lieu of Network Access Registers. Should the customer's usage exceed an average of 8 CCS (hundred call seconds) per station line, the customer will be converted to blocked service with the appropriate number of Network Access Registers.
6. End User Common Line charges will be assessed on Network Access.

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9.1 DIAL SWITCHING SYSTEMS

9.1.18 CENTREX *PRIME* SERVICE

C. Terms and Conditions (Cont'd)

7. Centrex *PRIME* Service requires special central office equipment and is not provided in all central offices. The Company may furnish Centrex *PRIME* where there is available facilities and central office equipment, with the proper program updates, as determined by the Company. For the ISDN station lines, service is generally considered "available" for loops of 18 kilofeet or less in length. Loops greater than 18 kilofeet in length must meet extension technology design requirements. Service will be considered available if ISDN compatible pair gain systems or single line loop extension equipment are in place, or planned to serve the area. If the loop is greater than 18 kilofeet in length, the ISDN Loop Extension Charge applies.
8. Centrex *PRIME* ISDN service is established on the switch which is equipped to provide ISDN for the given exchange. This may be the local switch or this may be provided by a remote switch/terminal device located on the customers premises and served by another host central office.
9. If the central office is served by a remote switch/terminal device, the customer group will be located in the host switch for Basic and ISDN services.
10. The name of the ISDN feature package indicates the type of ISDN Service provided to the customer. The Custom ISDN feature package is available in 5ESS ISDN-equipped digital central offices.

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9.1.18 CENTREX *PRIME* SERVICE

C. Terms and Conditions (Cont'd)

11. Customer request for temporary suspension, either full or partial, of Centrex *PRIME* Service is not permitted. Seasonal disconnects are not allowed.
12. Where a Centrex/*CENTRON* type service customer elects to convert to Centrex *PRIME* Service, nonrecurring charges do not apply to in-service station lines, terminating arrangements, and optional service features provided that:
 - The customer's system continues to be served by the same switching equipment,
 - There is no interruption of service,
 - There are no moves, changes or additions of such in service station lines, arrangements and features, and
 - There is a like-for-like conversion.
13. The optional feature Message Waiting Visual, offered from a DMS-100 Central Office will only be offered to existing Centrex/*CENTRON*/Centrex Plus customers converting to Centrex *PRIME* Service.
14. Customers will be responsible to furnish all premises wiring, terminal equipment and jacks used with the Centrex *PRIME* Service.
15. The rates and charges specified for Centrex *PRIME* are in addition to the regular rates and charges for the services with which the Centrex *PRIME* is associated, e.g., WATS and Voice Grade circuits.
16. One primary directory listing is furnished without charge for each Centrex *PRIME* system. Directory listings of main station lines may be provided at the regular business additional listing rate as specified in 5.7.1 of this Price List.
17. Intercept Service will be provided on the main listed directory number for a total system disconnect only.
18. Customers not wishing to change their listed directory number to be part of a total system may keep their existing number(s); however, there would be a Centrex *PRIME* chip-in charge for translating listed directory numbers from outside the Centrex *PRIME* customer group. Centrex *PRIME* Service chip-in occurs when a non-sequential telephone number or block of numbers is added to a new or existing sequential Centrex *PRIME* number arrangement.

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9.1 DIAL SWITCHING SYSTEMS

9.1.18 CENTREX *PRIME* SERVICE

C. Terms and Conditions (Cont'd)

19. Centrex *PRIME* telephone numbers may be sequential or nonsequential. Sequential numbers may be assigned if blocks of numbers are available and at the discretion of the Company.
20. Customers may reserve additional telephone numbers for future use at the rates specified in 5.3.4 of this Price List.
21. If a customer terminates the agreement before the established service date, in whole or in part, the customer will pay cancellation charges as defined under the Termination Liability/Waiver Policy as set forth in 2.2.14 of this Price List.

After the service date, if a customer with a fixed-period rate plan removes, in whole or in part, station lines to a level less than 60% of the initial number of Station Lines, a termination charge may apply. The Termination Liability/Waiver Policy is in 2.2.14 of this Price List.

22. The customer may substitute the Centrex *PRIME* Service with another Company service that functionally replaces Centrex *PRIME* Service and provides equivalent or greater feature functionality provided:
 - The parties negotiate for the upgraded service with a service term that is equivalent or greater than the remaining term under the current Rate Stability Plan;
 - The upgraded service is legally, technically, and commercially available;
 - The customer pays all charges assessed for the upgrade of service including, but not limited to, all non-recoverable costs for equipment and facilities and all nonrecurring charges incurred in the provision of service under this Rate Stability Plan but not yet recovered. In the event that service provided under this Rate Stability Plan is substituted with an upgraded service, the termination charge shall not apply.
23. Nonrecurring charges can be spread over the life of the contract at the present cost of money to the Company. Customer will be required to pay these charges if service is terminated early.

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9.1.18 CENTREX *PRIME* SERVICE

C. Terms and Conditions (Cont'd)

24. The customer may move the physical location of all or part of Centrex *PRIME* to another location within the same Company serving area provided the following conditions for the move are met:
 - The new Centrex *PRIME* Service is provided to the customer by the Company;
 - The customer advises the Company that the requested Centrex *PRIME* Service replaces the existing Service;
 - The customer's request for the disconnection of the existing Centrex *PRIME* Service and the installation of the new Centrex *PRIME* Service are received by the Company on the same date;
 - The customer requests the Company to install the new Centrex *PRIME* Service on or prior to the disconnection date of the existing Centrex *PRIME* Service;
 - The customer agrees to sign the appropriate agreements and to pay all then monthly rates and nonrecurring charges related to the new Centrex *PRIME* Service.

25. The customer may move Centrex *PRIME* Service to either a new location in the same building or to a different location within the same serving area. When the move is within the same building, the customer shall pay one-half of the nonrecurring charges for the station lines affected. When the move is to a different building, all associated monthly rates and nonrecurring charges will apply, plus any other applicable charges, including but not limited to, construction charges, the transfer of existing equipment. Construction charges will be paid in advance of the move.

26. The customer may add additional Centrex *PRIME* Service at existing or new locations during the term of the agreement under the following conditions:
 - The Company commercially offers such additions and necessary facilities are technically available;
 - The rates and charges for additional service at new locations will be the rates and charges specified in the agreement, and which correspond to the terms and conditions of the agreement;
 - The Company and the customer agree that such additions shall be coterminous with the original agreement.

27. Centrex *PRIME* Service is not available on Public Communications Service or multiparty service.

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C. Terms and Conditions (Cont'd)

28. The quality of transmission for calls utilizing Call Forwarding or Conferencing may vary depending on the distance and routing involved. For an enhanced quality of transmission, data/line conditioning is available at appropriate rates and charges as found in 5.4.5 of this Price List.
29. Loop Diversity, Avoidance defined in the Private Line Transport Services Administrative Guidelines is available with Centrex *PRIME* Service.
30. Alternative Access of Basic Centrex *PRIME* Service over the Company's DS1 transport is permitted. In addition to Centrex *PRIME* Alternate Access station line rates, DS1 rates and charges as defined in the Private Line Transport Services Administrative Guidelines apply.
31. Each customer will be required to sign a contractual agreement for the furnishing of services on a rate stabilized basis.
32. If the customer is provided service from a Centrex *PRIME* Service "host" central office which is not the customer's normal serving office, the local calling area for the customer's Centrex *PRIME* Service will be that of the designated "host" central office. Changes to calling areas may affect customer telephone numbers.
33. Miscellaneous facility terminations are those lines and trunks which are not a basic part of the Centrex *PRIME* system, e.g., Voice Grade circuits, and WATS, but which require Centrex *PRIME* switching capabilities in order to function with Centrex *PRIME* Service. Each miscellaneous line that is terminated in a Centrex *PRIME* system requires a termination arrangement.
34. Split service common equipment is required when a Centrex *PRIME* customer desires to segregate the Centrex *PRIME* station lines into separate groups, thereby enabling each group to have a different set of system common features.
35. Caller Identification Blocking - Per Call and Caller Identification Blocking - Per Line as defined in 10.7 of this Price List is available with Centrex *PRIME* Service.

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D. Standard Service Feature - Description

Primary Directory Number (PDN)[1]

Each terminal is assigned one Primary Directory Number. If more than two terminals are attached to an ISDN station line, additional Primary Directory Numbers will be required. The maximum allowable number of Call Appearances (PDN, SDN or shared) will be determined by the CPE and configuration groups selected.

Secondary Directory Number (SDN)

A Secondary Directory number is any directory number, other than the Primary Directory Number, assigned to an ISDN terminal. The standard package includes one SDN. The maximum allowable number of Call Appearances (PDN, SDN or shared) will be determined by the CPE and configuration groups selected.

Multiple Shared Call Appearances of a Directory Number[2]

This feature allows several station sets to share one or more Call Appearances of a particular directory number (PDN or SDN). The originating and terminating events on one station set affects all stations that share Call Appearances for a particular directory number. The shared directory number can have up to eight Call Appearances. Multiple calls can exist on one directory number and more than one station sharing the directory number can have a call active on the shared directory number.

[1] Customers may choose from any of the existing standard configuration groups for their system.

[2] On a DMS-100 Central Office, this feature requires MADN as well.

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D. Standard Service Feature - Description (Cont'd)

Automatic Callback

Provides an arrangement that permits a line user, when attempting an intercom (i.e., within the customer group) call to a busy line, to be automatically connected to that line when both the called and calling lines are subsequently idle.

Call Drop

This feature allows the user (who is the controller of a call) to drop the last party that was added to a conference call. Also, this feature allows a user to disconnect a 2-party call.

Call Exclusion

Manual Call Exclusion restricts other stations from picking up a call on hold or bridging onto an active call at that station.

Call Forwarding Busy Line[1]

Provides for forwarding of "incoming only" or "all" calls to a preselected telephone number, when the called station is busy.

Call Forwarding Don't Answer[1]

Provides for forwarding of "incoming only" or "all" calls to a preselected telephone number, when the called station does not answer after a predetermined number of ringing cycles.

Call Forwarding-Variable[1]

Allows a user to automatically forward "all" calls to any other number.

Call Hold

Allows a station user to hold any call in progress, by dialing a code.

[1] These features are also available for circuit-switched data calls at no additional charge.

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D. Standard Service Feature - Description (Cont'd)

Call Park[1]

Allows a user to hold or "Park" a call by dialing a code that can be retrieved from any station by dialing another code.

Call Pick-Up

Enables a station user to answer calls directed to other specified stations by dialing a special code.

Call Transfer with Three-Way Calling/Consultation Hold

User can connect a third line to an established connection. A user can depress the switchhook, or ISDN set feature button, and consult in private with a third party and return to the original call by using only one line. A user of a line can transfer any established call to another line within or outside the Centrex *PRIME* System.

Call Waiting

- Dial Originating
 - Provides the ability for the originating station to invoke call waiting tone on selected calls by dialing the dial call waiting access code followed by the extension number of the station to be call waited.
- Originating
 - Allows a calling station to direct a call waiting tone toward a busy called station within the same system.
- Terminating
 - Allows for a Centrex *PRIME* station user who is engaged in a telephone conversation to be alerted via an audible tone that a call is waiting on an "incoming only" or "all" calls basis.
- Cancel Call Waiting
 - Allows a user with Call Waiting Terminating to inhibit the application of Call Waiting Tone for the duration of one call by dialing a code.

[1] Only available as a standard feature from a DMS-100 Central Office.

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D. Standard Service Feature - Description (Cont'd)

Caller Identification - Name and Number[1,2]

Provides visual indication of the calling name and number from an outside party, assuming the incoming call has calling party name and number associated with it and the originating caller has not blocked presentation of calling party name and number and compatible calling party is present.

Calling Identity Delivery on Call Waiting - Number[1,3]

Provides calling number delivery following the call waiting tone.

Centrex Management System (CMS)

- Description

CMS is a computer software program that provides the customer access to their data base for the purpose of general data base inquiry, or to move, add, delete and change features. In addition, CMS enables the customer to move and change station lines and generate Basic Management Reports.

CMS is generally available in 1AESS, 5ESS, and DMS100 central offices. CMS is activated on a per Centrex central office basis. When CMS is installed, a customer specific database is created. Each database is assigned a distinct customer identification name (Customer ID). This ID corresponds to the customer's specific Centrex *PRIME* customer group. However, customers may request a single ID for multiple customer groups within the same central office.

[1] Requires CPE that has a display.

[2] See 5.4.3 of this Price List for Terms and Conditions.

[3] Not available from DMS-10, DMS-100 and AXE -10 Central Offices.

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D. Standard Service Feature - Description (Cont'd)

- Feature List
 - Standard Features

Basic Management Reports

The ability to generate management reports regarding the customer's system. These reports vary by switch type and may change with software updates. The report function gathers current data only. CMS does not keep a past history log.

Bulk Change

Allows customers to request the same feature change to be applied to multiple lines simultaneously.

Database Synchronization

The ability to update the CMS database station line information to agree with the information in the switch.

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D. Standard Service Feature - Description (Cont'd)

Feature Move, Add, and Change

The ability to perform station number changes and to move, add, or change most features on the system from customer-provided equipment located on the customer's premises.

Transactions will either be put in a batch or priority transmission status. A batch transmission constitutes transactions scheduled for the current day or some future date. Priority functionality is described in standard features.

CMS will process batch change requests, which have accumulated throughout the day during off-peak load hours, overnight, or at a customer-specified future date.

Change request transactions can be created for station line numbers, authorization codes, automatic route selection, packet telephone numbers, and telephone number swaps. Depending on the type of change request, CMS will display different screens. CMS customers may manipulate most features and options displayed on a given screen. When the customer submits the changes, a pending record is created and CMS counts this change request as one single transaction. All change request transactions are cumulative; CMS tallies all daily transactions and will not process any transactions that exceed batch or priority parameter limits.

The number of batch change request transactions that a customer can enter per effective date will be determined by the number of Centrex lines per database. Refer to the following table. Up to 60 pairs of telephone numbers can be swapped per day. These changes take place overnight or at some future date as determined by the customer.

NUMBER OF LINES PER DATABASE	NUMBER OF BATCH	NUMBER OF BATCH DBSYNCHS
1 - 2000	100	10
2001 - 4000	110	15
4001 - 6000	120	20
6001 - 8000	130	25
8001 - 10000	140	30
10001+	150	35

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D. Standard Service Feature - Description (Cont'd)

Inquiry

The ability to access a data base to review the status of station lines and features on the customer's system.

Network Manipulation

Dependent on central office switching technology, customers can manage a range of network features:

- 1AESS - can change the Facilities Restriction Level (FRL) on Electronic Tandem Service (ETS) station numbers.
- 5ESS - Automatic Route Selection (ARS) Active Pattern Group modifications, as well as Time of Day Routing, FRL, and Expensive Route Warning Tone.
- DMS100 - Network Class of Service (NCOS) modifications, as well as Time of Day Routing and Expensive Route Warning Tone.

Telephone Number Swaps

The ability to exchange all service option assignments and features from one station line to another.

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D. Standard Service Feature - Description (Cont'd)

Priority Service

Allows customers to request priority transmission of transactions which are then processed in the serving central office. This may be defined as same-day service. The number of priority change transactions a customer may enter per day will be determined by the number of Centrex lines per database. Refer to the following table. Up to 5 pairs of telephone numbers can be swapped per day.

The Company does not guarantee specific time frames for completion of priority transactions.

NUMBER OF LINES PER DATABASE	NUMBER OF BATCH	NUMBER OF BATCH DBSYNCHS
1 - 2000	20	10
2001 - 4000	30	15
4001 - 6000	40	20
6001 - 8000	50	25
8001 - 10000	60	30
10001+	70	35

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D. Standard Service Feature - Description (Cont'd)

- Optional Features

The following optional features carry an additional one-time establishment charge.

Custom Reports

Customers can request Company personnel to create customized report formats for various aspects of their system. Once created, the custom report is stored in the customer's data base and can be utilized at any time.

Packet Control Capability

Gives Centrex customers with ISDN, the ability to manage their packet control features. Customers that subscribe to the Packet Control Capability can verify current and pending packet options, add, delete or change packet options and run reports regarding packet assignments.

System Partitioning

The Company, upon the customer's request, can partition the Centrex customer group into separate databases representing different customer groups. Each partition is assigned a distinct customer identification name (Customer ID), and can be arranged to be accessible only to certain users designated by the customer.

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D. Standard Service Feature - Description (Cont'd)

- Terms and Conditions

The Company will furnish and maintain CMS software for use by the customer and will be offered only where facilities permit.

The customer must obtain and maintain a compatible computer terminal for use with CMS. The computer terminal will not be furnished by the Company. A business exchange access line or Centrex *PRIME* station line is also required, which is in addition to the rates and charges for CMS.

CMS is available for access by the customer 23 hours a day, seven days a week. A Company technician will be available Monday-Friday 7:00-5:00 to assist CMS customers with their problems and questions.

The Company reserves all rights to take the CMS computer down for software updates or maintenance as required. When possible, software updates will be done during off-peak hours and customers will be warned in advance. Maintenance routines will be done the third weekend of every month.

The Company does not implicitly warrant CMS from any unforeseen software or hardware problems where an entire customer database is lost. The Company will re-establish the database if lost.

All normal and emergency central office functions have priority over customer requested changes. The Company assumes no responsibility for change requests delayed by such Company functions.

The Company will provide the customer a CMS User Handbook and training at the time of initial installation. The Company reserves the right to upgrade or change CMS at anytime. Any additional customer training or documentation requirements resulting from such changes will be supplied at no charge.

New connects and disconnects of station lines are not permitted through CMS.

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D. Standard Service Feature - Description (Cont'd)

The customer assumes full responsibility for the features managed by CMS. The Company will not maintain a separate record of which features are activated on each station line.

CMS software allows the customer to move and change station numbers within their system, the customer will be responsible for labeling the Network Interface when number changes occur. All maintenance calls to the Company in which the trouble proves to be other than on the Company side of the Network Interface will result in the application of Trouble Isolation Charges, as specified in Section 13. The Trouble Isolation Charge will not apply to lines equipped with *UNISTAR* Service or *U S WEST* Repair Coordination Service.

All nonrecurring charges for CMS will be applied on a per customer ID basis. Nonrecurring Charges, found elsewhere, do not apply when the customer moves, activates, deactivates, changes features and moves or changes lines through CMS.

An initial Service Establishment Charge will be applied to the first Customer ID. A subsequent System Establishment Charge will be applied to succeeding Customer ID's providing the customer manages all CMS changes from only one central location.

Features added through CMS carry the same recurring rates, nonrecurring charges and system charges as if they were added through the conventional service order process and will be reflected on the customer's bill as such.

If CMS is disconnected, Nonrecurring Charges, as specified elsewhere, will apply per line for all changes or rearrangements to system features.

If the customer moves their Centrex *PRIME* system from one CO to another, and station line number changes are involved, a subsequent installation charge to reestablish the CMS data base will apply.

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D. Standard Service Feature - Description (Cont'd)

Conference Calling

Allows a station user to establish conference connections without the aid of attendant or operator assistance. 3-Way allows a station in the talking state to add a third party to the call; 6-Way allows a station user to add up to five other parties.

- Meet Me[1]

Up to six participants dial a conference number at a specified time and are connected together via a conference bridge. A confirmation tone sounds as each participant is added to, or dropped off of the call.

- Preset[1]

A participant dials a predetermined seven digit software number and the system automatically dials other preset conferee telephone numbers.

Data Call Protection[1]

Provides a no double connect option to the line, protecting data calls from interruption.

Direct Dialing/Originating Terminating

Allows station users to place or receive calls bypassing the attendant.

Display

Identifies incoming internal (i.e., intrasystem-system) calls by phone number and call type (e.g., internal, external, forwarded). This feature identifies why calls have forwarded from a specific number (e.g., busy, no answer). Requires electronic set equipped with appropriate alphanumeric LCD.

[1] Available only from a DMS-100 Central Office.

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D. Standard Service Feature - Description (Cont'd)

Distinctive Ringing/Distinctive Call Waiting Tone

Enables a station user to determine the source of an incoming call.

Directed Call Pickup

• With Barge-in

Permits a user to dial a code and a station number and pick up a call that has been answered or is ringing at another station.

• Non Barge-in

Permits a user to answer a call that is ringing at another station within the same customer group. Once the call is picked up, this feature will not allow the call to be barged in upon. The call being answered must be in a pickup group.

Executive Busy Override[1]

Allows a station user to gain access to a busy station.

[1] Available only from a DMS-100 and AXE-10 Central Office.

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D. Standard Service Features - Description (Cont'd)

Hunting

- Automatically re-routes incoming circuit-switched voice and/or data calls to other lines when the calls encounter busy lines. Hunting groups provide a software-defined search for an available Call Appearance to which a call can be completed. A hunt group member is defined as a set of Call Appearances at the ISDN station.
- Multiline Hunt Group (MLHG) - provides a sequential hunt over the members in the Multiline Hunt Group. When a Call Appearance is busy, the system sequentially hunts only the members following the member associated with the dialed number.
- Circular Hunting - allows all lines in a multiline hunt group to be tested for busy, regardless of the point of entry into the group. When a call is made to a line in a Multiline Hunt Group, a regular hunt is performed starting at the station associated with the dialed number. It continues to the last station of the Multiline Hunt Group then proceeds to the first station in the group and continues to hunt sequentially through the remaining lines in the group.
- Series Completion - this feature allows calls made to a busy directory number to be routed to another specified directory number. The series completion hunting begins with the originally dialed member of the series completion group and searches for an idle directory number from the list of directory numbers.

Individual Line Billing

Toll calls are billed directly against the line placing the call.

Intercept

Disconnected or unassigned lines can be forwarded to a common announcement.

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D. Standard Service Feature - Description (Cont'd)

Inspect

This feature retrieves and displays call related information about any call appearance that has a call associated with it. This can be an active call, a call on hold or an alerting call. The data that can be displayed includes call appearance identification, called or calling directory number, ISDN call identified call type and called or calling party name.

Incoming Calling Identification[1]

Provides user with visual feedback concerning the calling number from an outside party, assuming they do not have Call Blocking, when the electronic set is equipped with appropriate alphanumeric LCD. Name is not available with ISDN.

Intrasystem Calling

A user can dial other lines on the system on a two digit to five digit basis depending on the number of lines within the system.

Intercom[2]

Provides automatic or one/two-digit privacy and priority access to other group intercom members, providing special ringing. Under the Basic package, Automatic Intercom is not available.

Last Number Redial[3]

This feature is for analog sets, it allows users to redial the last number called. A feature button activates this capability on Electronic Business Sets.

Make Set Busy[3]

Allows directory number appearances and call terminations to be made busy to incoming calls.

[1] Requires CPE that has a display.

[2] Under the basic feature package, only 1-2 digit intercom is available, and only from a DMS-100 Central Office.

[3] Available only from a DMS-100 Central Office. When used in conjunction with Centrex *PRIME*'s basic feature package, an industry standard 2500 series set or Meridian Business Set must be selected.

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D. Standard Service Feature - Description (Cont'd)

Message Waiting Service

- Attendant Activation - message waiting lamp on a user's station set can be activated from another electronic set.[1]
- Audible Waiting Indication - when a user goes off hook a stutter dial tone is provided to indicate a message is waiting.[2]
- Visual Waiting Indication - provides a message waiting indication on an electronic set via a message waiting lamp.[3]

Multiple Appearance Directory Number (MADN)[4]

A directory number assigned to more than one electronic and/or ISDN station set.

Network Speed Call[4]

Allows each station user access to a single list of 1,000 preprogrammed numbers which can be shared by all stations in the system (not customer changeable).

Night Service (Trunk Answer Any Station)

Allows any line in the Night Answer Group to be picked up by any other line of the system.

Outgoing Calling Line Identification[5]

Provides user with visual feedback concerning the called number when the electronic set is equipped with appropriate alphanumeric LCD.

- [1] Available only in the Custom ISDN Feature Package from a 5ESS Central Office.
- [2] Audible Waiting Indication is not available on ISDN lines served from a DMS -100 Central Office.
- [3] Visual indication available with proprietary CPE on Basic.
- [4] Available only from a DMS-100 Central Office.
- [5] Requires CPE that has a display.

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D. Standard Service Feature - Description (Cont'd)

Outgoing Trunk Queuing

Provides efficient usage of private facilities by queuing individual station calls and providing a maximum time limit for a call to remain on queue before possible overflow to the direct distance dialing network.

Priority Calling - Incoming[1]

Allows incoming calls from outside the terminal group to terminate on a Call Appearance reserved for originating and priority terminations only. This feature must be used with the Call Waiting feature.

Ringling Option[2]

- Abbreviated – ringing begins immediately for an incoming call and stops ringing after "N" seconds.
- Delayed – ringing begins only after a delay of "N" seconds
- Normal – ringing begins immediately for an incoming call

Speed Calling (1&2 Digit Lists)

Allows a user to place calls to a list of frequently dialed numbers by dialing a one digit speed calling code for a 6 number list, or a 2 digit speed calling code for a 30 number list.

Standard Configuration Group

The standard system design allows users to select from a variety of predetermined configuration groups to support ISDN terminals.

[1] Available only from a 5ESS Central Office.

[2] On a DMS-100 Central Office, this feature requires MADN as well.

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D. Standard Service Feature - Description (Cont'd)

Station Message Detail Recording (SMDR)

- Description

SMDR provides detail on calls that originate from a Centrex *PRIME* customer group(s). Call detail may include: date, time, call duration, station line from which calls originated, called number and carrier selected. SMDR call detail is provided on originating Toll, Outward WATS, Voice Grade channels, Foreign Exchange Service and Directory Assistance calls. Local call detail also is available, requests will be on an individual case basis only.

A customer may use SMDR call detail for identifying, analyzing, and resolving internal network usage issues. The company does not represent SMDR call detail to be valid for billing purposes.

The type of call detail and the method by which it is obtained is dependent upon the type of SMDR technology deployed in the central office serving the customer. Two methods of receiving SMDR are, SMDR to Premises SMDR-P and SMDR Regional Accounting Office SMDR-RAO.

SMDR-P allows customers to obtain daily call detail on their outgoing chargeable calls. The customer's call detail records are stored by the SMDR-P equipment and delivered directly over an access line to the customer's premises. The detail is collected by a customer provided call detail recorder which is usually a customer's personal computer using call accounting software. Through the use of the call accounting package, customers are able to process the call details and generate management reports.

SMDR-RAO allows customers to receive call detail on a monthly basis via magnetic tape. The tape is offered within four categories: Miscellaneous SMDR, Large User Toll, Directory Assistance and WATS. Customers could receive up to four different tapes for their accumulated call detail. Magnetic tape records are in a standard industry-wide format called Exchange Message Record (EMR). A customer's in-house data processing equipment or outside data processor must be able to read this tape as to physical size as well as format.

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D. Standard Service Feature - Description (Cont'd)

- Terms and Conditions

The terms and conditions specified herein are in addition to applicable terms and conditions specified elsewhere.

The customer is responsible for providing the necessary computer hardware and software for processing SMDR data. SMDR data delivered to customers by way of SMDR-P or SMDR-RAO is an electronic listing of call detail.

SMDR content is not represented as an image of a bill and is not a valid challenge to the accuracy of the bill.

Temporary suspension, either full or partial, of SMDR is not permitted.

The Company does not implicitly warrant SMDR from any unforeseen software or hardware problems where call detail records may be lost.

Customers not able to obtain SMDR-P may subscribe to SMDR-RAO.

The customer must obtain and maintain a compatible modem and call accounting package for use with SMDR-P. A business exchange access line, Centrex *PRIME* station line, or Voice Grade Channel is required to provide SMDR.

The standard call data delivery interval for SMDR-P is once daily. Customers must specify the time-of-day interval when they wish to retrieve or have the Company deliver their call detail.

SMDR-P customers wishing delivery of call detail at intervals other than once daily, will be priced on an individual case by case basis.

SMDR-P has two delivery options: modem to modem or File Transfer Protocol (FTP). The customer's data may be forwarded at a customer specified time.

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D. Standard Service Feature - Description (Cont'd)

Call data remains on disk for five calendar days after the initial distribution of data to the customer. During this time, customers may request one resend of previously sent data at no charge. After five days, the call data is transferred to magnetic tape. Each customer's daily call detail will be stored on tape and archived for 30 days. This archived information will be made available for retransmission to the customer. A nonrecurring charge will apply for the retrieval of this archived data.

The Company reserves all rights to take SMDR-P down for a four and one half hour period every night to run backups and perform maintenance routines.

For SMDR-RAO the magnetic tape(s) will be sent to the customer once a month based on the Company's bill period date. Customers wishing to receive tapes at intervals other than one a month, will be priced on an individual case by case basis.

SMDR-RAO call data is available only for the previous month. An additional nonrecurring charge will be applied if the customer requests a resend of a previously delivered tape.

All nonrecurring charges for SMDR will be applied on a per customer group basis.

A Service Establishment Charge will be applied when all working and non-working station numbers in the customer's Centrex *PRIME* customer group are loaded into the SMDR database at the time of initial installation of the system.

A retransmission of archived SMDR call detail charge, will be applied if a SMDR-P customer desires a resend of call detail originally transmitted within the previous 30 days.

Requests for SMDR call detail in a manner other than described herein will be considered non-standard and will be priced based upon individual customer requirements, cost and rate levels on a case by case basis. Non-standard provisioning of SMDR may include customer requests for local call detail, or hourly delivery of call data for SMDR-P customers.

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D. Standard Service Feature - Description (Cont'd)

Subaddress Reservation (Call Appearance Reservation)[1]

- This feature restricts the use of a Call Appearance by assigning reservations as follows:
 - Termination Only - any attempt to originate a call on a Call Appearance that is reserved for terminating only services is denied.
 - Origination Only - call attempts on a Call Appearance reserved for origination only can only originate calls.

Terminal Group Line Restrictions[1]

Provides the ability to restrict privileges of station users. Various line restrictions are available such as toll facility and various originating and terminating restrictions.

[1] Available only from a 5ESS Central Office.

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D. Standard Service Feature - Description (Cont'd)

Terminal Management[1]

- This feature operates for the ISDN station. The following capabilities are included:
 - One-Touch - automatically selects an idle call appearance and turns on the speakerphone at the station set for feature activation.
 - Automatic Hold/Drop Preference - provides auto hold or drop capability.
 - Call Appearance Selection for Implicit Conference & Transfer - automatically selects an idle call appearance.
 - Display for Ringing Call Appearances Only - activates display on a set for ringing call appearances only.
 - Idle Call Appearance Preference - automatically selects an idle call appearance if available when a station set with multiple Call Appearances goes off-hook.
 - Ringing Call Appearance Preference - automatically selects the call appearance that has been alerting the longest when the user goes off-hook at a station set with multiple Call Appearances being alerted.
 - Time and Date Display - provides user with display of time and date.
 - Feature Button Inspect - provides users who have display stations with a method of determining the features and call appearances that are assigned to the buttons on a station set

Touch-Tone

Allows for Customer provided equipment to place calls on their Centrex *PRIME* system using Dual-Tone Multi Frequency dialing.

[1] Requires CPE that has a display and speakerphone.

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E. Optional Service Feature - Description

Account Codes

Allows a user to dial an account code for bill back purposes before placing a call.

Additional Secondary Directory Number (SDN)

Allows more than one Secondary Directory Number to be assigned to an ISDN terminal.

Additional X.25 Port Options - Per D- or B-Channel

- Closed User Group
 - This feature allows users to establish subnetworks within for members of the closed user group to communicate. Communication with users who are external to the closed user group is not permitted. A user can belong to multiple closed user groups.
- Incoming Calls Barred
 - This feature prohibits a station from an incoming call.
- Additional Logical Channels
 - This feature allows a user to specify some number of the logical channels to be used only for calls that are originated.
- Outgoing Calls Barred
 - This feature prohibits a station from originating outgoing virtual calls.
- Permanent Virtual Circuit
 - This feature allows packet-switching to implement over a dedicated logical channel without call setup or clearing.

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E. Optional Service Feature - Description (Cont'd)

- Reverse Charge Acceptance
 - This feature permits the data communications equipment to transmit incoming calls requesting reverse charging to the user.
- Reverse Charge Option
 - This feature allows a user to assign billing charges to the called party, rather than the calling party.

Analog Call Appearance

This feature enables analog station users to share their call appearance on a user's ISDN station set. All Analog Call Appearances must be provisioned from the Centrex *PRIME* central office that is providing the ISDN services. One appearance, per number, per terminal is allowed.

Attendant Access Line Service

Allows a Centrex *PRIME* Attendant Line to receive dial "zero" calls.

Authorization Codes

Requires a user to dial an authorization code before using system facilities.

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E. Optional Service Feature - Description (Cont'd)

Automatic Route Selection (ARS)

- Description

ARS is an optional feature, available where facilities permit that allows station users, by dialing a preselected code, to automatically select the preferred route subscribed for by a customer, for network calls. Alternate routing to other facilities subscribed for by the customer, is also provided. This arrangement is available for use with FX, WATS and MTS Network.

ARS is accessed by dialing a single code (1, 2, or 3 digits) which automatically selects the appropriate route to complete the call. If all facilities in the initial route selected are busy, the call will advance to other routes in the selected pattern. Patterns may consist of up to two private routes. If no route is available, the call will route to the selected long distance carrier or overflow tone at the customer's option.

The routing may be based on a number plan area (NPA) or specific central office codes within an NPA as designated by the customer.

- Terms and Conditions

All rates and charges specified for ARS are in addition to the rates and charges for the associated facilities.

Preferred routes and alternate routing patterns will be specified by the customer.

The number of patterns required by a customer is governed by the type and variety of facilities to which the customer subscribes. The maximum number of patterns is two.

A pattern may have either the selected carrier or overflow tone as a final route. Dial 9 may be used as an access code only if the patterns accessed have the selected carrier as a final route.

A route cannot be used more than once in the same pattern.

The customer is responsible for notifying the Company whenever any additions or changes of routes or patterns are required.

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E. Optional Service Feature - Description (Cont'd)

- Explanation of Terms

Route

A route is a group of one or more facilities of the same type used to complete 7 or 10 digit calls between the same points.

Route Selection

The automatic selection of the preferred route as predetermined by the customer, upon dialing of an access code by the station user.

Pattern

A group of routes arranged to be selected in a sequence specified by the customer.

Expensive Route Warning Tone

Provides a warning tone to indicate the selection of an expensive route.

Facility Restriction Level[1]

Determines calling privilege level associated with each station line.

Time of Day Control for ARS

Provides a method for automatically changing the routing parameter according to a prespecified schedule.

[1] Available only from a 5ESS Central Office.

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E. Optional Service Feature - Description (Cont'd)

B-Channel Packet Switching

This feature equips an ISDN B-channel with 64 kbit/s packet capability.

- X.25 Port Options included with each B-channel.[1]

- X.25 Fast Select

This feature allows a sending data terminal to forward up to 128 bytes of data along with call setup and clearing packets.

- X.25 Fast Select Acceptance

This feature transmits incoming call packets with the fast select facility to a designated station that has this feature.

- X.25 Flow Control Parameter Negotiation

This feature negotiates on a per-call basis of the flow control parameters. This consists of automatically negotiating the maximum packet size and window size for each direction of data transmission.

- X.25 Throughput Class Negotiation

This feature allows the calling station to request specific throughput classes in the call request packet for both directions of data transmission.

- X.25 Logical Channel Allocation; One-Way Outgoing, One-Way Incoming, Two-Way

This feature allows a user to restrict the use of a specified logical channel to originate out going calls only, to terminate incoming calls only or to allow both originating and terminating calls.

- X.25 Recognized Private Operating Agency

This feature allows an ISDN user to specify an interLATA carrier for packet-switching on a per call basis. Route selection based on this feature is part of the routing capability.

[1] These features are also included with the D-channel of a 2B+D station line at no additional charge.

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E. Optional Service Feature - Description (Cont'd)

Call Exclusion - Automatic

Automatically restricts shared call appearances from picking up a call on hold or bridging onto an active call.

Call Forward Don't Answer/Call Forward Busy Customer Programmable

Enables users to activate, deactivate and re-direct the Call Forward Busy and Call Forward Don't Answer features from their stations by using dialed feature access codes.

Call Forwarding via Private Facilities

- Description

A telephone number equipped with the Call Forwarding via Private Facilities feature provides for the automatic routing of incoming calls to a specific private facility which is terminated in that main station line user's system. As used herein, the term "private facility" applies to Enhanced Private Switching Communication System (EPSCS), Electronic Tandem Switching (ETS), Wide Area Telephone Service (WATS), Foreign Exchange (FX), and Voice Grade Circuits arranged for senderized operation, and the local and toll message network.

- Terms and Conditions

Incoming local and toll message network and INWATS calls to telephone numbers arranged for Call Forwarding via Private Facilities routing are subject to the appropriate charges for such calls and a common recorded announcement is furnished to inform the caller that the call is being forwarded.

Calls forwarded to the local and toll message network and WATS are subject to the appropriate charges for such calls.

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E. Optional Service Feature - Description (Cont'd)

Custom Calling Services

Custom Calling Services are made possible through the technology of Signaling System 7 (SS7). SS7 is a telephone network architecture in which voice and data are sent through separate paths in the telephone network before arriving simultaneously at the customer's premises.

The following are descriptions available on Basic and ISDN station lines offered under Centrex *PRIME* Service.

- Continuous Redial (Automatic Callback Calling)

Enables a calling user to automatically place a call to the last called directory number from outside a Centrex *PRIME* customer group.

- Call Trace

Allows a user to request a trace of the last incoming call. The results of the call go to an authorized agency.

- Selective Call Forwarding

This feature allows users to preselect calls that will forward based on the telephone number of the calling party.

- Priority Call (Selective Distinctive Alert)

This feature allows a user to preselect which calls receive distinctive alerting treatment based on the telephone number of the calling party.

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E. Optional Service Feature - Description (Cont'd)

- Last Call Return

Enables a user to automatically place a call to the last incoming calling directory number.

- Selective Call Rejection

This feature allows a user to reject calls from parties identified on an individual Selective Call Rejection List.

Digital Facility Interface

- Description

This termination provides a digital interface for a high capacity (1.544 Mbit/s) facility which terminates to a customer's central office based switching system. This service provides for the connectivity of 24 circuits within the Centrex *PRIME* system.

- Terms and Conditions

The rates and charges for the Digital Facility Interface are in addition to the rates and charges applicable for the appropriate high capacity facility. All current rules and terms and conditions, including Federal terms and conditions apply to the application of the high capacity facility.[1]

Direct Inward System Access (DISA)[2]

Allows a Customer to dial access to the system from an outside line and receive access to features and facilities of that system.

[1] The High Capacity facility as found elsewhere should be rated as if it terminates to an end user's premises. The Centrex *PRIME* central office in this case is the end user's premises.

[2] Available only from a DMS-100 Central Office.

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E. Optional Service Feature - Description (Cont'd)

Electronic Key Set Service Feature Package[1]

- Description

Electronic Set Service permits the use of special electronic station sets with Centrex *PRIME* Service. This service utilizes a unique line card to provide communications control for the electronic station set.

The customer-provided electronic set is a touch-tone station that provides programmable keys for features and additional numbers. It is served from the central office by a basic or extension station line. It has assignable keys for station line pick-ups or features. Electronic sets and adjunct modules are provided by the customer.

- Terms and Conditions

Electronic Set Service will be provided only where facilities permit.

Each electronic set must be associated with a Primary Directory Number. In addition, an Electronic Set Service interface card is required.

Electronic Set Service is subject to a 1.5 mile limitation from the central office.

Electronic Set Service is only available on Centrex *PRIME* station lines served from a DMS-100 Central Office. Station lines with electronic sets cannot have extension stations; however, the primary directory number associated with the main station lines can appear as a secondary appearance of a primary directory number on other main station lines.

- Explanation of Terms

Multiple Appearance Directory Number (MADN)

A directory number assigned to more than one electronic and/or ISDN station set.

[1] Available only from a DMS-100 Central Office.

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E. Optional Service Feature - Description (Cont'd)

Software Numbers

Software numbers are numbers which do not require an additional station line. These numbers share the facilities of the primary directory listed number. Variations of software numbers are:

Primary Appearance

The first appearance of a software number on a key.

Secondary Appearance

The second appearance of a software number on a key. The secondary software number can be on the same station or a different station.

Single Appearance

A software number that appears only on one station and one key.

- Standard Feature Package Description

Auto Answer Back

Allows any incoming calls to the primary directory number of the set to be automatically answered after four seconds.

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E. Optional Service Feature - Description (Cont'd)

Automatic Dial

The automatic dial feature allows an electronic set user to call a frequently dialed number by pressing an assigned key. The user is permitted to change the number stored against the assigned key.

Automatic Line

Allows equipped station to automatically place a call to a preassigned number by going off-hook.

Call Forward Reason Display

Provides an electronic set user with the reason the intrasystem call has forwarded. Electronic set must be equipped with display.

Display Called Number

Provides user with visual feedback concerning the called number when the electronic set is equipped with appropriate alphanumeric LCD.

Display Calling Number

Provides user with visual feedback concerning the intrasystem calling number when the electronic set is equipped with appropriate alphanumeric LCD.

Fast Transfer

Provides the capability for the electronic set user to transfer a call without first having to conference a called party.

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E. Optional Service Feature - Description (Cont'd)

Group Intercom

Provides the ability to directly terminate on a predesignated button on another electronic station set by depressing an intercom key.

Last Number Redial Set

It allows users to redial the last number called. A feature button activates this capability on electronic business sets.

Key Short Hunt (KSH)

Provides the capability for incoming calls to hunt over a set in search of an idle DN on which to terminate. KSH can be assigned to the PDN, or the primary appearance of a MADN and work with all DNs on a set.

Message Waiting Set

This feature provides a message waiting indication on an electronic set via a message waiting lamp.

Privacy Release

Permits a user to establish a conference call among MADN members and an outside party by pressing an assigned key or dialing a code.

Query Time

This feature provides the current time and date on an electronic set display.

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E. Optional Service Feature - Description (Cont'd)

- Standard Deluxe Feature Package Description

Business Set Call Forward Per Key

Enables each directory number assigned to be forwarded to a different directory number.

Business Set Inspect Key

Provides display equipped electronic set users with information regarding features and directory numbers that are assigned to their set as well as incoming call information on an intrasystem basis only.

Executive Message Waiting

Provides multiple message waiting indications per directory number.

Group Intercom All Calls

Enables an electronic set user to simultaneously intercom and page up to 29 predefined group intercom members. Group members hear the page over their set's built in speaker.

Music on Hold - Electronic Set[1]

Provides the electronic set with access to system Music on Hold.

Originating/Terminating Line Select

Automatically selects the line when a user answers a call and automatically connects the user to an idle line on outgoing calls.

- Optional Feature Description

Direct Station Selection/Busy Lamp Field

Adds improved answering-position functions to the electronic set by providing busy lamp status and direct station selection.

[1] Requires Music on Hold System, following.

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E. Optional Service Feature - Description (Cont'd)

Message Center

Provides message center functionality to the electronic set. System users access the message center via dialing a code.

Station Camp-On

Allows the electronic set user to call a busy line and place the caller on hold/camp against the busy party's line until they are free.

All rates and charges specified for Electronic Set Service are in addition to the rates and charges associated with the basic station lines, all associated facilities and optional service features.

The Nonrecurring Charges to rearrange primary directory numbers and/or software directory numbers on Electronic Set Service is the same as to install new.

Hot Line (Direct Connect)[1]

Allows equipped station lines the ability to automatically place a call to a pre-assigned number by going off-hook.

Loudspeaker Paging (Trunk Access)

Trunk side allows access to Loudspeaker Paging by dialing an access code.

Message Waiting Visual[2]

Provides the ability to light a lamp on customer provided equipment.

[1] Available on basic station lines only.

[2] Available only from a DMS-100 Central Office on a basic station line.

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E. Optional Service Feature - Description (Cont'd)

Music On Hold[1,2]

Provides Music on Hold to all stations excluding Electronic Set Service.

Music On Hold System[1,3]

Provides Music on Hold capability to the system.

Nonstandard Configuration Group

Allows Customers to purchase additional configuration groups (beyond the five standard configuration groups provided) to support ISDN terminals.

Time of Day NCOS (Network Class of Service) Update[2]

Allows normal NCOS values to be mapped on to new values that are based on time of day, day of the week, or day of the year.

Time of Day Routing[2]

Enables efficient use of facilities by allowing or denying route choices based on time of day.

[1] Requires a voice grade circuit to the customer's music source, as specified in the Private Line Transport Services Price List.

[2] Available only from a DMS-100 Central Office.

[3] Available only from a 5ESS Central Office.

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E. Optional Service Feature - Description (Cont'd)

Trunk Verification From Designated Station[1]

Allows end users audible transmission level testing from selected trunks within a trunk group, limit of ten stations per system.

Uniform Call Distribution

This feature is a type of hunting which provides for an even distribution of incoming calls among the available members of a hunt group.

Uniform Call Distribution Hunt for Circuit Switched Data

This feature establishes a uniform call distribution type multiline hunt group which evenly distributes incoming circuit switched data calls to idle members or devices.

[1] Available only from a DMS-100 Central Office.

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F. Rates and Charges - General

1. Each Centrex *PRIME* station line will include the common line facility and the standard features as appropriate. Each station line will be equipped with intrasystem calling. The remaining standard features may be selected on a station line-by-station line basis as determined jointly by the customer and the Company.
2. Rates and charges for station lines will be charged according to the number of station lines per location. Customers may add station lines to a Centrex *PRIME* system at the rates and charges in effect at the time the customer signed the Rate Stability Plan agreement.
3. Centrex *PRIME* rates and charges will be developed on an individual case basis when unique engineering, solution sets, and/or customer specified dedicated investment is required.
4. Facilities and equipment utilized by the Company to provide service shall remain the property of the Company.
5. Centrex *PRIME* Service chip-in occurs when a non-sequential telephone number or block of numbers is added to an existing sequential Centrex *PRIME* number arrangement.
 - A non recurring chip-in charge will be applicable when a Centrex *PRIME* customer places an order where a non-sequential telephone number or block of numbers is added to the existing Centrex *PRIME* number arrangement. This change will be applied upon the ordering of Centrex *PRIME* station line(s) that require the chip-in of between one and twenty telephone numbers when the activity is scheduled at the same time.
6. EAS is assessed on each Centrex *PRIME* basic station line and each B channel of an ISDN station line. EAS rates are specified in 5.1.1 as Centrex/Centrex Plus Line.

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9.1 DIAL SWITCHING SYSTEMS

9.1.18 CENTREX *PRIME* SERVICE (Cont'd)

G. Rates and Charges - Common Switching Elements

(N)

Qwest offers discounted nonrecurring charges for initial installation of a Centrex Prime service under term agreements. For agreements of 12-36 months, Customer will receive a 50% discount on listed nonrecurring (NRC) for initial installations. For agreements of 37-60 months, Customer will receive a 100% discount on listed nonrecurring (NRC) for initial installations. An initial installation is considered the first installation of a Centrex Prime common block and station lines from a serving central office under a term agreement. An initial installation period may not exceed 60 calendar days from the first installation of Centrex Prime stations within a new Centrex Prime system with 300 lines or less. An initial installation period for systems with 301+ lines will be established by mutual agreement of Qwest and Customer but may not exceed 180 calendar days. Installation of services within a Centrex Prime system beyond the initial installation period will be billed at listed/subsequent nonrecurring charge rates. Installation of additional services associated with renewals of an existing Centrex Prime service will not qualify for discounts. Installations of new Centrex Prime systems from a central office other than the current serving central office under an existing or renewed term, agreement will qualify for nonrecurring discounts based the number months remaining in the existing or renewed term agreement. Nonrecurring discounts do not apply to ISDN Loop Extension or Optional Features.

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9.1 DIAL SWITCHING SYSTEMS

9.1.18 CENTREX *PRIME* SERVICE

G. Rates and Charges - Common Switching Elements (Cont'd)

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1. Centrex *PRIME* up to 300 station lines

	USOC	
	BLOCKED	NON BLOCKED
• Month-to-Month		
- Basic station line	NJCAx	NJ7Ax
- ISDN station line		
- 2B+S	NJCBx	NJ7Bx
- 2B+D	NJCCx	NJ7Cx
- 0B+D	NJCDx	NJ7Dx
- Basic Extension station line	NJXBx	NJXNx
	NONRECURRING CHARGE	MONTHLY RATE
- 1-20 station lines	\$50.00	\$38.00
- 21-50 station lines	50.00	26.50
- 51-100 station lines	50.00	12.00
- 101-300 station lines	50.00	10.75

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9.1.18 CENTREX PRIME SERVICE
G.1. (Cont'd)**

	USOC		
	BLOCKED		NON BLOCKED
• Rate Stabilized			
- Basic station line	NSCAX		NS7AX
- ISDN station line			
- 2B+S	NSCBX		NS7BX
- 2B+D	NSCCX		NS7CX
- 0B+D	NSCDX		NS7DX
- Basic Extension station line	NEXBX		NEXNX
	NONRECURRING CHARGE		12 TO 36
	INITIAL	SUBSEQUENT	MONTHS
- 1-20 station lines	\$25.00	\$50.00	\$34.00
- 21-50 station lines	25.00	50.00	23.50
- 51-100 station lines	25.00	50.00	10.75
- 101-300 station lines	25.00	50.00	9.75
	NONRECURRING CHARGE		37 TO 60
	INITIAL	SUBSEQUENT	MONTHS
- 1-20 station lines	-	\$50.00	\$32.00
- 21-50 station lines	-	50.00	22.00
- 51-100 station lines	-	50.00	10.00
- 101-300 station lines	-	50.00	9.00

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9.1.18 CENTREX *PRIME* SERVICE

G. Rates and Charges - Common Switching Elements (Cont'd)

2. Centrex *PRIME* over 300 station lines

	USOC			
	BLOCKED	NON BLOCKED		
• Month-to-Month				
- Basic station line	NJCEX	NJ7EX		
- ISDN station line				
- 2B+S	NJCFX	NJ7FX		
- 2B+D	NJCGX	NJ7GX		
- Basic Extension station line	NJXB2	NJXN2		
• Rate Stabilized				
- Basic station line	NSCEX	NS7EX		
- ISDN station line				
- 2B+S	NSCFX	NS7FX		
- 2B+D	NSCGX	NS7GX		
- Basic Extension station line	NEXB2	NEXN2		
	NONRECURRING CHARGE	MONTHLY RATE	12 TO 36 MONTHS	37 TO 60 MONTHS
• 301 or more station lines	[1]	[1]	[1]	[1]

[1] Rates and charges will be developed on an individual case basis, per customer request.

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G. Rates and Charges - Common Switching Elements (Cont'd)

3. Centrex *PRIME* station line with Alternate Access

	USOC	
	BLOCKED	NON BLOCKED
• Month-to-Month Alternate Access Basic station line	XPM	R8H
	NONRECURRING CHARGE	MONTHLY RATE
- Centrex <i>PRIME</i> station lines, with Alternate Access, each[1]	\$40.00	\$7.00

	USOC		
	BLOCKED		NON BLOCKED
	NONRECURRING CHARGE INITIAL	NONRECURRING CHARGE SUBSEQUENT	12 TO 36 MONTHS
• Rate Stabilized Alternate Access Basic station line			R8R
	NONRECURRING CHARGE INITIAL	NONRECURRING CHARGE SUBSEQUENT	37 TO 60 MONTHS
- Centrex <i>PRIME</i> station lines, with Alternate Access, each[1]	\$20.00	\$40.00	\$6.00
- Centrex <i>PRIME</i> station lines, with Alternate Access, each[1]	-	\$40.00	\$5.50

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[1] The DS1 Channel Termination Facilities and Multiplexers are also required as found in Private Line Transport Services.

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G. Rates and Charges - Common Switching Elements (Cont'd)

4. ISDN Arrangement[1]

USOC

- | | |
|------------------------|-------|
| • 2B+S Month-to-Month | EJ1BV |
| • 2B+S Rate Stabilized | ET1BV |
| • 2B+D Month-to-Month | EJ1BX |
| • 2B+D Rate Stabilized | ET1BX |
| • 0B+D Month-to-Month | EJ1BD |
| • 0B+D Rate Stabilized | ET1BD |
| • ISDN Loop Extension | NJT |

	NONRECURRING CHARGE	MONTHLY RATE	12 TO 36 MONTHS	37 TO 60 MONTHS
- OB+D, per station line	[2]	[2]	[2]	[2]
- ISDN Loop Extension, per station line	\$200.00	\$12.50	\$11.00	\$10.25

	NONRECURRING CHARGE	MONTHLY RATE
- 2B+S, per station line	\$30.00	\$12.50
- 2B+D, per station line	30.00	20.50

	NONRECURRING CHARGE INITIAL	NONRECURRING CHARGE SUBSEQUENT	12 TO 36 MONTHS
- 2B+S, per station line	\$15.00	\$30.00	\$12.25
- 2B+D, per station line	15.00	30.00	18.25

	NONRECURRING CHARGE INITIAL	NONRECURRING CHARGE SUBSEQUENT	37 TO 60 MONTHS
- 2B+S, per station line	-	\$30.00	\$12.00
- 2B+D, per station line	-	30.00	17.00

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[1] The ISDN Arrangement is in addition to the Centrex *PRIME* station line rate.

[2] Rates and charges will be developed on an individual case basis, per customer request.

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G. Rates and Charges - Common Switching Elements (Cont'd)

5. Non Blocked Usage Adder, per system,
per station line

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• 1-20 station lines	UGXPS	-	\$5.00
• 21-50 station lines	UGXPS	-	5.00
• 51 or more station lines	UGXPS	-	1.50

6. Common Equipment

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Centrex <i>PRIME</i> Common Equipment, per system	HYE	\$160.00	\$30.00
• Split Service Common Equipment, each	HYS	160.00	30.00

	USOC	NONRECURRING CHARGE INITIAL	NONRECURRING CHARGE SUBSEQUENT	12 TO 36 MONTHS
• Centrex <i>PRIME</i> Common Equipment, per system	HYE	\$80.00	\$160.00	\$30.00
• Split Service Common Equipment, each	HYS	80.00	160.00	30.00

	USOC	NONRECURRING CHARGE INITIAL	NONRECURRING CHARGE SUBSEQUENT	37 TO 60 MONTHS
• Centrex <i>PRIME</i> Common Equipment, per system	HYE	-	\$160.00	\$30.00
• Split Service Common Equipment, each	HYS	-	160.00	30.00

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G. Rates and Charges - Common Switching Elements (Cont'd)

7. Miscellaneous Charges

- Nonrecurring charges apply, per station line USOC, per customer group.

	USOC	NONRECURRING CHARGE
- Adding a Basic Rate Access Feature Package or changing between Basic Rate Access Feature Packages, per station line[1]	REAJN	\$20.00
- Feature Activation/Deactivation within a Standard Feature Package of aa station Line	REAFM	5.00
- When changing a standard station line feature at the same time as adding or rearranging hunting	REAKA	20.00
- Change charge, per activity, per station line changed	NRC62	8.00
- Customer initiated changes to the customer group (common block), per change	REAJO	75.00

[1] To change from a basic feature package to a Basic Rate Access feature package requires a disconnect of the analog station line and new installation of a Basic Rate Access station line and customer selection of the appropriate standard feature package.

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G.7. (Cont'd)

	USOC	NONRECURRING CHARGE
• Change from blocking to non-blocking, per station line	NR9CH	\$20.00
• Centrex <i>PRIME</i> Service Chip-in, per station line	REAJP	13.50
• Conversion Charge, per each line converted from a Centrex type Service to Centrex <i>PRIME</i>	NR9CE	9.00
• Separate Department Billing, per each bill other than main bill processed	RCEDB	20.00

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G. Rates and Charges - Common Switching Elements (Cont'd)

8. Miscellaneous Facility Arrangements[1]

Provides for termination of special facilities into the system.

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Voice Grade Circuit, each			
- Per group	FACPG	\$130.00	-
- Each facility in group	FAC	-	\$10.00
• FX/FCO Circuit			
- Per trunk group	FANPG	130.00	-
- Each facility in group	FAN	-	10.00
• WATS (outgoing), each	FAO	40.00	1.00
• 800 Service Circuit, each terminated to basic station line[2]	FA8	40.00	1.00

[1] Where a Centrex *PRIME* main station line is extended as a Voice Grade Circuit to another switching system, the rates and charges specified for a Centrex *PRIME* basic station line apply in addition to the rates and charges specified for Centrex *PRIME* Voice Grade Circuit termination arrangement.

[2] In the event an incoming 800 service call is transferred outside the system, transmission performance cannot be guaranteed.

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9.1.18 CENTREX *PRIME* SERVICE

G. Rates and Charges - Common Switching Elements (Cont'd)

9. Centrex Management System (CMS)

	USOC	NONRECURRING CHARGE
• Service Establishment		
- Initial Installation	MB5XX	\$1,000.00
- Subsequent Installation for an associated system	CPVWO	500.00
• Optional Features		
- Custom Reports	RCVXX	[1]
- System Partitioning	PD8XX	500.00
- Packet Control Capability, per system	PTGPS	1,500.00
10. Station Message Detail Recording (SMDR)		
• Service Establishment Charge, initial installation, per customer group		
- SMDR-P	SEPSP	340.00
- SMDR-RAO	SEPSR	240.00
• Retransmission of archived call detail, per request[2]		
- SMDR-P	REHIX	300.00
• Non-Standard provision of SMDR, per main station line	S6N	[1]

[1] Rates and charges will be based on an individual case basis per customer request.

[2] A request shall not exceed 7 consecutive calendar days.

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9.1 DIAL SWITCHING SYSTEMS

9.1.18 CENTREX *PRIME* SERVICE (Cont'd)

H. Rates and Charges - Optional Service Features

	USOC	NONRECURRING CHARGE	MONTHLY RATE
1. Account Codes			
• Per system	AZ8PS	\$75.00	\$30.00
2. Additional Secondary Directory Number (SDN)			
• Per station	A6QPN	10.00	0.50
3. Additional X.25 Port Options - Per D or B Channel[1]			
• Closed User Group			
- Per channel	GXM	15.00	5.00
• Incoming Calls Barred			
- Per channel	GXJ	10.00	-
• Additional Logical Channels			
- Per channel	NW9AL	10.00	3.00
• Outgoing Calls Barred			
- Per channel	GXN	10.00	-
• Permanent Virtual Circuit			
- Per channel	GXP	15.00	5.00

[1] Available only on ISDN 2B+D Service.

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H.3. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Reverse Charge Acceptance			
- Per channel	GXT	\$10.00	-
• Reverse Charge Option			
- Per channel	GXQ	10.00	\$2.50
4. Analog Call Appearance			
• Per station	MAZ	10.00	0.50
5. Attendant Access Line Service			
• Per station line	DZR	10.00	8.00
6. Authorization Codes			
• Per system	AFYPS	85.00	30.00
• Subsequent additions, or changes to, Authorization Codes, per group of 50	REAJQ	170.00	-

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H. Rates and Charges - Optional Service Features (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
7. Automatic Route Selection			
• Automatic Route Selection[1] - Common Equipment, per customer group	F5GPG	\$2,200.00	\$50.00
• Changes and rearrangements of Patterns and Routes[2] - Per change, each[4]	READO	75.00	-
• Facility Restriction Level, per system[3]	FRKPS	125.00	-
• Time of Day Control for ARS - Per system	ATBPS	125.00	-
- Change of schedule, per occurrence	RCHAS	100.00	-
• Expensive Route Warning Tone, per system	AQWPS	90.00	-

[1] Each WATS Band is treated as a separate route.

[2] Where a toll restricted station line accesses a pattern whose final route is the MTS, overflow to MTS will not occur.

[3] Available only from a 5ESS Central Office.

[4] Applicable when a change is required to a pattern route sequence or the pattern assigned to an area code or a prefix.

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9.1.18 CENTREX *PRIME* SERVICE

H. Rates and Charges - Optional Service Features (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
8. B Channel Packet Switching			
• Per B Channel	LTQ3X	[1]	[1]
9. Call Exclusion - Automatic			
• Per station	NXB	\$ 10.00	\$1.50
10. Call Forward Don't Answer/Call Forward Busy Customer Programmable			
• Service Establishment	SEPFA	50.00	-
• Per telephone number	FSW	10.00	0.35
11. Call Forwarding via Private Facilities			
• Common Equipment, per system	PF3PS	700.00	-
• Per telephone number[2]	PFY	8.00	0.25

[1] Rates and charges will be developed on an individual case basis, per customer request.

[2] Nonrecurring Charge applies for subsequent installation only.

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H. Rates and Charges - Optional Service Features (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
12. Custom Calling Services			
• Continuous Redial			
- Per telephone number	NSS	\$10.00	\$2.00
• Call Trace			
- Per telephone number	[1]	[1]	[1]
• Selective Call Forwarding			
- Per telephone number	NCE	10.00	2.00
• Priority Call			
- Per telephone number	NSK	10.00	2.00
• Last Call Return			
- Per telephone number	NSQ	10.00	1.00
• Selective Call Rejection			
- Per telephone number	NSY	10.00	3.00

[1] Refer to 5.4.3 for usage charges.

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H. Rates and Charges - Optional Service Features (Cont'd)

	USOC	NONRECURRING CHARGE[1]	MONTHLY RATE
13. Digital Facility Interface			
• Common equipment			
- Per Digital Interface Unit, per 1.544 Mbit/s facility	D1E1X	\$650.00	\$125.00
• Circuit connections			
- Blocked System			
- Centrex <i>PRIME</i> to Centrex <i>PRIME</i> , per circuit end[2]	M5P	15.00	7.50
- Centrex <i>PRIME</i> to PBX/Key, per circuit[3]	M62	15.00	13.00
- Centrex <i>PRIME</i> to Interexchange Carrier, per circuit	M63	15.00	7.50

[1] Applies on initial and subsequent activity.

[2] For Centrex *PRIME* to Centrex *PRIME* connections, two Digital Facility Interfaces will be required, one at each end.

[3] Blocked Centrex *PRIME* customers require the use of a Network Access Register and a Centrex *PRIME* basic station line for each M62 circuit connection.

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H.13. (Cont'd)

	USOC	NONRECURRING CHARGE[1]	MONTHLY RATE
- Non Blocked System			
- Centrex <i>PRIME</i> to Centrex <i>PRIME</i> , PBX/Key, or Interexchange Carrier, per circuit[2,3]	EJ9	\$15.00	\$24.00
- Centrex <i>PRIME</i> direct inward numbers, per number[4]	CNY	[5]	[5]

[1] Applies on initial and subsequent activity.

[2] Non Blocked Centrex *PRIME* customers require the use of USOC UGXPS, and a Centrex *PRIME* basic station line for each EJ9 circuit connection.

[3] For Centrex *PRIME* to Centrex *PRIME* connections, two Digital Facility Interfaces will be required, one at each end.

[4] Applies to M62 and EJ9.

[5] See USOC NHN in 5.3.4 of this Price List for rates and charges.

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9.1.18 CENTREX PRIME SERVICE

H. Rates and Charges - Optional Service Features (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE		
14. Direct Inward System Access (DISA)[1]					
• Per access code	3DQ	\$55.00	\$1.00		
• Per access code changed	READA	55.00	-		
15. Electronic Key Set Service, per station line[1]					
	USOC	NON- RECURRING CHARGE	MONTH TO MONTH	12 TO 36 MONTHS	37 TO 60 MONTHS
• Basic up to 300 station lines					
- Blocked	ETOBX	[2]	-	[2]	[2]
	EJOBX	[2]	[2]	-	-
- Non-blocked	ETONX	[2]	-	[2]	[2]
	EJONX	[2]	[2]	-	-
• Basic over 300 station lines					
- Blocked	ETOB2	[2]	-	[2]	[2]
	EJOB2	[2]	[2]	-	-
- Non-blocked	ETON2	[2]	-	[2]	[2]
	EJON2	[2]	[2]	-	-
• Basic over Alternate Access[3]					
- Blocked	ETOBA	[2]	-	[2]	[2]
	EJOBA	[2]	[2]	-	-
- Non-blocked	ETONA	[2]	-	[2]	[2]
	EJONA	[2]	[2]	-	-

[1] Available only from a DMS-100 Central Office.

[2] Same rates and charges as Centrex PRIME basic station line.

[3] Requires Local transport as found in the Private Line Transport Service Price List.

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H.15. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Electronic set service interface, per Basic station line[1]	PP3	\$15.00	\$2.50
• Primary appearance of a software number	SO3	7.50	1.00
• Subsequent appearance of a software number	SO5	10.00	–
• Single appearance of a software number	SFB	7.50	1.00
• Adjunct module, per module[2]	C2TAX	10.00	1.00
• Standard Deluxe Feature Package			
- Business Set Call Forward per key, per set	EATPK	8.00	–
- Business Set Inspect Key	NP6PK	8.00	–
- Executive Message Waiting	MGK	8.00	–
- Group Intercom All Calls	GCN	8.00	–
- Music on Hold - Electronic Set[3]	MHHPK	8.00	–
- Originating/Terminating Line Select	SLB	8.00	–

[1] Includes Electronic Set Service standard features.

[2] In addition, rates and charges specified above for primary directory number appearances and software number appearances apply.

[3] Requires Optional Service Feature Music on Hold.

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9.1.18 CENTREX *PRIME* SERVICE
H.15. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Optional Features			
- Direct Station Selection/ Busy Lamp Field, per Arrangement	BUD	\$ 6.00	\$ 2.00
- Station Camp-On, Service Establishment	SEPFB	25.00	-
- Station Camp-On, per main station line	CPK	6.00	14.00
- Message Center, per main station line	MFR	6.00	1.00
16. Hot Line (Direct Connect)			
• Per station line equipped	HLN	6.00	1.00
17. Loudspeaker Paging (Trunk Access)			
• Trunk Side, per group	PTQPG	[3]	[3]
18. Message Waiting Visual[1,2]			
• Per analog basic station line	MLN	[3]	[3]

[1] Available only from a DMS-100 Central Office.

[2] Rates and charges will be based on an individual case basis per customer request for existing Centrex/*CENTRON*/Centrex Plus customers converting to Centrex *PRIME* Service.

[3] Rates and charges will be developed on an individual case basis, per customer request.

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9.1 DIAL SWITCHING SYSTEMS

9.1.18 CENTREX *PRIME* SERVICE

H. Rates and Charges - Optional Service Features (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
19. Music On Hold[1,2]			
• Per system	MHHP	\$ 75.00	\$30.00
20. Music On Hold System[1,3]			
• Per system	MOHP	100.00	30.00
21. Nonstandard Configuration Group			
• Per configuration group, per system	N3CPG	100.00	-
22. Time of Day NCOS (Network Class of Service) Update[2]			
• Per main station line	A4T	10.00	0.25
23. Time of Day Routing[2]			
• Per main station line	ATB	10.00	0.25
• Per ARS pattern	ATBPZ	30.00	2.00

[1] Requires a Voice Grade Circuit, to customers music source, as found in the Private Line Transport Services Price List.

[2] Available only from a DMS-100 Central Office.

[3] Available only from a 5ESS Central Office.

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9.1.18 CENTREX PRIME SERVICE

H. Rates and Charges - Optional Service Features (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
24. Trunk Verification From Designated Station[1]			
• Per station line equipped	BVS	\$100.00	\$ 5.00
25. Uniform Call Distribution			
• Basic UCD hunt group			
- Per group	AHBPG	175.00	-
- Per telephone number	AHBPN	6.00	2.00
• UCD in hunt group including Queuing, Music on Queue and Delay Announcement[2,5]			
- Per group	MHMPG	175.00	-
- Per telephone number	MHM	10.00	12.00
- Additional Delay Announcement	RKNXX	10.00	1.00
• Make Busy Arrangements			
- Per group[2,3]	A9AEX	20.00	10.00
- Per station line[2,3]	MB1	10.00	1.00
• Call Waiting Indication			
- Per unique timing state, per group[4]	WUT	25.00	5.00

[1] Available only from a DMS-100 Central Office.

[2] This arrangement is only available from a 5E and 1AESS Central Office.

[3] A Low Speed Data channel from the Private Line Transport Services Price List and a special set with a Make Busy key is required.

[4] In addition, a Low Speed Data Channel from the Access Services Price List applies. Limit of three unique timing states per UCD system.

[5] Requires a Voice Grade Circuit, to customers music source, as found in the Private Line Transport Services Price List.

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9.1 DIAL SWITCHING SYSTEMS

9.1.18 CENTREX *PRIME* SERVICE

H. Rates and Charges - Optional Service Features (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
26. Uniform Call Distribution Hunt for Circuit Switched Data			
• Per station line	NZT	\$10.00	\$2.00

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9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE-911

A. Description

1. Universal Emergency Number Service-911 is an exchange service whereby a public safety answering point (PSAP) designated by the 911 customer may receive calls dialed to the telephone number 911. The service includes facilities and equipment needed to switch and transport to the designated PSAP, emergency calls originated by persons within the serving area who dial 911.
2. The 911 customer may be a municipality, state or local government unit, or an authorized agent of one or more of these units. The 911 customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to public emergency calls within the telephone central office areas arranged for 911 calling.

B. 911 Services and Features

1. B911 Service

- a. B911 Service includes the Company provision of the 911 code to the exchange network in those central offices that fall within the boundaries of the municipalities or other governmental units that subscribe to 911 Service.
- b. B911 Service connects emergency calls to a PSAP via 911 exchange access lines in a manner similar to normal local exchange calls. No other features are provided with this offering.

2. C911 Service

C911 Service provides B911 Service, in addition to the following standard feature package: forced disconnect, idle tone application, called party hold, emergency ringback and switchhook status features. Activation of the switchhook status and emergency ringback features requires the use of appropriate equipment at the PSAP location.

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9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE-911

B. 911 Services and Features (Cont'd)

3. E911 Service

- a. E911 Service is an enhanced offering of 911 requiring an ESS (1/1A) Control central office. E911 has the capabilities to route all calls to a designated PSAP by the caller's telephone number. Automatic Location Identification, as well as Automatic Number Identification, of the caller can be displayed at the PSAP utilizing the Data Management System.
- b. E911 standard features include:
 - Forced disconnect;
 - Default routing;
 - Alternate routing (night transfer service);
 - Speed calling; and
 - Central office transfer arrangements.
- c. The following are E911 optional features:
 - Selective Routing (SR);
 - Automatic Number Identification;
 - Automatic Location Identification.

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9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE-911

B. 911 Services and Features (Cont'd)

4. Wireless E9-1-1 Connectivity[1]

Wireless E9-1-1 Connectivity allows for the delivery of a wireless 9-1-1 call through the Company E9-1-1 network to a PSAP. Wireless carriers connect directly through the Company E9-1-1 Control Office.

(C)
(C)

a. Connection through Company E9-1-1 Control Office

Carriers having the capability to provide wireless handset ANI, cell site and sector and/or longitudinal and latitudinal (x,y) coordinates in the appropriate format, may connect directly to the Company's E9-1-1 Control Office. The E9-1-1 Control Office will forward information to the PSAP as well as provide Selective Routing functions.

(D)

5. Private Switch/Automatic Location Identification (PS/ALI)

PS/ALI is a service offering which allows a Private Branch Exchange (PBX) switch to send Automatic Number Identification information to an E911 Control Office (Tandem) from individual PBX stations for the purpose of providing site or station location information on an E911 call, or for selectively routing that call to the appropriate Public Safety Answering Point (PSAP). PS/ALI also is available to Centrex/*CENTRON* customers who wish to provide the E911 system with more specific location and routing information. These are the only intended uses for this service.

[1] Per FCC Report and Order 94-102, the Carrier must at least route a wireless caller's E9-1-1 call to the nearest PSAP and deliver the associated ten-digit wireless handset telephone number, the cell site and the sector.

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9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE-911 (Cont'd)

C. Feature Definitions

Alternate Routing (AR) - E911

An E911 feature which routes calls to a designated alternate PSAP location if all E911 exchange access lines to the primary PSAP are busy or the primary PSAP is closed for a period of time.

Automatic Location Identification (ALI)

An E911 feature which displays information associated with the calling party's address to the PSAP. This feature cannot be provided without ANI.

Automatic Number Identification (ANI)

An E911 feature which displays the calling party's telephone number at the PSAP. This feature cannot be provided without SR.

Called Party Hold (CPH)

A C911 feature which enables a PSAP attendant to retain control of an incoming 911 call connection even if the calling party hangs up.

(D)

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9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE-911

C. Feature Definitions (Cont'd)

Data Management System (DMS)

A complex system of manual procedures and computer programs used to create, store and update data required to provide the Selective Routing (SR) and Automatic Location Identification (ALI) features of E911.

The DMS utilizes caller service address and number information as recorded and retained in the Company's service order systems. As a result certain limitations apply:

- On shared tenant, campus environment and PBX services (i.e. off premises extensions and joint user services) ALI will reflect only the main service address.
- Externally assigned or custom addresses, which are generally used in trailer or mobile parks, will not be displayed on ALI. Only the official recorded service addresses assigned by the county will be retained in the DMS.
- PBX systems where the customer subscribes to special features such as IOD will not reflect the correct ANI information. ALI will not be displayed.

Default Routing (DR)

An E911 feature activated when an incoming 911 call cannot be selectively routed due to an ANI failure, garbled digits or other causes. Such incoming calls are routed from the E911 Control Office to a designated default PSAP. Calls placed over multiparty lines of four (4) or more are always default routed.

Emergency Ringback

A C911 feature that allows the PSAP attendant to ringback on an incoming 911 call that has hung up.

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9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE-911

C. Feature Definitions (Cont'd)

Emergency Service Number (ESN)

A number that defines the providers of emergency services (e.g., police, fire or hospital) within the E911 Service Area. An ESN is associated with each unique combination of public safety agencies providing assistance to callers within the E911 Service Area.

End Office

A central office through which 911 calls are originated.

E911 Control Office

A central office that provides tandem switching of E911 calls, Selective Routing (SR) speed calling, and call transfer capabilities as well as certain network maintenance functions for each PSAP.

E911 Service Area

The geographic area where a 911 customer will have the capability to respond to all 911 calls and dispatch appropriate emergency assistance.

E911 Transfer Line

An E911 facility extended to a location other than a PSAP equipped for ANI and is arranged for incoming calls only, on a transfer basis. Upon receipt of a transferred call it may obtain dial tone by means of switchhook flash, for the purpose of extending the call to another destination.

E911 Transport

Utilization of dedicated point-to-point facilities between an End Office or a Private Branch Exchange and an E911 Control Office, a Control Office and a PSAP Serving Central Office, and/or a PSAP Serving Central Office and a Node to transmit a telephone number (ANI Transport), a name and address (ALI Transport), or routing information (Selective Routing Transport) associated with a 911 call.

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C. Feature Definitions (Cont'd)

Fixed Transfer

An E911 feature that permits PSAP attendants to transfer calls via dedicated facilities to another PSAP by depressing a button associated with each such PSAP on the display and transfer units.

Forced Disconnect

A C911 and E911 feature which prevents blockage of incoming 911 exchange access lines and facilities by allowing the PSAP attendant to release a connected call even though the calling party has not hung up.

Idle Tone Application

A C911 feature which allows the PSAP attendant to distinguish between calls abandoned before they are answered and instances in which the calling party is unable to speak for some reason. If the call is abandoned, a distinct tone is heard. If the caller is still on the line but unable to speak, no tone is heard.

Manual Transfer

An E911 feature which enables the PSAP attendant to transfer an incoming 911 call by depressing the switchhook of the associated telephone or the add button on the display and transfer unit and dialing a 7- or 10-digit telephone number or a speed calling code.

Master Street Address Guide (MSAG)

A database of street names and address ranges within their associated communities defining emergency service zones for 911 purposes.

Mobile Switching Center (MSC)

A Wireless Carriers switch that manages facilities used to provide wireless two-way telecommunications services.

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C. Feature Definitions (Cont'd)

911 Exchange Access Lines

Basic Services (B911 and C911), are provided over facilities in which the 911 calls are routed from the end office to a PSAP.

Node

A computer utilized to multiplex ALI data lines between the PSAPs and the ALI/DMS computers. A pair of Node Computers is utilized for up to forty-eight PSAPs.

P.01 Grade Of Service

Trunk facility provisioning to ensure that during the average busy hour, no more than 1% of calls into the E911 system will encounter a busy condition.

Private Branch Exchange (PBX)

A private, internally switched telephone system of significance to an E911 system because internal PBX stations may not always be contained in the ALI/DMS, and as a result, may not be correctly displayed by Automatic Number Identification or Automatic Location Identification equipment.

Private Branch Exchange (PBX) Station

A telephone with a unique identifying number which is connected internally and directly to the PBX.

Private Switch/Automatic Location Identification (PS/ALI)

PS/ALI is a service offering which allows a PBX switch to send Automatic Number Identification information to an E911 Control Office (Tandem) from individual PBX stations for the purpose of providing site or station location information on an E911 call, or for selectively routing that call to the appropriate PSAP. PS/ALI also is available to Centrex/*CENTRON* customers who wish to provide the E911 system with more specific location and routing information. These are the only intended uses for this service.

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C. Feature Definitions (Cont'd)

Private Switch/Automatic Location Identification (PS/ALI) Customer

The PS/ALI customer may be a municipality or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units, or a PBX owner/operator, or Centrex/*CENTRON* customer who desires to provide station location information to the E911 system.

Psuedo ANI (PANI)

A unique seven digit non-dialable number used to route a wireless 9-1-1 call.

Public Safety Answering Point (PSAP)

An answering location for 911 calls. PSAPs are staffed by employees of public service agencies such as police, fire, ambulance or by employees of a common bureau serving a group of such entities.

B911 and C911 services require a single PSAP.

In E911 Service there are three classifications of PSAPs:

- Primary PSAP

May receive 911 calls directly from the public or from another PSAP. These PSAPs may or may not be ANI equipped.

- Secondary PSAP

Does not receive 911 calls directly from the public but receives calls transferred from other PSAPs. These PSAPs may or may not be ANI equipped.

- Transfer Location

Can only receive calls transferred from other PSAPs. These PSAPs are not ANI equipped.

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C. Feature Definitions (Cont'd)

Selective Routing (SR)

An E911 feature which permits a 911 call to be routed to the designated primary PSAP.

Selective Transfer

An E911 feature which allows the PSAP attendant to transfer a call to another agency by depressing a button labeled with the type of agency, (e.g., Fire,) on the display and transfer unit. This type of transfer is only available when SR is provided.

SR/ALI Phase I Wireless

Selective Routing/Automatic Location Identification (SR/ALI) Phase I provides for the routing of a wireless 911 call to a PSAP based on the PANI and delivery of ALI information to the PSAP, including PANI, and the wireless handset's ANI. This information is "pushed" into the ALI database so that when the PSAP makes the ALI request, this location information is returned.

SR/ALI Phase II Wireless

SR/ALI Phase II provides for the routing of a wireless 911 call to a PSAP based on PANI information. In Phase II, the wireless carrier has equipment that finds latitude and longitude, x and y coordinates, of the caller when they dial 911. This information is held in their database based on the callers ANI. When the PSAP requests the ALI for the caller, they go to the ALI database to "pull" the latitude and longitude information from the wireless carrier's database. SR/ALI Phase II allows the PSAP to continually "pull" the latitude and longitude information via ALI. This ability to "pull" information is referred to as retrievable location (RLOC).

Switchhook Status

A C911 feature which provides the PSAP attendant audible and visual indications of whether a 911 call put on hold is still on hold or has been disconnected.

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9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE-911

C. Feature Definitions (Cont'd)

Trunk

A circuit connecting switching equipment between two sites, as between a PBX and central office, or between two central offices.

Wireless ALI Delivery

The process which delivers the ALI information, and the wireless handset's ANI, cellsite and sector and/or longitudinal and latitudinal (x,y) coordinates to the PSAP.

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9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE-911 (Cont'd)

D. Terms and Conditions

1. General

- a. Suspension of service is not provided for any portion of 911 Service.
- b. The Company does not forward 911 calls, but furnishes the use of its facilities to enable the 911 customer's personnel on the 911 customer's premises, to respond to such calls.
- c. The Company shall not be required to provide 911 Service to less than an entire central office and will not provide a mix of 911 Services.
- d. When a customer requests service in a central office that is not currently equipped or scheduled for the 911 code opening or buildout, the customer will incur the cost, on an individual case basis, for the modifications to provide the service.
- e. Application for 911 Service must be executed in writing by each 911 customer. If an application for service is made by an agent, the Company must be provided in writing with satisfactory proof of the appointment of the agent by the 911 customer. At least one local law enforcement agency must be included among the participating agencies in any 911 offering.

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D.1. (Cont'd)

- f. The 911 customer must furnish the Company its agreement to the following terms and conditions:
 - That all 911 calls will be answered 24-hours-a-day, 7-days-a-week, 52-weeks-a-year basis.
 - That the 911 customer has responsibility for dispatching the appropriate emergency service within the 911 Service area, or will undertake to transfer all 911 calls received to the governmental agency with responsibility for dispatching such services, to the extent that such services are reasonably available.
 - That the 911 customer will develop an appropriate method for responding to calls for nonparticipating agencies which may be directed to the PSAP by calling parties.
 - That the 911 customer will subscribe to, and provide telephone equipment with a capacity adequate to handle, the number of incoming 911 exchange access lines recommended by the Company to be installed.
- g. Terminal equipment used in conjunction with 911 Service and with the ANI feature shall be configured so that it is unable to extract any other information, relating to the calling party, other than the calling number.
- h. Customer-provided equipment may be furnished to terminate 911 facilities at any PSAP. If 911 customer-provided terminal equipment is utilized at a PSAP, it will be furnished in accordance with the terms and conditions set forth in FCC Part 68 and must meet the operational specifications of the 911 Service requested.
- i. E911 Service information, consisting of the names, addresses, and telephone numbers of customers whose listings are not published in directories or listed in directory assistance offices, is confidential. Information will be provided on a call-by-call basis only for the purpose of responding to emergency calls.
- j. When E911 Service is provided the 911 calling party forfeits the privacy afforded by nonlisted or nonpublished service to the extent that the telephone number, address, and name associated with the originating station location may be furnished to and for use by the PSAP.

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D.1. (Cont'd)

- k. Central offices that are not currently equipped to transmit ANI will not be modified to provide ANI for 911 Service. Default Routing and central office identification will be provided in lieu of Selective Routing and ANI display. If the customer requests ANI modifications in the central office additional nonrecurring charges will be applied.
- l. ALI and/or ANI will not be provided on calls placed over multiparty lines of four or more (4FR/4FB) regardless of the number of lines in service. Central office identification will be provided.
- m. When the Selective Routing feature is provided, the customer is responsible for identifying PSAP locations as well as the unique combinations of police, fire, and ambulance or any other appropriate agencies responsible for providing emergency service in the 911 serving area. An Emergency Service Number (ESN) will be provided for each unique combination by the Company. Prior to the effective date of service, the customer will associate these ESNs with street address ranges or other mutually agreeable routing criteria in the 911 serving area. These ESNs will be carried in the Data Management System (DMS) to permit routing of 911 calls to the PSAPs responsible. The following terms define the customer's responsibility in providing this information:
 - (1) After the establishment of service, it is the customer's responsibility to continue to verify the accuracy of the routing information contained in the MSAG, and to advise the Company of any changes in street names, establishment of new streets by zoning Commission, changes in address numbers used on existing streets, closings, and abandonment of streets, changes in police, fire, ambulance, or other appropriate agencies' jurisdiction over any address, annexations, and other changes in municipal and county boundaries, incorporation of new cities or any other matter that will affect the routing of 911 calls to the proper PSAP.
 - (2) The Company will provide to the customer upon request, a complete written copy of the MSAG to permit the customer to verify accuracy of the police, fire, and ambulance PSAP routing designations. Such information will not be used by the customer for any other purpose without the written consent of the Company.

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D.1.m. (Cont'd)

- (3) Changes, deletions and additions which the customer desires to have made in the MSAG should be submitted on an as occurred basis. The Company will furnish a written copy to the customer for verification showing each change.
- n. The Company shall not be required to provide E911 Service to less than an entire central office serving area.
- o. All E911 facilities will be engineered, installed, and maintained by the Company at sufficient levels to provide a minimum of P.01 Grade of Service. In all situations, a minimum of two circuits will be provided to connect each End Office in the E911 system to the E911 Control Office and/or to the PSAP Serving Central Office.
- p. A minimum of two circuits will also be provided to connect the Serving Central Office(s) to the PSAP(s).
- q. Where facilities permit, the customer can request diversification and redundancy of any or all inter-office and/or local facility routes. Additional charges for such service utilizing the facilities, or the construction and provisioning thereof, will be the responsibility of the customer and will be assessed on an individual case basis.
- r. When the ALI service feature is provided, two data facilities will be provided to connect each PSAP in the E911 service area to the node.
- s. The minimum number of circuits to a PSAP will be determined by the Company based upon the number of access lines to be served by the system. Secondary PSAPs that are not equipped to display ANI on compatible CPE will receive calls on a transfer basis over the exchange network or the customer may subscribe to additional E911 Transport Service.

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9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE-911

D.1. (Cont'd)

- t. The SR feature of PS/ALI will be limited to the E911 Serving Area in which the Private Branch Exchange (PBX) is located as well as the E911 system's SR pattern, as prescribed by the E911 customer.
- u. In a PS/ALI service application, the PBX owner/operator (or Centrex/*CENTRON* customer) must meet the following requirements.
 - (1) The PS/ALI customer must indicate in writing that the E911 customer has agreed to any potential changes in calling patterns or volumes resulting from the implementation of PS/ALI.
 - (2) Provide a single point of contact and written documentation to the Company stating that the PS/ALI customer will coordinate with its affected PSAP to:
 - Accept and dispatch calls for these PBX/*CENTRON* stations,
 - Assign appropriate ESNs, and
 - Provide any MSAG additions or modifications that are required.
 - (3) Provide full seven-digit ANI for every station within the PBX. This information must be approved by the Company prior to implementation to assure that no conflicts exists between the PBX numbering plan and the Company's overall numbering plan.
 - (4) ANI multifrequency signaling must conform to the specifications outlined in Technical Publication 77338, Qwest Corporation Enhanced 911 for Private Switch/ Automatic Location Identification Service Network Interface Specification.
 - (5) Create, maintain and forward to the Company, current telephone number and address data in the format specified by the U S WEST Communications Private Switch/Automatic Location Identification User's Manual at the time intervals mutually agreed upon by the Company and the PS/ALI customer.

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D.1.u. (Cont'd)

- (6) Configure PBX to connect at least two dedicated voice grade trunks, recognize the "911" or "9911" code as a complete dialing sequence and routing those calls to this dedicated trunk group without overflowing calls to any other access facility in the PBX. Each system must maintain a P.01 Grade of Service or better for 911 call processing.
- (7) Develop and implement methods and procedures to prevent the use or misuse of the voice grade trunks for other than E911 telecommunications service. Misuse or abuse of the E911 PS/ALI trunk may result in disconnection of the service in addition to any remedies at law or equity including reimbursement of charges or other expenses associated with the misuse or abuse.
- (8) Order a minimum of two dedicated 911 trunks to the E911 Control Office (Tandem) for each PBX.
- (9) Use personal computer hardware and software (or PC equivalent hardware and software) for ongoing customer record update programs and processes that conform to the specifications outlined in the Qwest Private Switch/Automatic Location Identification User's Manual.

2. Wireless E-911 Connectivity

- a. Wireless E9-1-1 Connectivity is determined by the municipality, county, or state government unit, or an authorized agent to whom authority has been legally delegated. Phase I data (PANI) cellsite and sector, and wireless handset's ANI will be provided by Wireless Carriers if Phase II data (latitude and longitude, coordinates) is not available.
- b. Delivery of wireless calls to the PSAP requires specific entries in the E9-1-1 ALI database. These entries must be MSAG valid and agreed upon by each PSAP. The entries are then loaded into the ALI database by the Wireless Carrier.
- c. A minimum of two dedicated trunks are required between the MSC and the Selective Routing switch and are the responsibility of the Wireless Carrier. In addition, the PSAP is required to subscribe to two selective routing ports to terminate these incoming trunks.

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D.2. (Cont'd)

d. SR/ALI Feature Options

- (1) PSAPs must subscribe to either the SR/ALI per trunk port option or the End User Subscriber Option.
 - (2) To receive the SR/ALI End User Subscriber Option rate, the PSAPs must adhere to the following:
 - Provide the Company with wireless carrier-specific end user subscriber counts when service is requested;
 - For the purpose of true-up, annually provide the Company with wireless end user subscriber counts for the previous calendar year, by March 31st;
 - (3) PSAPs who do not provide the carrier-specific line counts at the time service is requested, or wireless line counts annually by March 31st, will be charged at the per-port rate USOC E8WFX, following.
- e. The customer is responsible for determining call routing based on jurisdictional boundaries.
- f. Phase II RLOC is an incremental charge to the SR/ALI connectivity option selected and feature functionality.

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D. Terms and Conditions (Cont'd)

3. Liability

- a. 911 Service is provided solely for the benefit of the customer operating the PSAP. The provisions of 911 Service by the Company shall not be interpreted, construed, or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the customer.
- b. The rates charged for 911 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects, and malfunctions in the service, nor does the Company undertake such responsibility. The customer shall make such operational tests as, in the judgment of the customer, are required to determine whether the system is functioning properly. The customer shall promptly notify the Company in the event the system is not functioning properly.
- c. Each 911 customer and PS/ALI customer agree to release, indemnify, defend and hold harmless the Company from any and all loss, claims, demands, damages, expenses, suits or other actions, or any liability whatsoever, including, but not limited to costs and attorney's fees, whether suffered, made, instituted, or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the customer or others arising out of or resulting from the customer's performance or failure to perform under this Price List regardless of the form of action. The Company shall give reasonable notice to the customer of any such claim, loss, action, damage, expense or other liability.

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D.3. (Cont'd)

- d. The 911 customer and PS/ALI customer also agree to release, indemnify, and hold harmless the Company for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, preserve, condition, occasion or use of 911 Service features, PS/ALI and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address, or name associated with the telephone used by the party or parties accessing 911 Service or PS/ALI hereunder, and which arise out of the negligence or other wrongful act of the customer, its user, agencies, or municipalities, or the employees or agents of any one of them.

- e. Customer agrees that the Company shall not be liable for loss or damage due, directly or indirectly, to occurrences or consequences from the service or from failure of the service; that if the Company should be found liable for loss or damages due to a failure of the service in any respect, that the Company's liability should be limited to a pro rata adjustment to customer of any fixed monthly charges for the service rendered useless and inoperative by reasons of any interruption thereof, and then if, and only if, the service interruption continues in excess of twenty-four (24) hours from the time customer reports the interruption to the Company or the Company detects the interruption. In no event shall the Company's liability to customer exceed the equivalent of its monthly charges assessed to customer for one month for the services rendered. The provisions of this paragraph shall apply if loss or damage, irrespective of cause or origin, results directly or indirectly to persons or property of customer or third parties from performance or non-performance of obligations imposed by this agreement or from negligence, active or otherwise, or from any other theory of liability.

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9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE-911

D. Terms and Conditions (Cont'd)

4. Rate Stability Plan

Enhanced 911 Service (E911) may be ordered under a rate stability service agreement (agreement) for any term between twelve through eighty-four months.

The Rate Stability Plan allows the customer to order E911 with the assurance that during the term of the agreement the monthly rates for E911 will not exceed the rates in effect at the time the agreement is signed by the customer, except where an increase mandated by a regulated authority.

a. Rate Stability Plan Terms and Conditions

- The Minimum Service Period for any E911 agreement is twelve months.
- The monthly rates for E911 service added to an existing agreement are the rates in effect at the time of such addition.
- Customer's with E911 service currently under a month-to-month payment option, may enter into an E911 rate stability agreement at any time.
- E911 monthly rates provided under an agreement will be those rates in effect at the time the agreement is signed by the customer.

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D.4.a. (Cont'd)

- At the end of the term of an agreement, the customer may enter into a new Rate Stability Plan; may convert to month-to-month rates; or may terminate service. Should the customer not make a choice by the end the term of the agreement, customer's E911 rates will automatically revert to those in effect for the then current month-to-month pricing option. If E911 is continued under any E911 pricing plan, including non-stabilized month-to-month, nonrecurring charges will not apply.
- The Rate Stability Plan is subject to the terms of the Termination Liability/Waiver Policy set forth in 2.2.14.C.

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9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE-911 (Cont'd)

E. Rates and Charges

1. The calling party is not charged for calls placed to the 911 number.
2. Established rates will apply for B911 and C911 access lines that terminate at the designated PSAP. The monthly rate for the 911 exchange access line is the rate applicable from the exchange area in which the PSAP is located.
3. For B911 and C911 Service, where facilities are provided from exchanges or central offices other than the exchange or central office in which the PSAP is located, charges for FX or FCO service are applicable as specified in the Private Line Transport Services Price List.
4. Rates and charges for E911 Service Features and PS/ALI will be developed on an individual case basis.
5. The customer or an authorized agent must submit an E911 Service Area design. Upon receipt of E911 Service Area design the Company will determine all applicable charges.
6. When an E911 Transfer Line is terminated at a central office other than the E911 Control Office, FX and FCO rates and charges will apply as specified in the Private Line Transport Services Price List.
7. Charges for customer requests that require addition of lines, removals, moves or changes of exchange access facilities and/or equipment following initial service establishment, will be based upon costs per request.

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9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE-911

E. Rates and Charges (Cont'd)

8. The following rates and charges will apply as appropriate for 911 Services.

	USOC	NONRECURRING CHARGE	MONTHLY RATE	
• B911 Service Access Line				
- 911 Access Line each, minimum of two lines required.[1,2]	91L	\$ 64.00	\$30.50 (I)	(C)
• C911 Service Access Line				
- 911 Access Line each, minimum of two lines required.[1,2]	91L	64.00	30.50 (I)	(C)
- CO feature package, each business exchange access line equipped.	B92	275.63	\$60.48	(T)

9. The following nonrecurring charge, will apply when the 911 customer requests a feature change.

	NONRECURRING CHARGE
• Per feature change, per line	\$18.47

[1] See D.1.d. for code opening requirements.

[2] Same rates and charges as 1FB flat individual line plus Preferential hunting, in addition to EAS charges, see Section 5. (C)

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9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE-911

E. Rates and Charges (Cont'd)

10. E911 Service Features

Rates and charges for the following E911 features and facilities will be determined on an individual case basis.[1]

	USOC
• Automatic Number Identification, per 1000 main stations served	E8X
• Selective Routing, per 1000 main stations served	E8R
• Automatic Number Identification and Selective Routing, per 1000 main stations served	E8T
• Automatic Number Identification and Automatic Location Identification, per 1000 main stations served	E8V
• Automatic Number Identification, Automatic Location Identification and Selective Routing, per 1000 main stations served	E8Z

[1] Rates have been established on a per county basis until January 1, 1993 per Rate Case number 88-049-07. E911 Service Features and E911 Transport can be purchased independent of each other.

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E. Rates and Charges (Cont'd)

11. E911 Transport

Rates and charges for the following E911 features and facilities will be determined on an individual case basis.[1]

	USOC		
• End Office to Control Office, each[2]			56N
• Control Office to PSAP, each[2]			E8K
• PSAP to Node, each[2]			EDZP02
	USOC	NONRECURRING CHARGE	MONTHLY RATE
• E911 Transfer Line[2,3]	E9J	\$64.00	\$38.50 (I)

[1] Rates have been established on a per county basis until January 1, 1993 per Rate Case number 88-049-07. E911 Service Features and E911 Transport can be purchased independent of each other.

[2] Minimum of two lines required.

[3] Same rates and charges as 1FB flat individual line plus Multi-line hunting in addition to EAS charges, see Section 5.

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E. Rates and Charges (Cont'd)

12. Wireless Connectivity

	USOC	NONRECURRING CHARGE	MONTHLY RATE
a. Phase I Selective Routing/Automatic Location Identification Trunk Port for each,			
• Incoming trunk[1]	E8W1X	ICB	ICB
• Outgoing trunk[1]	E8WOX	ICB	ICB
b. Phase I Selective Routing/Automatic Location Identification Features			
• Selective Routing/ Automatic Location Identification Features, per trunk port[1]	E8WFX	ICB	ICB
• Selective Routing/ Automatic Location Identification Features, per 100 Wireless End User Subscribers[2]	E8WEX	ICB	ICB

[1] Rates and charges developed on an individual customer case by case basis.

[2] Rounded to the nearest 100 End User Subscribers.

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E.12. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
c. Phase II Retrievable Location Feature Functionality[1]			
• Upgrade to ALI database, per PSAP[2]	WR9	ICB	ICB

(D)

[1] RLOC Feature Functionality is in addition to the Selective Routing/Automatic Location Identification Features selected in E.12.b.

[2] Rates and charges based on an individual customer case by case basis.

(D)
(T)

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E. Rates and Charges (Cont'd)

13. Private Switch/Automatic Location Identification (PS/ALI)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
a. Service Provisioning			
• First circuit installed	SCH	\$257.97	–
• Each additional circuit	SCHAX	79.52	–
b. Automatic Location Identification (ALI), per 1,000 records[1]			
	9DM	252.22	\$77.94
c. Combined ALI and Selective Routing			
• Per 1,000 records[1]	9DW	252.22	77.94
• Selective Routing per incoming trunk	SZ61X	388.60	35.89
d. Selective Routing only			
• Per 1,000 records[1]	9D2	252.22	77.94
• Per incoming trunk	SZ61X	386.86	35.89
e. Network Access Channel			
• Two-wire, per channel	XCD2D	–	5.45
• Four-wire, per channel	XCD4D	–	10.90

[1] Rates and charges apply to a minimum of 1,000 records. Rates and charges also apply to each additional 1,000 records or fraction of 1,000 records. Record count will be reviewed annually to update billing.

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E.13. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
f. Channel Performance			
• Voice Grade 33 Reverse Battery Signaling	CE92X	\$ 77.71	\$11.52
• Voice Grade 33 E&M Signaling	CE94X	107.94	24.56
g. Transport Mileage, per mileage band			
Mileage Bands Per Circuit			
• Over 0 to 8			
- Fixed	XU9D3	58.53	29.28
- Per mile	XE9DC	-	0.24
• Over 8 to 25			
- Fixed	XU9D4	58.53	29.33
- Per mile	XE9DD	-	0.24
• Over 25 to 50			
- Fixed	XU9D5	58.53	29.40
- Per mile	XE9DE	-	0.24
• Over 50			
- Fixed	XU9D6	58.53	29.38
- Per mile	XE9DF	-	0.24

[1] This page cancels Pages 113 through 120, Release 1 and material has been moved to 109.2.6.

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9. CENTRAL OFFICE SERVICES

9.4 CALL MANAGEMENT SYSTEMS

9.4.4 UNIFORM CALL DISTRIBUTION

A. Description

Uniform Call Distribution (UCD) provides a method of distributing a high volume of incoming calls to lines in a multiline hunt group equally and automatically.

B. Optional Features

Queuing

An arrangement whereby incoming calls that are placed to lines within a UCD system can be held in queue if all lines within the system are busy. Calls in queue will be held in their order of arrival until a line becomes available. Calls in queue are served on a first-in first-out basis. Calls held in queue will hear ringing until answered.

Delay Announcement

This option allows for incoming calls held in queue to hear a recorded announcement after a predetermined amount of time. The announcement can be accessed a maximum of four times and the customer has the option of providing their own announcement or a standardized Company announcement. Depending upon the customer's choice, ringing, silence or music will be returned after each announcement.

Music on Queue

This option allows for customer provided music to be played to customers held in queue after a recorded announcement has been accessed. This option can only be provided with Delay Announcement.

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9.4 CALL MANAGEMENT SYSTEMS

9.4.4 UNIFORM CALL DISTRIBUTION (Cont'd)

C. Terms and Conditions

1. UCD and its associated options will only be provided where adequate and suitable CO facilities exists.
2. The provision of this feature requires that the customer subscribe to a sufficient number of facilities to adequately handle the volume of incoming calls.
3. Lines terminating in a UCD system must be arranged for Hunting Service as specified in 5.4.11. UCD is not compatible with circular or preferential list hunt.
4. The customer must purchase one queue slot for each call the customer wants to hold in queue. For example, a customer wanting to hold two calls in queue when all lines are busy, must have two queue slots in the queue group.
5. The music on queue option requires a Voice Grade Circuit between the serving central office and a customer-provided music source at the customer's premises.
6. The customer must specify the length of time a call is held in queue before going to delay announcement. The customer must also specify the number of announcements (maximum of four) and the amount of time between announcements. Changes to these values may only be made through the issuance of a service order.

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9.4 CALL MANAGEMENT SYSTEMS

9.4.4 UNIFORM CALL DISTRIBUTION (Cont'd)

D. Rates and Charges

1. The rates and charges for this service are in addition to all rates and charges for the associated underlying service.

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Uniform Call Distribution			
- Per multiline hunt group	UMHPG, UHBPG	\$24.00	-
- Per line in multiline hunt group	UMH, UHB	[1]	\$1.92
• Queuing			
- Per queue group	UQGPG, UQBPG	91.20	-
- Per queue slot in group	UQGPO, UQBPO	-	5.76

[1] Regular nonrecurring charges apply for each line installed in or added to a Multiline Hunt Group as specified elsewhere.

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9.4 CALL MANAGEMENT SYSTEMS
9.4.4 UNIFORM CALL DISTRIBUTION
D.1. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Delay Announcement			
- Customer specific announcement			
- Per announcement - includes first announcement trunk	URA1X, URB1X	\$288.00	\$144.00
- Each additional announcement trunk	URAAX, URBAX	24.00	14.40
- Standardized announcement			
- Per announcement in announcement sequence	UDA, UEB	124.80	14.40
- Per queue slot in group	UDAPQ, UEBPQ	-	8.64

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**9.4 CALL MANAGEMENT SYSTEMS
9.4.4 UNIFORM CALL DISTRIBUTION
D.1. (Cont'd)**

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Music on Queue			
- Music Distribution Amplifier			
- Per queue slot	MUW, MUA	\$15.00	-
- Up to 23 queue slots	MUW1X, MUA1X	-	\$225.60
- 23 to 66 queue slots[1]	MUW2X, MUA2X	-	86.40
- Connecting channel between the serving CO common equipment and the music source on the customer premises	N/A	[2]	[2]

[1] In addition, apply rates and charges for USOC MUW1X OR MUA1X.

[2] Apply rates and charges for appropriate Voice Grade Circuit.

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9. CENTRAL OFFICE SERVICES

9.4 CALL MANAGEMENT SYSTEMS

9.4.4 UNIFORM CALL DISTRIBUTION

D. Rates and Charges (Cont'd)

2. Changes

	USOC	NONRECURRING CHARGE
• Change in quantity of queue slots in queue group, per group	REAAF	\$ 52.80
• Change in content of customer specific announcement	REAAG	192.00
• Change from or to ringing, silence or music after announcement, change in amount of time calls are held in queue or change in amount of time between announcements	REAAH	52.80

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9. CENTRAL OFFICE SERVICES

9.4 CALL MANAGEMENT SYSTEMS (Cont'd)

9.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD)

A. Description

1. CO-ACD Service provides call distribution as an integrated function of the central office. CO-ACD Service provides an equal distribution of a large volume of incoming calls to predesignated groups of answering positions, known as agent positions.
2. Calls terminating on a CO-ACD are placed in a queue in the order of their arrival when an agent is not available to answer them, and are removed from queue as agents become available. Incoming calls are presented to the next available agent in the order of arrival, with the highest priority first. Queue slots are dedicated time slots used to hold incoming calls in a delayed state until an agent position becomes available. Customers subscribing to Basic CO-ACD Service receive 10% queuing based on the total number of CO-ACD service positions. Customers subscribing to Deluxe CO-ACD Service receive 30% queuing. Additional queuing is available as specified herein.
3. The CO-ACD Service switching function is performed in the central office and is available only from central offices where facilities have been provisioned for the service.
4. CO-ACD Service can be provided as Basic CO-ACD Service or Deluxe CO-ACD Service. The customer may have more than one CO-ACD group, but within a system, all positions must be either Basic or Deluxe.

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A. Description (Cont'd)

5. Agent positions may be either Type A or C. Supervisory positions must be Type C. With Basic CO-ACD, supervisory positions can also function as agent positions. Type A and C Positions are defined as follows:

a. Type A Agent Positions

Must terminate in a standard tone signaling telephone. Type A positions have inward and outward dialing capabilities with standard agent features as defined herein. Additional optional feature configurations are also available as follows:

Level I

Call Forwarding and Speed Call (Short List).

Level II

All Level I features plus Call Forward - Busy Line, Call Forward - Don't Answer, Conference Calling (6-Way) Speed Call (Long List) and Last Number Redial.

Level III

All Level II features plus Call Pickup[1], Call Waiting[1], Automatic Callback, and Music on Hold.

b. Type C Agent Positions

Must terminate in an Electronic Set capable of providing the features listed herein. Certain features require an Electronic Set to have display capabilities. Type C positions have inward calling capabilities with standard agent features as defined herein. Optional outward dialing capabilities and additional optional feature configurations are also available via Secondary Directory Numbers (SDNs).

[1] Only available on non CO-ACD calls.

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9.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD)

A. Description (Cont'd)

6. Basic CO-ACD

a. System Features

Abandoned Call Clearing

Abandoned CO-ACD calls are removed from incoming call queues and recorded announcements in order to reduce unnecessary connections to the central office.

Agent Queue

The Agent Queue feature ensures an even distribution of workload among the agents in the group. The agent who has been available the longest receives the first incoming call.

Automatic Overflow

Multiple CO-ACD groups can be specified as overflow groups for a given CO-ACD group. If an overflow condition exists on the incoming call queue, these groups are examined and the call terminates on the first group that has available agent(s) or queue(s).

Automatic Priority Promotion

Ensures that low-priority calls do not remain unanswered. With this feature, low-priority calls are promoted to higher priority queues after a specified waiting period.

Call Delay Announcements

Provides up to three announcements per queue to callers such as the status of a call (in queue, all positions busy, etc.) when the delay exceeds a customer specified threshold. A Call Delay Announcement can be provided via an interface to a customer premises announcement or the customer may provide a prerecorded announcement to the Company for use in the central office.

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A.6.a. (Cont'd)

Call Processing Control

Provides for the distribution of incoming calls among a group of available agent positions. Each call is served on a first-in, first-out basis by the member of the group who has been idle the longest. If all agent positions are busy, calls are queued in their order of arrival in an incoming-call queue. As soon as an agent becomes available, the agent is presented with the first call waiting to be answered.

CO-ACD Directory Numbers

Unique directory numbers used to receive incoming CO-ACD calls. A CO-ACD group can have a total of 17 directory numbers consisting of a primary CO-ACD Directory Number and up to 16 supplementary CO-ACD Directory Numbers.

Incoming Call Queue

Allows incoming calls to be placed in a queue when all agents are busy.

Night Service

Night Service is activated when all agents in a CO-ACD group have activated Make Set Busy. Calls newly arriving for the group are rerouted to the night service route specified for the CO-ACD group. The treatment can be another CO-ACD location, an external location, or to an optional recorded announcement.

Ring Threshold

Provides for the rerouting of a call when an agent does not answer the call within a preprogrammed time. The call is rerouted either to the longest idle agent or to the front of the queue if there is no agent available.

Threshold Routing

Provides a route that a call takes if there is no automatic overflow route available or defined, and if the wait threshold has been exceeded or the queue is full.

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A.6. (Cont'd)

b. Agent Features

Call Hold

This feature permits an agent to place an incoming call on hold. While the call is on hold, the agent has full use of the position to consult with another agent, supervisor or make an outgoing call.

Call Transfer/Three Way Calling

This feature allows agents to transfer a CO-ACD call to another agent position. The agent initiating the transfer may also establish a three-way call involving the incoming CO-ACD call, the agent and the third party.

Login and Logout

All agents are required to login to an agent position before they can receive incoming CO-ACD calls. When an agent is logged out, no CO-ACD calls can be presented to the agent.

Make Set Busy

When in the Make Set Busy state, incoming calls are blocked from routing to the agent. When Make Set Busy is activated, the agent is logged out.

Not Ready

The Not Ready feature allows the CO-ACD position to be temporarily unable to receive calls. The feature is typically used when an agent needs time to complete a transaction between calls.

Toll Restriction

Enables the customer to block or allow one or more three- through ten-digit numbers when these numbers are dialed from selected Type A Agent Positions.

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A.6. (Cont'd)

c. Supervisor Features

The following supervisor features are available with Basic CO-ACD in addition to all Basic CO-ACD agent features.

Agent Status Display

Provides the status of agent positions to administrative personnel for up to 48 agents.

Answer Agent

Permits the supervisor to answer calls from agents.

Call Agent Key

Permits a supervisor to call an agent position by dialing the agent's directory number or by depressing the appropriate Agent Key.

Display Queue Status

Allows a supervisor to monitor queue status (number of calls waiting, total agent positions occupied and longest wait time).

Enhanced Agent Observe

This feature allows the supervisor to observe agents on both primary and secondary directory numbers.

Forced Agent Availability

Allows a supervisor to change the status of an agent's position from "Not Ready" to "Idle and Available".

Multi-Stage Queue Status Display

Allows supervisors to quickly and easily determine the length of time calls are held in queue before being answered.

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A.6.c. (Cont'd)

Status of Secondary Directory Numbers

Allows a supervisor to display the status of an agent engaged in a CO-ACD call or a call on a Secondary Number.

Toll Restriction

Enables the customer to block or allow one or more three- through ten-digit numbers when these numbers are dialed from selected Supervisor Position.

d. Optional Features

Group Reconfiguration/Team Status Interface

Group Reconfiguration provides the customer with the ability to change the CO-ACD parameters. Team Status allows the customer to periodically view the status of their CO-ACD groups. The status contains information such as the following:

- CO-ACD group name
- Primary CO-ACD number
- Total number of calls in the CO-ACD queue
- Number of seconds that the first call queued in the incoming call queue has been waiting.
- Number of idle CO-ACD positions.

The Group Reconfiguration feature allows the customer to change such things as the following:

- Agent position reassignment
- Queue size
- Maximum wait time
- Ring threshold
- Overflow route
- Night service route
- Directory number priority and assignment
- Recorded announcement
- Information on each group

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A. Description (Cont'd)

7. Deluxe CO-ACD

a. System Features

The following system features are available with Deluxe CO-ACD in addition to all Basic CO-ACD system features.

Call Forcing

When a CO-ACD call is presented to an agent having Call Forcing, the agent hears a short burst of tone to alert the agent, and the call is immediately connected.

Call Source Identification

The terminating CO-ACD called number is displayed on the Type C Agent Position.

Controlled Interflow

Allows a supervisor to place a CO-ACD group in a Controlled Interflow mode, which directs new incoming calls to the group to a predetermined route defined by the customer.

Line-of-Business Code

Enables agents to enter a Line-of-Business Code for each call. Entering the code pegs a register for that line of business and allows the customer to track holding times for calls attributed to various activities.

Management Reports for Call Hold and Call Transfer

Provides information relating to agent activation of Call Hold and Call Transfer.

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A.7.a. (Cont'd)

Music on Delay in Queue

Connects incoming callers in a queue to a customer provided music source while waiting for an available agent.

Night Recorded Announcement and Forward

Presents after hours callers with a special announcement that will indicate that their call is being forwarded to a location where calls can be answered.

Overflow Enhancement

Allows the customer to program up to four CO-ACD groups as potential overflow routes prior to a call being rerouted to the final overflow destination.

Overflow of Enqueued Calls

Provides for overflow of calls that have been queued for excessive amounts of time. This feature establishes new overflow thresholds to provide overflow routing for queued calls.

b. Agent Features

The following agent features are available with Deluxe CO-ACD in addition to all Basic CO-ACD agent features.

Call Supervisor

This feature allows the CO-ACD agent quick access to the supervisor for help or consultation.

Emergency

The Emergency feature allows a CO-ACD agent to immediately conference a supervisor or as an alternate, conference an emergency recording device or both.

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A.7.b. (Cont'd)

Login Password Enhancement

This feature assures that only CO-ACD personnel assigned to a specific login ID use that ID. This is accomplished through customer group restrictions and password association.

Queue Status Display Refresh

Provides near real-time display of queue size and waiting time information.

Walkaway/Closed Key Operation

After activating the Not Ready feature, this feature enables the agent to activate a code indicating the reason the agent is not available.

c. Supervisor Features

The following supervisor features are available with Deluxe CO-ACD in addition to all Basic CO-ACD supervisor features.

Agent Key

Allows a supervisor to directly call a CO-ACD agent position by pressing a key associated with that position.

Extended Agent Observe

Allows supervisors to observe calls presented to any agent or supervisor in any CO-ACD group within the customer's CO-ACD system.

Observe Agent/Three-Way Calling

Allows a supervisor to monitor three-way calls in which an agent is participating.

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A.7. (Cont'd)

d. Optional Features

Management Information System (MIS) Interface

Provides for real time status display and historical performance reporting in addition to the Basic CO-ACD features associated with Group Reconfiguration/Team Status. Customers must furnish compatible premises software and hardware equipment.

8. Optional Features available to Basic and Deluxe CO-ACD

a. Additional Incoming Call Queuing/Queue Slots

Customers wishing queuing greater than 10% for Basic CO-ACD or 30% for Deluxe CO-ACD may purchase additional queue slots for each additional call they wish to hold in queue. For example, a customer with 10 agent positions has the capability to hold one call in queue. If they wish to hold a total of four calls in queue, they must purchase three additional queue slots. Customers with less than 10 agent positions will be provided with one queue slot.

b. Additional Call Delay Announcements

Customers wishing more than three announcements per queue may purchase additional announcements as specified herein.

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A.8. (Cont'd)

c. Secondary Directory Number (SDN)

Provides for the assignment to a CO-ACD Type C agent or supervisor position of one or more Secondary Directory Numbers that are separate from the CO-ACD incoming numbers. These numbers share the facilities of the agent or supervisor lines and give the agent or supervisor the ability to dial out or receive calls not directed to the CO-ACD numbers. Secondary Directory Numbers are available in the following feature configurations:

Level I

Direct inward and outward dialing.

Level II

All Level I features plus Call Forwarding, Speed Call (Short List) and Three-Way Calling/Consultation Hold/Call Transfer.

Level III

All Level II features plus Call Forwarding-Busy Line, Call Forwarding-Don't Answer, Conference Calling (Six-Way), Speed Call (Long List) and Last Number Redial.

Level IV

All Level III features plus Call Pickup, Call Waiting, Call Park, Automatic Callback, Conference Calling (Meet Me), Auto Dial, Query Time and Date, Group Intercom, Reason Display, Feature Display and Music On Hold.

d. Queue Status Lamp Interface

Audits incoming call queues to detect overflows. A customer provided queue status lamp remains lit until the audit determines that calls for that agent group have resumed normal queuing.

e. Adjunct Module Translations

Allows for additional agent status display and/or feature/functions.

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A. Description (Cont'd)

9. Enhanced Optional Features available to Basic and Deluxe CO-ACD

a. *ReportPartner*

Provides a set of individual reports comprised of Call Center statistics and data key indicators information to the CO-ACD customer for the purpose of managing their Call Center operation.

(1) Reports

MIS reports are available on a customized basis. Customers may select four reports from a menu of available reports.

(2) Terms and Conditions

- Reports will be delivered to the customer's local fax machine.
- Reports will be available to customers on a daily basis. Summary reports will be provided on a weekly and monthly basis. The summary reports will be included in the daily delivery as needed.
- The company will retain customer *ReportPartner* report data for a period of twelve (12) months after the delivery of each report.
- The customer is required to provide and maintain a local fax machine compatible for use with *ReportPartner*.
- The company reserves all rights to maintain and upgrade the *ReportPartner* as required. This may result in the system being unavailable and/or unable to collect *ReportPartner* data for certain periods of time. When possible, this maintenance will be done during off-peak hours and customers will be notified in advance of scheduled maintenance.

(C)

b. *MonitorPartner*

Provides on-line access to host system providing Call Center statistics, data management and information to the CO-ACD customer for the purpose of managing their Call Center operation.

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A.9.b. (Cont'd)

(1) Service Descriptions

Real-Time Monitor Access Display

Provides the customer access to the MIS (Management Information Services) system and ability to view current data on their Call Center operation. The customer will be able to view information including but not limited to: agent status, calls in queue, hold time statistics, overflow conditions, number of agents available, number of agents taking calls, daily versus current time period statistics, number of transferred calls, etc. Customer group level activity is provided by group, sub-group and agent levels.

External Displays

Displays connected to a serial port of the customers remote computer.

System Administration

Qwest retains overall System Administration responsibilities, however, customers may administer their own portion of the system, including:

- System Administration for their portion of the MIS system, which includes the ability to enter and edit agent PIN, initials and full name; enter and edit ACD group number, group name and display name; enter and edit ACD subgroup name, subgroup number; enter and edit Line of Business codes and descriptions; enter and edit Closed Key Walkaway codes and descriptions.
- The ability to set agent position alarms and ACD Group alarms; create a set of agents form one or more ACD groups for monitoring and reporting purposes; enter agent activity trace requests; enter and edit Grade of Service, abandoned ignored time, short time to abandon, time to answer, call duration and other time values.

Reports

MIS reports are available on a customized basis. Customers may select from a menu of available reports and may control the print and display options associated with each report selected.

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A.9.b.(1) (Cont'd)

Load Management

Provides functions to support DMS-100 switch management from a MonitorPartner display terminal including:

- Assigning agent positions, setting the line of business default code, defining the ACD-DN name and number, setting audio recording thresholds, determining queues and overflow thresholds, and establishing call routes.
- Facilitating changes to the DMS-100 through a menu-driven interface.
- Executing load management macros on a scheduled basis.

(2) Terms and Conditions

- The customer is responsible for providing compatible terminal equipment to access the MIS system.
- The customer is required to provide an access line for their remote access connections. The customer is responsible for any long distance charges associated with the access line.
- The Company reserves all rights to maintain and upgrade MonitorPartner as required. This may result in the system being unavailable for certain periods of time. When possible, this maintenance will be done outside of normal business hours (8:00 am to 5:00 pm) and customers will be notified in advance of scheduled maintenance.
- The company will retain customer data for a period of twelve (12) months. (C)
- The company retains rights over exclusive System Administration privileges including user group descriptions, ACD Group to user group alignment, password management, system security, etc.
- The remote access software diskette remains the property of the Company and may not be copied or distributed in any manner without Company's written permission. Upon discontinuance of MonitorPartner, the customer must return the remote access software diskette to the Company.

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9.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) (Cont'd)

B. Terms and Conditions

1. CO-ACD Service is available only where adequate and suitable facilities exist.
2. Customers must furnish compatible premises equipment.
3. Temporary suspension, either full or partial, of CO-ACD Service is not permitted.
4. Agent or supervisor positions provided outside of the serving central office area of the CO-ACD System are subject to FX or FCO charges as specified in the Private Line Transport Services Price List.
5. Type C CO-ACD Agent or Supervisor positions terminating in an Electronic Set are subject to distance and technical limitations based upon the distance from the customer's premises to the central office. These limitations will be determined on a customer by customer basis.
6. The Music on Hold and Music on Delay in Queue features require that the music source be provided at the customer's premises. A Voice Grade Channel from the central office to the customer's premises and a Music Interface are required to make either or both of these features operational.
7. Intercept Service will be provided pursuant to the terms of that service. See 5.8.4.

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C. Rates and Charges

1. The rates and charges for CO-ACD Service are in addition to the regular rates and charges for the services with which it is associated.
2. CO-ACD Service is available on a month-to-month basis for customers subscribing to 20 or less positions. Rate stabilized rates for periods of from 12 months to 10 years are also available. Customers subscribing to more than 20 positions are required to subscribe to this service on a rate stabilized basis, only.
3. The month to month minimum period is one month.
4. A customer must subscribe to and maintain a minimum of five CO-ACD Service positions per CO-ACD system.
5. End User Common Line rates as specified in the Interstate Access Service Tariff apply to each agent and supervisor position in the CO-ACD system.
6. Network Access Register needs, if any, will be determined on a customer by customer basis. Network Access Registers are provided at rates and charges as specified elsewhere.
7. Rates and charges for the Agent/Supervisor positions will be charged according to the number of positions per location. Each different location will begin with the 1-20 position charges. The positions between 21-50 will have different rates and charges. Positions for 51 and over will be charged according to the distance of the position from the serving central office, in quarter mile increments.
8. A Digital Facility Interface and terminating arrangement needs, if required, will be determined on a customer by customer basis. The Digital Facility Interface and terminating arrangements are provided at rates and charges as specified elsewhere.
9. If the customer chooses not to activate all of the system, agent or supervisor features at the time the CO-ACD Service is installed, and then subsequently requests activation, a System Re-arrangement and/or line charge(s) will apply as specified in C.15.

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C. Rates and Charges (Cont'd)

10. The System Group Name Charge applies when after the system initially is installed, the customer requests the Company change the software in the switch or server to accommodate a customer requested Group Name Change.
11. Rate Stability Plan (RSP)
 - a. The Rate Stability Plan (RSP) is an arrangement whereby customers who agree to continue to subscribe to certain services for a designated period of time are guaranteed against Company initiated changes in the monthly rates for that service during the designated period.
 - b. Movement, rearrangement or other subsequent action on any customer services shall be subject to applicable nonrecurring charges.
 - c. All new positions installed under the Rate Stability Plan are subject to applicable nonrecurring type charges as specified herein. Rate Stability for all service and facilities provided under the RSP terminate simultaneously.
 - d. After the Service Date, if a Rate Stabilized customer removes, in whole or in part, CO-ACD Positions to a level that is less than 60% of the initial number of CO-ACD Positions, a termination charge may apply, as specified in 2.2.14.C.
 - e. Customers subscribing to the RSP shall be subject to the Termination Liability/Waiver Policy as set forth in 2.2.14.C.

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C. Rates and Charges (Cont'd)

12. Month-to-Month rates and charges are as follows:

	USOC	NONRECURRING CHARGE	MONTHLY RATE
a. Service Establishment, per CO-ACD System	SESPS	\$2,880.00	-
b. Basic CO-ACD			
• Positions 1-20 Lines			
- Type A/C Agent, Supervisor, each[1]	AKKAM CKWAM CKWCM	76.80	\$36.62
• Group Reconfiguration/Team Status Interface, per interface[2]	NGVXM	17.28	9.31
c. Deluxe CO-ACD			
• Positions 1-20 Lines			
- Type A/C Agent, Supervisor, each[1]	AKKBM CKWBM CKWDM	76.80	39.70
• MIS Interface, per interface[2]	NQVXM	17.28	14.83

[1] The nonrecurring charge applies to the initial installation and subsequent additions.

[2] In addition, a Voice Grade Channel, as specified in the Private Line Transport Services Price List, is required from the customer's premises to the serving central office.

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C. Rates and Charges (Cont'd)

13. CO-ACD Rate Stability Plan rates and charges are as follows:

	USOC	NONRECURRING CHARGE	RSP
a. Service Establishment, per CO-ACD System	SESPS	\$2,880.00	-
b. Basic CO-ACD			
• Group Reconfiguration/ Team Status Interface, Per interface[1]	NGVXR	17.28	\$7.44

[1] In addition, a Voice Grade Channel, as specified in the Private Line Transport Services Price List, is required from the customer's premises to the serving central office.

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9. CENTRAL OFFICE SERVICES

9.4 CALL MANAGEMENT SYSTEMS

9.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD)

C.13.b. (Cont'd)

USOC

- Type A/C Agent, Supervisor

**AKKAR
CKWAR
CKWCR**

	NONRECURRING CHARGE[1]	12 TO 35 MONTHS	36 TO 59 MONTHS	60+ MONTHS
Positions				
1 - 20 Lines	\$76.80	\$33.26	\$29.18	\$25.15
21 - 50 Lines	76.80	31.63	27.46	23.66
51 + Lines				
Air Qtr Miles from CO				
1	76.80	28.18	23.95	20.64
2	76.80	28.56	24.29	20.93
3	76.80	28.99	24.62	21.22
4	76.80	29.52	25.06	21.65
5	76.80	29.95	25.44	21.98
6	76.80	30.43	25.87	22.32
7	76.80	31.10	26.40	22.85
8	76.80	31.58	26.78	23.18
9	76.80	32.30	27.36	23.71
10	76.80	33.65	28.51	24.72
11	76.80	34.27	29.04	25.20
12	76.80	36.14	30.58	26.59
13	76.80	37.68	31.87	27.74
14	76.80	38.26	32.35	28.18
15	76.80	39.07	33.02	28.80
16	76.80	41.04	34.66	30.29
17	76.80	41.62	35.18	30.72
18	76.80	42.14	35.57	31.10
19	76.80	42.53	35.90	31.39
20	76.80	45.31	38.26	33.50

[1] The nonrecurring charge applies to the initial installation and subsequent additions.

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9.4 CALL MANAGEMENT SYSTEMS

9.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD)

C.13. (Cont'd)

	USOC	NONRECURRING CHARGE	RSP
c. Deluxe CO-ACD			
• MIS Interface per interface[1]	NQVXR	\$17.28	\$11.86

[1] In addition, a Voice Grade Channel, as specified in the Private Line Transport Services Price List, is required from the customer's premises to the serving central office.

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9.4 CALL MANAGEMENT SYSTEMS

9.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD)

C.13.c. (Cont'd)

USOC

- Type A/C Agent, Supervisor

**AKKBR
CKWBR
CKWDR**

	NONRECURRING CHARGE[1]	12 TO 35 MONTHS	36 TO 59 MONTHS	60+ MONTHS
Positions				
1 - 20 Lines	\$76.80	\$36.10	\$31.39	\$26.64
21 - 50 Lines	76.80	33.55	29.33	25.30
51 + Lines				
Air Qtr Miles from CO				
1	76.80	29.81	25.82	22.80
2	76.80	30.19	26.16	23.09
3	76.80	30.62	26.54	23.38
4	76.80	31.15	26.98	23.81
5	76.80	31.58	27.36	24.14
6	76.80	32.06	27.74	24.48
7	76.80	32.74	28.32	25.01
8	76.80	33.22	28.70	25.34
9	76.80	33.89	29.28	25.87
10	76.80	35.28	30.43	26.88
11	76.80	35.90	30.96	27.36
12	76.80	37.78	32.50	28.75
13	76.80	39.31	33.79	29.90
14	76.80	39.89	34.27	30.34
15	76.80	40.70	34.94	30.96
16	76.80	42.67	36.58	32.45
17	76.80	43.25	37.06	32.88
18	76.80	43.73	37.49	33.26
19	76.80	44.16	37.82	33.55
20	76.80	46.94	40.13	35.66

[1] The nonrecurring charge applies to the initial installation and subsequent additions.

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9.4 CALL MANAGEMENT SYSTEMS

9.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD)

C. Rates and Charges (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE	RSP
14. Optional Features				
• Secondary Directory Numbers[1]				
- Level I, each number	FSN1+	\$28.80	\$4.27	\$3.41
- Level II, each number	FSN2+	28.80	4.66	3.79
- Level III, each number	FSN3+	28.80	5.04	4.18
- Level IV, each number	FSN4+	28.80	5.42	4.56
• Type A Agent Position Optional Features[1]				
- Level I, each number	FFP1+	28.80	0.77	0.38
- Level II, each number	FFP2+	28.80	1.54	0.77
- Level III, each number	FFP3+	28.80	2.30	1.15
• Additional Queue Slots, each	AQ4X+	17.28	1.06	0.86
• Additional Call Delay Announcements, each	RKNX+	17.28	7.49	6.00

[1] The nonrecurring charge applies only to new additions and moves, changes and rearrangements subsequent to initial installation.

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9.4 CALL MANAGEMENT SYSTEMS

9.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD)

C.14. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE	RSP
• Interface to Customer Premises Call Delay Announcements, each[1]	NAVX+	\$17.28	\$12.00	\$10.42
• Music Interface per interface[1,2]	NMVX+	17.28	12.00	10.42
• Queue Status Lamp Interface[1]	NLVX+	17.28	0.67	0.58
• Adjunct Module Translations	C2TX+	17.28	0.72	0.58
15. Enhanced Optional Features				
• <i>ReportPartner</i> , per agent	URXEA	33.60	13.44	13.44
• <i>MonitorPartner</i>				
- Remote Terminal Connection, each[3]	UMC	96.00	72.00	72.00
- 5-20 agents, each	UML1X	33.60	18.24	18.24
- 21-50 agents, each	UML2X	33.60	13.44	13.44
- 51-100 agents, each	UML3X	33.60	8.64	8.64
- 101-250 agents, each	UML4X	33.60	7.68	7.68
- Over 250 agents, each	UML5X	33.60	6.72	6.72

[1] In addition, a Voice Grade Channel, is required from the customer's premises to the serving central office as specified in the Private Line Transport Services Price List.

[2] Only one interface is required per system for the provision of Music on Hold and/or Music on Delay in Queue.

[3] Includes display terminal software, report(s), and external display. and load management functions.

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9.4 CALL MANAGEMENT SYSTEMS

9.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD)

C. Rates and Charges (Cont'd)

15. Change Charges

The following charges apply for moves, changes or rearrangements for either Basic or Deluxe systems.

	USOC	NONRECURRING CHARGE
• Moves, changes or rearrangements to the Agent or Supervisor line (e.g., add feature to a line or change an Agent position to a Supervisory position, and line changes from Basic to Deluxe), per line	REAAW	\$ 38.40
• System rearrangement charge for system changes (e.g., Basic to Deluxe), per system change	REAAV	43.20
• System Group Name Change	REAAU	288.00

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109. OBSOLETE CENTRAL OFFICE SERVICES

109.1 DIAL SWITCHING SYSTEMS

109.1.1 CENTREX SERVICE

A. General

1. Description

- a. Centrex Service is a centralized telephone system that provides station-to-station calling, direct inward/outward dialing, station line identification on outward calls, call transfer and intercept of non-working stations.
- b. Station lines in a Centrex System terminate on and are switched through a central office type switching system on Company premises.
- c. The two types of Centrex systems are Centrex I and Centrex II.

Features provided with each system are described under B. below.
- d. Attendant positions with Centrex systems are on customer premises.
- e. Centrex Service is offered only as a complete service. The Centrex station line charges consist of exchange access and intercommunication. Exchange access cannot be provided without intercommunication.
- f. Centrex Service is offered only where switching equipment and facilities are available.

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109.1 DIAL SWITCHING SYSTEMS

109.1.1 CENTREX SERVICE

A.1. (Cont'd)

- g. Centrex CO principal locations will not be furnished as a new service to any customer or applicant. Secondary locations, station lines, attendant positions and optional service features may be added to present Centrex CO systems so long as the existing switching equipment is capable of providing the additional requested service and the additional required equipment, if any, is available from existing or recovered stock.
- h. Centrex Service contemplates that long distance calls will be identified by station number on the customer's bill.
- i. The type and quantity of equipment and facilities used in providing Centrex Service will be determined by the Company based on regular engineering practices and economic considerations. Where quantities of switching equipment, CO lines or other facilities, other than those considered adequate by the Company, are requested by the customer, additional rates and charges may be applied based on the circumstances in each case.

2. Classes of Service-Centrex Station Lines

Business Service

Those station lines that serve the premises of business customers, college or university administrative buildings, faculty clubs, student unions, or administrative quarters of dormitories. The service is available only on a flat rate basis.

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109.1 DIAL SWITCHING SYSTEMS

109.1.1 CENTREX SERVICE

A. General (Cont'd)

3. Centrex System Minimum Monthly Charge

Centrex Service is subject to a minimum monthly billing of 100 main station lines at the principal location. There is no minimum monthly rate applicable at secondary locations.

4. Station Line Charge Application

- a. The Centrex main-station line consists of all facilities, including the station line number, intercommunication and outside plant facilities, from the Centrex switching equipment to the interface arrangement on the customer's premises allowing connection to inside wiring.
- b. Rates and charges for Centrex station lines do not include provisions of jacks.
- c. The rates and charges for a Centrex main or extension station line is applicable to each jack termination or outlet of a main or extension station location, respectively, to which an instrument can be connected.
- d. The rates and charges for Computer Port Access specified in 5.2.5. B., will apply to lines connected to customer-provided computer and/or computer systems equipment capable of information processing and/or storage.

5. Telephones

Rates and charges for Centrex station lines do not include a telephone set.

6. Application of Mileage and Incremental Charges

- a. The method of serving main station lines located on continuous or noncontinuous property will be determined by the Company. The application of mileage or incremental charges is the same whether the telephone lines are served by individual cable pairs or through concentrator equipment.
- b. Centrex CO main and extension station lines will be treated the same as business individual lines for the application of continuous property Exchange Service Extension mileage charges, as specified in the Private Line Transport Services Price List.

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109.1 DIAL SWITCHING SYSTEMS

109.1.1 CENTREX SERVICE

A.6. (Cont'd)

- c. The basic station line rate schedule specified for telephone lines at the principal location is applicable where the principal Centrex location is within the base rate area.
- d. The basic station line rate schedule specified for telephone lines at each secondary location is applicable where the principal and secondary locations are within the base rate area and the same Centrex rate area.
- e. In the administration of Centrex station line rates in single CO district exchanges, the Centrex rate area is coextensive with the exchange area. In multi-CO district exchanges, the Centrex rate areas are defined by Centrex rate area maps.
- f. The regular Exchange Service Extension mileage charge treatment only will apply to station lines at the principal location outside the primary building. Basic Centrex station line rates and the application of mileage charges is the same as that specified herein for each secondary location.
- g. The regular Exchange Service Extension mileage charge treatment only will apply to stations at the principal location outside the primary building. Basic Centrex station line rates and the application of mileage or incremental charges is the same as that specified for each secondary location.
- h. In connection with foreign exchange main station line service, the basic secondary location Centrex station line rate schedule will apply at each FX station location. Except as specified for contiguous exchanges below, the Centrex station line will be treated as an individual line business service for the application of FX terms and conditions, rates and charges, as specified in the Private Line Transport Services Price List.

(1) Contiguous and Noncontiguous Exchanges

In multi-office exchanges where the principal Centrex location is in a CO district other than the principal CO district of the serving exchange, FCO mileage charges, as specified in the Private Line Transport Services Price List will apply to the circuit between the principal CO and the CO serving the Centrex System.

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109.1 DIAL SWITCHING SYSTEMS

109.1.1 CENTREX SERVICE

A.6. (Cont'd)

i. Secondary Location Centrex Station Line Rate Schedule - CO

Where the Principal Centrex Location is within the Base Rate Area and the Secondary Location is	The Monthly Rate Per Main Centrex Station Line is		Non-recurring Charge	USOC
	The Below Component	+ Plus		
<ul style="list-style-type: none"> • Within the base or urban zone rate area and a contiguous central office district 	The basic secondary location Centrex station line rate schedule plus.	\$10.74	\$60.00	RGR
<ul style="list-style-type: none"> • With the base or urban zone rate area and a noncontiguous central office district 	The rate treatment specified for (RGR) above plus (RGU) for each intervening central office district between the principal Centrex location and the Centrex station[1]	10.74	60.00	RGU
<ul style="list-style-type: none"> • Within an exchange rural area 	The appropriate secondary location station line or incremental station rate treatment as specified for (RGR) or (RGU) above, plus the regular individual line business extra exchange line mileage rate treatment.	[2]	-	N/A

[1] Can be multiple of (RGU) depending upon intervening areas.

[2] Appropriate secondary location station line rate treatment as specified herein.

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109.1 DIAL SWITCHING SYSTEMS

109.1.1 CENTREX SERVICE

A. General (Cont'd)

7. Directory Listings

- a. The Company furnishes one directory listing per Centrex System without charge. A sublisting stating that station lines can be dialed direct if the number is known, is also furnished without charge.
- b. Further directory listings are offered at rates in 5.7.

8. Intercept of Calls to Unassigned Main Station Line Numbers

- a. Local and Message Telecommunication Service (MTS) calls to unassigned numbers are intercepted by a standard CO recorded announcement. The common message is that the number is not in service. Referral to an attendant or the directory is not provided.
- b. Intercommunicating calls to unassigned numbers are intercepted by a standard CO announcement for Centrex Service. The common message is that the number is not in service and that the caller needs to consult the attendant or the directory.

9. Contract Period and Termination Charges

The initial contract period for the system is 3 years at the same location. The termination charge is an amount equal to the minimum monthly rate for the unexpired portion of the initial contract period.

10. Centrex Rate Stability Plan (RSP)

- a. The Rate Stability Plan (RSP) is an optional arrangement whereby customers who agree to continue to subscribe to certain services for a designated period of time are guaranteed against Company initiated changes in the monthly rates for that service during the designated period. The Rate Stability Plan is furnished subject to the following terms and conditions and rates.
- b. A customer selecting this plan assumes the obligation to pay a minimum of 24 monthly payments, effective on date of customer's first RSP bill.
- c. Effective June 10, 1992 all Month-to-Month Centrex customers must convert to Centrex Plus Service. Existing Rate Stabilized customers may continue to subscribe to Centrex Service until their Rate Stabilized term expires, at which time the service will be disconnected.

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109.1 DIAL SWITCHING SYSTEMS

109.1.1 CENTREX SERVICE

A.10. (Cont'd)

- d. The RSP customer assumes the obligation for a minimum of 90% of the Intercom portion of Centrex Lines that are subscribed to at the time the customer's RSP becomes effective.
- e. Lines added in excess of 110% of the original number of lines the customer protected by the RSP will be billed at the regular month-to-month rate.
- f. All Optional Features available to Centrex customers subscribing to this plan are at stabilized rates.
- g. Customers with Centrex Service in which the switching equipment is located on Company premises, may subscribe to the Rate Stability Plan. This plan will guarantee against Company initiated rate changes in the
 - Main station lines - intercommunication,
 - All Centrex optional features,
 - Facility Voice Grade Circuit terminating arrangements.
- h. Additions of lines subject to the availability of facilities are permitted at the stabilized rate without penalty. Furthermore, additions and/or deletions of Centrex optional features are permitted without incurring any penalty or termination charge.
- i. Line rearrangements, reassociations, or moves are provided without incurring termination charges.
- j. All new lines installed under the Rate Stability Plan are subject to applicable nonrecurring charges.
- k. Any reductions in the lines furnished under the Rate Stability Plan below the 90% commitment will not reduce the RSP payments for the duration of the term, unless termination charges are applied.
- l. Upgrades for Centrex I Service to Centrex II Service may be provided under this plan. Upgrades will increase the remaining RSP monthly payments to the Centrex II RSP rate levels. Upgrades do not result in termination charges unless main station lines are disconnected at the upgrade.

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109.1 DIAL SWITCHING SYSTEMS

109.1.1 CENTREX SERVICE

A.10. (Cont'd)

- m. Downgrades from Centrex II Service to Centrex I Service may be provided under this plan. Downgrades will decrease the remaining RSP monthly payments to the Centrex I RSP rate levels. Downgrades do not result in termination charges unless main station lines are disconnected at the downgrade.
- n. Termination charges may apply if the Rate Stability Plan contract is terminated in whole or in part by the customer or is terminated for cause by the Company prior to expiration of the agreed-payment period. The Termination Liability/Waiver Policy is set forth in 2.2.14.C.
- o. With the written permission of the Company, the obligation to pay the Rate Stability Plan charges for the remainder of the plan may be assigned to another subscriber at the same location for a transfer fee. This transfer charge is payable by the incoming customer. In addition to assuming the responsibility to pay the rate for the remainder of the period, the new subscriber assumes the conditions applicable to the offering.

CHARGE

- Transfer Charge \$144.00
- p. Effective June 10, 1992 Month-to-Month Centrex customers must convert to Centrex Plus Service. Existing Rate Stabilized customers may continue to subscribe to Centrex Service until their Rate Stabilized term expires, at which time the service will be disconnected.
- q. Rate stability for all service and facilities provided under the RSP terminates simultaneously at the earliest applicable RSP date.
- r. Effective February 10, 1992 the Rate Stability Plan (RSP) for Centrex Service will not be available for renewal.

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109.1 DIAL SWITCHING SYSTEMS

109.1.1 CENTREX SERVICE (Cont'd)

B. Basic Features

1. Centrex I Service consists of these basic features:

- Call Transfer-Attendant
- Direct Inward Dialing (DID)
- Direct Outward Dialing (DOD)
- Identified Outward Dialing (IOD)
- Fixed Night Service
- Outgoing Call Restriction
- Station-to-Station Calling
- Station Line Hunting
- Power Failure

2. Centrex II Service consists of all of the above basic features plus:

- Add-On Conference
- Consultation Hold
- Station Dial Transfer
- Trunk Answer-Any Station Line

C. Optional Features

1. Existing Centrex customers may add additional like Centrex optional features to which they currently subscribe and continue to be billed from the Centrex Service Tariff.
2. Optional features, to which the Centrex customer does not currently subscribe, will be provided only from the Electronic Switching Systems optional feature Tariff.

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109.1 DIAL SWITCHING SYSTEMS

109.1.1 CENTREX SERVICE

C. Optional Features (Cont'd)

3. These Centrex optional features are offered only where the serving CO is equipped with suitable facilities, and where the CO is programmed for the features following.

- Attendant Multilevel Precedence Preemption
- Automatic Route Selection (ARS)
- Call Forwarding - Busy Line
- Call Forwarding - Don't Answer
- Call Hold, Call Pick-up, Call Forwarding-Variable
- Call Transfer-Individual-All Calls, Consultation Hold-All Calls, Three-Way Calling
- Camp-On and Indication of Camp-On
- Centralized Station Message Detail Recording System (CSMDR)
- Common Code Access Arrangement
- Recorded Intercept Service
- SMDR
- Speed Calling
- Private Line Transport Terminations

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109.1 DIAL SWITCHING SYSTEMS

109.1.1 CENTREX SERVICE (Cont'd)

D. Definition of Terms and Description of Features

Add-On Conference

Permits a station line user to establish a 3-way conference by adding a third party station line to an in-progress call.

Attendant Camp-On

Allows a call the attendant tries to complete to a busy line to be held waiting, then connected when the called line is free. The call may be an incoming local or toll call. Station lines equipped with Call Waiting cannot be camped-on. A tone is provided to the busy station line to indicate that a call is waiting. This feature is available on properly equipped consoles.

Attendant Call Transfer

Permits the transfer of incoming DID calls from one station line to another by the attendant.

Busy Verification By Attendant

Establishes a connection to an apparently busy trunk or line to determine if either is working. Periodic bursts of tone alert the talking parties to the attendant's presence.

Call Transfer-All Calls

Permits a station line user to transfer any established call to another station line within the same system without the aid of the attendant.

Call Hold

Permits a station line user to hold any call in progress by dialing a code. While the first call is held, another call may be placed over the same station line. A call placed in Call Hold cannot then be included with Add-On or Three-Way call.

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109.1 DIAL SWITCHING SYSTEMS

109.1.1 CENTREX SERVICE

D. Definition of Terms and Description of Features (Cont'd)

Centrex Service

- The designation, Centrex CO, indicates the dial switching equipment is located in space provided by the Company and the attendant position equipment is located on the customer's premises.
- A principal location is any one continuous property location mutually agreed upon by the customer and the Company. The location will normally be where one or more attendant positions are installed.
- Secondary locations are different premises of a Centrex customer served by one or more stations of the same Centrex system.
- A primary building is that building in which the attendant positions are installed or any other building mutually agreed upon by the customer and the Company. A primary building shall be so designated at the principal location as well as each secondary location for the purpose of applying Exchange Service Extension charges.

Extension Stations

An additional station line(s) on a main Centrex station line.

Indication Of Camp-On

Provides a distinctive tone to the busy called station line when there is a camped-on CO call waiting.

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D. Definition of Terms and Description of Features (Cont'd)

Main Station Line

The termination of a Centrex station line to which a number is assigned to the interface on the customer's premises allowing connection to inside wiring.

Restriction From Outgoing Calls

This service feature denies selected stations within the Centrex system the ability to place outside calls and/or certain miscellaneous trunk calls without the assistance of the attendant.

Trunk Answer-Any Station Line

Allows incoming MTS calls to be answered at any unrestricted station line by dialing a special trunk answer code.

Unattended Centrex System

A Centrex system which does not have an attendant position.

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E. Rates and Charges

1. Centrex I Service - Customer Premises

CENTREX CO SERVICE	USOC	NON- RECURRING CHARGE	MONTHLY RATE STABILITY PLAN	MONTHLY RATE
<ul style="list-style-type: none"> • Principal location, first 100 main station lines <ul style="list-style-type: none"> - Exchange access, each[1] - Intercommunication and station line, each 	RXX	\$60.00	-	\$ 6.74
	NRX	14.40	\$8.64	19.87
<ul style="list-style-type: none"> • Principal location, next 100 main station lines <ul style="list-style-type: none"> - Exchange access, each[1] - Intercommunication and station line, each 	RXX	60.00	-	6.64
	NRX	14.40	7.68	13.95
<ul style="list-style-type: none"> • Principal location, over 200 main station lines <ul style="list-style-type: none"> - Exchange access, each[1] - Intercommunication and station line, each 	RXX	60.00	-	4.91
	NRX	14.40	6.72	8.52

[1] These rates do not include EAS charges. EAS charges are as specified in 5.1.1.

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E.1. (Cont'd)

CENTREX CO SERVICE	USOC	NON- RECURRING CHARGE	MONTHLY RATE STABILITY PLAN	MONTHLY RATE
• Secondary location, first 100 main station lines				
- Exchange access, each[1]	RX3	\$60.00	-	\$ 6.64
- Intercommunication and station line, each	NRX	14.40	\$8.64	19.87
• Secondary location, next 100 main station lines				
- Exchange access, each[1]	RX3	60.00	-	6.64
- Intercommunication and station line, each	NRX	14.40	7.68	13.95
• Secondary location, over 200 main station lines				
- Exchange access, each[1]	RX3	60.00	-	4.91
- Intercommunication and station line, each	NRX	14.40	6.72	8.52
• Extension station line, principal or secondary location, each	RX7	-	2.88	5.69

[1] These rates do not include EAS charges. EAS charges are as specified in 5.1.1.

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E. Rates and Charges (Cont'd)

2. Centrex II Service

The basic station line rate schedule for Centrex II includes, in addition to the basic service features provided with Centrex I, trunk answer from any station, incoming call transfer-individual, consultation hold, and add-on.

CENTREX CO SERVICE	USOC	NON-RECURRING CHARGE	MONTHLY RATE STABILITY PLAN	MONTHLY RATE
• Principal location, first 100 main station lines				
- Exchange access, each[1]	RXR	\$60.00	-	\$ 6.74
- Intercommunication and station line, each	NRX	14.40	\$9.60	21.29
• Principal location, next 100 main station lines				
- Exchange access, each[1]	RXR	60.00	-	6.64
- Intercommunication and station line, each	NRX	14.40	8.64	15.73
• Principal location, over 200 main station lines				
- Exchange access, each[1]	RXR	60.00	-	4.91
- Intercommunication and station line, each	NRX	14.40	7.68	9.96

[1] These rates do not include EAS charges. EAS charge are as specified in 5.1.1.

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E.2. (Cont'd)

CENTREX CO SERVICE	USOC	NON- RECURRING CHARGE	MONTHLY RATE STABILITY PLAN	MONTHLY RATE
• Secondary location, first 100 main station lines				
- Exchange access, each[1]	RX3	\$60.00	-	\$ 6.74
- Intercommunication and station line, each	NRX	14.40	\$9.60	21.29
• Secondary location, next 100 main station lines				
- Exchange access, each[1]	RX3	60.00	-	6.64
- Intercommunication and station line, each	NRX	14.40	8.64	15.73
• Secondary location, over 200 main station lines				
- Exchange access, each[1]	RX3	60.00	-	4.91
- Intercommunication and station line, each	NRX	14.40	7.68	9.96
• Extension station line, principal or secondary location, each	RX7	-	3.12	6.12

[1] These rates do not include EAS charges. EAS charges are as specified in 5.1.1.

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E. Rates and Charges (Cont'd)

3. Changes

a. Application of Charges

- (1) No incremental or special charges will apply for Company-initiated changes.
- (2) Where circuits connecting a Centrex System and a supplemental answering position are not equipped for direct inward dialing from the exchange or message toll network to the supplemental answering position, regular Voice Grade Circuit rates and charges will apply.
- (3) Centrex miscellaneous main station feature changes[1]

	USOC	NONRECURRING CHARGE
• Station number changes	CGR	\$30.72
• Station toll diversion changes	CRS	17.76
• Station outgoing call restriction changes	CRS	17.76
• Station optional service feature changes including electronic program changes	SOF	17.76

[1] Station feature changes will be made without charge, where required, in connection with changes in Centrex switching equipment.

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E.3. (Cont'd)

- b. Changing from Centrex I Service to Centrex II Service:
 - Waive any existing termination charge.
 - Establish a new initial contract period and termination charge for the service installed.
 - Apply the appropriate nonrecurring charge for station lines added or changed.
 - c. Changing from Centrex II Service to Centrex I Service:
 - Assess a termination charge on the basis of the amortized difference in the termination charge of the existing service and the termination charge of the new service.
 - Establish a new initial contract period and termination charge for the new system.
 - Apply the appropriate nonrecurring charge for station lines added or changed.
4. Touch-Tone Dialing
- a. Except as specifically provided herein, touch-tone service is subject to the terms and conditions, rates, and charges applicable to other types of customer service. Touch-tone rates and charges are in addition to the basic rates and charges for the service with which the touch-tone Service is associated.
 - b. Touch-tone calling service rates and charges shall apply where the customer has the capability to originate calls by means of instruments equipped for tone-type address signaling and where the special CO facilities exist.

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E. Rates and Charges (Cont'd)

5. Connection of Centrex Systems to Other Systems

a. Separate Centrex Systems

Separate Centrex Systems may be connected by Voice Grade Circuits, as specified in the Private Line Transport Services Price List. The appropriate terms and conditions, rates, and charges will apply to each separate Centrex System. All inward calls from the exchange and message networks forwarded to a connected system must be completed manually by the Centrex attendant to the distant Centrex System. Regular rates and charges will apply to all Voice Grade Circuits and the Voice Grade Circuit terminal equipment used to connect the systems.

b. Other Systems

When CO trunks in an attendant position, the attendant position and the associated dial switching equipment where provided, will be considered a separate PBX system. Centrex Systems may be connected to separate PBX systems by regular Voice Grade Circuits. All inward calls from the exchange and message network forwarded to a connected system must be completed manually by the attendant to the distant PBX. Regular rates and charges will apply to all Voice Grade Circuits and Voice Grade Circuit terminal equipment used to connect the systems.

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E. Rates and Charges (Cont'd)

6. Centrex Service for PBX Systems owned by the U.S. Government.
 - a. The number of in-only Centrex trunks required in connection with U.S. Government-Owned PBX systems arranged for Centrex CU operation will be determined by the Company in accordance with regular engineering practices.
 - b. Toll diverting service will be furnished only on the basis that all both-way and out-only trunks are so equipped.
 - c. Centrex Service for the U.S. Government will not be furnished as a new service to any customer or applicant. Optional service features may be added to present systems so long as the existing switching equipment is capable of providing the additional requested service.

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E.6. (Cont'd)

- d. The initial contract period is 3 years at the same location. The termination charge is an amount equal to one-half the minimum monthly rate for the unexpired portion of the initial contract period.
- e. Regular trunk mileage charge treatment and installation charges are applicable to trunks associated with U.S. Government-Owned systems.

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Trunk, two-way, flat[1]	TFB	[2]	[2]
• Trunk, out-only, flat	TFU	[2]	[2]

[1] Requires Hunting Service found in 5.4.11.

[2] See 5.3.3, for terms, conditions, rates and charges.

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109.1.1 CENTREX SERVICE (Cont'd)

F. Attendant Positions

1. Description

Primary Attendant Position

The switchboard or console which provides the primary attendant functions for a Centrex System. When this position is in use any alternate positions will be rendered inoperative.

Additional Attendant Position

A switchboard or console which has the same basic functions as the primary position and is used in addition to and at the same time as the primary position.

Alternate Attendant Position

A switchboard or console which has the same basic functions as the primary position but is used only when the primary position is not in use. The attendant position will be rendered inoperative by the primary position.

Auxiliary Attendant Position

A console or multiline telephone set which does not have the full functional capabilities of the primary position and is used for auxiliary service when the primary, additional or alternate positions are not in use.

Console

A push-button operated desk or table top attendant position unit in which connections are made by means of push buttons and/or a telephone dial.

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F. Attendant Positions (Cont'd)

2. Rates and Charges

- a. The attendant position is provided for Centrex I and II CO Service, and Airport Intercommunicating Service in which all switching equipment is located on Company premises.

	USOC	NON- RECURRING CHARGE	INSTALLATION CHARGE	MONTHLY RATE
• Attendant Position, each[1]	RXX	\$14.40	\$298.56	\$266.40

[1] Where, in the opinion of the Company, the type of lines terminated and the operating practices of the customer permit unattended operation, Centrex II Systems may be installed without an attendant position.

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F.2. (Cont'd)

b. Connection of Centrex System to Other Systems

When CO trunks terminate in an attendant position, the attendant position and the associated dial switching equipment where provided will be considered a separate PBX system.

G. Loudspeaker Paging

1. Dial interphone broadcast system.

	USOC	NON- RECURRING CHARGE	INSTALLATION CHARGE	MONTHLY RATE
• Dial access line terminated in a dial PBX system, each	ALC	\$14.40	\$48.24	\$8.73

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109.1 DIAL SWITCHING SYSTEMS (Cont'd)

109.1.6 AIRPORT INTERCOMMUNICATING SERVICE

A. General

1. Description

- a. Airport Intercommunicating Service, formerly known as Airport Dial Telephone Service, is a special telephone service arrangement designed for the common use of airline companies and others located at airports who serve the air traveling public. The service is provided by common dial switching equipment, station lines, stations and attendant position equipment, as required. The arrangement contemplates inward and outward local and long distance calling without operator assistance. The service is available only on a flat rate basis.
- b. The service will be furnished at the rates and charges specified herein for customers located in the air terminal building and to others located within the airport service rate areas who are engaged in providing service and facilities to the air traveling public. Customers qualifying for this service will be determined by the Company and shall exclude customers such as hotels, motels, banks, manufacturers, etc., who normally conduct their business at other locations. Regular exchange service may be provided within the airport service rate area as required.
- c. The airport service rate area shall include the land and buildings, surrounding the air terminal building, used in the operation of the airport. This land may be intersected by streets and/or alleys. The airport service rate area shall be defined by an airport service rate area map showing the boundaries of the area to be served under the rates and regulations specified herein.
- d. The CO switching equipment is provided in the type and quantity as determined by the Company.

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109.1.6 AIRPORT INTERCOMMUNICATING SERVICE

A.1. (Cont'd)

- e. Directory listings of Airport Intercommunicating Service customers will be provided in the regular telephone directory of the serving exchange, subject to the terms and conditions, rates and charges specified in Section 5. An Airport Intercommunicating Service directory will also be published by the Company. Listings in this directory will be provided, without the charge, in the type, quantity, and arrangement necessary, in the opinion of the Company, to adequately identify the customer's service. Regular rates, charges and terms and conditions will apply to other listings.
- f. Long distance calls will be identified by telephone number on the customer's bill.
- g. The service will be provided with or without an attendant position at the option of the individual Airport Intercommunicating Service customer.
- h. Toll diverting service is not offered in connection with this service.
- i. The rates and charges specified below are applicable at airports having a requirement for 100 or more main station lines within the airport service rate area. The service will not be provided at locations where less than 100 main station lines are required.
- j. The basic station line rate schedule starts over again for each individual customer to Airport Intercommunicating Service.

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109.1.6 AIRPORT INTERCOMMUNICATING SERVICE

A.1. (Cont'd)

- k. The station line rates specified herein are subject to the following terms and conditions, mileage, and incremental charges as appropriate:
- Exchange Service Extension mileage charges will not apply to stations (main or extension) located within the airport service rate area. Regular Exchange Service Extension mileage charge treatment will apply to all extension station lines located outside of the airport service rate area.
 - The basic station line rate schedule starts over again at each location outside of the airport service rate area (RX3).
 - The incremental station line rate treatment specified for Centrex main station line service will apply where the airport service rate area and the main station are located in different CO districts of the same exchange (RGR;RGU).
 - In connection with FX main station service, the basic main station line rate schedule will apply to main stations at each FX station location. Each circuit required to serve the main stations at FX locations from the serving exchange will be treated as an individual line business service for the application of FX mileage as specified in the Private Line Transport Services Price List. In multi-office exchanges where the airport service rate area is in a CO district other than the principal CO district of the serving exchange, FCO mileage charges as specified in the Private Line Transport Services Price List will apply to the circuit between the principal CO and the CO serving the airport service rate area.

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109.1.6 AIRPORT INTERCOMMUNICATING SERVICE

A.1. (Cont'd)

- l. Touch-tone rates and charges specified in 109.1 apply for attendant positions and the associated station lines provided in connection with Airport Intercommunicating Service will be treated as regular PBX Services. The lines provided on a direct individual line basis will be considered as individual line business services.
- m. Incoming and/or outgoing lines terminated in ACD equipment associated with Airport Intercommunicating Service will be treated as regular flat 2-way CO trunks for the application of terms and conditions, rates and charges.
- n. Station lines associated with existing services, located within the airport service rate area, will be given appropriate number assignments and be connected to the Airport Intercommunicating Service system without charge.
- o. Airport Intercommunicating Service is offered only as a complete service. The exchange access and intercommunication portions of the Airport Intercommunicating Service main station line rates are not offered separately.

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109.1.6 AIRPORT INTERCOMMUNICATING SERVICE

A.1. (Cont'd)

- p. Airport Intercommunicating Service will not be furnished as a new service to any customer or applicant. The station lines, attendant positions and optional service features may be added to present systems so long as the existing switching equipment is capable of providing the additional requested service and the additional required equipment, if any, is available from existing or recovered stock.

- q. Station Lines
 - The rate and charge for a main or extension station line is applicable to each telephone jack termination or outlet of a main or extension station location, respectively, to which an instrument can be connected.
 - The station set rate is applicable to each Company-provided instrument used as a main or extension station. Such instrument is provided at rates and charges which are specified elsewhere.
 - Telephone jacks provided in association with main or extension lines are subject to Complex Business Service Premises Work Charges.
 - Complex Business Service Premises Work Charges will apply to all customer requested installations, moves, changes, removals, rearrangements, replacements and maintenance of premises wire performed by the Company on the customer's premises.

- r. Centrex Rate Stability Plan (RSP)

The Rate Stability Plan, as specified in 109.1.1, may be provided for Airport Intercommunicating Service in which the switching equipment is located on Company premises.

B. Basic Features

- Central Office Dial Switching Equipment
- Station Dial Transfer Feature

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109.1.6 AIRPORT INTERCOMMUNICATING SERVICE (Cont'd)

C. Rates and Charges

1. The total rate, per main station line, is the sum of the appropriate exchange access and intercommunication rate.

AIRPORT INTERCOMMUNICATING STATION LINES (CO)[1]	USOC	NON-RECURRING CHARGE	MONTHLY RATE STABILITY PLAN	MONTHLY RATE
• First 5 main station lines, each				
- Exchange access[2]	RXR	\$60.00	-	\$ 8.04
- Intercommunication and station line	NRX	14.40	\$14.40	32.89
• Next 45 main station lines, each				
- Exchange access[2]	RXR	60.00	-	6.87
- Intercommunication and station line	NRX	14.40	9.60	16.77
• Next 250 main station lines, each				
- Exchange access[2]	RXR	60.00	-	5.50
- Intercommunication and station line	NRX	14.40	8.64	16.77
• Additional main station lines, each				
- Exchange access[2]	RXR	60.00	-	4.69
- Intercommunication and station line	NRX	14.40	7.68	12.80
• Extension station line, each	RX7	-	3.12	7.40

[1] For secondary location station lines (RX3) see rate and charges for RXR.

[2] These rates do not include EAS charges. EAS charges are as specified in 5.1.1.

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109.1 DIAL SWITCHING SYSTEMS

109.1.7 CUSTOMIZED CALL MANAGEMENT SERVICES/*CENTRON I* SERVICE

A. *CENTRON I* Service

CENTRON I Service optional features are forwarded from a stored program controlled central office. The following *CENTRON I* Service optional features are grandfathered and available only to existing customers.

1. Optional Features

Effective September 4, 2001, the following feature is obsolete and not available to new customers.

Intercom - Residence only[1]

A user of the *CENTRON I* Service can dial up to six other lines in the same package by dialing an access code followed by one or two digits. Two user stations with the same line number cannot access each other utilizing the Intercom feature.

2. Rates And Charges

	USOC	MONTHLY RATE
• Intercom - #6, per system	MVP1N	\$0.30

[1] Where Message or Measured Service exchange access lines terminate in *CENTRON I* Service, message charges are not applied to calls completed utilizing the Intercom feature.

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**109.1.7 CUSTOMIZED CALL MANAGEMENT SERVICES/CENTRON I SERVICE
(Cont'd)**

B. Customized Call Management Services

Effective April 11, 2005, CCMS Service is obsolete and not available to new customers. Customers will be allowed to retain their obsolete service only as long as they remain at the same location for the same customer.

1. Description

- a. Customized Call Management Services Service (CCMS) is composed of standard and optional features furnished from a Stored Program Controlled Central Office. CCMS is available to individual line business customers wishing to combine one or more exchange access lines into a group.
- b. CCMS Service is available to individual line business customers where technical feasible. CCMS Service may be incompatible with some services due to technical limitations.
- c. A customer may choose to combine access lines terminating at different locations into a single CCMS package. However, all access lines terminating in CCMS Service must be served by the same central office.
- d. Flat Rate Service and Message or Measured Rate Service access lines may not be mixed in the same CCMS package.
- e. The combination of residence and business access lines is allowed. When a system contains both residence and business access lines only one residence access line is permitted. In addition, no hunting or call forward busy line features will be permitted between the business and residence access lines.
- f. The quality of transmission for calls utilizing CCMS Call Forwarding or CCMS Conferencing may vary depending on the distance and routing involved. The Company makes no representation as to the quality of the transmission on such calls.

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109.1.7 CUSTOMIZED CALL MANAGEMENT SERVICES/*CENTRON I* SERVICE

B.1. (Cont'd)

- g. CCMS standard and optional features cannot be used in combination with the following Custom Calling services: Call Waiting, Call Forwarding- Variable, Three Way Calling, Speed Call 8 and Speed Call 30.
- h. Where Message or Measured Service exchange access lines terminate in CCMS, message charges are not applied to calls completed utilizing the Intercom feature.
- i. 800 Service circuit terminating on a CCMS can be furnished with CCMS standard and optional features excluding the intercom feature.
- j. The nonrecurring charge will not apply when changing from existing *CENTRON* 6 and 30 service to CCMS.

2. Standard Features

CONSULTLINE

A user of CCMS can place any established call on hold by dialing a control code. This frees the line to originate another call or use the call pickup feature. *CONSULTLINE* is the service offering for business customers.

User Transfer

The user of CCMS can transfer any established call to another line within or outside the package.

Conferencing

The user of CCMS can hold an in progress call and complete a second call while maintaining privacy from the first call. In addition, the user may choose to add on the previously held call into a three-way conference.

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109.1 DIAL SWITCHING SYSTEMS

109.1.7 CUSTOMIZED CALL MANAGEMENT SERVICES/CENTRON I SERVICE

B. Customized Call Management Services (Cont'd)

3. Optional Features

Alternate Answering - (Busy Line)[1]

This feature automatically transfers incoming calls that encounter a busy condition to an alternate designated line.

Alternate Answering - (Call Forwarding-Don't Answer)[1]

This feature automatically transfers incoming calls that encounter a don't answer condition after a preselected number of rings (from 1 to 7) to an alternate designated line.

Alternate Answering - (Call Forwarding Busy/Don't Answer)[1]

This feature automatically transfers incoming calls that encounter a (1) busy condition and/or a (2) don't answer condition after a preselected number of rings (from 1 to 7) to an alternate designated line.

Call Forwarding - (Variable)

This feature allows the user to program automatic transfer of all calls made to the called line to a different line, within or outside the CCMS group.

Call Pickup Group

This feature enables a user of CCMS to answer a call which has been directed to another line in the package.

[1] When it is determined that a subscriber to Alternate Answering is forwarding calls to a residence line from a business line to the extent that the primary use of the residence line is substantially of a business nature, the residence line will be reclassified as business service and business rates will apply.

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B.3. (Cont'd)

Call Waiting

This feature provides a tone alert to a CCMS user who is on an existing call that another call is waiting.

Convenience Dialing

This feature allows a CCMS user to abbreviate dialing patterns for frequently called and emergency numbers. By dialing an access code of one or two digits, a customer can dial up to six (6) or thirty (30) preprogrammed numbers. All lines in a package may share the same (30) number list or the (30) number may be available to an individual line only. The (6) number list is available only on an individual line basis. Convenience Dialing (6) can only be combined with Intercom (30) on the same line or Convenience Dialing (30) can only be combined with Intercom (6).

Intercom - (Business only)

A user of the CCMS can dial up to six (6) or thirty (30) other lines in the same package by dialing an access code followed by one or two digits. Two user stations with the same line number cannot access each other utilizing the Intercom feature.

Six-Way Conferencing (Business Only)

This feature permits the CCMS customer to establish a Conference Call with up to six conferees, including the originator. Conferees may be inside or outside the CCMS system. This feature is available where technically feasible.

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109.1 DIAL SWITCHING SYSTEMS

109.1.7 CUSTOMIZED CALL MANAGEMENT SERVICES/CENTRON I SERVICE

B. Customized Call Management Services (Cont'd)

4. Rates and Charges - General

a. The nonrecurring charge applies per line, per customer request to:

- (1) Establish Standard Feature Package.
- (2) Establish optional feature(s) and miscellaneous line terminating arrangements unless adding at the time Standard Feature Package is established.
- (3) Change optional feature(s) in an existing arrangement.

**NONRECURRING
CHARGE**

- Business \$11.00

(4) The nonrecurring charge will not apply to:

- Discontinue all optional features
- Discontinue one or more features when the remaining feature(s) stay the same.

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B.4. (Cont'd)

- b. The following USOCs are for CCMS only and are in addition to the USOCs for access lines and other services or equipment with which they are associated.

	USOC	MONTHLY RATE BUSINESS
(1) Standard Feature Package, per line	MVP11	\$6.00
(2) Optional Features		
• Call Pickup Group, per line	MVPCU	0.50
• Call Waiting, per line	MVPCW	3.00
• Call Forwarding - Variable, per line	MVPCF	3.00

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B.4.b.(2) (Cont'd)

	USOC	MONTHLY RATE BUSINESS
• Alternate Answering - (Call Forwarding- Busy Line/Don't Answer), per line	MVPAA	\$3.40
• Alternate Answering - (Call Forwarding- Busy Line), per line	MVPBL	3.00
• Alternate Answering - (Call Forwarding- Don't Answer), per line	MVPDA	1.50
• Convenience Dialing - (6# List), per list, each	MBWCD	1.00
• Convenience Dialing - (30# List), per list, each	MVPCD	2.50
• Intercom - (6#), per system	MVP1N	0.30
• Intercom - (30#), per system	MVP1C	0.50
• Six-Way Conferencing, per line	MVP6C	5.00
(3) Miscellaneous Line Terminating Arrangements[1]		
• 800 Service Circuit, each termination to main station line	WTK	2.00

[1] In the event an incoming 800 Service call is transferred to a remote location, transmission performance cannot be guaranteed.

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109.1 DIAL SWITCHING SYSTEMS (Cont'd)

109.1.8 CENTRON 300 SERVICE

CENTRON 300 Service is obsolete and will not be offered to new customers as of March 10, 1992. Effective June 10, 1992, all Month-to-Month customers must convert to Centrex Plus Service. Existing contracted customers may continue to subscribe to *CENTRON* 300 Service until their contract term expires. Maintenance will be provided for contracted systems.

A. Description

1. *CENTRON* 300 Service is a business communications service furnished only from a Stored Program Controlled central office and is offered subject to the availability of facilities and applicable generic feature programs. The provision of such facilities and programs will be determined by the Company based upon regular engineering practices and economic considerations.

CENTRON 300 Service is so arranged as to provide the following basic service features:

- a. Direct inward and outward dialing of exchange and long distance message network calls from stations and attendant positions.
- b. Intercommunication between station lines of the same *CENTRON* 300 system.
- c. Identification, by main station line number on the customer's bill, of outgoing and incoming collect long distance message network calls.
- d. Call transfer-all calls, provides for all transfers including DID to DOD, consultation hold and add-on for any established call without the assistance of an attendant.
- e. Main station line series completion and multiline hunting.[1]
- f. Common recorded announcement for interception of calls to unassigned station numbers.
- g. Touch-tone calling provided on station lines.

[1] Hunting requirements differ by type of office.

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109.1 DIAL SWITCHING SYSTEMS

109.1.8 CENTRON 300 SERVICE

A.1. (Cont'd)

- h. Trunk answer any station for incoming primary listed directory calls.
 - i. The network demarcation for *CENTRON* 300 Service is the point at which the entrance facilities to the building, office park or buildings within a campus environment are initially terminated. *CENTRON* 300 Service and features are provided up to the network demarcation at rates and charges specified in this document. The customer will be responsible for provisions of all wire and/or cable facilities on the customer's side of the network demarcation. Any such facilities installed by the Company will be on a cost plus contribution basis.
2. Miscellaneous lines are those lines which are not a basic part of the *CENTRON* 300 system, i.e., Voice Grade Circuits, WATS, Foreign Exchange, etc., but which require *CENTRON* 300 switching capabilities in order to function with *CENTRON* 300 Service. Each miscellaneous line that is terminated in a *CENTRON* 300 system requires a termination arrangement as specified in this Section.
 3. Main station line features may be provided for attendant access lines where facilities permit.
 4. Group Use Service provides intercommunication capability for different customers to dial one another by way of a four or five digit number provided the different customers are served from the same serving central office.
 5. Features
 - a. Standard *CENTRON* 300 Service features allowed on main station lines:
 - Restrictions (line Class of Service)
 - Semi-Restricted
 - Non-Restricted
 - Toll Restriction
 - Hunting
 - Series Sequential
 - Series Non-Sequential
 - Multiline
 - Flexible Station Hunting (2B ESS)

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109.1 DIAL SWITCHING SYSTEMS

109.1.8 CENTRON 300 SERVICE

A. Description (Cont'd)

	LINE CLASS CODE
	FLAT
6. <i>CENTRON</i> 300 Service provides the following standard main line classes of service.	
• Non-Restricted - Station may originate calls to intragroup stations, and the message network. This class of service may receive all types of calls.	RNN
• Non-Restricted Outgoing - Semi-Restricted terminating - Station may originate calls to intragroup stations and the message network. This class of service may receive calls from intragroup stations only.[1]	RNS
• Non-Restricted Outgoing - Deny terminating - Station may originate calls to intragroup stations, and the message network. This class of service cannot receive any calls.	RND
• Semi-Restricted Outgoing - Non-Restricted terminating Station may originate calls to intragroup stations. This class of service may receive all types of calls.[1]	RSN
• Semi-Restricted Outgoing - Deny terminating - Station may originate calls to intragroup stations. This class of service cannot receive any calls.[1]	RSD
• Semi-Restricted Outgoing - Semi-Restricted Incoming Station may originate and receive calls from intragroup stations.[1]	RS1

[1] Not available in 2B ESS offices.

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109.1.8 CENTRON 300 SERVICE

A.6. (Cont'd)

LINE CLASS CODE

FLAT

- Deny Origination - Non-Restricted terminating
Station cannot originate any calls. Station may
receive all types of calls. RDN

- Deny Origination - Semi-Restricted terminating
Station cannot originate any calls. Station may
receive calls from intragroup stations.[1] RDS

- Toll Restricted Origination - Non-Restricted
terminating - Station may originate local 7
digit, 911 emergency, 1+411 local information,
1+800 Inwats, and repair service calls only.
Station may terminate all types of calls. RTR

- 800 Service terminated - station is the switching
telephone number RIW

- 800 Service measured Centrex terminated
station is the switching telephone number
(non-restricted origination)[1] RIN

- 800 Service attendant terminated - attendant
station is the switching telephone number RIX

All classes of service with the exception of Deny Origination, are allowed access to Voice Grade Circuits, WATS, etc., providing the station is translated with the proper category codes.

New line class code screening may be negotiated, providing the office is capable of the arrangement requested.

7. Split service common equipment is required when a *CENTRON 300* customer desires to segregate the *CENTRON 300* station lines into separate groups, thereby enabling each group to have a different set of system common features.

[1] Not available in 2B ESS offices.

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109.1 DIAL SWITCHING SYSTEMS

109.1.8 CENTRON 300 SERVICE (Cont'd)

B. Terms and Conditions

1. All *CENTRON* 300 station lines must be associated with the main switching equipment. Satellite switching equipment is not offered with *CENTRON* 300 Service. Other switching systems connected to a *CENTRON* 300 system by Voice Grade Circuits or group use arrangements are considered as separate systems and are billed as such.
2. Suspension, either full or partial, of *CENTRON* 300 Service is not permitted.
3. Customers will be responsible to furnish all terminal equipment and jacks used with the *CENTRON* 300 Service.
4. The rates and charges specified for *CENTRON* 300 Service are in addition to the regular rates and charges for the services with which the *CENTRON* 300 Service is associated, e.g., WATS, FCO, etc.
5. One primary directory listing is furnished without charge for each *CENTRON* 300 system. Directory listings of main station lines may be provided at the regular business additional listing rate (CLT) as specified in 5.7.1 of this Price List.
6. Transfer of calls will be provided on listed directory numbers on a total system disconnect only.
7. Customers not wishing to change their listed directory number to be part of a total *CENTRON* system, which is part of their same wire center, may keep their existing number(s) as an option. A nonrecurring charge as specified in D., Rates and Charges will apply.

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109.1 DIAL SWITCHING SYSTEMS

109.1.8 CENTRON 300 SERVICE (Cont'd)

C. Rates and Charges - General

1. The base serving area for *CENTRON* 300 Service is the area within one airline mile radius of the local or foreign central office from which the *CENTRON* main station originates.
2. *CENTRON* 300 Service will only be provided to customers located up to a maximum of 2 miles from the central office.
3. *CENTRON* 300 Service provided outside of the base serving area will be subject to mileage charges as specified herein.
4. At the time a main station line is initially installed it will be equipped with a main station line class of service, intercommunication, touch-tone, and if desired sequential, nonsequential or multiline hunting arrangement as determined jointly by the customer and the Company.
5. Station lines provided in a locality rate area or exchange zone are subject to the applicable local service increment specified in 5.1.6 of this Price List.
6. The number of simultaneous exchange and long distance message network calls to and from main station line locations and attendant positions are limited by the number of Network Access Registers subscribed to by the customer.
7. In the event CO blocking occurs for a customer, a traffic measurement study will be performed. When the blocking is due to an increase in customer usage, additional Network Access Registers will be added and the customer billed accordingly. This blocking is defined as an excess of 7% overflow (compared to a total of originating or terminating attempts) during busy hour over 20 business days.
8. *CENTRON* 300 Service network access is available on a flat rate basis.

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109.1.8 CENTRON 300 SERVICE

C. Rates and Charges - General (Cont'd)

9. Provision of this service is based on the use of the required number of Network Access Registers based upon the number of main station lines. A *CENTRON 300* system is limited to a maximum of 300 station regardless of the number of locations served by that system.

NUMBER OF MAIN AND ATTENDANT ACCESS STATION LINES	REQUIRED MINIMUM NUMBER OF NETWORK ACCESS REGISTERS
up to 40	10
41 - 60	11
61 - 90	13
91 - 120	15
121 - 150	17
151 - 180	18
181 - 210	20
211 - 240	22
241 - 270	24
271 - 300	26

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109.1 DIAL SWITCHING SYSTEMS

109.1.8 CENTRON 300 SERVICE (Cont'd)

D. Rates and Charges - Common Equipment and Lines

1. Nonrecurring Charges

	USOC	NONRECURRING CHARGE
• Terminating listed directory numbers from outside the <i>CENTRON</i> common block[1]	M5A	\$45.00

[1] The above charge is in addition to all other applicable charges for the main station line.

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109.1.8 CENTRON 300 SERVICE

D. Rates and Charges - Common Equipment and Lines (Cont'd)

2. Common Equipment

	USOC	NONRECURRING CHARGE[1]	INSTALLATION CHARGE[1]	MONTHLY RATE
• <i>CENTRON</i> Common Equipment, per system				
- Up to 100 lines[1]	ERC	\$18.50	\$1,000.00	\$49.50
- 101 to 300 lines[1]	ERC	18.50	2,000.00	49.50
• Split Service Common Equipment, each[1]	EBS	18.50	416.00	3.70

[1] See 5.4.8 of this Price List for applicable rates and charges.

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109.1.8 CENTRON 300 SERVICE

D. Rates and Charges - Common Equipment and Lines (Cont'd)

3. Main and Off Premises Extension Station Lines

- a. After September 1, 1986, new installation of *CENTRON* 300 station lines will be rated based upon individual customer requirements, costs and rate levels on a case by case basis.
- b. The rates and charges specified in c., following, are for existing *CENTRON* 300 Service customers at existing locations. Additional *CENTRON* 300 station lines may be provided at rates and charges specified in c., following.
- c. Station Line Rates and Charges

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Main station and intercommunication line terminated at customer's premises	EXO	\$48.00	\$ 9.50
• Attendant Access line	EAR	48.00	23.00
• Open Switching Interval Protection (OSIP), per line equipped[1]	53W	[1]	[1]
• Off Premises Extension station line	EWT	48.00	4.50

[1] See 5.4.8 of this Price List for applicable rates and charges.

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109.1.8 CENTRON 300 SERVICE

D. Rates and Charges - Common Equipment and Lines (Cont'd)

4. Nonrecurring CO Change Charge

a. The following nonrecurring charges for change applies:

- Per activity, per access line changed

**NONRECURRING
CHARGE**

\$32.00

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109.1.8 CENTRON 300 SERVICE

D. Rates and Charges - Common Equipment and Lines (Cont'd)

5. Mileage Charges

- a. The method of serving station lines terminating outside of the *CENTRON* 300 base serving area will be determined by the Company. The application of mileage or incremental charges is the same whether the station lines are served by individual cable pairs or through concentrator equipment.
- b. Mileage charges apply to the following:
 - Main station line (EXO)
 - Attendant access line (EAR)
 - Off Premises Extension station line (EWT)

	USOC	MONTHLY CHARGE
• Outside the base serving area per 1/4 mile or fraction thereof, each[1,2]	1LV3Y	\$1.50
• Outside the <i>CENTRON</i> serving CO area		
- Transport mileage	N/A	[1,3]
- The (1LV3Y) as indicated above	1LV3Y	1.50
- The applicable access line rate and service charge	N/A	[4]

[1] Maximum of four 1/4 mile increments.

[2] See D.6. for Monthly Stabilization.

[3] See the Private Line Transport Services Price List for applicable rates and charges.

[4] EXO, EAR and EWT rates and charges are in addition to mileage rates and charges.

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109.1 DIAL SWITCHING SYSTEMS

109.1.8 CENTRON 300 SERVICE (Cont'd)

E. Optional Service Features

1. General

- a. The following optional service features are provided for *CENTRON* 300 Service which is furnished from a stored program controlled central office subject to the availability of facilities and generic feature programs.
- b. The provision of such facilities and programs will be determined by the Company based upon regular engineering practices and economic considerations.

2. Optional Service Features

Automatic Callback[1]
Call Forwarding Busy Line
Call Forwarding By Calling Number[2]
Call Forwarding Don't Answer
Call Forwarding Busy Line and Don't Answer
Call Forwarding - Variable
Call Hold
Call Pick-up
Call Waiting - All Calls
Call Waiting - Dial Originating
Call Waiting - Terminating

[1] Available with 2BE4 generic in 2B ESS office.

[2] For Terms and Conditions, Rates and Charges, see Centrex Plus Service in 9.1.16.

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109.1.8 CENTRON 300 SERVICE

E.2. (Cont'd)

CUSTOMROUTE[1]
Customer Changeable Speed Calling
Dial Access to Loudspeaker Paging Equipment
Directed Call Pick-Up (Must have Call Pick-Up)
Distinctive Ringing/Distinctive Call Waiting Tone
Hot Line
Line Class Code Screening
Most Economical Routing
Number Plan Screening
Remote Access
Uniform Call Distribution
800 Service Circuit

[1] For Terms and Conditions, Rates and Charges, see Centrex Plus Service in 9.1.16.

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109.1 DIAL SWITCHING SYSTEMS

109.1.8 CENTRON 300 SERVICE

E. Optional Service Features (Cont'd)

3. Terms and Conditions

- a. The optional service feature of call waiting terminating will only be provided where all telephones on a system which are so equipped, are arranged for either incoming calls only or incoming and intercommunication calls. Call waiting-terminating and the basic service feature of call forwarding-busy line are not provided on the same telephone.
- b. The optional service feature of call hold is common to each telephone in a basic multiline hunt group and the rates and charges specified for that feature apply to each telephone in the group.

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109.1 DIAL SWITCHING SYSTEMS

109.1.8 CENTRON 300 SERVICE

E.3. (Cont'd)

- c. Distinctive Ringing and Call Waiting Tone are furnished in different classes which permit main station line users to identify the source of calls as follows:

CLASS	CALL SOURCE
A	Intercommunication
C	Dial Call Waiting Call Waiting-Originating

- (1) Distinctive ringing is furnished to indicate the source of calls to idle main station lines. Distinctive tone is furnished to indicate the source of calls to busy main station lines equipped for Call Waiting optional service features.
- (2) A distinctive ringing/tone is furnished to each class and is used to identify all call sources within each class.
- (3) Class C tone associated with Call Waiting-Originating or Dial Call Waiting will only be provided where all such main station lines in the same customer group are commonly arranged for Class C tone.

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109.1 DIAL SWITCHING SYSTEMS

109.1.8 CENTRON 300 SERVICE

E.3. (Cont'd)

d. Hot Line Service (Direct Connect)

Allows equipped station to automatically place a call to a preassigned number by going off-hook.

e. Remote Access

Allows a customer user to dial access to the *CENTRON* system from an outside line and receive access to features and facilities of that system.

F. Rates and Charges - Optional Service Features

1. The following nonrecurring charge applies per USOC, per customer request, to establish or change one or more optional features.

a. The nonrecurring charge will not apply to:

- Discontinue all optional features; or
- Discontinue one or more optional feature(s) when the remaining feature(s) stay the same.

**NONRECURRING
CHARGE**

• Optional features

- | | |
|--|---------|
| - Established with the initial installation of the <i>CENTRON</i> 300 access line | - |
| - Established subsequent to the initial installation of the <i>CENTRON</i> 300 access line | \$18.50 |
| - Changed | 18.50 |

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109.1 DIAL SWITCHING SYSTEMS

109.1.8 CENTRON 300 SERVICE

F. Rates and Charges - Optional Service Features (Cont'd)

2. Service Establishment Charges

	USOC	SERVICE ESTABLISHMENT CHARGE
• Service Establishment Charges Per System		
- Automatic Callback[1]	ACY	\$237.00
- Distinctive Ringing/Distinctive Call Waiting Tone[2]	DRR	83.00

[1] Available only in 1/1A ESS office, 2BE4 generic and DMS 100.

[2] Not available in 2B ESS office.

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F. Rates and Charges - Optional Service Features (Cont'd)

3. Optional Features

	USOC	INSTALLATION CHARGE	MONTHLY RATE
• Automatic Callback[1]			
- Common equipment, per system	ACY	\$65.00	\$ 2.95
- Per main station line	SAK	1.35	1.10
• Call Forwarding Variable			
- Per system	N/A	70.00	-
- Per main station line or attendant access line	EAT	-	1.05
• Call Hold			
- Per system	N/A	112.50	-
- Per main station line or each line in a multiline hunt group arranged	EAB	-	0.75
• Call Pick-Up			
- Per system	N/A	61.00	-
- Per pick-up group	E3N	61.00	0.25
- Per main station line arranges	E3P	-	0.35
• Call Waiting-All Calls			
- Per system	N/A	59.00	-
- Per main station line arranged	E6N	-	2.20

[1] Available with 2BE4 generic of 2B ESS.

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F.3. (Cont'd)

	USOC	INSTALLATION CHARGE	MONTHLY RATE
• Call Waiting-Dial Originating			
- Per system	N/A	\$ 59.00	-
- Per main station line arranged	E6C	-	\$0.25
• Call Waiting-Terminating			
- Per system	N/A	30.50	-
- Per main station line arranged	ESX	-	1.20
• Customer Changeable Speed Calling			
- Speed Call 6, per list	ESHC6	54.00	0.30
- Speed Call 6, per main station line	EST1L	-	0.10
- Speed Call 30, per list	ESHC3	54.00	0.30
- Speed Call 30, per main station line	ESF1L	-	0.10

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F.3. (Cont'd)

	USOC	INSTALLATION CHARGE	MONTHLY RATE
• Dial Access to Loudspeaker Paging Equipment			
- Per system[1,2]	ELP	\$60.00	\$62.14
• Directed Call Pick-Up[3]			
- Per system	N/A	31.00	-
- Per pick-up group	DPG	45.00	0.25
- Per main station line/ barge-in[1]	DMA	-	0.25
- Per main station line/ non barge-in	E6D	-	0.10

[1] USOC LCS is required in addition to the above rate.

[2] Customer to provide interface and all premises equipment.

[3] Requires regular Call Pick-Up.

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F.3. (Cont'd)

	USOC	INSTALLATION CHARGE	MONTHLY RATE
• Distinctive Ringing/Distinctive Call Waiting Tone[1]			
- Common Equipment, per system	DRR	\$131.00	\$0.40
- Class C Tone			
- Call Waiting-Originating or Dial Call Waiting, per line	ODT	2.60	0.10
• Hot Line Service (Direct Connect)[1]			
- Per system	N/A	60.00	-
- Per line equipped	ETV	-	1.00
• Line Class Code Screening			
- Per additional Main Station Line Class of service code	SCR	131.00	0.40

[1] Not available in 2B ESS office.

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F.3. (Cont'd)

	USOC	INSTALLATION CHARGE	MONTHLY RATE
• Number Plan Screening[1]			
- Group, each	SCW	\$705.00	\$43.00
- 3 digit translation requirement	SCY	172.00	1.20
• Optional Feature Circuit			
- Each 1/4 mile or fraction thereof beyond one mile from the serving central office[2,3]	1L4VY	-	1.50

[1] Not available in 2B ESS office.

[2] Maximum of four 1/4 mile increments.

[3] See the Private Line Transport Services Price List for applicable FCO mileage rates and charges.

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F.3. (Cont'd)

	USOC	INSTALLATION CHARGE	MONTHLY RATE
• Remote Access[1,2] - Per access code	ETY	\$100.00	\$22.30
• Uniform Call Distribution - Per hunting group	EH7	70.00	0.20
- Per main station line in hunting group	A6V	18.00	0.40

[1] In the event an incoming call is transferred to a remote location, transmission performance cannot be guaranteed.

[2] Not available in 2B ESS office.

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F.3. (Cont'd)

	USOC	CHANGE CHARGE	INSTALLATION CHARGE	MONTHLY RATE
• Call Forwarding Busy Line				
- Per system	N/A	-	\$147.00	-
- Per main station line	E6GUR	-	-	\$0.25
• Call Forwarding Don't Answer				
- Per system	N/A	-	147.00	-
- Per Main Station line	E9GUR	-	-	2.50

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109.1.8 CENTRON 300 SERVICE

F.3. (Cont'd)

	USOC	INSTALLATION CHARGE	MONTHLY RATE
• Call Forwarding Busy Line and Don't Answer			
- Per system	N/A	\$190.00	-
- Per Main Station line	E5E	-	\$ 2.65
• Miscellaneous Line Terminating Arrangements[1]			
- Voice Grade Circuit, each	ESJ	46.00	79.00
- Foreign Exchange Trunk Circuit, each	ESQ	41.00	52.00
- WATS (outgoing) Circuit, each	ES2	41.00	3.00
- 800 Service Circuit, each Terminated to Main Station Line[2,3]	ETZ	41.00	3.00

[1] Where a *CENTRON* 300 main station line is extended as a Voice Grade Circuit to another switching system, the rates and charges specified for a *CENTRON* 300 main station line apply in addition to the rates and charges specified for *CENTRON* Voice Grade Circuit termination arrangement.

[2] For every four 800 Service circuits terminated in a *CENTRON* system, network access registers should be increased by one.

[3] In the event an incoming 800 Service call is transferred to a remote location, transmission performance cannot be guaranteed.

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109.1 DIAL SWITCHING SYSTEMS (Cont'd)

109.1.10 ELECTRONIC SWITCHING SYSTEM (ESS) SERVICE

A. Optional Service Features

Optional Service Features in this section are obsolete and will not be offered to new customers as of March 10, 1992. Effective June 10, 1992, all Month-to-Month customers must convert to Centrex Plus Service. Existing contracted customers may continue to subscribe to Optional Service Features until their contract term expires. Maintenance will be provided for contracted systems.

1. The following Optional Service Features are provided for Centrex, and Airport Dial CO service which is furnished from a No. 1 or No. 1A Electronic Switching System (ESS) CO subject to the availability of facilities and generic feature programs.
 - Automatic callback
 - Call forwarding busy line
 - Call forwarding don't answer
 - Call forwarding busy line and don't answer
 - Call forwarding reminder ring
 - Call hold

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109.1 DIAL SWITCHING SYSTEMS

109.1.10 ELECTRONIC SWITCHING SYSTEM (ESS) SERVICE

A.1. (Cont'd)

- Optional hunting arrangements
 - Call forwarding - variable
 - Make busy arrangements
- Toll diversion

2. Terms and Conditions

- a. The provision of such facilities and programs will be determined by the Company based upon regular engineering practices and economic considerations.

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109.1 DIAL SWITCHING SYSTEMS

109.1.10 ELECTRONIC SWITCHING SYSTEM (ESS) SERVICE

A.2. (Cont'd)

- b. The optional service feature of call hold is common to each telephone in a basic multiline hunt group and the rates and charges specified for that feature apply to each telephone in the group.
- c. The optional service features contained herein are subject to appropriate charges as specified elsewhere for installations, moves, and rearrangements.

3. Rates and Charges

a. Service Establishment Charges Per System

- Automatic callback

CHARGE

\$227.52

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109.1 DIAL SWITCHING SYSTEMS

109.1.10 ELECTRONIC SWITCHING SYSTEM (ESS) SERVICE

A.3. (Cont'd)

b. Optional Series Features

	USOC	NON- RECURRING CHARGE	INSTAL- LATION CHARGE	MONTHLY RATE STABILITY PLAN	MONTHLY RATE
• Automatic callback					
- Common equipment, per system	ACY	\$17.76	\$ 62.40	\$35.52	\$2.83
- Per main station line	SAK	17.76	1.30	0.72	1.06
• Call hold					
- Per system	N/A	-	108.00	-	-
- Per main station line arranged	EAB	17.76	-	0.48	0.72
• Call forwarding variable					
- Per system	N/A	-	67.20	-	-
- Per main station line or attendant access line	EAT	17.76	-	1.73	1.01

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A.3.b. (Cont'd)

	USOC	NON- RECURRING CHARGE	INSTAL- LATION CHARGE	MONTHLY RATE STABILITY PLAN	MONTHLY RATE
• Make busy arrange- ments[1]					
- Stop hunt per group	EHD	\$17.76	\$59.04	\$3.84	\$4.76

[1] Rates and charges for a Low Speed Data channel apply whenever used between the serving CO and the customer's premises and/or rates and charges for auxiliary signal control equipment apply whenever located on the customer's premises.

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109.1.10 ELECTRONIC SWITCHING SYSTEM (ESS) SERVICE

A.3.b. (Cont'd)

	USOC	NON- RECURRING CHARGE	INSTAL- LATION CHARGE	MONTHLY RATE STABILITY PLAN	MONTHLY RATE
• Toll diversion					
- Per system	N/A	-	\$ 15.26	-	-
- Per main station line diverted	ETA	\$17.76	-	\$0.72	\$0.89
• Call forwarding busy line					
- Per main station line	E6GUR	17.76	-	0.24	0.24
- Per system	N/A	-	141.12	-	-
• Call forwarding don't answer					
- Per main station line	E9GUR	17.76	-	0.96	2.40
- Per system	N/A	-	141.12	-	-
• Call forwarding busy line and don't answer					
- Per main station line	E5E	17.76	-	1.06	2.54
- Per system	N/A	-	182.40	-	-

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109.1 DIAL SWITCHING SYSTEMS

109.1.10 ELECTRONIC SWITCHING SYSTEM (ESS) SERVICE (Cont'd)

B. Electronic Tandem Switching (ETS) Features

1. Description

- a. The following Electronic Tandem Switching (ETS) features are furnished only from either No. 1 or No. 1A Electronic Switching System (ESS) COs subject to the availability of facilities and generic feature programs.
- b. The provision of such facilities and programs will be determined by the Company based upon regular engineering practices and economic considerations. These features may be provided to Centrex CO type systems served by either a No. 1 or No. 1A ESS CO.

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109.1 DIAL SWITCHING SYSTEMS

109.1.10 ELECTRONIC SWITCHING SYSTEM (ESS) SERVICE

B. Electronic Tandem Switching (ETS) Features (Cont'd)

2. Rates and Charges

a. Call Hold, Call Pick-Up, Call Forwarding-Variable

(1) Description

These features are available, where facilities permit, in connection with Centrex CO Service.

Call Hold

Allows a station user to hold any call in progress by dialing a code, thus freeing the line for the purpose of originating another call.

Call Pick-Up

Enables a station user to answer calls directed to other specified stations by dialing a special code. Those specified stations, known as a pick-up group, should generally be close enough together so that the ring of any station within the group can be heard by any other station in the group.

Call Forwarding-Variable

When activated by a station user, automatically routes that station's incoming calls to any other station he selects within the same Centrex CO system. The station selected may be the attendant.

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109.1 DIAL SWITCHING SYSTEMS

109.1.10 ELECTRONIC SWITCHING SYSTEM (ESS) SERVICE

B.2.a. (Cont'd)

(2) Rates and Charges

	USOC	NON- RECURRING CHARGE	INSTAL- LATION CHARGE	MONTHLY RATE STABILITY PLAN	MONTHLY RATE
<ul style="list-style-type: none">• Call hold, call pick-up and call forwarding-variable[1]<ul style="list-style-type: none">- For all of these features, per main station line equipped	E5G	\$17.76	\$6.96	\$2.41	\$2.99

[1] The rates and charges for these features are applicable to each main station line in the same dial pick-up group.

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109.1 DIAL SWITCHING SYSTEMS

109.1.10 ELECTRONIC SWITCHING SYSTEM (ESS) SERVICE

B.2. (Cont'd)

b. Call Transfer-Individual-All Calls, Consultation Hold-All Calls, and Three-Way Calling

(1) Description

Call Transfer-Individual-All Calls

An extension of the call transfer-individual feature which is a part of the Centrex II CO base service. It enables a station user to transfer any call to another station within the same Centrex CO system without the assistance of the attendant.

Consultation Hold-All Calls

An extension of the consultation hold feature of the Centrex II CO basic service. It allows a station user to hold any call on the same line, originate a call to another station within the same Centrex CO system. After consultation the station user may add this station to the original call (three-way calling) or may return to the original call alone if the second station user hangs up.

Three-Way Calling

An extension of the add-on feature of the Centrex II CO basic service, it allows a station user to add another station within the same Centrex CO system to any existing call for a 3-party conference, without attendant assistance.

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109.1.10 ELECTRONIC SWITCHING SYSTEM (ESS) SERVICE

B.2.b. (Cont'd)

(2) Rates and Charges

	USOC	NON- RECURRING CHARGE	INSTAL- LATION CHARGE	MONTHLY RATE STABILITY RATE	MONTHLY RATE
<ul style="list-style-type: none">• Call transfer- individual-all calls, consultation hold- all calls, and three- way calling[1] - For all of these features per main station line	E2H	\$17.76	\$5.76	\$0.34	\$0.42

[1] These are system features; therefore, when provided, all stations within the system have the usage capabilities and the charge is applicable to all station lines in service.

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109.1 DIAL SWITCHING SYSTEMS

109.1.10 ELECTRONIC SWITCHING SYSTEM (ESS) SERVICE

B.2. (Cont'd)

- c. Voice Grade Circuits and Other Dedicated Private Line Terminations
 - (1) Terms and Conditions
 - (a) Voice Grade Circuits, dedicated private line terminations and various switched service network access lines may be terminated in Centrex CO switching equipment as provided herein. See the Private Line Transport Services Price List for rates and terms and conditions covering Voice Grade Circuits, dedicated private line terminations, or switched service network lines.
 - (b) Voice Grade Circuits are furnished subject to the availability of circuits and provided no unusual expense is involved.
 - (c) Not more than two switching systems may be connected with any one Voice Grade Circuit line.
 - (d) When a Voice Grade Circuit connects a Centrex CO switching system with a measured rate switching system, the Centrex switching equipment will be arranged so that messages routed over the Voice Grade Circuit from the measured rate switching system cannot be completed over the Centrex CO trunk lines.
 - (e) Voice Grade Circuits may terminate in switching systems of the same or different customers and on the same or different premises.
 - (f) Voice Grade Circuits connecting switching systems of different customers are furnished with the understanding that such Voice Grade Circuits are to be used only for communication between telephones directly connected to and located on the same premises as the switching equipment involved. Such Voice Grade Circuits are provided only if each of the systems involved is connected to the CO by trunk service.

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109.1.10 ELECTRONIC SWITCHING SYSTEM (ESS) SERVICE

B.2.c.(1) (Cont'd)

- (g) Voice Grade Circuits connecting switching systems of the same customer contemplate connection between any two telephones connected to and located on the same premises as the switching equipment in which the Voice Grade Circuit terminates. In addition, such a Voice Grade Circuit may be connected (at either end, but not both ends simultaneously) to a CO trunk for a through communication between a telephone connected to and located on the same premises as the switching equipment in which the Voice Grade Circuit terminates and any other telephone to which the CO trunk has access via exchange or toll lines.

(2) Rates and Charges

The following rates and charges for terminating Voice Grade Circuits, dedicated private lines, and switched service network access lines are in addition to the regular rates and charges for such services.

	USOC	NON- RECURRING CHARGE	MONTHLY RATE STABILITY PLAN	MONTHLY RATE
• Voice Grade Circuits and Private Line Transport Terminals				
- Dial terminals, including the required switching facilities				
- Centrex System[1]	RXN	\$17.76	\$20.60	\$21.87

[1] Direct inward dialing from the exchange or message toll network will not be permitted to Voice Grade Circuits and dedicated private lines terminated in Centrex Systems.

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109.1.10 ELECTRONIC SWITCHING SYSTEM (ESS) SERVICE

B.2.c.(2) (Cont'd)

	USOC	NON- RECURRING CHARGE	MONTHLY RATE STABILITY PLAN	MONTHLY RATE
• Switched Service Network Access Line Terminal				
- For terminations of Common Control Switching Arrangements				
- Dial terminals, including the required switching facilities [1]	9A9	\$17.76	\$27.47	\$34.02

For rearrangements of Voice Grade Circuits appearances between the interconnect jack or protect connector and PBX switch, but excluding rearrangements internal to the PBX switch, the nonrecurring charge is as follows:

	NONRECURRING CHARGE
• Rearrangement of Voice Grade Circuit appearances	\$7.39

[1] The dial terminals above include the following equipment and facilities: Regular terminals for network inward and outward dialing, attendant transfer of incoming switched service network calls to other local telephones of the switching system, digit absorbing facilities for calls to the attendant (where required), and rotary out-trunk switching at the switching system (where required), each.

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109.1 DIAL SWITCHING SYSTEMS

109.1.10 ELECTRONIC SWITCHING SYSTEM (ESS) SERVICE

B.2.c.(2) (Cont'd)

	USOC	NON- RECURRING CHARGE	MONTHLY RATE STABILITY PLAN	MONTHLY RATE
• Miscellaneous line terminating arrangements				
- FX trunk CO trunk group, each	ESQ	-	-	-
- FX trunk circuit, each	ESQ	\$17.76	\$39.36	\$49.98

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109.1 DIAL SWITCHING SYSTEMS

109.1.10 ELECTRONIC SWITCHING SYSTEM (ESS) SERVICE (Cont'd)

C. Message Desk Service

1. Description

Message Desk Service provides the capability of call coverage for stations by a Message Desk Center. The service allows for:

- a. Forwarding of calls from a station to the Message Desk Center.
- b. Direct calling to the Message Desk Center.
- c. Queuing and uniform call distribution of incoming calls to individual message desks at a Message Desk Center.
- d. Display of call type and direct calling or forwarded party/number identification of the message desk.
- e. Message entry and retrieval by message desk attendants.
- f. Audible message waiting indicator capability on customer station line (optional).

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109.1 DIAL SWITCHING SYSTEMS

109.1.10 ELECTRONIC SWITCHING SYSTEM (ESS) SERVICE

C. Message Desk Service (Cont'd)

2. Four functional elements are required to provide Message Desk Service:
 - a. Stored program controlled central office (where facilities permit).[1]
 - b. Signaling between the CO and the customer premises to provide call information and message waiting indication.[2]
 - c. Customer premises message desk equipment to provide requisite display, control and message entry/retrieval functions.[3]
 - d. Message desk line must be in a multiline hunt group.
3. User Perspective

There are two main users involved in Message Desk Service:

- a. Service Bureau is the provider of Message Desk Service who processes calls on behalf of the station users. The Service Bureau is a separate entity from the station users.
- b. End User is where the provider of the Message Desk Service and the station users who forwards calls are exclusively one and the same.

[1] Currently offered to *CENTRON* customers only.

[2] A Voice Grade Circuit is required.

[3] The customer is responsible for providing compatible premises equipment and compatible 202T type data set.

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109.1 DIAL SWITCHING SYSTEMS

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C. Message Desk Service (Cont'd)

4. Explanation of Terms

Message Desk Service

The collection of CO features and customer premises equipment used to provide call coverage for calls which would otherwise go unanswered.

Message Desk Center

The combination of customer premises equipment and personnel that provide the answering and message entry/retrieval function for the Message Desk Service.

Message Desk

Refers to console or terminal equipment used by message attendants in a common multiline hunt group.

Message Desk Attendant

The person who performs the answering, status update, message entry and retrieval functions at a message desk.

Station User

A client or user of the Message Desk Center, who has calls forwarded to the center for call coverage.

Message Desk Line

The individual line associated with a message desk attendant.

Message Waiting Indication

Special recall dial tone used to alert station users that a message is waiting.

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C. Message Desk Service (Cont'd)

5. Terms and Conditions

a. Station User

Station users of Message Desk Service may forward calls to the Message Desk Center by using call forwarding don't answer (CFDA), call forwarding busy line (CFBL), or call forwarding variable (CFV) feature activation.[1]

Whenever the station user has a message waiting at the Message Desk Center, the station user has an option to receive a message waiting indicator at the station.

To update personal status information, leave messages for incoming callers, or retrieve messages left by incoming callers, the station user may access remote printouts or terminal displays of the message associated with his/her station.

b. Message Desk Center

A Message Desk Center may have one or more message desks. The Message Desk Center provider must have some form of multiline hunt group per message desk. Uniform Call Distribution (UCD) and queuing for individual message desk lines in the Message Desk Center is recommended.[1]

[1] Rates for Message Desk Service do not include these features.

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C.5. (Cont'd)

c. Message Desk Attendants

Each message desk attendant in a Message Desk Center should be able to answer calls for any of its clients. An individual message desk should provide the attendant with:

- A display of call information in order to provide customized responses.
- The capability to access, update, and clear message associated with any station user.

6. Rates and Charges

	USOC	NONRECURRING CHARGE	INSTALLATION CHARGE	MONTHLY RATE
• Common Equipment- Per Data Link Channel - End user	AML	\$6.50	\$588.00	\$350.00
• Message Waiting Indication - Initial installation, per line[1]	AWT	0.65	–	1.00
- Subsequent installation per line	AWT	6.50	–	1.00

[1] Establish at time *CENTRON* Service is established.

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109.1 DIAL SWITCHING SYSTEMS

109.1.10 ELECTRONIC SWITCHING SYSTEM (ESS) SERVICE (Cont'd)

D. Station Message Detail Recording to Premises (SMDR-P)

1. Description

SMDR-P provides customers with the capability of receiving call detail on calls that originate from a customers *CENTRON* system on a daily basis. Call detail includes: date, time, call duration, station line from which calls originated, dialed digits and carrier selected. SMDR-P call detail will be provided on Toll, WATS, Voice Grade/FX Channels and Directory Assistance calls.

The customer is able to use this SMDR-P call detail for cost allocation, internal usage monitoring and traffic analysis.

2. Terms and Conditions

The terms and conditions specified herein are in addition to the applicable terms and conditions as specified in this Price List.

The Company will furnish SMDR-P where there is available processing capacity as determined by the Company.

The customer must obtain and maintain a compatible modem and call accounting package for use with SMDR-P. A business exchange access line, *CENTRON* main station line or Voice Grade Channel is also required, in addition to the rates and charges for SMDR-P.

SMDR-P is not represented to be a provision of billing detail.

Temporary suspension, either full or partial, of SMDR-P is not permitted.

The Company reserves all rights to take the SMDR-P computer down for maintenance or software updates a maximum of 2 hours per day as required during off peak hours.

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109.1.10 ELECTRONIC SWITCHING SYSTEM (ESS) SERVICE (Cont'd)

D. Station Message Detail Recording to Premises (SMDR-P)

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The customer is able to use this SMDR-P call detail for cost allocation, internal usage monitoring and traffic analysis.

2. Terms and Conditions

The terms and conditions specified herein are in addition to the applicable terms and conditions as specified in this Price List.

The Company will furnish SMDR-P where there is available processing capacity as determined by the Company.

The customer must obtain and maintain a compatible modem and call accounting package for use with SMDR-P. A business exchange access line, *CENTRON* main station line or Voice Grade Channel is also required, in addition to the rates and charges for SMDR-P.

SMDR-P is not represented to be a provision of billing detail.

Temporary suspension, either full or partial, of SMDR-P is not permitted.

The Company reserves all rights to take the SMDR-P computer down for maintenance or software updates a maximum of 2 hours per day as required during off peak hours.

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109.1.10 ELECTRONIC SWITCHING SYSTEM (ESS) SERVICE

D.2. (Cont'd)

Customer training will be provided in the form of a customer user guide and brochures provided at the time of SMDR-P installation.

SMDR-P customers must specify the time of day interval of when they wish to receive their SMDR-P call detail.

Each customers' daily call detail will be stored on tape and archived for a period of 30 days, and available for retransmission to the customer.

3. Rates and Charges

The rates and charges specified for SMDR-P are in addition to the regular rates and charges for the services with which SMDR-P is associated.

The daily delivery of call detail will be the standard SMDR-P offering.

Delivery intervals other than the standard interval will be priced based upon individual customer requirements, costs and rate levels on a case by case basis for SMDR-P.

SMDR-P could be offered under contract depending on individual customers requirements. Rates and charges for SMDR-P will then be developed on a case by case basis priced above cost.

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109.1.10 ELECTRONIC SWITCHING SYSTEM (ESS) SERVICE

D.3. (Cont'd)

	USOC	NONRECURRING CHARGE
• SMDR-P Installation, per system	1CRSS	\$875.00
• Subsequent Installation of SMDR-P, per main station line	1CRSL	0.85
	USOC	MONTHLY RATE
• Standard delivery interval of SMDR-P call detail, per main station line		
- Daily	SRDDX	\$1.10
• Other than standard delivery interval of SMDR-P call detail, per main station line	SRDDX	ICB
	USOC	NONRECURRING CHARGE
• SMDR-P call detail sent to the customer at customers request, per request	SR7CX	\$ 300.00

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109.1 DIAL SWITCHING SYSTEMS (Cont'd)

109.1.12 CENTRON 6 AND 30 SERVICE

A. General

1. *CENTRON 6* and 30 Service are optional features furnished from a stored program controlled central office available to one-party business and residence customers wishing to combine up to thirty exchange access lines into a group. The Company may furnish *CENTRON 6* and 30 Service where there is available central office equipment with the proper program updates, as determined by the Company.
2. *CENTRON 6* and 30 Service cannot be used with remote switching systems (RSS), Centrex services or other *CENTRON* services. In addition, *CENTRON 6* and 30 Service cannot be used on trunks, or with Public Communications Service, multiparty service, or InterLATA Foreign Exchange (FX) service.
3. Level access on *CENTRON 6* or 30 Service is not allowed.
4. A customer may choose to combine access lines terminating at different locations into a single *CENTRON 6* or *CENTRON 30* package. All access lines terminating in *CENTRON 6* or 30 Service however, must be served by the same central office.
5. Flat Rate Service and Message or Measured Rate Service access lines may not be mixed in the same *CENTRON 6* or 30 package. The combination of residence and business access lines is allowed.
6. The quality of transmission for calls utilizing *CENTRON 6* or 30 Call Forwarding or *CENTRON 6* or 30 Conferencing may vary depending on the distance and routing involved. The Company makes no representation as to the quality of the transmission on such calls.

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109.1 DIAL SWITCHING SYSTEMS

109.1.12 CENTRON 6 AND 30 SERVICE

A. General (Cont'd)

7. *CENTRON* 6 and 30 Service standard and optional features cannot be used in combination with existing Custom Calling Services, described in 5.4.3 of this Price List.
8. *CENTRON* 6 and *CENTRON* 30 Service are allowed only with touch-tone equipped access lines.
9. Where Message or Measured Service exchange access lines terminate in *CENTRON* 6 or 30 Service, message charges are not applied to calls completed utilizing the Intercom feature.
10. Suspension of Service will not be allowed for *CENTRON* 6 or 30 Service.
11. Effective November 20, 1989, *CENTRON* 6 and 30 Service is obsolete for business customers. Effective July 20, 1990, *CENTRON* 6 and 30 Service is obsolete for residence customers. Existing *CENTRON* 6 and 30 residence and business customers may continue their service on the same premises for the same customer. New installations, changes or moves will be converted to CCMS/*CENTRON* I service. Nonrecurring charges will be waived for conversions of existing services.
12. When *CENTRON* 6 and 30 Service is provided on lines arranged for hunting service, all lines in the hunt group must be equipped for *CENTRON* 6 or 30 Service.
13. The minimum service period for *CENTRON* 6 and 30 Services is one month.
14. 800 Service circuit terminating on *CENTRON* 6 or 30 Service can be furnished with *CENTRON* 6 and 30 standard and optional features excluding the intercom feature.

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109.1 DIAL SWITCHING SYSTEMS

109.1.12 CENTRON 6 AND 30 SERVICE (Cont'd)

B. Standard Features

CENTRON 6 Intercom

A user of the *CENTRON 6* Service can dial up to five (5) other lines in the same package by dialing an access code followed by a single digit. Two user stations with the same line number cannot access each other utilizing the Intercom feature.

CENTRON 30 Intercom

A user of the *CENTRON 30* Service can dial up to twenty-nine (29) other lines in the same package by dialing an access code followed by two digits. Two user stations with the same line number cannot access each other utilizing the Intercom feature.

CENTRON 6 and 30 Touch-Tone

Touch-Tone Calling Service is a distinctive type of telephone service using audible voice frequency tones to actuate the CO equipment, and is provided as a part of the standard package. Regular touch-tone charges do not apply.

CENTRON 6 and 30 Call Hold

A user of *CENTRON 6* or *30* Service can place any established call on hold by dialing a control code. This frees the line to originate another call or use the call pickup feature.

CENTRON 6 And 30 Call Pickup Group

This feature enables a user of *CENTRON 6* or *30* Service to answer a call which has been directed to another line in the package. Additional Call Pickup Groups are available as an optional feature.

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109.1.12 CENTRON 6 AND 30 SERVICE

B. Standard Features (Cont'd)

CENTRON 6 and 30 User Transfer

The user of *CENTRON 6* or 30 Service can transfer any established call to another line within or outside the package.

CENTRON 6 and 30 Conferencing

The user of *CENTRON 6* or 30 Service can hold an in progress call and complete a second call while maintaining privacy from the first call. In addition, the user may choose to add on the previously held call into a three-way conference.

C. Optional Features

Additional Call Pickup Groups

This feature enables a user of *CENTRON 6* or 30 Service to answer a call which has been directed to another line in the package. These Call Pickup Groups are in addition to the Call Pickup Group provided as a standard feature.

CENTRON 6 and 30 Call Waiting

This feature provides a tone alert to a *CENTRON 6* or 30 user who is on an existing call that another call is waiting.

CENTRON 6 and 30 Call Forwarding

This feature allows the user to program automatic transfer of all calls made to the called line to a different line, within or outside the *CENTRON 6* or 30 group.

[1] When it is determined that a subscriber to Alternate Answering is forwarding calls to a residence line from a business line to the extent that the primary use of the residence line is substantially of a business nature, the residence line will be reclassified as business service and business rates will apply.

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109.1.12 CENTRON 6 AND 30 SERVICE

C. Optional Features (Cont'd)

CENTRON 6 and 30 Alternate Answering - (Call Forwarding, Busy Line/Don't Answer)[1]

This feature automatically transfers incoming calls that encounter a (1) busy condition and/or a (2) don't answer condition after a preselected number of rings (from 1 to 7) to an alternate designated line within the package.

CENTRON 6 and 30 Alternate Answering - (Call Forwarding, Busy Line)[1]

This feature automatically transfers incoming calls that encounter a busy condition to an alternate designated line within the package.

CENTRON 6 and 30 Alternate Answering - (Call Forwarding, Don't Answer)[1]

This feature automatically transfers incoming calls that encounter a don't answer condition after a preselected number of rings (from 1 to 7) to an alternate designated line within the package.

CENTRON 6 Convenience Dialing

This feature allows a user to abbreviate dialing patterns for frequently called and emergency numbers. By dialing an access code and two digits, a customer can dial up to thirty (30) preprogrammed numbers. All lines in a package may share the same list or the list may be available to an individual line only. Customers may make changes to their list by dialing special codes.

CENTRON 30 Convenience Dialing

Same as *CENTRON 6* Convenience Dialing above except that a *CENTRON 30* Service customer can only dial up to six (6) preprogrammed numbers by dialing an access code and single digit.

[1] When it is determined that a subscriber to Alternate Answering is forwarding calls to a residence line from a business line to the extent that the primary use of the residence line is substantially of a business nature, the residence line will be reclassified as business service and business rates will apply.

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109.1.12 CENTRON 6 AND 30 SERVICE (Cont'd)

D. Rates and Charges

1. The following nonrecurring applies per USOC, per customer request to:

- a. Establish optional feature(s).
- b. Add or change optional feature(s) to an existing arrangement.
- c. Change the customer specified Alternate Answering Feature.
- d. Feature change when other nonrecurring charges do not apply.

**NONRECURRING
CHARGE**

- Residence and/or Business

\$15.00

e. The nonrecurring charge will not apply to:

- Discontinue all optional features; or
- Discontinue one or more features when the remaining feature(s) stay the same.

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109.1.12 CENTRON 6 AND 30 SERVICE

D. Rates and Charges (Cont'd)

2. The following rates are for *CENTRON* 6 or 30 Service only and are in addition to the applicable rates and charges for access lines and other services or equipment with which they are associated.

	USOC	MONTHLY RATE	
		RESIDENCE	BUSINESS
a. Standard Features - Initial Installation			
• <i>CENTRON</i> 6 Service (2 thru 6 lines), per line	MVP	\$6.00	\$6.00
• <i>CENTRON</i> 30 Service (2 thru 30 lines)			
- Per line	MVPAL	-	9.00
- Per system	MVPAL	-	-
b. Standard Features - Subsequent Installation			
• <i>CENTRON</i> 6 Service (2 thru 6 lines), per line	MVP	6.00	6.00
• <i>CENTRON</i> 30 Service (2 thru 30 lines), per line	MVPAL	-	9.00

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D.2. (Cont'd)

c. *CENTRON 6* and/or *CENTRON 30* Optional Features

	USOC	MONTHLY RATE	
		RESIDENCE	BUSINESS
• Additional Call Pickup Groups, per group[1]	MVPCP	-	\$4.00
• Call Waiting, per line[1]	MVPCW	\$5.00	3.00
• Call Forwarding, per line[1]	MVPCF	2.50	3.00
• Alternate Answering - (Call Forwarding- Busy Line/Don't Answer), per line[1]	MVPAA	1.20	3.40
• Alternate Answering - Call Forwarding (Busy Line), per line[1]	MVPBL	0.40	3.00
• Alternate Answering - Call Forwarding (Don't Answer), per line[1]	MVPDA	0.90	1.50
• <i>CENTRON 6</i> Convenience Dialing - 30# List, per list, each	MVPCD	2.50	2.50
• <i>CENTRON 30</i> Convenience Dialing - 6# List, per list, each	MBWCD	1.50	1.00

[1] This optional feature can be used with either *CENTRON 6* or *30 Service*.

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D. Rates and Charges (Cont'd)

	USOC	MONTHLY RATE	
		RESIDENCE	BUSINESS
3. Miscellaneous Line Terminating Arrangements[1]			
• 800 Service Circuit, each termination to main station line	WTK	\$2.00	\$2.00

4. Training on Customer Premises

If customers request training on their premises, the following charges apply per a 1 hour session.

TRAINING CATEGORY	NONRECURRING CHARGE
• Station Users, each session	\$120.00

5. Documentation

The customer is provided the following documentation to promote an understanding and an ongoing operative knowledge of system:

- Initially, a supply of self paced user instruction booklets and dialing instruction cards will be provided for each system (one per equipped station).
- Subsequently, additional copies will be provided based upon customer needs.

[1] In the event an incoming 800 Service call is transferred to a remote location, transmission performance cannot be guaranteed.

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109.1 DIAL SWITCHING SYSTEMS (Cont'd)

109.1.13 CENTRON CUSTOM SERVICE

CENTRON Custom Service is obsolete and will not be offered to new customers as of January 6, 1992. Effective March 6, 1992, all Month-to-Month customers must convert to Centrex Plus Service. Existing contracted customers may continue to subscribe to *CENTRON* Custom Service until their contract term expires. Maintenance will be for provided contracted systems.

A. Description

1. *CENTRON* Custom Service is a business communications service furnished only from a Stored Program Controlled central office and is offered subject to the availability of facilities and applicable generic feature programs. The provision of such facilities and programs will be determined by the Company based upon regular engineering practices and economic considerations.

CENTRON Custom Service is so arranged as to provide the following basic service features:

- a. Direct inward and outward dialing of exchange and long distance message network calls from stations and attendant positions.
- b. Intercommunication between station lines of the same *CENTRON* Custom system.
- c. Identification, by main station line number on the customer's bill, of outgoing and incoming collect long distance message network calls.
- d. Call transfer-all calls, provides for all transfers including DID to DOD, consultation hold and add-on for any established call without the assistance of an attendant.
- e. Main station line series completion and multiline hunting.
- f. Common recorded announcement for interception of calls to unassigned station numbers.
- g. Touch-tone calling provided on station lines.
- h. Trunk answer any station for incoming primary listed directory calls.

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109.1.13 CENTRON CUSTOM SERVICE

A. Description (Cont'd)

2. Miscellaneous lines are those lines which are not a basic part of the *CENTRON* Custom system, i.e., Voice Grade Circuits, WATS, etc., but which require *CENTRON* Custom switching capabilities in order to function with *CENTRON* Custom service. Each miscellaneous line that is terminated in a *CENTRON* Custom system requires a termination arrangement as specified in this section.
3. Main station line features may be provided for attendant access lines where facilities permit.
4. Group Use service provides intercommunication capability for different customers to dial one another by way of a four or five digit number provided the different customers are served from the same serving central office.
5. Features

Standard *CENTRON* Custom features allowed on main station lines:

- Restrictions (line Class of Service)
 - Semi Restricted
 - Non Restricted
 - Toll Restriction
- Hunting
 - Series Sequential
 - Series Non Sequential
 - Multiline

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109.1.13 CENTRON CUSTOM SERVICE

A. Description (Cont'd)

	LINE CLASS CODE
6. <i>CENTRON</i> Custom Service provides the following standard main line classes of service.	
• Non Restricted - Station may originate calls to intra-group stations, and the message network. This class of service may receive all types of calls.	RNN
• Non Restricted Outgoing - Semi Restricted terminating- Station may originate calls to intragroup stations and the message network. This class of service may receive calls from intragroup stations only.	RNS
• Non Restricted Outgoing - Deny terminating - Station may originate calls to intragroup stations, and the message network. This class of service cannot receive any calls.	RND
• Semi Restricted Outgoing - Non Restricted terminating- Station may originate calls to intragroup stations. This class of service may receive all types of calls.	RSN
• Semi Restricted Outgoing - Deny terminating - Station may originate calls to intragroup stations. This class of service cannot receive any calls.	RSD
• Semi Restricted Outgoing - Semi Restricted Incoming- Station may originate and receive calls from intragroup stations.	RS1
• Deny Origination - Non Restricted terminating - Station cannot originate any calls. Station may receive all types of calls.	RDN

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109.1.13 CENTRON CUSTOM SERVICE

A.6. (Cont'd)

**LINE CLASS
CODE**

- Deny Origination - Semi Restricted terminating -
Station cannot originate any calls. Station may
receive calls from intragroup stations. RDS
- Toll Restricted Origination - Non Restricted terminating -
Station may originate local 7 digit, 911 emergency,
1+411 local information, 1+800 Inwats, and repair
service calls only. Station may terminate all types
of calls. RTR

All classes of service with the exception of Deny Origination, are allowed access to Voice Grade Circuits and WATS etc., providing the station is translated with the proper category codes.

New line class code screening may be negotiated, providing the office is capable of the arrangement requested.

7. Split service common equipment is required when a *CENTRON* Custom customer desires to segregate the *CENTRON* Custom station lines into separate groups, thereby enabling each group to have a difference set of system common features.

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109.1 DIAL SWITCHING SYSTEMS

109.1.13 CENTRON CUSTOM SERVICE (Cont'd)

B. Terms and Conditions

1. All *CENTRON* Custom station lines must be associated with the main switching equipment. Satellite switching equipment is not offered with *CENTRON* Custom Service. Other switching systems connect to a *CENTRON* Custom system by Voice Grade Circuits or group use arrangements are as considered separate systems and are billed as such.
2. Temporary suspension, either full or partial, of *CENTRON* Custom Service is not permitted.
3. Customers will be responsible to furnish all premises wiring, terminal equipment and jacks, up to the initial termination of entrance facilities on the customer's premises, used with the *CENTRON* Custom Service.
4. The rates and charges specified for *CENTRON* Custom Service are in addition to the regular rates and charges for the services with which the *CENTRON* Custom Service is associated, e.g., WATS, etc. The provision of FX service is not permitted.
5. One primary directory listing is furnished without charge for each *CENTRON* Custom system. Directory listings of main station lines may be provided at the regular business additional listing rate (CLT) as specified in 5.7.1., of this Price List.
6. Transfer of calls will be provided on listed directory numbers on a total system disconnect only.
7. The terms and conditions specified herein are in addition to the terms and conditions specified in Section 2 of this Price List.
8. Loop Diversity, Avoidance and Fiber Optic Protect Path defined in the Private Line Transport Services Price List is available with *CENTRON* Custom Service.

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109.1.13 CENTRON CUSTOM SERVICE (Cont'd)

C. Rates and Charges - General

1. At the time a main station line is initially installed it will be equipped with a main station line class of service, intercommunication, touch-tone and, if desired, sequential, nonsequential or multiline hunting arrangement as determined jointly by the customer and the Company.
2. Station lines provided in a locality or exchange zone are subject to the applicable local service increment specified in 5.1.6., of this Price List.
3. The number of simultaneous exchange and long distance message network calls to and from main station line locations and attendant positions are limited by the number of Network Access Registers subscribed to by the customer.
4. In the event CO blocking occurs for a customer, a traffic measurement study will be performed. When the blocking is due to an increase in customer usage, additional Network Access Registers will be added and the customer billed accordingly. This blocking is defined as an excess of 7% overflow (compared to a total of originating or terminating attempts) during busy hour over 20 business days.
5. *CENTRON* Custom network access is available on a flat rate basis.
6. The provision of network access is based on the use of Company specified number of Network Access Registers as required by the number of main station lines which will be determined on a customer by customer basis.

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109.1 DIAL SWITCHING SYSTEMS

109.1.13 CENTRON CUSTOM SERVICE (Cont'd)

D. Rates and Charges - Common Equipment and Lines

The rates and charges for *CENTRON* Custom Service will be developed on the basis of each individual case for common equipment, intercommunication and attendant lines.

Regular *CENTRON* 300 rates and charges will apply for Network Access Registers and Customer Training where applicable. All ESS optional features, including those of Centrex CO and *CENTRON* 6, 30 or 300 Service may be used at appropriate rates and charges specified elsewhere for month-to-month pricing or rate levels on a case by case basis may be applied, providing the serving CO is properly equipped and facilities are available.

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109.1.13 CENTRON CUSTOM SERVICE

D. Rates and Charges - Common Equipment and Lines (Cont'd)

1. Customer(s) with the following USOCs will be provided *CENTRON* Custom Service based upon individual customer requirements, costs and rate levels on a case by case basis:

USOC	RATE STABILIZED USOC
ERC	
EBS	
EXO	EEA
EAR	EEG
53W	53W
EWT	EEF
EEK	
EEZ	

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109.1 DIAL SWITCHING SYSTEMS (Cont'd)

109.1.16 CENTREX PLUS SERVICE

A. Description

1. Effective November 26, 1999, Centrex Plus is grandfathered and only available to current customers through the expiration of their current contract or through November 26, 2002, whichever is longer. Current customers are:
 - a. Those customers with a Centrex Plus system(s) on record as of November 26, 1999.
 - b. Those customers for whom a written offer, documented proposal, or Request For Proposal (RFP) response has been provided by an authorized Company representative on or before November 26, 1999, and which terminates on the date stated on the offer, documented proposal, or RFP response. If no termination date is stated, the offer is hereby deemed terminated on January 26 2000.

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109.1.16 CENTREX PLUS SERVICE

A.1. (Cont'd)

- c. Those customers who have signed a contract or for whom a service order has been issued on or before November 26, 2000, and whose service has not yet been installed.
2. The sum of the End User Common Line Charge and the Rate Stabilized flat station line charge will remain the same during the Rate Stability term.
3. Centrex Plus Service is available as a business system to single businesses for resale by certified resellers. It may not be used as a toll or local service aggregation tool for unaffiliated end user customers.

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109.1 DIAL SWITCHING SYSTEMS

109.1.16 CENTREX PLUS SERVICE

A. Description (Cont'd)

4. Centrex Plus Service is a business communications system furnished only from a Stored Program Controlled central office and is offered subject to the availability of facilities and applicable generic feature programs. A group of station lines is translated for an individual customer group and provides common access to a predetermined group of system features. Customers have a choice of access to the general network via each Centrex Plus station line (non-blocking) or controlled access (blocking) depending upon the number of Network Access Registers subscribed to by the customer as found in the this Price List.

5. Centrex Plus standard features include the following features depending upon the serving central office:
 - Audible Message Waiting
 - Automatic Call Back
 - Call Forwarding - Busy Line
 - Call Forwarding - Don't Answer
 - Call Forwarding - Variable
 - Call Hold
 - Call Park
 - Call Pickup
 - Call Waiting
 - Call Forwarding of Call Waiting Calls
 - Dial Originating
 - Originating
 - Terminating
 - Cancel Call Waiting
 - Conference Calling
 - Data Call Protection[1]
 - Direct Inward Dialing
 - Direct Outward Dialing
 - Distinctive Ringing/Distinctive Call Waiting Tone
 - Executive Busy Override

[1] Available only from a DMS-100 Central Office.

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109.1.16 CENTREX PLUS SERVICE

A.5. (Cont'd)

- Hunting
 - Individual Line Billing
 - Intercept
 - Intrasystem Calling
 - Last Number Redial
 - Line Restrictions
 - Make Set Busy
 - Network Speed Call
 - Outgoing Trunk Queuing
 - Speed Calling
 - Three-Way Calling/Consultation Hold/Call Transfer
 - Touch-Tone
 - Trunk Answer Any Station (Night Service)
6. Centrex Plus optional features include the following features depending upon the serving central office:
- Account Codes
 - Attendant Access Line Service
 - Attendant Set Interface[1]
 - Authorization Codes
 - Automatic Route Selection (ARS)
 - Expensive Route Warning Tone
 - Facility Restriction Level[1]
 - Time of Day Control
 - Call Forward Don't Answer/Call Forward Busy Customer Programmable
 - Call Forwarding via Private Facilities
 - Caller ID LIDB Listing
 - Centrex Management System (CMS)
 - Direct Inward System Access (DISA)[1]

[1] Available only from a DMS-100 Central Office.

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A.6. (Cont'd)

- Electronic Set Service[1]
 - Auto Answer Back
 - Automatic Dial
 - Automatic Line
 - Business Set Call Forward Per Key
 - Business Set Inspect Key
 - Call Forward Reason Display
 - Direct Station Selection/Busy Lamp Field
 - Display Called Number
 - Display Calling Number
 - Executive Message Waiting
 - Fast Transfer
 - Group Intercom
 - Group Intercom All Calls
 - Message Center
 - Message Waiting Set
 - Music on Hold - Electronic Set
 - Originating/Terminating Line Select
 - Privacy Release
 - Query Time
 - Station Camp-On
- Hot Line
- Loudspeaker Paging
- Message Waiting Visual
- Multiple Position Hunt
- Music on Hold[1]
- Music on System[2]
- Remote Access
- Station Message Detail Recording
- Time of Day NCOS (Network Class of Service) Update[1]
- Time of Day Routing[1]
- Trunk Verification From Designated Station[1]
- Uniform Call Distribution

[1] Available only from a DMS-100 Central Office.

[2] Available only from a 5ESS Central Office.

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109.1.16 CENTREX PLUS SERVICE

A. Description (Cont'd)

7. Miscellaneous facility terminations are those lines and trunks which are not a basic part of the Centrex Plus system, e.g., Voice Grade Circuits, WATS, etc., but which require Centrex Plus switching capabilities in order to function with Centrex Plus Service. Each miscellaneous line that is terminated in a Centrex Plus system requires a termination arrangement.
8. Main station line features may be provided for attendant access lines where facilities permit.
9. Split service common equipment is required when a Centrex Plus customer desires to segregate the Centrex Plus station lines into separate groups, thereby enabling each group to have a different set of system common features.
10. Centrex Plus Service and features are provided up to the network demarcation at rates and charges specified herein. The customer will be responsible for provision of all wire and/or cable facilities on the customer's side of the network demarcation. Any such facilities installed by the Company will be provided on a time and materials basis.

B. Terms and Conditions

1. All Centrex Plus station lines must be associated with the main switching equipment. Other switching systems connected to a Centrex Plus system by Voice Grade Circuits or group use arrangements are considered as separate systems and are billed as such.
2. Customer request for temporary suspension, either full or partial, of Centrex Plus Service is not permitted. Seasonal disconnects are allowed providing all rates and charges still apply.
3. Where a Stored Program Controlled *CENTRON* Custom customer elects to convert to Centrex Plus Service, nonrecurring charges do not apply to in-service station lines, terminating arrangements, and optional service features provided that (1) the customer's system continues to be served by the same switching equipment, (2) there is no interruption of service, and (3) there are no moves, changes or additions of such in service station lines, arrangements and features.

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B. Terms and Conditions (Cont'd)

4. Customers will be responsible to furnish all premises wiring, terminal equipment and jacks used with the Centrex Plus Service.
5. The rates and charges specified for Centrex Plus are in addition to the regular rates and charges for the services with which the Centrex Plus is associated, e.g., WATS, Voice Grade Circuits, etc.
6. One primary directory listing is furnished without charge for each Centrex Plus system. Directory listings of main station lines may be provided at the regular business additional listing rate (CLT) as specified in this Price List.
7. Transfer of calls will be provided on listed directory numbers on a total system disconnect only.
8. Customers not wishing to change their listed directory number to be part of a total system may keep their existing number(s). The customer's existing numbers must reside in the same central office and control group.
9. After the service date, a customer removing station lines in whole or in part, below a minimum line commitment quantity, will be subject to a termination charge. A service date will be considered the date of initial installation of station lines for a new system or the effective date of a contract renewal for existing systems. A minimum line commitment will be considered to be 60% of the number of lines initially installed and in service on the annual anniversary date of the Rate Stability Agreement. Company billing records will serve as documentation of the number of lines in service for the purpose of establishing the minimum line commitment. During the first year of a Rate Stability Agreement, the minimum line commitment will be based on the total number of lines in service 60 days after the first line is installed for a new system or the number of lines in service upon renewal of a Rate Stability Agreement for an existing system. In subsequent years of an agreement the minimum line commitment will be based on the number of lines in service on the anniversary date of the agreement. The anniversary date will be considered to be the date of the last signature executing the agreement or a date specified in the agreement.

Termination charges will only be applicable to Centrex Plus main station lines unless other applicable elements are noted in an agreement. Termination charges are not applied to common equipment, or optional features.

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B. Terms and Conditions (Cont'd)

10. Nonrecurring charges can be spread over the life of the contract at the present cost of money to the Company.
11. The customer may request a transfer of service from the customer premises location(s) to other customer premises location(s) within Qwest Corporation's fourteen (14) state service area. Qwest Corporation shall grant the customer's request if 1) necessary facilities are available; 2) the customer pays all uncollected costs associated with the original premises location including, but not limited to, stranded facilities costs, installation costs, labor costs, engineering costs, and service order charges; 3) the customer agrees to pay the recalculated monthly service charges and nonrecurring charges for the new location; 4) the move results in customer retaining in total the same or a greater number of Station Lines; 5) service is connected at the new location within thirty (30) days of the disconnect date at the old location; and 6) Qwest Corporation and the customer execute either a written Supplement to this Rate Stability Plan or a new Rate Stability Plan, as is appropriate, with a term that is at least equal to the remaining term of this Rate Stability Plan. If the move results in the customer retaining in total fewer Station Lines or if service is not connected at the new location(s) within thirty (30) days of the disconnect date at the old location(s); the termination charge applies as set forth in 2.2.14.C. of this Price List.
12. Customer Location

Customer primary location is that customer location within the area of their current serving CO designated on the customer's billing record.

Customer secondary location is a customer location other than the primary location served by one or more lines of the Centrex Plus system.

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109.1.16 CENTREX PLUS SERVICE

B. Terms and Conditions (Cont'd)

13. Centrex Plus Service is not available on Public Communications Service or multiparty service.
14. A customer may choose to combine station lines terminating at different locations into a single system. All station lines terminating in a system must be served by the same CO. Lines terminating or originating in different exchange or COs are subject to rates and charges found in the Private Line Transport Services Price List.
15. The quality of transmission for calls utilizing Call Forwarding or Conferencing may vary depending on the distance and routing involved. For an enhanced quality of transmission, line conditioning is available at appropriate rates and charges as found in this Price List.
16. Centrex Plus Service requires special CO equipment and is not provided in all COs. The Company may furnish Centrex Plus where there is available facilities and CO equipment, with the proper program updates, as determined by the Company.
17. Centrex Plus Optional Features will be furnished only where facilities permit as determined by the Company.
18. Centrex Plus telephone numbers may be sequential or nonsequential. Sequential numbers may be assigned if blocks of numbers are available and at the discretion of the Company.
19. Customers may reserve additional telephone numbers for future use at the rates specified in the Direct Inward Dialing Service found in the this Price List.
20. Loop Diversity, Avoidance and Fiber Optic Protect Path defined in the Private Line Transport Services Price List is available with Centrex Plus Service.

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109.1.16 CENTREX PLUS SERVICE (Cont'd)

C. Rates and Charges - General

1. Each Centrex Plus station line will include the common line facility and the standard features as appropriate. Each station line will be equipped with 3-way calling, consultation hold, transfer, and intrasystem calling. The remaining standard features may be selected on a line-by-line basis as determined jointly by the customer and the Company.
2. Rates and charges for the common line facilities will be charged according to the number of station lines per location. Each different location will begin with the 1-20 station line charges. The common line facilities between 21-50 will have different rates and charges. Common line facilities for 51 station lines and over will be charged according to the distance of the station line from the serving central office, in quarter mile increments. Customers may add lines to a Centrex Plus system at the rates and charges in effect at the time the customer signed the Rate Stability Plan agreement.
3. The sum of the End User Common Line Charge and the Rate Stabilized flat station line charge will remain the same during the Rate Stability term.
4. Centrex Plus rates and charges will be developed on an individual case basis when unique engineering and/or customer specified dedicated investment is required.

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109.1 DIAL SWITCHING SYSTEMS

109.1.16 CENTREX PLUS SERVICE (Cont'd)

D. Rates and Charges - Common Switching Elements

	USOC	NONRECURRING CHARGE	
1. Miscellaneous Nonrecurring Charges			
• Change from blocking to non-blocking or non-blocking to blocking, per line	NR9CH	\$8.00	
2. Common Equipment[1]			
	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Centrex Plus Common Equipment, per system	HYE	\$200.00	\$40.00
• Split Service Common Equipment, each	HYS	200.00	40.00

[1] This charge is in addition to all other applicable charges for the main station lines.

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109.1.16 CENTREX PLUS SERVICE

D. Rates and Charges - Common Switching Elements (Cont'd)

3. Common line facilities, per location

USOC

a. Month-to-month, blocked, each[1,2]

- Flat main station line
- Flat extension station line
- DMS-100 flat main station line,
with visual message waiting[3]

RKY

X5G

RQ8

	NONRECURRING CHARGE	MONTHLY RATE
--	--------------------------------	-------------------------

1 - 20 station lines	\$48.00	\$20.00
21 - 50 station lines	48.00	20.00
51 station lines and over	48.00	20.00

[1] End User Common Line applies to each Common Line Facility.

[2] Also apply rates and charges for Network Access Registers as found elsewhere in this Price List.

[3] Available only from a DMS-100 Central Office. Requires the Optional Feature Message Waiting Visual as found elsewhere.

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109.1.16 CENTREX PLUS SERVICE

D.3. (Cont'd)

USOC

- Rate stabilized, blocked, each[1,2]
 - Flat main station line
 - Flat extension station line
 - DMS 100 flat main station line,
with visual message waiting[3]

RHN
X5S
RQ5

	NON- RECURRING CHARGE	12 TO 35 MONTHS	36 TO 59 MONTHS	60 TO 84 MONTHS
1 - 20 station lines	\$48.00	\$16.77	\$15.77	\$14.77
21 - 50 station lines	48.00	12.77	11.77	10.77
51 station lines and over				
1 Qtr mile from CO	48.00	3.56	3.00	2.67
2 Qtr miles from CO	48.00	3.98	3.35	2.98
3 Qtr miles from CO	48.00	4.42	3.72	3.31
4 Qtr miles from CO	48.00	4.97	4.17	3.72
5 Qtr miles from CO	48.00	5.44	4.57	4.08
6 Qtr miles from CO	48.00	5.94	4.99	4.45
7 Qtr miles from CO	48.00	6.64	5.57	4.98
8 Qtr miles from CO	48.00	7.12	5.97	5.34
9 Qtr miles from CO	48.00	7.85	7.57	5.88
10 Qtr miles from CO	48.00	9.29	7.77	6.96
11 Qtr miles from CO	48.00	9.93	8.31	7.45
12 Qtr miles from CO	48.00	11.87	9.93	8.85
13 Qtr miles from CO	48.00	13.47	11.26	10.10
14 Qtr miles from CO	48.00	14.07	11.76	10.55
15 Qtr miles from CO	48.00	14.91	12.46	11.18
16 Qtr miles from CO	48.00	16.97	14.18	12.73
17 Qtr miles from CO	48.00	17.59	14.69	13.19
18 Qtr miles from CO	48.00	18.10	15.11	13.57
19 Qtr miles from CO	48.00	18.51	15.46	13.88
20 Qtr miles from CO	48.00	21.43	17.89	16.07

- [1] In addition, the End User Common Line Charge applies to each Common Line facility.
- [2] Also apply rates and charges for Network Access Registers as found elsewhere in this Price List.
- [3] Available only from a DMS-100 Central Office. Requires the Optional Feature Message Waiting Visual as found elsewhere.

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D.3. (Cont'd)

USOC

- Rate stabilized, blocked, each[1,2]
 - Flat main station line
 - Flat extension station line
 - DMS-100 flat main station line,
with visual message waiting[3]

RHN
X5S
RQ5

		12 TO 35 MONTHS	36 TO 59 MONTHS	60 TO 84 MONTHS
	NON- RECURRING CHARGE			
51 station lines and over (Cont'd)				
21	Qtr miles from CO	\$48.00	\$21.57	\$18.01
22	Qtr miles from CO	48.00	21.70	18.12
23	Qtr miles from CO	48.00	21.84	18.23
24	Qtr miles from CO	48.00	21.97	18.35
25	Qtr miles from CO	48.00	22.11	18.46
26	Qtr miles from CO	48.00	22.25	18.57
27	Qtr miles from CO	48.00	22.38	18.69
28	Qtr miles from CO	48.00	22.52	18.80
29	Qtr miles from CO	48.00	22.65	18.91
30	Qtr miles from CO	48.00	22.79	19.03
31	Qtr miles from CO	48.00	22.92	19.14
32	Qtr miles from CO	48.00	23.06	19.25
33	Qtr miles from CO	48.00	23.20	19.37
34	Qtr miles from CO	48.00	23.33	19.48
35	Qtr miles from CO	48.00	23.47	19.59
36	Qtr miles from CO	48.00	23.60	19.70
37	Qtr miles from CO	48.00	23.74	19.82
38	Qtr miles from CO	48.00	23.88	19.93
39	Qtr miles from CO	48.00	24.01	20.04
40	Qtr miles from CO	48.00	24.15	20.16

- [1] In addition, the End User Common Line Charge applies to each Common Line facility.
- [2] Also apply rates and charges for Network Access Registers as found elsewhere in this Price List.
- [3] Available only from a DMS-100 Central Office. Requires the Optional Feature Message Waiting Visual as found elsewhere.

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D.3. (Cont'd)

USOC

- Month-to-month, non-blocked, each[1,2]
 - Flat main station line,
 - Flat extension station line
 - DMS-100 flat main station line,
with visual message waiting[3]

R4N
R5G
RQ9

	NONRECURRING CHARGE	MONTHLY RATE
1 - 20 station lines	\$48.00	\$20.00
21 - 50 station lines	48.00	20.00
51 station lines and over	48.00	20.00

[1] In addition, the End User Common Line Charge applies to each Common Line facility.

[2] In addition, Rates and Charges for usage found following will apply.

[3] Available only from a DMS-100 Central Office. Requires the Optional Feature Message Waiting Visual as found elsewhere.

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D.3. (Cont'd)

USOC

- Rate stabilized, non-blocked,[1,2]
 - Flat main station line, each
 - Flat extension station line, each
 - DMS-100 main station line[3]
flat with visual message waiting

R4H

R5S

RQ6

	NON- RECURRING CHARGE	12 TO 35 MONTHS	36 TO 59 MONTHS	60 TO 84 MONTHS
1 - 20 station lines	\$48.00	\$16.77	\$15.77	\$14.77
21 - 50 station lines	48.00	12.77	11.77	10.77
51 station lines and over				
1 Qtr mile from CO	48.00	3.56	3.00	2.67
2 Qtr miles from CO	48.00	3.98	3.35	2.98
3 Qtr miles from CO	48.00	4.42	3.72	3.31
4 Qtr miles from CO	48.00	4.97	4.17	3.72
5 Qtr miles from CO	48.00	5.44	4.57	4.08
6 Qtr miles from CO	48.00	5.94	4.99	4.45
7 Qtr miles from CO	48.00	6.64	5.57	4.98
8 Qtr miles from CO	48.00	7.12	5.97	5.34
9 Qtr miles from CO	48.00	7.85	7.57	5.88
10 Qtr miles from CO	48.00	9.29	7.77	6.96
11 Qtr miles from CO	48.00	9.93	8.31	7.45
12 Qtr miles from CO	48.00	11.87	9.93	8.85
13 Qtr miles from CO	48.00	13.47	11.26	10.10
14 Qtr miles from CO	48.00	14.07	11.76	10.55
15 Qtr miles from CO	48.00	14.91	12.46	11.18
16 Qtr miles from CO	48.00	16.97	14.18	12.73
17 Qtr miles from CO	48.00	17.59	14.69	13.19
18 Qtr miles from CO	48.00	18.10	15.11	13.57
19 Qtr miles from CO	48.00	18.51	15.46	13.88
20 Qtr miles from CO	48.00	21.43	17.89	16.07

[1] In addition, the End User Common Line Charge applies to each Common Line facility.

[2] Also apply rates and charges for Network Access Registers as found elsewhere in this Price List.

[3] Available only from a DMS-100 Central Office. Requires the Optional Feature Message Waiting Visual as found elsewhere.

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D.3. (Cont'd)

USOC

- Rate stabilized, non-blocked,[1,2]
 - flat main station line, each
 - flat extension station line, each
 - DMS-100 main station line[3]
 - flat with visual message waiting

R4H

R5S

RQ6

		12 TO 35 MONTHS	36 TO 59 MONTHS	60 TO 84 MONTHS
	NON- RECURRING CHARGE			
51 station lines and over (Cont'd)				
21	Qtr miles from CO	\$48.00	\$21.57	\$18.01
22	Qtr miles from CO	48.00	21.70	18.12
23	Qtr miles from CO	48.00	21.84	18.23
24	Qtr miles from CO	48.00	21.97	18.35
25	Qtr miles from CO	48.00	22.11	18.46
26	Qtr miles from CO	48.00	22.25	18.57
27	Qtr miles from CO	48.00	22.38	18.69
28	Qtr miles from CO	48.00	22.52	18.80
29	Qtr miles from CO	48.00	22.65	18.91
30	Qtr miles from CO	48.00	22.79	19.03
31	Qtr miles from CO	48.00	22.92	19.14
32	Qtr miles from CO	48.00	23.06	19.25
33	Qtr miles from CO	48.00	23.20	19.37
34	Qtr miles from CO	48.00	23.33	19.48
35	Qtr miles from CO	48.00	23.47	19.59
36	Qtr miles from CO	48.00	23.60	19.70
37	Qtr miles from CO	48.00	23.74	19.82
38	Qtr miles from CO	48.00	23.88	19.93
39	Qtr miles from CO	48.00	24.01	20.04
40	Qtr miles from CO	48.00	24.15	20.16

- [1] In addition, the End User Common Line Charge applies to each Common Line facility.
- [2] Also apply rates and charges for Network Access Registers as found elsewhere in this Price List.
- [3] Available only from a DMS-100 Central Office. Requires the Optional Feature Message Waiting Visual as found elsewhere.

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D. Rates and Charges - Common Switching Elements (Cont'd)

4. Centrex Plus Usage Charges

Centrex Plus Usage Charge is a charge used for non-blocking Centrex Plus Service. This charge is in lieu of a Centrex Plus customer using Network Access Registers (NARs) or Centrex Plus blocked service.

USOC

- Usage charges, per system
 - Usage charges for flat main station line extension station line, non-blocked, each[1]

CUD

**MONTHLY
RATE**

1 - 20 station lines	\$26.50
21 - 50 station lines	13.50
51 station lines and over	3.50

[1] In addition, rates and charges for Month-to-Month flat station line non-blocked or Rate Stabilized flat station line non-blocked apply.

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D. Rates and Charges - Common Switching Elements (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
5. Dormitory Station Line, each			
• Month-to-Month flat station line, blocked, each	PEJ	[1]	[1]
• Month-to-Month flat station line, non-blocked, each	PSH	[1]	[1]
• Rate stabilized flat station line, blocked, each	PEV	[1]	[1]
• Rate stabilized flat station line, non-blocked, each	PSX	[1]	[1]

6. Nonrecurring Charge - Optional Service Features and Miscellaneous Facility Arrangements

Nonrecurring Charges apply per USOC (unless specified otherwise), per customer request to establish or change one or more optional features as follows:

	NONRECURRING CHARGE
• Established with the initial installation of the system access line	-
• Established subsequent to the initial installation of the access line	\$18.50
• Feature change when other service and equipment charges do not apply	18.50

[1] Same Rates and Charges as Centrex Plus Common Line Facilities.

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D. Rates and Charges - Common Switching Elements (Cont'd)

7. Miscellaneous Facility Arrangements[1]

Provides for termination of special facilities into the system.

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Voice Grade Circuit, each			
- Per group	FACPG	\$165.00	-
- Each facility in group	FAC	20.00	\$23.00
• FX/FCO Circuit			
- Per trunk group	FANPG	195.00	-
- Each facility in group	FAN	21.50	23.00
• WATS (outgoing), each	FAO	30.00	0.50
• 800 Service Circuit, each terminated to main station line[2]	FA8	30.00	0.50
• Miscellaneous Trunk Termination Dial Dictation			
- Per trunk group, each	DK7PG	165.00	-
- Each facility in group,	DK7	20.00	23.00

[1] Where a Centrex Plus main station line is extended as a Voice Grade Circuit to another switching system, the rates and charges specified for a Centrex Plus main station line apply in addition to the rates and charges specified for Centrex Plus Voice Grade circuit termination arrangement.

[2] In the event an incoming 800 service call is transferred outside the system, transmission performance cannot be guaranteed.

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D. Rates and Charges - Common Switching Elements (Cont'd)

8. Digital Facility Interface

a. Description

This termination provides a digital interface for a high capacity (1.544 Mbps) facility which terminates to a customer's central office based switching system. This service provides for the connectivity of 24 circuits within the Centrex Plus system.

b. Terms and Conditions

The rates and charges for the Digital Facility Interface are in addition to the rates and charges applicable for the appropriate high capacity facility. All current rules and terms and conditions, including Federal terms and conditions apply to the application of the high capacity facility.[1]

Digital Facility Interface will only be offered to Centrex Plus customers, and will only provide for tie lines in a non-tandem configuration.

[1] The High Capacity facility as found elsewhere should be rated as if it terminates to an end user's premises. The Centrex Plus in this case is the end user's premises.

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D.8. (Cont'd)

c. Rates and Charges

	USOC	NONRECURRING CHARGE[1]	INSTALLATION CHARGE[1]	MONTHLY RATE
• Common equipment[2]				
- Per digital interface Unit, per 1.544 Mbps Facility	D1E1X	\$255.00	\$510.00	\$160.00
• Circuit connections[2]				
- Centrex Plus to Centrex Plus, per circuit end	M5P	8.50	12.00	9.00
- Centrex Plus to PBX/Key, per circuit				
- Blocked Centrex Plus	M62	8.50	12.00	9.00
- Non-blocked Centrex Plus	EJ9	8.50	12.00	24.00
- Centrex Plus direct inward numbers, per number[3,4]	CNY	-	1.00	0.15
- Centrex Plus to Interexchange Carrier, per circuit	M63	8.50	12.00	9.00

[1] Applies on initial and subsequent activity.

[2] For Centrex Plus to Centrex Plus connections two Digital Facility Interfaces will be required, one at each end.

[3] Blocked Centrex Plus Service - requires the use of a Network Access Register and Centrex Plus station line for each M62, circuit connection.

[4] Non-blocked Centrex Plus Service - requires the use of Centrex Plus usage, CUD and Centrex Plus station line for each EJ9, circuit connection.

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E. Standard Service Features - Description

Audible Message Waiting

When a Centrex Plus user goes off hook a stutter dial tone is provided to indicate a message is waiting.

Automatic Callback

Provides an arrangement that permits a line user, when attempting an intercom call to a busy line, to be automatically connected to that line when both the called and calling lines are subsequently idle.

Call Forwarding Busy Line

Provides for forwarding of incoming calls to a preselected telephone number, when the called station is busy.

Call Forwarding Don't Answer

Provides for forwarding of incoming calls to a preselected telephone number, when the called station does not answer after a predetermined number of ringing cycles.

Call Forwarding-Variable

Allows a user to automatically forward incoming calls to any other number.

Call Forwarding of Call Waiting Calls

Allows users with both the Call Waiting and Call Forward Don't Answer features to have calls directed to a predetermined destination.

Call Hold

Allows a station user to hold any call in progress, by dialing a code.

Call Park[1]

Allows a user to hold or "Park" a call by dialing a code that can be retrieved from any station by dialing another code.

[1] Available only from a DMS-100 Central Office.

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E. Standard Service Features - Description (Cont'd)

Call Pick-Up

Enables a station user to answer calls directed to other specified stations by dialing a special code.

Call Waiting - Dial Originating

Provides the ability for the originating station to invoke call waiting tone on selected calls by dialing the dial call waiting access code followed by the extension number of the station to be call waited.

Call Waiting - Originating

Allows a calling station to direct a call waiting tone toward a busy called station within the same system.

Call Waiting - Terminating

Allows for a Centrex Plus station user who is engaged in a telephone conversation to be alerted via an audible tone that a call is waiting.

Cancel Call Waiting

Allows a user with Call Waiting Terminating to inhibit the application of Call Waiting Tone for the duration of one call by dialing a code.

Conference Calling

Allows a station user to establish conference connections without the aid of an attendant.

Data Call Protection

Provides a no double connect option to the line, protecting data calls from interruption.

Direct Inward/Outward Dialing

Allows station users to place or receive calls bypassing the attendant.

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E. Standard Service Features - Description (Cont'd)

Distinctive Ringing/Distinctive Call Waiting Tone

Enables a station user to determine the source of an incoming call.

Executive Busy Override[1]

Allows a station user to gain access to a busy station.

Hunting

Allows incoming calls to hunt to the next number in a hunting sequence if the number is busy. Various types of hunting are available such as Series Completion, Multiline Hunt, Preferential Hunt and Circular Hunt.

Individual Line Billing

Toll calls are billed directly against the line placing the call.

Intercept

Disconnected or unassigned lines can be forwarded to a common announcement or to the customer Centralized Answering Position.

Intrasystem Calling

A user can dial other lines on the system on a two digit to five digit basis depending on the number of lines within the system.

Last Number Redial[1]

Allows users to redial the last number called.

[1] Available only from a DMS-100 Central Office.

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E. Standard Service Features - Description (Cont'd)

Line Restrictions

Various line restrictions are available such as toll facility and various originating and terminating restrictions.

Make Set Busy[1]

Allows directory number appearances and call terminations such as Call Waiting Calls, and Executive Busy override to be made busy to incoming calls.

Network Speed Call[1]

Allows each station user access to a single list of 1,000 preprogrammed numbers which can be shared by all stations in the system (not customer changeable).

Outgoing Trunk Queuing

Provides efficient usage of private facilities by queuing individual station calls and providing a maximum time limit for a call to remain on queue before possible overflow to the direct distance dialing network.

Speed Calling

Allows a user to place calls to a list of frequently dialed numbers by dialing a speed calling code.

Three-Way Calling/Consultation Hold/Call Transfer

User can connect a third line to an established connection. A user can depress the switchhook and consult in private with a third party and return to the original call by using only one line. A user of a line can transfer any established call to another line within or outside the Centrex Plus System.

[1] Available only from a DMS-100 Central Office.

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E. Standard Service Features - Description (Cont'd)

Touch-Tone

Allows for customer provided equipment to place calls on the Centrex Plus system.

Trunk Answer Any Station (Night Service)

Allows any line in the Night Answer Group to be picked up by any other line of the system.

F. Rates and Charges - Optional Service Features

1. Account Codes

Allows a user to dial an account code for bill back purposes before placing a call.

	USOC	INSTALLATION CHARGE	MONTHLY RATE
• Per system	AZ8PS	\$175.00	\$50.00

2. Attendant Access Line Service

Allows a Centrex Plus Attendant Line to receive dial "zero" calls.

	USOC	INSTALLATION CHARGE	MONTHLY RATE
• Per station line	DZR	—	\$8.00

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F. Rates and Charges - Optional Service Features (Cont'd)

3. Attendant Set Interface[1,2]

Enables a group of DMS-100 station lines to be served by a single attendant position which includes attendant features.

	USOC	INSTALLATION CHARGE	MONTHLY RATE
• Per interface	A1J	\$430.00	\$155.00

4. Authorization Codes

Requires a user to dial an authorization code before using system facilities.

	USOC	INSTALLATION CHARGE	MONTHLY RATE
• Per system	AFYPS	\$175.00	\$50.00

[1] Each attendant set interface requires a main station line.

[2] Available from a DMS-100 central office only.

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F. Rates and Charges - Optional Service Features (Cont'd)

5. Automatic Route Selection (ARS)

a. Description

ARS is an optional feature, available where facilities permit that allows station users, by dialing a preselected code, to automatically select the preferred route subscribed for by a customer, for network calls. Alternate routing to other facilities subscribed for by the customer, is also provided. This arrangement is available for use with FX, WATS and MTS Network.

ARS is accessed by dialing a single code (1, 2, or 3 digits) which automatically selects the appropriate route to complete the call. If all facilities in the initial route selected are busy, the call will advance to other routes in the selected pattern. Patterns may consist of up to four (4) private routes. If no route is available, the call will route to the selected long distance carrier or overflow tone at the customer's option.

The routing may be based on a number plan area (NPA) or specific CO codes within an NPA as designated by the customer.

b. Terms and Conditions

All rates and charges specified for ARS are in addition to the rates and charges for the associated facilities.

Preferred routes and alternate routing patterns will be specified by the customer.

The number of patterns required by a customer is governed by the type and variety of facilities to which the customer subscribes. The maximum number of patterns is 64.

A pattern may have either the selected carrier or overflow tone as a final route. Dial 9 may be used as an access code only if the patterns accessed have the selected carrier as a final route.

A route cannot be used more than once in the same pattern.

The customer is responsible for notifying the Company whenever any additions or changes of routes or patterns are required.

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F.5. (Cont'd)

c. Explanation of Terms

Route

A route is a group of one or more facilities of the same type used to complete 7 or 10 digit calls between the same points, (e.g., 1 FX or 3 WATS Band 1 lines, or 2 WATS Band 5 lines, etc.). A WATS Band 1 and a WATS Band 5 are considered to be two routes.

Route Selection

The automatic selection of the preferred route as predetermined by the customer, upon dialing of an access code by the station user.

Pattern

A group of routes arranged to be selected in a sequence specified by the customer.

Expensive Route Warning Tone

Provides a warning tone to indicate the selection of an expensive route.

Facility Restriction Level

Determines calling privilege level associated with each station line.

Time Of Day Control For ARS

Provides a method for automatically changing the routing parameter according to a prespecified schedule.

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F.5. (Cont'd)

d. Rates and Charges

	USOC	INSTALLATION CHARGE	MONTHLY RATE
• Automatic Route Selection[1] - Common Equipment, per customer group	F5GPG	\$1,505.00	\$100.00
• Changes and rearrangements of Patterns and Routes[2] - Per Pattern, each	READO	95.00	-
- Per Route, each	REAGP	80.00	-
• Facility Restriction Level, per system[3]	FRKPS	50.00	-
• Time of Day Control for ARS - Per system	ATBPS	75.00	-
- Change of schedule, per occurrence	RCHAS	75.00	-
• Expensive Route Warning Tone, per system	AQWPS	60.00	-

[1] Each WATS Band is treated as a separate route.

[2] Where a toll restricted station line accesses a pattern whose final route is the MTS, overflow to MTS will not occur.

[3] Available only from a 5ESS Central Office.

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F. Rates and Charges - Optional Service Features (Cont'd)

6. Call Forwarding via Private Facilities

a. Description

A main station line equipped with the Call Forwarding via Private Facilities feature provides for the automatic routing of incoming calls to a specific private facility which is terminated in that main station line user's system. As used herein, the term "private facility" applies to Enhanced Private Switching Communication System (EPSCS), Electronic Tandem Switching (ETS), Wide Area Telephone Service (WATS), Foreign Exchange (FX), and Voice Grade Circuits arranged for senderized operation, and the local and toll message network.

b. Terms and Conditions

Incoming local and toll message network and INWATS calls to main station lines arranged for Call Forwarding via Private Facilities routing are subject to the appropriate charges for such calls and a common recorded announcement is furnished to inform the caller that the call is being forwarded.

Calls forwarded to the local and toll message network and WATS are subject to the appropriate charges for such calls.

c. Rates and Charges

	USOC	INSTALLATION CHARGE	MONTHLY RATE
• Common equipment, per system	PF3PS	\$850.00	-
• Per main station line[1]	PFY	5.00	\$0.10

[1] Installation Charge applies for subsequent installation only.

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F. Rates and Charges - Optional Service Features (Cont'd)

7. Centrex Management System (CMS)

a. Description

CMS is a computer software program that provides the customer access to their data base for the purpose of general data base inquiry, or to move, add, delete and change features. In addition, CMS enables the customer to move and change station lines and generate Basic Management Reports.

CMS is generally available in 1AESS, 5ESS, and DMS100 central offices. CMS is activated on a per Centrex central office basis. When CMS is installed, a customer specific database is created. Each database is assigned a distinct customer identification name (Customer ID). This ID corresponds to the customer's specific Centrex Plus common block system. However, customers may request a single ID for multiple common block systems within the same central office.

b. Feature List

(1) Standard Features

The following standard features are provided to all CMS customers.

Basic Management Reports

The ability to generate management reports regarding the customer's system. These reports vary by switch type and may change with software updates. The report function gathers current data only. CMS does not keep a past history log.

Bulk Change

Allows customers to request the same feature change to be applied to multiple lines simultaneously.

Database Synchronization

The ability to update the CMS database station line information to agree with the information in the switch.

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F.7.b. (Cont'd)

Feature Move, Add, and Change

The ability to perform station number changes and to move, add, or change most features on the system from customer-provided equipment located on the customer's premises.

Transactions will either be put in a batch or priority transmission status. A batch transmission constitutes transactions scheduled for the current day or some future date. Priority functionality is described in standard features.

CMS will process batch change requests, which have accumulated throughout the day during off-peak load hours, overnight, or at a customer-specified future date.

Change request transactions can be created for station line numbers, authorization codes, automatic route selection, packet telephone numbers, and telephone number swaps. Depending on the type of change request, CMS will display different screens. CMS customers may manipulate most features and options displayed on a given screen. When the customer submits the changes, a pending record is created and CMS counts this change request as one single transaction. All change request transactions are cumulative; CMS tallies all daily transactions and will not process any transactions that exceed batch or priority parameter limits.

The number of batch change request transactions that a customer can enter per effective date will be determined by the number of Centrex lines per database. Refer to the following table. Up to 60 pairs of telephone numbers can be swapped per day. These changes take place overnight or at some future date as determined by the customer.

NUMBER OF LINES PER DATABASE	NUMBER OF BATCH	NUMBER OF BATCH DBSYNCHS
1 - 2000	100	10
2001 - 4000	110	15
4001 - 6000	120	20
6001 - 8000	130	25
8001 - 10000	140	30
10001+	150	35

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F.7.b. (Cont'd)

Inquiry

The ability to access a data base to review the status of station lines and features on the customer's system.

Network Manipulation

Dependent on central office switching technology, customers can manage a range of network features:

- 1AESS - can change the Facilities Restriction Level (FRL) on Electronic Tandem Service (ETS) station numbers.
- 5ESS - Automatic Route Selection (ARS) Active Pattern Group modifications, as well as Time of Day Routing, FRL, and Expensive Route Warning Tone.
- DMS100 - Network Class of Service (NCOS) modifications, as well as Time of Day Routing and Expensive Route Warning Tone.

Telephone Number Swaps

The ability to exchange all service option assignments and features from one station line to another.

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Priority Service

Allows customers to request priority transmission of transactions which are then processed in the serving central office. This may be defined as same-day service. The number of priority change transactions a customer may enter per day will be determined by the number of Centrex lines per database. Refer to the following table. Up to 5 pairs of telephone numbers can be swapped per day.

The Company does not guarantee specific time frames for completion of priority transactions.

NUMBER OF LINES PER DATABASE	NUMBER OF BATCH	NUMBER OF BATCH DBSYNCHS
1 - 2000	20	10
2001 - 4000	30	15
4001 - 6000	40	20
6001 - 8000	50	25
8001 - 10000	60	30
10001+	70	35

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F.7.b. (Cont'd)

(2) Optional Features

The following optional features carry an additional one-time establishment charge.

Custom Reports

Customers can request Company personnel to create customized report formats for various aspects of their system. Once created, the custom report is stored in the customer's data base and can be utilized at any time.

Packet Control Capability

Gives Centrex customers with ISDN, the ability to manage their packet control features. Customers that subscribe to the Packet Control Capability can verify current and pending packet options, add, delete or change packet options and run reports regarding packet assignments.

System Partitioning

The Company, upon the customer's request, can partition the Centrex customer group into separate databases representing different customer groups. Each partition is assigned a distinct customer identification name (Customer ID), and can be arranged to be accessible only to certain users designated by the customer.

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F.7. (Cont'd)

c. Terms and Conditions

The Company will furnish and maintain CMS software for use by the customer. CMS requires special central office equipment and is not provided in all central offices. The Company will offer CMS where there is available facilities and central office equipment as determined by the Company.

The customer must obtain and maintain a compatible computer terminal for use with CMS. The computer terminal will not be furnished by the Company. A business exchange access line or Centrex Plus main station line is also required, which is in addition to the rates and charges for CMS.

CMS is available for access by the customer 23 hours a day, seven days a week. A Company technician will be available Monday-Friday 7:00-5:00 to assist CMS customers with their problems and questions.

The Company reserves all rights to take the CMS computer down for software updates or maintenance as required. When possible, software updates will be done during off-peak hours and customers will be warned in advance. Maintenance routines will be done the third week-end of every month.

The Company does not implicitly warrant CMS from any unforeseen software or hardware problems where an entire customer database is lost. The Company will re-establish the database if lost.

All normal and emergency central office functions have priority over customer requested changes. The Company assumes no responsibility for change requests delayed by such Company functions.

The Company will provide the customer a CMS User Handbook and training at the time of initial installation. The Company reserves the right to upgrade or change CMS at anytime. Any additional customer training or documentation requirements resulting from such changes will be supplied at no charge.

New connects and disconnects of station lines are not permitted through CMS.

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F.7.c. (Cont'd)

The customer assumes full responsibility for the features managed by CMS. The Company will not maintain a separate record of which features are activated on each station line.

CMS software allows the customer to move and change station numbers within their system, the customer will be responsible for labeling the Network Interface when number changes occur. All maintenance calls to the Company in which the trouble proves to be other than on the Company side of the Network Interface will result in the application of Trouble Isolation Charges, as specified in Section 13. The Trouble Isolation Charge will not apply to lines equipped with *UNISTAR* Service or *U S WEST* Repair Coordination Service.

d. Rates and Charges

All nonrecurring charges for CMS will be applied on a per common block system basis. Nonrecurring Charges, found elsewhere in this section, do not apply when the customer moves, activates, deactivates, changes features and moves or changes lines through CMS.

An initial Service Establishment Charge will be applied to the first Customer ID. A subsequent System Establishment Charge will be applied to succeeding Customer ID's providing the customer manages all CMS changes from only one central location.

Features added through CMS carry the same recurring rates, nonrecurring charges and system charges as if they were added through the conventional service order process and will be reflected on the customer's bill as such.

If CMS is disconnected, Nonrecurring Charges, as specified elsewhere, will apply per line for all changes or rearrangements to system features.

If the customer moves their Centrex Plus system from one CO to another, and station line number changes are involved, a subsequent installation charge to reestablish the CMS data base will apply.

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F.7.d. (Cont'd)

	USOC	NONRECURRING CHARGE
• System Establishment		
- Initial Installation	MB5XX	\$1,000.00
- Subsequent Installation for an associated system	CPVWO	500.00
• Optional Features		
- Custom Reports[1]	RCVXX	[1]
- System Partitioning[1]	PD8XX	500.00
- Packet Control Capability	PTGPS	1,500.00

[1] Rates and charges will be based on an individual case basis per customer request.

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F. Rates and Charges - Optional Service Features (Cont'd)

8. Direct Inward System Access (DISA)[1]

Allows a customer to dial access to the system from an outside line and receive access to features and facilities of that system.

	USOC	INSTALLATION CHARGE	MONTHLY RATE
• Per access code	3DQ	\$23.00	\$1.00
• Per access code changed	READA	25.00	-

9. Electronic Set Service[1]

a. Description

Electronic Set Service permits the use of special electronic station sets with Centrex Plus Service. This service utilizes a unique line card to provide communications control for the electronic station set.

The customer-provided electronic set is a touchtone station that provides programmable keys for features and additional numbers. It is served from the central office by a main or extension station line. It has assignable keys for station line pick-ups or features. Electronic sets and adjunct modules are provided by the customer.

b. Terms and Conditions

Electronic Set Service will be provided only where facilities permit.

Each electronic set must be associated with a Primary Directory Number. In addition, an Electronic Set Service interface card is required.

Electronic Set Service is subject to a 1.5 mile limitation from the central office.

[1] Available only from a DMS-100 Central Office.

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F.9.b. (Cont'd)

Electronic Set Service is only available on Centrex Plus main station lines. Main station lines with electronic sets cannot have extension stations; however, the primary directory number associated with the main station line can appear as a secondary appearance of a primary directory number on other main station lines.

c. Explanation of Terms

Multiple Appearance Directory Number (MADN)

A directory number assigned to more than one electronic station set.

Software Numbers

Software numbers are numbers which do not require an additional station line. These numbers share the facilities of the primary directory listed number. Variations of software numbers are:

Primary Appearance

The first appearance of a software number on a key.

Secondary Appearance

The second appearance of a software number on a key. The secondary software number can be on the same station or a different station.

Single Appearance

A software number that appears only on one station and one key.

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F.9. (Cont'd)

d. Standard Feature Package Description

Auto Answer Back

Allows any incoming calls to the primary directory number of the set to be automatically answered after four seconds.

Automatic Dial

The automatic dial feature allows an electronic set user to call a frequently dialed number by pressing an assigned key. The user is permitted to change the number stored against the assigned key.

Automatic Line

Allows equipped station to automatically place a call to a preassigned number by going off-hook.

Call Forward Reason Display

Provides an electronic set user with the reason the intrasystem call has forwarded. Electronic set must be equipped with display.

Display Called Number

Provides user with visual feedback concerning the called number when the electronic set is equipped with appropriate alphanumeric LCD.

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F.9.d. (Cont'd)

Display Calling Number

Provides user with visual feedback concerning the intrasystem calling number when the electronic set is equipped with appropriate alphanumeric LCD.

Fast Transfer

Provides the capability for the electronic set user to transfer a call without first having to conference a called party.

Group Intercom

Provides the ability to directly terminate on a predesignated button on another electronic station set by depressing an intercom key.

Privacy Release

Permits a user to establish a conference call among MADN members and an outside party by pressing an assigned key or dialing a code.

Query Time

This feature provides the current time and date on an electronic set display.

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F.9. (Cont'd)

e. Standard Deluxe Feature Package Description

Business Set Call Forward Per Key

Enables each directory number assigned to be forwarded to a different directory number.

Business Set Inspect Key

Provides display equipped electronic set users with information regarding features and directory numbers that are assigned to their set as well as incoming call information on an intrasystem basis only.

Executive Message Waiting

Provides multiple message waiting indications per directory number.

Group Intercom All Calls

Enables an electronic set user to simultaneously intercom and page up to 29 predefined group intercom members. Group members hear the page over their set's built in speaker.

Music on Hold - Electronic Set[1]

Provides the electronic set with access to system Music on Hold.

Originating/Terminating Line Select

Automatically selects the line when a user answers a call and automatically connects the user to an idle line on outgoing calls.

[1] Requires Music on Hold.

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F.9. (Cont'd)

f. Optional Feature Description

Direct Station Selection/Busy Lamp Field

Adds improved answering-position functions to the electronic set by providing busy lamp status and direct station selection.

Message Center

Provides message center functionality to the electronic set. System users access the message center via dialing a code.

Station Camp-On

Allows the electronic set user to call a busy line and place the caller on hold/camp against the busy party's line until they are free.

g. Rates and Charges

All rates and charges specified for Electronic Set Service are in addition to the rates and charges associated for the main station line, all associated facilities and optional service features.

The Nonrecurring Charges to rearrange primary directory numbers and/or software directory numbers on Electronic Set Service is the same as to install new.

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Electronic set common line facilities[1]			
- Month-to-Month flat station line, blocked, each	EPZ	[2]	[2]
- Month-to-Month flat station line, non-blocked, each	R63	[2]	[2]

[1] Available only from a DMS-100 Central Office.

[2] Same rates and charges as Centrex Plus Common Line Facilities.

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F.9.g. (Cont'd)

		NON- RECURRING CHARGE	12 TO 35 MONTHS	36 TO 59 MONTHS	60 TO 84 MONTHS
• Electronic set common line facilities[1]					
- Rate stabilized flat Station line, blocked, each	E3W	[2]	[2]	[2]	[2]
- Rate stabilized flat Station lines, non-blocked, each	R6V	[2]	[2]	[2]	[2]

[1] Available only from a DMS-100 Central Office.

[2] Same rates and charges as Centrex Plus Common Line Facilities.

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F.9.g. (Cont'd)

	USOC	INSTALLATION CHARGE	MONTHLY RATE
• Electronic set service interface, per main station line[1]	PP3	\$10.00	\$3.00
• Primary appearance of a software number	SO3	5.00	1.00
• Subsequent appearance of a software number	SO5	5.00	-
• Single appearance of a software number	SFB	5.00	1.00
• Adjunct module, per module[2]	C2TAX	15.00	1.00
• Standard Deluxe Feature Package			
- Business Set Call Forward per key, per set	EATPK	15.00	-
- Business Set Inspect Key	NP6PK	15.00	-
- Executive Message Waiting	MGK	15.50	-
- Group Intercom All Calls	GCN	7.00	-
- Music on Hold - Electronic Set[3]	MHHPK	12.00	-
- Originating/Terminating Line Select	SLB	7.00	-

[1] Includes electronic set service standard features.

[2] In addition, rates and charges specified above for primary directory number appearances and software number appearances apply.

[3] Requires Optional Service Feature Music on Hold.

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F.9.g. (Cont'd)

	USOC	INSTALLATION CHARGE	MONTHLY RATE
• Optional Features			
- Direct Station Selection/ Busy Lamp Field, per arrangement	BUD	\$200.00	\$5.00
- Station Camp-On, Service Establishment	SEPFB	50.00	-
- Station Camp-On, per main station line	CPK	160.00	9.00
- Message Center, per main station line	MFR	125.00	2.50

10. Hot Line (Automatic Line)

Allows equipped station to automatically place a call to a preassigned number by going off-hook.

	USOC	INSTALLATION CHARGE	MONTHLY RATE
• Per line equipped	HLN	\$5.00	\$1.00

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F. Rates and Charges - Optional Service Features (Cont'd)

11. Loudspeaker Paging

Line Side allows access to Loudspeaker Paging via a Centrex Plus Station line. Trunk Side allows access to Loudspeaker Paging by dialing an access code. Attendant Access allows access to Loudspeaker Paging from the attendant console.

	USOC	INSTALLATION CHARGE	MONTHLY RATE
• Trunk Side, per group	PTQPG	\$205.00	\$22.25
• Attendant Access, per console	PA1PC	13.75	12.00

12. Message Waiting Visual[1]

Provides the ability to light a lamp on customer provided equipment by dialing a code.

	USOC	INSTALLATION CHARGE	MONTHLY RATE
• Per main station line	MLN	\$5.00	\$1.00

[1] Available only from a DMS-100 Central Office.

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F. Rates and Charges - Optional Service Features (Cont'd)

13. Multiple Position Hunt

Is a type of multiline hunting arrangement that distributes incoming calls to attendant positions according to the type of call. Provides for a delay announcement when calls are in queue and assures even distribution of calls among multiple non-data link attendants.

	USOC	INSTALLATION CHARGE	MONTHLY RATE
• Per main station line	MHU	\$ 11.00	\$ 2.00
• Announcement, per group[1]	MHW	100.00	105.00
• Queuing, per group[1]	MH5	100.00	30.00

14. Remote Access[2,3]

Allows a customer user to dial access the system from an outside line and receive access to features and facilities of that system.

	USOC	INSTALLATION CHARGE	MONTHLY RATE
• Per access code	ROA	\$48.00	\$42.00
• Per access code changed	READA	25.00	-

[1] Available only from a 5ESS central office.

[2] In the event an incoming call is transferred to a remote location, transmission performance cannot be guaranteed.

[3] Not available from a DMS-100 Central Office.

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F. Rates and Charges - Optional Service Features (Cont'd)

15. Station Message Detail Recording[1]

a. Description

SMDR provides detail on calls that originate from a Centrex Plus common block system(s). Call detail may include: date, time, call duration, station line from which calls originated, called number and carrier selected. SMDR call detail is provided on originating Toll, Outward WATS, Voice Grade channels, Foreign Exchange Service and Directory Assistance calls. Local call detail also is available, requests will be on an individual case basis only.

A customer may use SMDR call detail for identifying, analyzing, and resolving internal network usage issues. The company does not represent SMDR call detail to be valid for billing purposes.

The type of call detail and the method by which it is obtained is dependent upon the type of SMDR technology deployed in the central office serving the customer. Two methods of receiving SMDR are, SMDR to Premises SMDR-P and SMDR Regional Accounting Office SMDR-RAO.

SMDR-P allows customers to obtain daily call detail on their outgoing chargeable calls. The customer's call detail records are stored by the SMDR-P equipment and delivered directly over an access line to the customer's premises. The detail is collected by a customer provided call detail recorder which is usually a customer's personal computer using call accounting software. Through the use of the call accounting package, customers are able to process the call details and generate management reports.

SMDR-RAO allows customers to receive call detail on a monthly basis via magnetic tape. The tape is offered within four categories: Miscellaneous SMDR, Large User Toll, Directory Assistance and WATS. Customers could receive up to four different tapes for their accumulated call detail. Magnetic tape records are in a standard industry-wide format called Exchange Message Record (EMR). A customer's in-house data processing equipment or outside data processor must be able to read this tape as to physical size as well as format.

[1] Customers signing a contract on or after November 29, 1993 will receive SMDR at rates and charges specified in the section. Customers that have RSP Arrangements prior to November 29, 1993 must sign a new RSP Arrangement to have SMDR from this Section.

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F.15. (Cont'd)

b. Terms and Conditions

The terms and conditions specified herein are in addition to applicable terms and conditions specified elsewhere.

The customer is responsible for providing the necessary computer hardware and software for processing SMDR data. SMDR data delivered to customers by way of SMDR-P or SMDR-RAO is an electronic listing of call detail.

SMDR content is not represented as an image of a bill and is not a valid challenge to the accuracy of the bill.

Temporary suspension, either full or partial, of SMDR is not permitted.

The Company does not implicitly warrant SMDR from any unforeseen software or hardware problems where call detail records may be lost.

Customers not able to obtain SMDR-P may subscribe to SMDR-RAO.

The customer must obtain and maintain a compatible modem and call accounting package for use with SMDR-P. A business exchange access line, Centrex Plus station line, or Voice Grade Channel is required to provide SMDR.

The standard call data retrieval/delivery interval for SMDR-P is once daily. Customers must specify the time-of-day interval when they wish to retrieve or have the Company deliver their call detail.

SMDR-P customers wishing to retrieve call detail at intervals other than once daily, will be priced on an individual case by case basis.

SMDR-P has two delivery options: modem to modem or File Transfer Protocol (FTP). The customer's data may be forwarded at a customer specified time.

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F.15.b. (Cont'd)

Call data remains on disk for five calendar days after the initial distribution of data to the customer. During this time, customers may request one resend of previously sent data at no charge. After five days, the call data is transferred to magnetic tape. Each customer's daily call detail will be stored on tape and archived for 30 days. This archived information will be made available for retransmission to the customer. A nonrecurring charge will apply for the retrieval of this archived data.

The Company reserves all rights to take SMDR-P down for a four and one half hour period every night to run backups and perform maintenance routines.

For SMDR-RAO the magnetic tape(s) will be sent to the customer once a month based on the Company's bill period date. Customers wishing to receive tapes at intervals other than one a month, will be priced on an individual case by case basis.

SMDR-RAO call data is available only for the previous month. An additional nonrecurring charge will be applied if the customer requests a resend of a previously delivered tape.

All nonrecurring charges for SMDR will be applied on a per common block system basis.

A Service Establishment Charge will be applied when all working and non-working station numbers in the customer's Centrex Plus customer group are loaded into the SMDR database at the time of initial installation of the system.

A retransmission of archived SMDR call detail charge, will be applied if a SMDR-P customer desires a resend of call detail originally transmitted within the previous 30 days.

Requests for SMDR call detail in a manner other than described herein will be considered non-standard and will be priced based upon individual customer requirements, cost and rate levels on a case by case basis. Non-standard provisioning of SMDR may include customer requests for local call detail, Company delivery of data for SMDR-P customers, or hourly retrieval of call data for SMDR-P customers.

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F.15. (Cont'd)

c. Rates and Charges[1]

	USOC	NONRECURRING CHARGE
• Service Establishment Charge, initial installation, per customer group		
- SMDR-P	SEPSP	\$340.00
- SMDR-RAO	SEPSR	240.00
• Retransmission of archived call detail, per request[2]		
- SMDR-P	REHIX	300.00
• Non-Standard provision of SMDR, per main station line	S6N	[3]

[1] Customers signing a contract on or after November 29, 1993, will receive SMDR at rates and charges specified in the section. Customers that have RSP Arrangements prior to November 29, 1993, must sign a new RSP Arrangement to have SMDR from this Section.

[2] A request shall not exceed 7 consecutive calendar days.

[3] Rates and charges will be based on an individual case basis per customer request.

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F. Rates and Charges - Optional Service Features (Cont'd)

16. Time of Day Routing[1]

Enables efficient use of facilities by allowing or denying route choices based on time of day.

	USOC	INSTALLATION CHARGE	MONTHLY RATE
• Per main station line	ATB	\$1.00	\$0.10
• Per ARS pattern	ATBPZ	5.00	2.00

17. Time of Day NCOS (Network Class of Service) Update[1]

Allows normal NCOS values to be mapped on to new values that are based on time of day, day of the week, or day of the year.

	USOC	INSTALLATION CHARGE	MONTHLY RATE
• Per main station line	A4T	\$1.00	\$0.10

[1] Available only from a DMS-100 Central Office.

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F. Rates and Charges - Optional Features (Cont'd)

18. Uniform Call Distribution

This feature is a type of hunting which provides for an even distribution of incoming calls among the available members of a hunt group.

	USOC	INSTALLATION CHARGE	MONTHLY RATE
• UCD in hunt group including Queuing, Music on Queue and Delay Announcement[1]			
- Per group	MHMPG	\$205.00	-
- Per main station line	MHM	15.00	\$ 5.00
• Make Busy Arrangements,			
- Per group[2,3]	A9AEX	20.00	45.00
- Per line[2,3]	MB1	20.00	3.50
• Call Waiting Indication, per unique timing state[4]	WUT	25.00	12.50

[1] Limit of one announcement channel per UCD system.

[2] This arrangement is only available from a 5E and 1AESS Central Office.

[3] A Low Speed Data channel from the Access Service Price List and a special set with a Make Busy key is required.

[4] In addition, a Low Speed Data Channel from the Access Service Price List applies. Limit of three unique timing states per UCD system.

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F. Rates and Charges - Optional Features (Cont'd)

19. Music On Hold System[1,2]

Provides Music on Hold capability to the system.

	USOC	INSTALLATION CHARGE	MONTHLY RATE
• Per system	MOHPS	\$1,500.00	\$75.00

20. Music On Hold[2,3]

Provides Music on Hold to all stations excluding Electronic Set Service.

	USOC	INSTALLATION CHARGE	MONTHLY RATE
• Per system	MHPS	\$250.00	\$55.00

[1] Available only from a 5ESS central office.

[2] Requires a Voice Grade circuit found elsewhere.

[3] Available only from a DMS-100 Central Office.

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F. Rates and Charges - Optional Features (Cont'd)

21. Call Forward Don't Answer/Call Forward Busy Customer Programmable

Enables users to activate, deactivate and re-direct the Call Forward Busy and Call Forward Don't Answer features from their stations by using dialed feature access codes.

	USOC	INSTALLATION CHARGE	MONTHLY RATE
• Service establishment	SEPFA	\$100.00	–
• Per line	FSW	15.00	\$0.40

22. Trunk Verification From Designated Station

Allows end users audible transmission level testing from selected trunks within a trunk group, limit of ten stations per system.

	USOC	INSTALLATION CHARGE	MONTHLY RATE
• Per line equipped	BVS	\$250.00	\$15.00

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F. Rates and Charges - Optional Features (Cont'd)

23. Caller ID LIDB Listing

- a. This feature provides a listing on the Line Identification Data Base (LIDB), that allows for the delivery of a calling party's name and telephone number to a subscriber of Caller Identification Service. The listing information appears only on LIDB and does not appear in the directory or on Directory Assistance.
- b. The customer of record is responsible for providing to the Company, complete and accurate end-user listing information. The customer of record assumes liability for the accuracy of information provided to the Company.
- c. The nonrecurring charge applies to subsequent changes in an already established LIDB Listing per Centrex Plus station line. It does not apply when a LIDB Listing is established during the initial installation of a Centrex Plus station line.

	USOC	NONRECURRING CHARGE
• Per station line equipped		
- Initial installation	LBN	-
- Subsequent changes	LBN	\$3.50

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109.1.16 CENTREX PLUS SERVICE (Cont'd)

G. Rates and charges found following were in effect March 10, 1992 through November 28, 1993.

1. Common Line Facilities, per location

	USOC		
	RHN,X5S		
	12 TO 35 MONTHS	36 TO 59 MONTHS	60 TO 84 MONTHS
• Rate stabilized flat station line, extension station line, blocked, each[1]			
1 - 20 station lines	\$20.00	\$18.00	\$15.00
21 - 50 station lines,	18.00	15.00	13.50
51 station lines and over			
1 Qtr mile from CO	5.45	4.54	4.09
2 Qtr miles from CO	5.87	4.89	4.40
3 Qtr miles from CO	6.31	5.25	4.73
4 Qtr miles from CO	6.85	5.71	5.14
5 Qtr miles from CO	7.33	6.11	5.50
6 Qtr miles from CO	7.84	6.53	5.88
7 Qtr miles from CO	8.53	7.51	6.76
9 Qtr miles from CO	9.73	8.11	7.30
10 Qtr miles from CO	11.20	9.33	8.40
11 Qtr miles from CO	11.83	9.86	8.87
12 Qtr miles from CO	13.69	11.41	10.27
12 Qtr miles from CO	15.36	12.80	11.52
14 Qtr miles from CO	15.96	13.30	11.97
15 Qtr miles from CO	16.80	14.00	12.60
16 Qtr miles from CO	18.87	15.72	14.15
17 Qtr miles from CO	19.48	16.23	14.61
18 Qtr miles from CO	19.99	16.66	14.99
19 Qtr miles from CO	20.40	17.00	15.30
20 Qtr miles from CO	23.00	19.43	17.49

[1] In addition, the End User Common Line Charge applies to each Common Line facility.

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109.1.16 CENTREX PLUS SERVICE

G.1. (Cont'd)

USOC

- Rate stabilized flat station line,
extension station line, non-blocked, each[1]

R4H,R5S

	12 TO 35 MONTHS	36 TO 59 MONTHS	60 TO 84 MONTHS
1 - 20 station lines	\$20.00	\$18.00	\$15.00
21 - 50 station lines	18.00	15.00	13.50
51 station lines and over			
1 Qtr mile from CO	5.45	4.54	4.09
2 Qtr miles from CO	5.87	4.89	4.40
3 Qtr miles from CO	6.31	5.25	4.73
4 Qtr miles from CO	6.85	5.71	5.14
5 Qtr miles from CO	7.33	6.11	5.50
6 Qtr miles from CO	7.84	6.53	5.88
7 Qtr miles from CO	8.53	7.11	6.40
8 Qtr miles from CO	9.01	7.51	6.76
9 Qtr miles from CO	9.73	8.11	7.30
10 Qtr miles from CO	11.20	9.33	8.40
11 Qtr miles from CO	11.83	9.86	8.87
12 Qtr miles from CO	13.69	11.41	10.27
12 Qtr miles from CO	15.36	12.80	11.52
14 Qtr miles from CO	15.96	13.30	11.97
15 Qtr miles from CO	16.80	14.00	12.60
16 Qtr miles from CO	18.87	15.72	14.15
17 Qtr miles from CO	19.48	16.23	14.61
18 Qtr miles from CO	19.99	16.66	14.99
19 Qtr miles from CO	20.40	17.00	15.30
20 Qtr miles from CO	23.00	19.43	17.49

[1] In addition, the End User Common Line Charge applies to each Common Line facility.

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109.1 DIAL SWITCHING SYSTEMS

109.1.16 CENTREX PLUS SERVICE (Cont'd)

H. Rates and charges found following were in effect November 29, 1993 through October 22, 1995.

1. Common Line Facilities, per location

	USOC		
	RHN,X5S		
	12 TO 35 MONTHS	36 TO 59 MONTHS	60 TO 84 MONTHS
• Rate stabilized flat station line, extension station line, blocked, each[1]			
1 - 20 station lines	\$17.00	\$16.00	\$15.00
21 - 50 station lines	13.00	12.00	11.00
51 station lines and over			
1 Qtr mile from CO	3.79	3.23	2.90
2 Qtr miles from CO	4.21	3.58	3.21
3 Qtr miles from CO	4.65	3.95	3.54
4 Qtr miles from CO	5.20	4.40	3.95
5 Qtr miles from CO	5.67	4.80	4.31
6 Qtr miles from CO	6.17	5.22	4.68
7 Qtr miles from CO	6.87	5.80	5.21
8 Qtr miles from CO	7.35	6.20	5.57
9 Qtr miles from CO	8.08	7.80	6.11
10 Qtr miles from CO	9.52	8.00	7.19
11 Qtr miles from CO	10.16	8.54	7.68
12 Qtr miles from CO	12.10	10.16	9.08
13 Qtr miles from CO	13.70	11.49	10.33
14 Qtr miles from CO	14.30	11.99	10.78
15 Qtr miles from CO	15.14	12.69	11.41
16 Qtr miles from CO	17.20	14.41	12.96
17 Qtr miles from CO	17.82	14.92	13.42
18 Qtr miles from CO	18.33	15.34	13.80
19 Qtr miles from CO	18.74	15.69	14.11
20 Qtr miles from CO	21.66	18.12	16.30

[1] In addition, the End User Common Line Charge applies to each Common Line facility.

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109.1.16 CENTREX PLUS SERVICE

B.1. (Con't)

USOC

- Rate stabilized flat station line,
extension station line, blocked, each[1]

RHN,X5S

	12 TO 35 MONTHS	36 TO 59 MONTHS	60 TO 84 MONTHS
51 station lines and over (Cont'd)			
21 Qtr miles from CO	\$21.80	\$18.24	\$16.40
22 Qtr miles from CO	21.93	18.35	16.50
23 Qtr miles from CO	22.07	18.46	16.61
24 Qtr miles from CO	22.20	18.58	16.71
25 Qtr miles from CO	22.34	18.69	16.81
26 Qtr miles from CO	22.48	18.80	16.91
27 Qtr miles from CO	22.61	18.92	17.01
28 Qtr miles from CO	22.75	19.03	17.12
29 Qtr miles from CO	22.88	19.14	17.22
30 Qtr miles from CO	23.02	19.26	17.32
31 Qtr miles from CO	23.15	19.37	17.42
32 Qtr miles from CO	23.29	19.48	17.52
33 Qtr miles from CO	23.43	19.60	17.62
34 Qtr miles from CO	23.56	19.71	17.73
35 Qtr miles from CO	23.70	19.82	17.83
36 Qtr miles from CO	23.83	19.93	17.93
37 Qtr miles from CO	23.97	20.05	18.03
38 Qtr miles from CO	24.11	20.16	18.13
39 Qtr miles from CO	24.24	20.27	18.24
40 Qtr miles from CO	24.38	20.39	18.34

[1] In addition, the End User Common Line Charge applies to each Common Line facility.

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109.1 DIAL SWITCHING SYSTEMS

109.1.16 CENTREX PLUS SERVICE

B.1. (Cont'd)

USOC

- Rate stabilized flat station line,
extension station line, non-blocked, each[1]

R4H,R5S

	12 TO 35 MONTHS	36 TO 59 MONTHS	60 TO 84 MONTHS
1 - 20 station lines	\$17.00	\$16.00	\$15.00
21 - 50 station lines	13.00	12.00	11.00
51 station lines and over			
1 Qtr mile from CO	3.79	3.23	2.90
2 Qtr miles from CO	4.21	3.58	3.21
3 Qtr miles from CO	4.65	3.95	3.54
4 Qtr miles from CO	5.20	4.40	3.95
5 Qtr miles from CO	5.67	4.80	4.31
6 Qtr miles from CO	6.17	5.22	4.68
7 Qtr miles from CO	6.87	5.80	5.21
8 Qtr miles from CO	7.35	6.20	5.57
9 Qtr miles from CO	8.08	7.80	6.11
10 Qtr miles from CO	9.52	8.00	7.19
11 Qtr miles from CO	10.16	8.54	7.68
12 Qtr miles from CO	12.10	10.16	9.08
13 Qtr miles from CO	13.70	11.49	10.33
14 Qtr miles from CO	14.30	11.99	10.78
15 Qtr miles from CO	15.14	12.69	11.41
16 Qtr miles from CO	17.20	14.41	12.96
17 Qtr miles from CO	17.82	14.92	13.42
18 Qtr miles from CO	18.33	15.34	13.80
19 Qtr miles from CO	18.74	15.69	14.11
20 Qtr miles from CO	21.66	18.12	16.30

[1] In addition, the End User Common Line Charge applies to each Common Line facility.

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B.1. (Cont'd)

USOC

- Rate stabilized flat station line,
extension station line, non-blocked, each[1]

R4H,R5S

	12 TO 35 MONTHS	36 TO 59 MONTHS	60 TO 84 MONTHS
51 station lines and over (Cont'd)			
21 Qtr miles from CO	\$21.80	\$18.24	\$16.40
22 Qtr miles from CO	21.93	18.35	16.50
23 Qtr miles from CO	22.07	18.46	16.61
24 Qtr miles from CO	22.20	18.58	16.71
25 Qtr miles from CO	22.34	18.69	16.81
26 Qtr miles from CO	22.48	18.80	16.91
27 Qtr miles from CO	22.61	18.92	17.01
28 Qtr miles from CO	22.75	19.03	17.12
29 Qtr miles from CO	22.88	19.14	17.22
30 Qtr miles from CO	23.02	19.26	17.32
31 Qtr miles from CO	23.15	19.37	17.42
32 Qtr miles from CO	23.29	19.48	17.52
33 Qtr miles from CO	23.43	19.60	17.62
34 Qtr miles from CO	23.56	19.71	17.73
35 Qtr miles from CO	23.70	19.82	17.83
36 Qtr miles from CO	23.83	19.93	17.93
37 Qtr miles from CO	23.97	20.05	18.03
38 Qtr miles from CO	24.11	20.16	18.13
39 Qtr miles from CO	24.24	20.27	18.24
40 Qtr miles from CO	24.38	20.39	18.34

[1] In addition, the End User Common Line Charge applies to each Common Line facility.

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109.1 DIAL SWITCHING SYSTEMS (Cont'd)

109.1.17 CENTREX 21 SERVICE

Effective April 11, 2005, Centrex 21 is obsolete. Customers will be allowed to retain their obsolete service only as long as service remains at the same location. The services may be transferred between customers in accordance with 2.2.1.E., preceding.

(C)

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(C)

A. Description

1. Centrex 21 Service is a flat rate, non-blocked business service for customers with 2 to 50 station lines. Centrex 21 Service is furnished only from a Stored Program Controlled central office offered subject to the availability of facilities and applicable generic feature programs and will not be available in a 2BESS Central Office. Centrex 21 consists of standard features which are available to all station lines in the shared customer group where available. A Centrex 21 customer has a choice of having the features delivered via analog lines and/or 2B+S ISDN lines. Optional features are also available.
2. Centrex 21 standard features include the following features depending upon the serving central office:

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109.1 DIAL SWITCHING SYSTEMS

109.1.17 CENTREX 21 SERVICE

A.2. (Cont'd)

FEATURE	ANALOG	ELECTRONIC KEY
• Primary DN	X	X
• Secondary DN	-	X
• Multiple Shared Call Appearances of a DN	-	X
• Call Drop	-	X
• Call Exclusion	-	X
• Call Forwarding - Busy Line	X	X
• Call Forwarding - Don't Answer	X	X
• Call Forwarding - Variable	X	X
• Call Hold	X	X
• Calling Identity Delivery on Call Waiting Number	X	-
• Call Pickup	X	X
• Call Transfer	X	X
• Call Waiting	X	-
• Caller Identification Number	X	-
• Conference Calling		
- 3-Way	X	X
- 6-Way	X	X
• Direct Dialing/Originating Terminating	X	X
• Display	-	X

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109.1.17 CENTREX 21 SERVICE

A.2. (Cont'd)

FEATURE	ANALOG	ELECTRONIC KEY
• Hunting	X	X
• Individual Line Billing	X	X
• Intercept	X	X
• Incoming Calling Identification	-	X
• Message Waiting Service		
- Audible	X	X
- Visual	X	X
• Speed Calling	X	X
• Standard Configuration Group	-	X
• Touch-Tone	X	X

3. Centrex 21 optional features include the following features depending upon the serving central office:

FEATURE	ANALOG	ELECTRONIC KEY
• Additional Secondary Directory Number	-	X
• Analog Call Appearance	-	X
• Call Park	X	-
• Caller Identification Name and Number	X	-
• Calling Connection Plans		
- Minutes Free	X	-
• 2B+D (Circuit Switched Data)	-	X
• Electronic Business Set	X	-
• Nonstandard Configuration Group	-	X
• Remote Access Forwarding	X	-
• Scheduled Call Forwarding	X	-

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109.1 DIAL SWITCHING SYSTEMS

109.1.17 CENTREX 21 SERVICE (Cont'd)

B. Terms and Conditions

1. Centrex 21 Service ISDN station lines will be offered, from the customer's local serving Central Office only. ISDN Service from the Central Office is generally considered "available" for loops of 18 kilofeet or less in length. Loops greater than 18 kilofeet in length must meet extension technology design requirements. Service will be considered available if ISDN compatible pair gain systems or single line loop extension equipment are in place to serve the area. If the loop is greater than 18 kilofeet in length, the Loop Extension Charge applies.
2. Rates and charges for the Centrex 21 ISDN 2B+S lines do not include extended ISDN availability arrangements. Extended ISDN availability arrangements are only available on an individual case basis.
3. Centrex 21 Service equips the station lines in the system with all the standard features. Customers subscribing to this service are required to pay the monthly rates for service, whether or not all standard features are activated at initial installation.
4. The monthly rate for Centrex 21 Service covered under the Rate Stabilized Plan is guaranteed against Company initiated changes for the duration of the plan. The minimum Rate Stabilized Plan is 12 months. The maximum Rate Stabilized period is 60 months.
5. Customers subscribing to an unexpired standard Rate Stability Plan as of April 11, 2005, may add station lines to an existing system at any time during the Rate Stability Plan period at the rates originally applicable to that customer. Customers whose station line growth exceeds 50 station lines, have the option to convert to other Company Services. The service period for converted Company Services will bear the same expiration date as that of the customer's original Rate Stability Plan.
6. Customers will be responsible to furnish all premises wiring, terminal equipment and jacks used with the Centrex 21 Service.
7. All Centrex 21 Service station lines must be associated with the same customer group.
8. Customer request for temporary suspension, either full or partial, of Centrex 21 Service is not permitted. Seasonal disconnects are not allowed.

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109.1 DIAL SWITCHING SYSTEMS

109.1.17 CENTREX 21 SERVICE

B. Terms and Conditions (Cont'd)

9. One primary directory listing is furnished without charge for each Centrex 21 system. Directory listings of station lines may be provided at the regular business additional listing rate as specified in 5.7.1., of this Price List.
10. Intercept Service will be provided on the main listed directory number for a total system disconnect only.
11. Customers may reserve additional telephone numbers for future use at the rates specified in 5.3.4., of this Price List.
12. If a customer terminates the agreement before the established service date, in whole or in part, the customer will pay cancellation charges as defined under the Termination Liability/Waiver Policy as set forth in section 2.2.14.
13. After the service date, if a customer with a fixed-period rate plan removes, in whole or in part, station lines to a level less than 60% of the initial number of station lines, a termination charge may apply, as defined in 2.2.14., of this Price List.
14. The customer may substitute Centrex 21 Service with another Company service that functionally replaces Centrex 21 Service and provides equivalent or greater feature functionality as defined in 2.2.14 of this Price List.
15. Centrex 21 Service is not available on Public Communication Service or multiparty service.
16. The quality of transmission for calls utilizing Call Forwarding or Conferencing may vary depending on the distance and routing involved. For an enhanced quality of transmission, line conditioning is available at appropriate rates and charges as found in 5.4.5. of this Price List.
17. Each customer will be required to sign a contractual agreement for the furnishing of services on a rate stabilized basis.
18. Caller Identification Blocking - Per Call and Caller Identification Blocking - Per Line as defined in 10.5.2 is available with Centrex 21 Service.

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109.1 DIAL SWITCHING SYSTEMS

109.1.17 CENTREX 21 SERVICE

B. Terms and Conditions (Cont'd)

19. Electronic Business Set will be provided from a DMS-100 Central Office and only where facilities permit.
20. Each electronic set must be associated with a Primary Directory Number. In addition, an Electronic Business Set interface card is required.
21. Electronic Business Set is subject to a 1.5 mile limitation from the central office.
22. Electronic Business Set is only available on Centrex 21 main station lines. Main station lines with electronic sets cannot have extension stations; however, the primary directory number associated with the main station line can appear as a secondary appearance of a primary directory number on other main station lines.
23. For customers with a standard RSP on or after April 11, 2005, the Termination Liability will be waived when changing to a *QWEST* voice line service.

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109.1 DIAL SWITCHING SYSTEMS

109.1.17 CENTREX 21 SERVICE (Cont'd)

C. Standard Service Feature - Description

Primary Directory Number (PDN)[1]

Each terminal is assigned one Primary Directory Number. If more than two terminals are attached to a Basic Rate Access Connection, additional Primary Directory Numbers will be required. The maximum allowable number of Call Appearances (PDN, SDN or shared) will be determined by the CPE and configuration groups selected.

Secondary Directory Number (SDN)

A Secondary Directory number is any directory number, other than the Primary Directory Number, assigned to an ISDN terminal. The standard package includes one SDN. The maximum allowable number of Call Appearances (PDN, SDN or shared) will be determined by the CPE and configuration groups selected.

Multiple Shared Call Appearances of a Directory Number[2]

This feature allows several station sets to share one or more Call Appearances of a particular directory number (PDN or SDN). The originating and terminating events on one station set affects all stations that share Call Appearances for a particular directory number. The shared directory number can have up to eight Call Appearances. Multiple calls can exist on one directory number and more than one station sharing the directory number can have a call active on the shared directory number.

[1] Customers may choose from any of the existing standard configuration groups for their system.

[2] On a DMS-100 Central Office, this feature requires MADN as well.

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C. Standard Service Feature - Description (Cont'd)

Call Drop

This feature allows the user (who is the controller of a call) to drop the last party that was added to a conference call. Also, this feature allows a user to disconnect a 2-party call.

Call Exclusion

Manual Call Exclusion restricts other stations from picking up a call on hold or bridging onto an active call at that station.

Call Forwarding Busy Line

Provides for forwarding of "all" calls to a preselected telephone number when the called station is busy.

Call Forwarding Don't Answer

Provides for forwarding of "all" calls to a preselected telephone number, when the called station does not answer after a predetermined number of ringing cycles.

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C. Standard Service Feature - Description (Cont'd)

Call Forwarding-Variable

Allows a user to automatically forward "all" calls to any other number.

Call Hold[1]

Allows a station user to hold any call in progress by dialing a code.

Calling Identity Delivery on Call Waiting - Number[2,3]

Provides calling number delivery following the call waiting tone.

Call Pick-Up

Enables a station user to answer calls directed to other specified stations by dialing a special code.

Call Transfer

Allows a station line user to transfer any established call to another station line without the assistance of an attendant. This feature also utilizes the switchhook to put a caller on consultation hold.

[1] Provided by proprietary CPE on ISDN.

[2] Requires CPE that has a display.

[3] Not available from DMS-10, DMS-100, and AXE -10 Central Offices.

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C. Standard Service Feature - Description (Cont'd)

Call Waiting

- Terminating - All Calls
 - Allows for a Centrex 21 station user who is engaged in a telephone conversation to be alerted via an audible tone that a call is waiting if the called station line is busy.
- Cancel Call Waiting
 - Permits a Call Waiting customer to inhibit the call waiting operation for one call through the use of a cancel call waiting code.

Caller Identification - Number[1]

Provides visual indication of the calling number from an outside party, assuming the incoming call has calling party number associated with it and the originating caller has not blocked presentation of calling party number.

Conference Calling

Allows a station user to establish conference connections without the aid of attendant or operator assistance. 3-Way allows a station in the talking state to add a third party to the call; 6-Way allows a station user to add up to five other parties.

Direct Dialing/Originating Terminating

Allows station users to place or receive calls.

Display[1]

Identifies incoming internal (i.e., intrasystem-system) calls by phone number and call type (e.g., internal, external, forwarded). This feature identifies why calls have forwarded from a specific number (e.g., busy, no answer). Requires electronic set equipped with appropriate alphanumeric LCD.

[1] Requires CPE that has a display.

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C. Standard Service Feature - Description (Cont'd)

Hunting

- Automatically re-routes incoming calls to other lines when the calls encounter busy lines. Hunting groups provide a software-defined search for an available Call Appearance to which a call can be completed. A hunt group member is defined as a set of Call Appearances at the ISDN station.
 - Multi-Line Hunt Group (MLHG) - provides a sequential hunt over the members in the Multi-Line Hunt Group. When a Call Appearance is busy, the system sequentially hunts only the members following the member associated with the dialed number.
 - Circular Hunting - allows all lines in a multi-line hunt group to be tested for busy, regardless of the point of entry into the group. When a call is made to a line in a Multi-Line Hunt Group, a regular hunt is performed starting at the station associated with the dialed number. It continues to the last station of the Multi-Line Hunt Group then proceeds to the first station in the group and continues to hunt sequentially through the remaining lines in the group.
 - Series Completion - this feature allows calls made to a busy directory number to be routed to another specified directory number. The series completion hunting begins with the originally dialed member of the series completion group and searches for an idle directory number from the list of directory numbers.

Individual Line Billing

Toll calls are billed directly against the line placing the call.

Intercept

Disconnected or unassigned lines can be advised of a new number or given a disconnect recording.

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C. Standard Service Feature - Description (Cont'd)

Incoming Calling Identification[1]

Provides user with visual feedback concerning the calling number from an outside party, assuming they do not have Call Blocking, when the electronic set is equipped with appropriate alphanumeric LCD. Name is not available with ISDN.

Message Waiting Service

- Audible Waiting Indication - when a user goes off hook a stutter dial tone is provided to indicate a message is waiting.
- Visual Waiting Indication - provides a message waiting indication on an electronic set via a message waiting lamp.[2]

Speed Calling

Allows a user to place calls to a list of frequently dialed numbers by dialing a one digit speed calling code for a 6 number list, or a 2 digit speed calling code for a 30 number list.

Standard Configuration Group

The standard system design allows users to select from a variety of predetermined configuration groups to support ISDN terminals.

Touch-Tone

Allows for Customer provided equipment to place calls on their Centrex 21 system using Dual-Tone Multi Frequency dialing.

[1] Requires CPE that has a display.

[2] Visual waiting indication available with special CPE.

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109.1.17 CENTREX 21 SERVICE (Cont'd)

D. Optional Service Feature - Description

Additional Secondary Directory Number (SDN)

Allows more than one Secondary Directory Number to be assigned to an ISDN terminal.

Analog Call Appearance

This feature enables analog station users to share their call appearance on a user's ISDN station set. All Analog Call Appearances must be provisioned from the Centrex 21 central office that is providing the ISDN services. One appearance, per number, per terminal is allowed.

Call Park

Allows a user to hold or "Park" a call by dialing a code that can be retrieved from any station by dialing another code.

[1] For Terms and Conditions see 5.4.3.

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D. Optional Service Feature – Description (Cont'd)

Caller Identification - Name and Number[1]

Allows for the automatic delivery of a calling party's name and telephone number (including nonpublished and nonlisted telephone numbers) to the called customer, which gives the called customer an opportunity to decide whether to answer the call immediately or not. The name and number are displayed on customer provided equipment.

Scheduled Call Forwarding[1]

Allows all incoming calls to be forwarded to another telephone number. It allows a customer to remotely change the termination of their incoming calls and base the termination upon a time schedule. From any tone signaling telephone, the customer can activate, deactivate, or change the times, days and destination numbers.

Remote Access Forwarding (Call Following)[1]

Allows all incoming calls to be forwarded to another telephone number. It allows the customer to remotely change the termination of their incoming calls. From any tone signaling telephone, the customer can activate, deactivate, or change the destination number.

[1] For Terms and Conditions see 5.4.3.

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D. Optional Service Feature - Description (Cont'd)

Minutes Free[1]

The plan includes a designated number of minutes of intraLATA toll. For all additional plan calls, the customer will be charged a special rate specified in 6.3.18 of the Exchange and Network Services Price List. This plan applies only to intraLATA, dial station-to-station calls.

Electronic Business Set

Electronic Set Service permits the use of special electronic station sets with Centrex Plus Service. This service utilizes a unique line card to provide communications control for the electronic station set.

The customer-provided electronic set is a touch-tone station that provides programmable keys for features and additional numbers. It is served from the central office by a main or extension station line. It has assignable keys for station line pick-ups or features. Electronic sets and adjunct modules are provided by the customer.

- Multiple Appearance Directory Number (MADN)
 - A directory number assigned to more than one electronic station set.

- Software Numbers
 - Software numbers are numbers which do not require an additional station line. These numbers share the facilities of the primary directory listed number. Variations of software numbers are:
 - Primary Appearance - The first appearance of a software number on a key.
 - Secondary Appearance - The second appearance of a software number on a key. The secondary software number can be on the same station or a different station.
 - Single Appearance - A software number that appears only on one station and one key.

Nonstandard Configuration Group

Allows customers to purchase additional configuration groups (beyond the five standard configuration groups provided) to support ISDN terminals.

[1] For Terms and Conditions see 106.3.18.

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**109.1 DIAL SWITCHING SYSTEMS
109.1.17 CENTREX 21 SERVICE (Cont'd)**

E. Rates and Charges

1. Centrex 21 Analog Station Line

USOC

- Month-to-Month Station Line RXB
- Rate Stabilized Station Line RSX
- Month-to-Month Electronic Business Set Station Line R63
- Rate Stabilized Electronic Business Set Station Line R6V

- 2 - 50, lines each

NON- RECURRING CHARGE	MONTH TO MONTH	MONTHLY RATE	
		12 TO 36 MONTHS[1]	37 TO 60 MONTHS[1]
\$50.00	\$46.95	\$28.34	\$24.90

2. Centrex 21 ISDN 2B+S line

USOC

- 2 - 50, lines each XRW, XRS

NON- RECURRING CHARGE	MONTH TO MONTH	MONTHLY RATE	
		12 TO 36 MONTHS[1]	37 TO 60 MONTHS[1]
\$110.00	\$68.00	\$61.60	\$59.00

[1] Customers with service under a standard RSP that expires on or after April 11, 2005, will be billed at the rates and terms associated with the RSP period that they subscribed to until they move, disconnect the service or a change occurs in the rates or terms of the obsolete Centrex 21 Service.

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109.1.17 CENTREX 21 SERVICE

E. Rates and Charges (Cont'd)

3. Miscellaneous Charges

- Nonrecurring charges apply, per Centrex 21 station line, per customer group.

	USOC	NONRECURRING CHARGE
- Centrex 21 system change charge per station line changed	NRC62	\$ 5.00
• Conversion Charge, per each existing line converted from a Company Access Line to Centrex 21 Service[1]	NR9CE	12.00
• Loop Extension Charge, per loop	L8E	100.00

[1] NR9CE applies in place of the initial Centrex 21 station line nonrecurring charge. The Conversion Charge does not apply to 60 Month contracts.

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E. Rates and Charges (Cont'd)

4. Optional Service Features

	USOC	NONRECURRING CHARGE	MONTHLY RATE
a. Additional Secondary Directory Number (SDN)			
• Per station line	A6QPN	\$12.00	\$1.00
b. Analog Call Appearance			
• Per number, per terminal	MAZ	12.00	1.00
c. Call Park			
• Per station line	C4Z	5.00	1.00
d. 2B+D (Circuit Switched Data)	[1]	[1]	[1]
e. Caller Identification Name and Number			
• Per line	NNK	-	3.50
f. Remote Access Forwarding			
• Per line	AFD	-	5.95
g. Scheduled Call Forwarding			
• Per line	ATF	-	6.95

[1] See USOC's, rates and charges found in 14.2.1 of this Price List for Single Line ISDN Service.

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E.4. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
h. Electronic Business Set			
• Electronic set service interface, per main station line[1]	PP3	[2]	[2]
• Primary appearance of a software number	SO3	[2]	[2]
• Subsequent appearance of a software number	SO5	[2]	-
• Single appearance of a software number	SFB	[2]	[2]
• Adjunct module, per module[3]	C2TAX	[2]	[2]
i. Nonstandard Configuration Group			
• Per configuration group, per system	N3CPG	\$12.00	-

[1] Includes electronic set service standard features.

[2] See rates and charges for Electronic Set Service found in 109.1.16.

[3] In addition, rates and charges specified above for primary directory number appearances and software number appearances apply.

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109. OBSOLETE CENTRAL OFFICE SERVICES

109.2 EMERGENCY REPORTING SERVICE

(M)

109.2.6 EMERGENCY PREPAREDNESS NETWORK

Emergency Preparedness Network service is sunsetted effective June 1, 2008
and will no longer be offered.

(N)

(N)

A. Description

(M)

Emergency Preparedness Network (EPN), is an integrated solution that identifies and notifies a designated population within minutes of an emergency ("Event"). EPN combines the functionality of the EPN application, a geographically coded telephone number and address database and outbound calling.

B. Terms and Conditions

1. EPN allows customers to utilize pre-planned Event boundaries surrounding impending or potential disaster sites. Emergency boundaries (e.g. flood plain) will be developed by the customer (e.g. PSAP, Office of Emergency Preparedness).
2. The customer will provide the Company with Event boundaries for each pre-planned Event. The company will provide the customer with final paper maps detailing the Event boundaries for each Event.
3. Customers may define areas of prioritization (i.e., which telephone number gets called first), within an Event.
4. Three pre-planned Events and three Call Lists are provided at the rates and charges specified following. Pre-planned Events and Call Lists in excess of three will be priced as specified following. A customer may also request a geographic list of telephone numbers be called, that has not been predetermined, when an Event is initiated.
5. EPN also allows customers to dynamically communicate a point (specific address or intersection) and a specified radius (in feet or miles) around the point to define the Event boundary. For example, when a customer contacts the Company to initiate an Event, the customer will be able to specify an address and a radius and the Company will extract all telephone numbers within this boundary as the target area for notification.
6. When an emergency situation arises, customers must initiate an Event to the Company for a specified Event boundary (either pre-planned or "drawn" in real time).

(M)

(M) Material has been moved from 9.2.6.

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109.2 EMERGENCY REPORTING SERVICE

(M)

109.2.6 EMERGENCY PREPAREDNESS NETWORK

B. Terms and Conditions (Cont'd)

7. Customers will be able to create pre-recorded or real time recorded messages. The message length will be determined by the customer. The length of the message will determine the per call charge. Customers will develop messages for each pre-planned and dynamic event. A toll free number will be provided by the Company for recording and maintaining Event specific messages. Appropriate security (a customer defined PIN) will control access to the messaging system.
8. Customers will be able to add, change or delete their pre-recorded messages as a function of the messaging system.
9. Customers will specify call criteria. The standard no answer length is 40 seconds. The standard number of retries is 3 per telephone number or database record. Fast busy (reorder) does not count as a call attempt.
10. From the point in time that the customer completes the initiation of an EPN Event to the Company and the Company has successfully launched the Event, outbound calling with the customer's specified voice message shall begin in less than 5 minutes, absent malfunction.
11. When the Company initiates a notification Event, the telephone number file and the appropriate message will be merged. Notification will begin at a rate that is as fast as reasonably possible, considering a total capacity of 2,000 calls per minute. In the case of multiple simultaneous Events, this capacity will be spread approximately equally among all Events. Outbound calling will be based upon "first in, first out" priority. Events will be launched and proceed on a first come first serve basis.
12. In the case of multiple simultaneous EPN Events, either by a single customer or multiple customers, outbound calling will be managed in the manner described herein to handle multiple Events and to provide a maximum call volume as follows:
 - Single Event: 2000 calls per minute, per region,
 - Two Events: 1000 calls per minute, per region,
 - Three Events: 633 calls per minute, per region.

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109.2 EMERGENCY REPORTING SERVICE

(M)

109.2.6 EMERGENCY PREPAREDNESS NETWORK

B. Terms and Conditions (Cont'd)

13. The Company will provide Real Time Reports which provide a summary Event call record report to customers at specified time intervals during the Event as follows:
 - Outbound calling initiated: time and date,
 - Summary reports generated at 15 minute intervals will be delivered to the customer or if the Event does not exceed 15 minutes within 10 minutes after the close of the Event.
14. At Event completion, the Company will provide the customer a detailed telephone number report including date and time of call, number of call attempts, and call outcome.
15. The Company will make available to customers a Detail Report and a Summary Report in electronic format within a reasonable time, which time will not exceed 6:00 p.m. Mountain Time, on the business day following the end of the Event.
16. The Company will provide 7 days a week, 24 hours a day, customer support for initiating Events, technological support and providing the results of an Event.
17. The Company may from time to time interrupt service for routine maintenance or rearrangement of facilities or equipment. The Company will give the customer advance notification of the service interruption.
18. The Company relies solely on the customer to determine what constitutes an emergency. The customer shall indemnify and hold harmless the Company, its parent, subsidiaries, their employees and officers against any and all claims, losses, liabilities, damages, and lawsuits arising, in whole or in part, for any non-emergency use of the service.

(M) Material has been moved from 9.2.6.

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109.2 EMERGENCY REPORTING SERVICE

(M)

109.2.6 EMERGENCY PREPAREDNESS NETWORK (Cont'd)

C. Rates and Charges

1. The rates and charges for this service are in addition to all rates and charges for the associated underlying service.
2. In addition to the nonrecurring charge and recurring monthly telephone number charge there is a per call charge. This charge applies to each completed call associated with each Event.
3. Each EPN customer may enter into a contractual agreement for the provisioning of service on a rate stabilized basis. Customers committing to EPN under a rate stabilized plan will receive discounts on the nonrecurring and recurring rates and charges. Discounting does not apply to the per call charge.

(M) Material has been moved from 9.2.6.

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109.2 EMERGENCY REPORTING SERVICE

(M)

109.2.6 EMERGENCY PREPAREDNESS NETWORK

C. Rates and Charges (Cont'd)

4. Basic Emergency Preparedness Network

- Number of telephone numbers within an area

	USOC	NONRECURRING CHARGE	MONTHLY RATE
- 0 to 60,000, per system	NR9XA	\$16,500.00	—
- per ten telephone numbers	EGM1M	—	\$0.50
- 60,001 to 150,000, per system	NR9XB	24,000.00	—
- per ten telephone numbers	EGM2M	—	0.36
- 150,001 to 300,000, per system	NR9XD	31,500.00	—
- per ten telephone numbers	EGM3M	—	0.30
- 300,001 to 450,000, per system	NR9XE	46,500.00	—
- per ten telephone numbers	EGM4M	—	0.25
- 450,001 to 600,000, per system	NR9XG	61,500.00	—
- per ten telephone numbers	EGM5M	—	0.25
- 600,001 to 1,000,000, per system	NR9XH	76,500.00	—
- per ten telephone numbers	EGM6M	—	0.25
- 1,000,001 and above, per system	NR9XJ	[1]	—
- per ten telephone numbers	EGM7M	—	[1]

[1] Rates and charges will be developed on an individual case by case basis.

(M) Material has been moved from 9.2.6.

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109.2 EMERGENCY REPORTING SERVICE
109.2.6 EMERGENCY PREPAREDNESS NETWORK
C.4. (Cont'd)

(M)

- Number of telephone numbers within an area

	USOC	NONRECURRING CHARGE	MONTHLY RATE FOR 3 YEAR PLAN
- 0 to 60,000, per system	NR9XK	\$15,675.00	—
- per ten telephone numbers	EGM13	—	\$0.48
- 60,001 to 150,000, per system	NR9XL	22,800.00	—
- per ten telephone numbers	EGM23	—	0.34
- 150,001 to 300,000, per system	NR9XM	29,925.00	—
- per ten telephone numbers	EGM33	—	0.29
- 300,001 to 450,000, per system	NR9XN	44,175.00	—
- per ten telephone numbers	EGM43	—	0.24
- 450,001 to 600,000, per system	NR9XO	58,425.00	—
- per ten telephone numbers	EGM53	—	0.24
- 600,001 to 1,000,000, per system	NR9XP	72,675.00	—
- per ten telephone numbers	EGM63	—	0.24
- 1,000,001 and above, per system	NR9XQ	[1]	—
- per ten telephone numbers	EGM73	—	[1]

[1] Rates and charges will be developed on an individual case by case basis.

(M) Material has been moved from 9.2.6.

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109.2 EMERGENCY REPORTING SERVICE
109.2.6 EMERGENCY PREPAREDNESS NETWORK
C.4. (Cont'd)

(M)

- Number of telephone numbers within an area

	USOC	NONRECURRING CHARGE	MONTHLY RATE FOR 5 YEAR PLAN
- 0 to 60,000, per system	NR9XR	\$15,345.00	—
- per ten telephone numbers	EGM15	—	\$0.47
- 60,001 to 150,000, per system	NR9XS	22,320.00	—
- per ten telephone numbers	EGM25	—	0.33
- 150,001 to 300,000, per system	NR9XT	29,295.00	—
- per ten telephone numbers	EGM35	—	0.28
- 300,001 to 450,000, per system	NR9XU	43,245.00	—
- per ten telephone numbers	EGM45	—	0.23
- 450,001 to 600,000, per system	NR9XV	57,195.00	—
- per ten telephone numbers	EGM55	—	0.23
- 600,001 to 1,000,000, per system	NR9XW	71,145.00	—
- per ten telephone numbers	EGM65	—	0.23
- 1,000,001 and above, per system	NR9XY	[1]	—
- per ten telephone numbers	EGM75	—	[1]

[1] Rates and charges will be developed on an individual case by case basis.

(M) Material has been moved from 9.2.6.

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109.2 EMERGENCY REPORTING SERVICE

(M)

109.2.6 EMERGENCY PREPAREDNESS NETWORK

C. Rates and Charges (Cont'd)

5. Per completed call charge, per call, per length

	USOC	CHARGE
• First 30 seconds	NRVC1	\$0.23
• Additional 30 seconds, each	NRVCA	0.23

6. Additional Pre-planned Events or Call Lists

	USOC	NONRECURRING CHARGE
• Per Pre-planned Event	NR9MY	\$200.00
• Per Call List	NR9MZ	125.00

(M) Material has been moved from 9.2.6.

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109. OBSOLETE CENTRAL OFFICE SERVICES

109.8 CENTRAL OFFICE ALARM SERVICE

109.8.1 *VERSANET* SERVICE

A. Definitions

Patron

The alarm agency's customer who has subscribed to *VERSANET* Service offered by the alarm agency.

Alarm Agency

Retailer who subscribes to *VERSANET* Service and provides alarm service to the patrons.

B. Description

1. *VERSANET* Service receives low speed data signals over exchange access lines from the patron's premises to the alarm agency via the central office. This low speed data signal does not interfere with the patron's normal telephone usage.
2. If the telephone line is severed either by accidental or intentional cutting this condition is sensed by the central office equipment, and an alarm is generated to the alarm vendor's central station or monitoring agency.

C. Terms and Conditions

1. *VERSANET* Service will be provided only on individual exchange access line service, between the patron's location and serving central office.
2. *VERSANET* Service is offered only on an end-to-end metallic facility. The Company reserves the right to designate the central offices and areas from which this service may be provided.
3. The Company does not install, provide or maintain the patron's alarm sensors needed to provide the service.
4. In the event the patron's telephone service is terminated for any reason *VERSANET* Service will also be terminated. The alarm agency will be notified in writing.
5. The alarm agency does not have exclusive rights or use of the patron's access line.

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109.8.1 *VERSANET* SERVICE

C. Terms and Conditions (Cont'd)

6. *VERSANET* Service is not available with the following services:

- Public Access Lines
- WATS lines
- FX lines
- FCO lines
- Combination main station service
- Trunks
- Party lines

7. Suspension of service is not available for either the patron or the alarm agency.

D. Liability

The Company's liability to any patron or alarm agency for interruption or failure of *VERSANET* Service is as set forth in Section 2.

E. Indemnification

The alarm agency agrees to indemnify, hold harmless and to defend the Company, its agents and employees, from any and all claims, actions, losses, damages, expenses and other liabilities including, but not limited to, claims against the Company for personal injury, property damage, or any other damage or loss, and reasonable attorney fees and costs of litigation, arising out of any act or omission of the alarm company in connection with the service, including any claim, damage or loss arising out of the manufacturing, offering, sale or other provision of products or services by the alarm agency.

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109.8 CENTRAL OFFICE ALARM SERVICE

109.8.1 VERSANET SERVICE (Cont'd)

F. Rates and Charges

1. When a trouble report placed by the patron (or alarm agency on behalf of the patron) requires a premises visit and the trouble is due to the *VERSANET* Service equipment, Premises Work Charges will apply to the patron, unless the patron has previously subscribed to *LINE-BACKER* Service.
2. A patron changing from one alarm agency to another will be treated as a new patron with all nonrecurring charges applicable.

The following rates and charges apply and will be billed to the alarm agency:

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Patron Access Line Connection			
- Status feature and Central Office connection	WRN	\$12.96	\$2.22