

**UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK**

**LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICES**

**(INCLUDING TIER 2 BUSINESS SERVICES)**

**AND**

**MESSAGE TOLL TELEPHONE (LOCAL TOLL) SERVICE\***

Applying in all exchanges of the Company

See [Terms and Conditions for Business Products and Services](#) for descriptions, terms and conditions governing additional de-tariffed business service not included herein.

Rates and charges for all services contained herein may be found in the  
United Telephone Company of Ohio d/b/a CenturyLink  
[Price List for De-Tariffed Non-BLES and Message Toll Telephone \(Local Toll\) Services](#)

\*Referred to hereafter as MTS

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URLS FOR LINKS TO DOCUMENTS REFERENCED HEREIN

URLs for hyperlinks used throughout this document are listed below and will direct you to the applicable terms and conditions for the specified services. If you are unable to open a document by selecting those links, the following URLs may be used:

Bundle Services Terms and Conditions - Business

[http://www.centurylink.com/tariffs/LTOS\\_Business\\_Bundles.pdf](http://www.centurylink.com/tariffs/LTOS_Business_Bundles.pdf)

Bundle Services Terms and Conditions - Residence

[http://www.centurylink.com/tariffs/LTOS\\_Residential\\_Bundles.pdf](http://www.centurylink.com/tariffs/LTOS_Residential_Bundles.pdf)

Call Line Identifier

[http://www.centurylink.com/tariffs/LTOS\\_Call\\_Line\\_Identifier.pdf](http://www.centurylink.com/tariffs/LTOS_Call_Line_Identifier.pdf)

CenturyLink Business Bundle

[http://www.centurylink.com/tariffs/LTOS\\_Business\\_CenturyLink\\_Business\\_Bundle.pdf](http://www.centurylink.com/tariffs/LTOS_Business_CenturyLink_Business_Bundle.pdf)

CenturyLink Telecommunication Services Standard Terms and Conditions (Business Only)

[http://www.centurylink.com/tariffs/LTOS\\_Business\\_Standard\\_Terms.pdf](http://www.centurylink.com/tariffs/LTOS_Business_Standard_Terms.pdf)

Charges Applicable Under Special Conditions

[http://www.centurylink.com/tariffs/LTOS\\_Construction\\_Charges.pdf](http://www.centurylink.com/tariffs/LTOS_Construction_Charges.pdf)

Core Connect

[http://www.centurylink.com/tariffs/LTOS\\_Business\\_Core\\_Connect.pdf](http://www.centurylink.com/tariffs/LTOS_Business_Core_Connect.pdf)

Directory Assistance Service (Residence and Business)

[http://www.centurylink.com/tariffs/LTOS\\_Directory\\_Assistance.pdf](http://www.centurylink.com/tariffs/LTOS_Directory_Assistance.pdf)

End User Agreement

<http://www.centurylink.com/aboutus/legal/tariff-library/tariff-service-agreements.html>

Integrated Services Digital Network ("ISDN")

[http://www.centurylink.com/tariffs/LTOS\\_Business\\_ISDN-PRI.pdf](http://www.centurylink.com/tariffs/LTOS_Business_ISDN-PRI.pdf)

**Simply Unlimited Business**

[http://www.centurylink.com/tariffs/LTOS\\_Business\\_Simply\\_Unlimited\\_Bundle.pdf](http://www.centurylink.com/tariffs/LTOS_Business_Simply_Unlimited_Bundle.pdf)

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United Telephone Company of Ohio d/b/a CenturyLink P.U.C.O. No. 5 General Exchange Tariff

[http://www.centurylink.com/tariffs/oh\\_ut-oh\\_loc\\_t\\_no\\_5.pdf](http://www.centurylink.com/tariffs/oh_ut-oh_loc_t_no_5.pdf)

United Telephone Company of Ohio d/b/a CenturyLink Price List

[http://www.centurylink.com/tariffs/oh\\_ut-oh\\_gen\\_pl.pdf](http://www.centurylink.com/tariffs/oh_ut-oh_gen_pl.pdf)

Unlimited Nationwide Calling or Essential Home Phone w/ 30 Minutes LD

[http://www.centurylink.com/tariffs/LTOS\\_Residence\\_Unlimited\\_Nationwide\\_Calling\\_Package.pdf](http://www.centurylink.com/tariffs/LTOS_Residence_Unlimited_Nationwide_Calling_Package.pdf)

UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICES AND MTS

LOCAL EXCHANGE GENERAL REGULATIONS

- I. This Local Terms of Service document may be revised, added to or supplemented by superseding sheets or issues.
- II. The schedules of basic monthly exchange rates applicable in the various exchange areas for the services offered herein are shown in herein. The rate schedule applicable to each exchange area is shown in this Local Terms of Service.

III. EXCHANGE CLASSIFICATION

- A. For purpose of determining exchange service monthly base rates, exchanges are classified in rate groups according to the total main stations in a local calling area and is designated as competitive or noncompetitive based upon current alternative regulation approved by the Public Utilities Commission of Ohio. The local calling area is the area within which customers make calls without payment of message toll charges and may include more than one exchange. For the purpose of this regulation, "main telephone" is the total number of main stations, equivalent main stations, Centrex main stations, private branch exchange trunk lines and key system trunk lines.

B. Rate schedule classification and limits

<u>Exchange Rate Schedule</u>	<u>Total Main Telephones Local Service Area</u>
Schedule IV	6,001 - 12,000
Schedule V	12,001 - 25,000
Schedule VI	25,001 - 50,000
Schedule VII	50,001 - 100,000
Schedule VIII	100,001 - 200,000
Schedule IX	200,001 - 750,000
Schedule X Competitive (Mason - Business only)	200,001 - 750,000
Schedule XI Competitive (Lebanon only)	200,001 - 750,000
Schedule XII Competitive (Lima only)	50,001 - 100,000
Schedule XIII Competitive (Mansfield only)	50,001 - 100,000
Schedule XIV Competitive (Warren only)	200,001 - 750,000
Schedule XV Competitive	12,001 - 25,000
Schedule XVI Competitive	25,001 - 50,000
Schedule XVII Competitive	50,001 - 100,000
Schedule XVIII Competitive	100,001 - 200,000
Schedule XIX Competitive	200,001 - 750,000
Schedule XX Competitive	6,001 - 12,000

- C. Total main stations in the local service area of each exchange shall be verified using the Telephone Company's station report of stations in service.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

LOCAL EXCHANGE GENERAL REGULATIONS

IV. BASE RATE AREA

The base rate area of all exchanges is the corporate limits of these exchanges, unless otherwise defined by map description.

V. EXCHANGE CIRCUITS AND ZONE CHARGES

- A. Exchange circuits are those serving individual line main stations and key system, private branch exchange or Centrex system trunks located outside the base rate area but within a central office area.
- B. A zone is a clearly defined area of an exchange located outside the base rate area which has been established for the purpose of charging subscribers located within such zone an additional charge.
- C. Any individual exchange area having zones and zone rates may or may not contain all zones.
- D. Telephone service furnished outside the base rate area but within the same central office will incur zone charges as provided hereinafter.
- E. Zones and zone rates are applicable in all Telephone Company exchange areas except Moline and South Lebanon.
- F. The applicable zone charge will apply to all new subscriber service.

VI. OPERATOR-HANDLED LOCAL CALLS

A service charge applies when the Customer has the ability to dial all the digits necessary for call completion of a local call but instead dials "0-" to have the operator complete the call. This charge will be applied to all calls completed by an operator except for calls which cannot be completed by the Customer due to equipment failure or trouble on the Company's network.

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<u>EXCHANGE</u>	<u>SCHEDULE</u>	<u>ZONES</u>	<u>EAS POINTS</u>
Ada	<b>XVIII</b>	A,B	Alger Bluffton Dunkirk Findlay ** Kenton ** Lafayette Lima Westminster
Adamsville	XVII	A,B,C	Cambridge ** Conesville ** Dresden ** New Concord ** Norwich ** West Lafayette ** Zanesville **
Adario	XVI	A,B	Mansfield Shiloh
Alexandria	X	A,B	Columbus ** Granville ** Johnstown Newark ** Pataskala Reynoldsburg **
Alger	<b>XVII</b>	A,B,C	Ada Belle Center Kenton Lima Waynesfield Westminster
Andover	XVI	A,B,C	Ashtabula ** Colebrook ** Dorset ** Greene Jefferson Kinsman New Lyme Pierpont **
Anna	XV	A,B	Botkins Fort Loramie Jackson Center Sidney

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<u>EXCHANGE</u>	<u>SCHEDULE</u>	<u>ZONES *</u>	<u>EAS POINTS</u>
Ansonia	<b>XVI</b>	A,B	Arcanum Bradford Gettysburg Greenville Hollansburg New Madison Rossburg Union City, OH Versailles
Apple Creek	XV	A,B	Fredericksburg Kidron Orrville Wooster
Arcanum	<b>XVI</b>	A	Ansonia Bradford Eldorado Gettysburg Greenville Hollansburg Laura ** New Madison Phillipsburg ** Rossburg Union City, OH Versailles West Manchester
Archbold	XVI	A,B,C	Bryan ** Evansport ** Fayette ** Napoleon Ridgeville Corners ** Stryker Wauseon West Unity **
Bartlett	VI	A,B	Amesville ** Athens ** Barlow ** Beverly ** Chesterhill Little Hocking ** Marietta ** Watertown **

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Beaverdam	<b>XVI</b>	A	Bluffton Cairo Lafayette Lima
Belle Center	<b>XVI</b>	A, B, C	Alger Bellefontaine Huntsville Kenton Ridgeway Rushsylvania Russells Point Waynesfield
Bellefontaine	<b>XVI</b>	A, B, C	Belle Center DeGraff East Liberty Huntsville Jackson Center Mt. Victory North Lewisburg Ridgeway Rushsylvania Russells Point Waynesfield West Liberty West Mansfield
Bellville	<b>XVII</b>	A, B, C	Butler Chesterville Fredericktown Johnsonville ** Lexington Lucas Mansfield
Berlin Center	<b>XVIII</b>	A, B	Canfield ** Damascus Lake Milton North Benton North Jackson ** Salem ** Youngstown **

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Big Prairie	XVI	A, B, C	Lakeville ** Millersburg Nashville Shreve Wooster
Bloomdale	XVII	A,B	Arcadia ** Bowling Green ** Cygnet Findlay ** Fostoria ** North Baltimore ** Portage Van Buren ** Wayne-Bradner **
Bluffton	XVII	A,B,C	Ada Beaverdam Cairo Findlay ** Lafayette Lima Ottawa Pandora **
Botkins	XVI	A,B,C	Anna Fort Loramie Jackson Center Sidney Wapakoneta **
Bradford	XVII	A,B,C	Ansonia Arcanum Covington ** Gettysburg Greenville Hollansburg Laura ** New Madison Piqua ** Rossburg Troy ** Versailles

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Bristolville	XVII	A,B	Cortland Greene Johnston Mesopotamia ** North Bloomfield ** Warren
Bucyrus	XVI	A,B,C	Chatfield Crestline ** Galion ** Lykens Nevada ** New Winchester Shelby
Butler	XVII	A,B	Bellville Danville Fredericktown Lexington Lucas Mt. Vernon Mansfield
Byhalia	XV	A,B	Marysville Mt. Victory Richwood ** West Mansfield York Center

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Cairo	<b>XVII</b>	A	Beaverdam Bluffton Columbus Grove ** Gomer Lima Vaughnsville **
Caledonia	XVI	A,B,C	Galion Mt. Gilead Marion ** New Winchester
Camden	<b>XX</b>	A,B,C	Eaton Eldorado Gratis ** Morning Sun ** New Paris West Manchester
Cardington	XVI	A,B,C	Ashley ** Chesterville Marengo Marion ** Mt. Gilead Waldo **
Centerburg	XVIII	A,B,C	Chesterville Croton Delaware ** Kilbourne ** Marengo Mt. Gilead Mt. Vernon Newark ** Sunbury Utica-Homer
Chatfield	XX	A	Bucyrus Lykens

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Chesterhill	VI	A,B,C	Amesville ** Athens ** Bartlett Glouster Marietta ** McConnelsville Pennsville Stockport Watertown **
Chesterville	XVI	A,B,C	Bellville Cardington Centerburg Fredericktown Johnsville Marengo Mt. Gilead Mt. Vernon
Cortland	XIX	A,B,C	Bristolville Greene Hartford Johnston Kinsman Niles ** Sharon ** Warren Youngstown **
Crooksville	XVII	A,B,C	McConnelsville New Lexington Philo ** Roseville ** Zanesville **
Croton	XVII	A,B	Centerburg Johnstown Newark ** Sunbury Utica-Homer

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<u>EXCHANGE</u>	<u>SCHEDULE</u>	<u>ZONES</u> *	<u>EAS POINTS</u>
Cygnnet	XVI	A,B,C	Bloomdale Bowling Green ** Deshler North Baltimore ** Portage Risingsun Wayne-Bradner ** Weston **
Damascus	XVIII	A,B	Alliance ** Berlin Center Canfield ** Lisbon ** North Georgetown ** North Benton Salem ** Sebring ** Winona ** Youngstown **
Danville	XVI	A,B,C	Butler Gambier Glenmont Killbuck Millersburg Mt. Vernon Nashville
Defiance	XV	A,B	Arthur ** Ayersville ** Evansport ** Jewell Ney ** Sherwood **
DeGraff	XVII	A,B,C	Bellefontaine Huntsville Jackson Center Rosewood Russells Point Sidney Urbana ** West Liberty
Delphos	XVII	A,B	Elida Ft. Jennings ** Gomer Lima Middle Point ** Ottawa Ottoville ** Spencerville ** Van Wert Venedocia

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Deshler	<b>XVII</b>	A,B,C	Belmore ** Bowling Green ** Cygnet Findlay ** Grelton-Malinta Hamler McClure ** McComb ** Napoleon North Baltimore ** Ottawa Weston **
Dunkirk	<b>XV</b>	A,B	Ada Kenton **
East Liberty	<b>XVI</b>	A,B	Bellefontaine Marysville North Lewisburg Raymond West Liberty West Mansfield

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<u>EXCHANGE</u>	<u>SCHEDULE</u>	<u>ZONES*</u>	<u>EAS POINTS</u>
Eaton	XV	A, B, C	Camden Eldorado Gratis ** Lewisburg ** Morning Sun ** New Paris West Alexandria ** West Manchester
Eldorado	XVI	A, B	Arcanum Camden Eaton Greenville Hollansburg New Madison New Paris West Manchester
Elida	XVII	A, B, C	Gomer Delphos Lima Spencerville **
Florida	XV	A, B	Ayersville ** Grelton-Malinta Holgate Jewell Liberty Center Napoleon Okolona **
Fort Loramie	XVI	A, B, C	Anna Botkins Jackson Center Sidney Versailles
Frazesburg	XVIII	A, B, C	Cooperdale ** Coshocton ** Dresden ** Hanover-Marne ** Martinsburg Newark ** St. Louisville ** Zanesville **

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<u>EXCHANGE</u>	<u>SCHEDULE</u>	<u>ZONES*</u>	<u>EAS POINTS</u>
Fredericksburg	XVI	A,B,C	Apple Creek Holmesville Kidron Millersburg Wooster
Fredericktown	XVII	A,B,C	Bellville Butler Chesterville Johnsville Mansfield Mt. Gilead Mt. Vernon
Gambier	XV	A,B,C	Mt. Vernon Danville Martinsburg
Gerald	<b>XV</b>	A,B	Napoleon Liberty Center Okolona ** Ridgeville Corners ** Wauseon
Gettysburg	<b>XV</b>	A,B	Ansonia Arcanum Bradford Greenville Hollansburg New Madison Rossburg Versailles
Glenmont	XX	A,B	Danville Killbuck Millersburg Nashville
Glouster	XVI	A,B,C	Amesville ** Athens ** Chesterhill Corning ** McConnelsville Murray City ** Nelsonville ** New Lexington ** Pennsville Shawnee ** The Plains **

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<u>EXCHANGE</u>	<u>SCHEDULE</u>	<u>ZONES*</u>	<u>EAS POINTS</u>
Gomer	<b>XVII</b>	A, B	Cairo Delphos Elida Ft. Jennings ** Kalida ** Lima Ottawa Vaughnsville **
Green Springs	<b>XVII</b>	A, B, C	Bellevue ** Clyde ** Fremont ** Old Fort Republic ** Tiffin **
Greene	<b>XVI</b>	A	Andover Bristolville Cortland Johnston Kinsman North Bloomfield ** Warren
Greenville	<b>XVI</b>	A, B, C	Ansonia Arcanum Bradford Eldorado Gettysburg Hollansburg Laura ** New Madison New Paris Rossburg Union City, OH Versailles West Manchester
Grelton-Malinta	<b>XX</b>	A, B	Deshler Florida Hamler Holgate Liberty Center McClure ** Napoleon Okolona **

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Hamler	<b>XV</b>	A, B, C	Belmore ** Deshler Holgate Leipsic ** Grelton-Malinta Napoleon New Bavaria **
Hartford	XVII	A, B	Cortland Johnston Kinsman Sharon ** Warren
Hebron	XVIII	A, B	Granville ** Lancaster ** Millersport ** Newark ** Pataskala ** Thornville **
Holgate	<b>XV</b>	A, B	Ayersville ** Florida Grelton-Malinta Hamler Liberty Center Napoleon New Bavaria **
Hollansburg	<b>XV</b>	A, B	Ansonia Arcanum Bradford Eldorado Gettysburg Greenville New Madison New Paris Rossburg Versailles West Manchester

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Holmesville	XVI	A	Fredericksburg Millersburg Shreve Wooster
Huntsville	XV	A,B	Belle Center Bellefontaine DeGraff Russells Point
Jackson Center	XVII	A,B	Anna Bellefontaine Botkins DeGraff Fort Loramie Russells Point Sidney Wapkoneta ** Waynesfield
Jefferson	XVII	A,B	Andover Ashtabula ** Austinburg Colebrook ** Conneaut * Dorset ** Geneva ** Kingsville ** Kinsman New Lyme Orwell ** Pierpont ** Rock Creek ** Trumbull ** Windsor **
Jewell	XX	A,B	Defiance Florida Ayersville ** Okolona ** Evansport **

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Johnston	XVII	A	Bristolville Cortland Greene Hartford Kinsman Warren
Johnstown	XIX	A,B,C	Alexandria Columbus ** Croton Delaware ** Gahana ** Granville ** New Albany ** Newark ** Pataskala St. Louisville ** Sunbury Utica-Homer Westerville **

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Johnsville	XVII	A, B, C	Bellville Chesterville Fredericktown Galion ** Lexington Mt. Gilead Mansfield
Junction City	XVII	A, B	Bremen ** Lancaster ** Logan ** New Lexington ** Somerset **
Kidron	XVII	A, B	Apple Creek Dalton ** Fredericksburg Massillon ** Orrville Wilmot ** Wooster
Killbuck	XV	A, B, C	Coshocton ** Danville Glenmont Millersburg
Kinsman	XVII	A, B, C	Andover Cortland Greene Hartford Jefferson Johnston Warren
Lafayette	XVII	A, B	Ada Beaverdam Bluffton Lima Westminster
Lake Milton	XIX	A, B	Berlin Center Canfield ** Newton Falls North Benton North Jackson ** Ravenna ** Warren Wayland Youngstown **

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<u>EXCHANGE</u>	<u>SCHEDULE</u>	<u>ZONES</u> *	<u>EAS POINTS</u>
Lebanon	XI	A,B,C	Beavercreek ** Bellbrook ** Bethany ** Bethel ** Centerville Cincinnati ** Clermont ** Dayton ** Franklin Hamilton ** Harrison ** Little Miami ** Mason Miamisburg/West Carrollton ** Middletown ** Monroe ** Morrow Newtonsville ** Reily ** Seven Mile ** Shandon ** South Lebanon Spring Valley ** Trenton ** Vandalia ** Waynesville Williamsburg **  Alexandria, KY ** Boone, KY ** Butler, KY ** Covington, KY ** Falmouth, KY ** Glencoe, KY ** Independence, KY ** Walton, KY ** Warsaw, KY ** Williamstown, KY **
Lexington	XVII	A	Bellville Butler Galion Johnsville Lucas Mt. Gilead Mansfield

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Liberty Center	XVI	A,B	Delta ** Florida Gerald Grand Rapids ** Grelton-Malinta Holgate McClure ** Napoleon Neapolis ** Wauseon
Lima (Edwards) (Wyandotte) (Main)	XII	A,B	Ada Alger Beaverdam Bluffton Buckland ** Cairo Cridersville ** Delphos Elida Gomer Lafayette Spencerville ** Waynesfield Westminster Vaughnsville Venedocia
Lucas	XVII	A,B,C	Ashland ** Bellville Butler Lexington Mansfield
Luckey	XIX	A,B,C	Bowling Green ** Pemberville ** Perrysburg ** Stony Ridge Toledo ** Woodville

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Lykens	XVI	A,B	Bucyrus Chatfield Tiffin **
Lyons	XV	A,B	Chesterfield ** Delta ** Metamora Ogden Center, MI ** Sand Creek, MI ** Wauseon
Magnetic Springs	XVI	A	Delaware ** Marysville Raymond Richwood **
Mansfield (Woodland) (Main)	XIII	A,B,C	Adario Bellville Butler Crestline ** Fredericktown Galion ** Lexington Lucas Shelby Shiloh Johnsville **
(Stewart) (Trimble)			
(West)			
Marengo	XV	A,B	Ashley ** Cardington Centerburg Chesterville Kilbourne ** Mt. Gilead
Marshallville	XVI	A,B	Orrville Rittman Smithville Wooster
Martinsburg	XVI	A,B	Mt. Vernon Fazeysburg Gambier Utica-Homer

\*\* Non-United Telephone Company of Ohio exchange.

UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

<u>EXCHANGE</u>	<u>SCHEDULE</u>	<u>ZONES *</u>	<u>EAS POINTS</u>
Marysville	XV	A, B, C	Byhalia East Liberty Magnetic Springs Milford Center Mt. Victory Raymond North Lewisburg ** York Center West Mansfield Woodstock **
Mason	X	A	Alexandria, KY ** Bethany ** Bethel ** Boone, KY ** Butler, KY ** Cincinnati ** Clermont ** Covington, KY ** Falmouth, KY ** Florence, KY ** Ft. Thomas, KY ** Glencoe, KY ** Hamilton ** Harrison ** Independence, KY ** Lebanon Little Miami ** Morrow Newtownsville ** Reily ** Seven Mile ** Shandon ** South Lebanon ** Walton, KY ** Warsaw, KY ** Waynesville ** Williamsburg ** Williamstown, KY **

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UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

<u>EXCHANGE</u>	<u>SCHEDULE</u>	<u>ZONES*</u>	<u>EAS POINTS</u>
McConnelsville	XV	A, B, C	Beverly ** Chesterhill Corning ** Crooksville Cumberland ** Glouster New Lexington ** Pennsville Philo ** Reinersville-Hackney Stockport
Metamora	<b>XIX</b>	A, B	Richfield Center-Berkey Delta ** Lyons Ogden Center, Michigan ** Swanton Toledo ** Wauseon
Milford Center	<b>XVI</b>	A, B	Marysville North Lewisburg Resaca ** Urbana ** Woodstock **
Millersburg	XVI	A, B, C	Berlin Big Prairie Coshocton ** Danville Fredericksburg Glenmont Holmesville Killbuck Nashville Shreve Wilmot **
Moline	<b>XIX</b>	N/A	Bowling Green ** Curtice-Oregon ** Genoa ** Stony Ridge Toledo ** Woodville

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UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

<u>EXCHANGE</u>	<u>SCHEDULE</u>	<u>ZONES *</u>	<u>EAS POINTS</u>
Morrow	XIX	A,B	Bethany ** Butlerville ** Cincinnati ** Lebanon Little Miami ** Mason South Lebanon ** Waynesville
Mt. Gilead	XVII	A,B,C	Ashley ** Caledonia Cardington Centerburg Chesterville Fredericktown Galion ** Johnsville Lexington Marengo Marion **
Mt. Sterling	<b>XIX</b>	A,B,C	Ashville ** Bloomingburg ** Circleville ** Columbus ** Grove City ** Harrisburg ** London ** New Holland ** Sedalia ** Washington Court House ** Williamsport **
Mt. Vernon	XVI	A,B,C	Butler Centerburg Chesterville Danville Fredericktown Gambier Martinsburg Nashville Utica-Homer

\*\* Non-United Telephone Company of Ohio exchange.

UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

<u>EXCHANGE</u>	<u>SCHEDULE</u>	<u>ZONES *</u>	<u>EAS POINTS</u>
Mt. Victory	XVI	A,B	Bellefontaine Byhalia Kenton ** Marysville Ridgeway West Mansfield
Napoleon	XV	A,B	Archbold Deshler Florida Gerald Grelton-Malinta Hamler Holgate Liberty Center McClure ** Okolona ** Ridgeville Corners **
Nashville	XVI	A,B	Big Prairie Danville Glenmont Lakeville ** Loudonville ** Millersburg Mt. Vernon Shreve

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UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

<u>EXCHANGE</u>	<u>SCHEDULE</u>	<u>ZONES</u> *	<u>EAS POINTS</u>
New Lyme	XVI	A,B,C	Andover ** Ashtabula ** Colebrook ** Dorset ** Jefferson Orwell ** Rock Creek **
New Madison	XV	A,B	Ansonia Arcanum Bradford Eldorado Gettysburg Greenville Hollansburg New Paris Rossburg Versailles West Manchester
New Paris	XVI	A,B,C	Camden Eaton Eldorado Greenville Hollansburg New Madison West Manchester
Newton Falls	XVII	A,B	Lake Milton North Jackson ** Ravenna ** Warren Wayland Windham
New Winchester	XVII	A,B,C	Bucyrus ** Caledonia Galion ** Marion **

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UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

<u>EXCHANGE</u>	<u>SCHEDULE</u>	<u>ZONES *</u>	<u>EAS POINTS</u>
North Benton	XIX	A,B	Alliance ** Berlin Center Canfield ** Damascus Lake Milton Ravenna ** Salem ** Sebring ** Youngstown **
North Lewisburg	XVI	A,B	Bellefontaine East Liberty Marysville Milford Center Urbana ** West Liberty Woodstock **
Old Fort	XVI	A,B	Bettsville Green Springs Fremont ** Tiffin **
Orrville	XVI	A,B,C	Apple Creek Dalton Kidron Marshallville Smithville Wooster
Ottawa	XVI	A,B,C	Bluffton Columbus Grove ** Continental ** Delphos Deshler Gilboa ** Glandorf ** Gomer Kalida ** Leipsic ** Miller City ** Pandora **

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UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

<u>EXCHANGE</u>	<u>SCHEDULE</u>	<u>ZONES</u> *	<u>EAS POINTS</u>
Pataskala	XIX	A,B	Alexandria Alton ** Baltimore ** Canal Winchester ** Columbus ** Dublin ** Gahanna ** Granville ** Grove City ** Groveport ** Harrisburg ** Hebron Hilliard ** Johnstown Lancaster ** Lockbourne ** New Albany ** Newark ** Reynoldsburg ** West Jefferson ** Westerville ** Worthington **
Pennsville	IV	A, B	Chesterhill Glouster McConnelsville Stockport

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UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

<u>EXCHANGE</u>	<u>SCHEDULE</u>	<u>ZONES</u> *	<u>EAS POINTS</u>
Portage	XVI	A, B	Bloomdale Bowling Green ** Cygnet North Baltimore ** Wayne-Bradner ** Weston **
Raymond	XV	A, B	East Liberty Magnetic Springs Marysville West Mansfield York Center
Reinersville - Hackney	XX <sup>[1]</sup>	A, B, C	Beverly ** McConnelsville Caldwell ** Cumberland **
Richfield Center - Berkey	XIX	A	Metamora Toledo ** Holland ** Maumee ** Perrysburg ** Swanton Sylvania ** Whitehouse **

\*\* Non-United Telephone Company of Ohio exchange.

<sup>[1]</sup> **Reinersville-Hackney was classified as a competitive exchange on November 19, 2012. The new rate group should have been reflected as XX under that filing because no rate increases were intended under that reclassification filing. This correction does not result in rate changes.**

UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

<u>EXCHANGE</u>	<u>SCHEDULE</u>	<u>ZONES *</u>	<u>EAS POINTS</u>
Ridgeway	XV	A, B	Belle Center Bellevue Kenton ** Mt. Victory Rushsylvania West Mansfield
Risingsun	XVII	A, B	Bettsville ** Bowling Green ** Cygnet Fostoria ** Fremont ** Helena ** Tiffin ** Wayne-Bradner **
Rittman	XIX	A, B	Akron ** Marshallville Smithville Sterling Wadsworth ** Wooster
Rockford	XV	A, B, C	Celina ** Mendon ** Ohio City ** Wabash ** Willshire-Wren **

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UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

<u>EXCHANGE</u>	<u>SCHEDULE</u>	<u>ZONES *</u>	<u>EAS POINTS</u>
Rosewood	XVI	A,B,C	DeGraff Sidney St. Paris ** Urbana ** West Liberty
Rossburg	XVI	A,B	Ansonia Arcanum Bradford Gettysburg Greenville Hollansburg New Madison North Star ** Union City, OH Versailles
Rushsylvania	XV	A,B	Belle Center Bellefontaine Kenton ** Ridgeway West Mansfield
Russells Point	XV	A,B	Belle Center Bellefontaine DeGraff Huntsville Jackson Center Waynesfield
Shelby	XVII	A,B	Bucyrus Crestline ** Mansfield Shiloh
Shiloh	XVII	A,B	Adario Mansfield Shelby
Shreve	XVI	A,B	Big Prairie Holmesville Millersburg Nashville Wooster

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UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

<u>EXCHANGE</u>	<u>SCHEDULE</u>	<u>ZONES</u> *	<u>EAS POINTS</u>
Sidney	XVI	A,B,C	Anna Botkins DeGraff Fort Loramie Jackson Center Rosewood Versailles
Smithville	XVI	A,B	Marshallville Orrville Rittman Sterling Wooster
South Lebanon	XIX	N/A	Mason Morrow Lebanon Waynesville Cincinnati ** Little Miami **
Sterling	XVI	A	Creston ** Rittman Seville ** Smithville Wooster
Stockport	XX	A,B	Bartlett Beverly ** Chesterhill McConnelsville Pennsville Watertown **

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UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

<u>EXCHANGE</u>	<u>SCHEDULE</u>	<u>ZONES</u> *	<u>EAS POINTS</u>
Stony Ridge	XIX	A,B	Bowling Green ** Genoa ** Luckey Moline Pemberville ** Perrysburg ** Woodville Toledo **
Stryker	XVI	A,B	Archbold Bryan ** Evansport ** Wauseon West Unity **

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UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

<u>EXCHANGE</u>	<u>SCHEDULE</u>	<u>ZONES</u> *	<u>EAS POINTS</u>
Sunbury	XIX	A,B	Alton ** Canal Winchester ** Centerburg Cheshire-Lewis Center ** Columbus ** Croton Delaware ** Dublin ** Gahanna ** Grove City ** Groveport Harrisburg ** Hilliard ** Johnstown Kilbourne ** Lockbourne ** New Albany ** Reynoldsburg ** West Jefferson ** Westerville ** Worthington **
Swanton	XIX	A,B	Delta ** Toledo ** Holland ** Metamora Maumee ** Neapolis ** Perrysburg ** Richfield Center-Berkey Wauseon Whitehouse **
**Union City			Ansonia Arcanum Ft. Recovery ** Greenville Rossburg Versailles

\*\* Non-United Telephone Company of Ohio exchange.

UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

<u>EXCHANGE</u>	<u>SCHEDULE</u>	<u>ZONES *</u>	<u>EAS POINTS</u>
Utica-Homer	XVII	A,B	Centerburg Croton Johnstown Martinsburg Mt. Vernon Newark ** St. Louisville **
Van Wert	XV	A,B	Convoy ** Delphos Middle Point ** Ohio City ** Scott Venedocia Willshire-Wren **
Venedocia	XVII	A,B	Delphos Lima Middle Point ** Ohio City ** Spencerville ** Van Wert
Versailles	XVII	A,B,C	Ansonia Arcanum Bradford Covington ** Fort Loramie Gettysburg Greenville Hollansburg New Madison North Star ** Piqua ** Rossburg Sidney Troy ** Union City, OH Yorkshire

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UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

<u>EXCHANGE</u>	<u>SCHEDULE</u>	<u>ZONES</u> *	<u>EAS POINTS</u>
Warren (Lordstown) (Howland) (Franklin) (Vienna) (Champion) (Oak Knoll) (Leavittsburg) (Main)	XIV	A	Bristolville Cortland Girard ** Greene Hartford Hubbard ** Johnston Kinsman Lake Milton Mesopotamia ** Newton Falls Niles ** North Bloomfield ** North Jackson ** Sharon ** Wayland Windham Youngstown **
Waterville	XIX	A	Bowling Green ** Grand Rapids ** Haskins - Tontogany ** Toledo ** Holland ** Maumee ** Perrysburg ** Whitehouse **
Wauseon	XVI	A,B,C	Archbold Delta ** Lyons Fayette ** Chesterfield ** Gerald Liberty Center Metamora Ridgeville Corners ** Stryker Swanton

\*\* Non-United Telephone Company of Ohio exchange.



UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

<u>EXCHANGE</u>	<u>SCHEDULE</u>	<u>ZONES</u> *	<u>EAS POINTS</u>
Wayland	XVII	A,B	Lake Milton Newton Falls Ravenna ** Warren Windham
Waynesfield	XVII	A,B,C	Alger Belle Center Bellefontaine Jackson Center Kenton ** Lima Russells Point Wapakoneta ** Westminster
Waynesville	XIX	A,B,C	Dayton ** Lebanon Mason Morrow South Lebanon
West Liberty	XVI	A,B,C	Bellefontaine DeGraff East Liberty North Lewisburg Rosewood Urbana **

\*\* Non-United Telephone Company of Ohio exchange.

UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

<u>EXCHANGE</u>	<u>SCHEDULE</u>	<u>ZONES *</u>	<u>EAS POINTS</u>
West Manchester	XVI	A,B	Arcanum Camden Eaton Eldorado Greenville Hollansburg Lewisburg ** New Madison New Paris Phillipsburg **
West Mansfield	XVI	A,B,C	Bellefontaine Byhalia East Liberty Marysville Mt. Victory Raymond Ridgeway Rushsylvania York Center
Westminster	XVII	A,B,C	Ada Alger Kenton ** Lafayette Lima Wapakoneta ** Waynesfield
Windham	XVII	A	Garrettsville ** Newton Falls Ravenna Warren Wayland

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UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

<u>EXCHANGE</u>	<u>SCHEDULE</u>	<u>ZONES</u> *	<u>EAS POINTS</u>
Woodville	XIX	A,B	Bowling Green ** Curtice-Oregon ** Elmore Fremont ** Genoa ** Gibsonburg ** Lindsey ** Luckey Moline Pemberville ** Perrysburg ** Port Clinton Stony Ridge Toledo **
Wooster (Madisonburg) (Main)	XVII	A,B,C	Apple Creek Big Prairie Burbank ** Congress ** Creston ** Dalton ** Fredericksburg Holmesville Kidron Marshallville Orrville Rittman Shreve Smithville Sterling West Salem ** Wilmot **
York Center	XV	A,B	Byhalia Marysville Raymond Richwood ** West Mansfield

\*\* Non-United Telephone Company of Ohio exchange.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

LOCAL MEASURED SERVICE

**Effective September 1, 2021, Local Measured Service is grandfathered for Individual Line Service and availability is limited to lines currently in service at existing locations for existing customers.**

(N)  
(N)

I. DESCRIPTION

Local measured service (LMS) is an optional local service offering providing unrestricted calling within an exchange's toll-free calling area, for which the subscriber pays a monthly access line charge plus a usage charge for each local call.

II. GENERAL REGULATIONS

- A. Local measured service is available for residence and business individual line, key and PBX subscribers only.
- B. Local service resellers and shared use access to local exchange service will be provided on a local measured service basis only, except where local measured service is not available; then the appropriate non-residence line or trunk rate applies.
- C. During the first 90 days of the local measured service offering in an exchange, service connections charges will not apply in conjunction with local measured service. Following the 90 day period, applicable service connection charges apply for conversion from local measured service to flat-rate service.
- D. Combinations of measured service and flat-rate services will not be allowed on the same premises; however, tenants of a reseller/sharer may obtain direct service from the Telephone Company at the measured rate (if in an exchange that offers that service as outlined in paragraph III) or flat rate but not a combination.
- E. Local measured service charges will not apply to calls to the Telephone Company business office, repair service, directory assistance or emergency services.
- F. Operator assistance is not available for local measured service except for special billing as described in IV, D following.

III. LOCAL MEASURED SERVICE AVAILABILITY

Local measured service is available on an experimental basis in the Bellefontaine, Gerald, Lake Milton, Mt. Vernon, Napoleon and Orrville Exchanges. This regulation will remain in effect until modified, extended or removed by the Telephone Company.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

LOCAL MEASURED SERVICE

IV. RATES AND CHARGES

Rates for local measured service consist of a basic service charge, a call setup charge and a per minute charge.

A. Basic service charge

The basic service charge depends on the class of service. Zone rates apply in addition to the basic service charge, where applicable.

B. Call setup charge

The call setup charge applies to each completed call except as noted in II, D. preceding.

C. Per minute charge

1. The per minute charge applies to each minute a call is in progress except as noted in II, D. preceding.
2. Timing of each call begins when the called party answers or when the caller is connected to automatic answering or recording equipment. Timing ends when the calling party hangs up or when the switching equipment is released.
3. Fractional minutes are rounded up to the next whole minute.
4. Holiday rates apply on New Year's Day, Independence Day, Labor Day, Thanksgiving, and Christmas or the resultant legal holiday when New Year's Day, Independence Day or Christmas fall on other than January 1, July 4, or December 25.

D. Special Billing for local messages

A special service charge applies for special billing on local calls. This service charge is in addition to the other usage rates for LMS.

E. Printed detail of local messages

1. Itemized billing of local call details for LMS can be provided to customers upon request where such details are available and facilities permit and must be requested at least 30 days prior to the month in which the customer wants the local call details.

UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

I. DESCRIPTION

- A. Extended local calling service is a measured rate service provided between specific intrastate exchanges.
- B. Extended local calling service will be provided to exchanges meeting the criteria for extended area service as outlined in Rule 4901:1-7 of the Ohio Administrative Code.
- C. Extended local calling service will be provided in lieu of one-way or two-way extended area service when ordered by the Public Utilities Commission of Ohio. All existing extended area service will continue in its present form unless discontinued by order of the Public Utilities Commission of Ohio.
- D. Extended local calling service is available with all classes of service.

II. AVAILABILITY

Extended local calling service is provided in the following exchanges.

<u>Exchange In Which Service Is Offered</u>	<u>Exchange(s) Which Can Be Called</u>	<u>Effective Date</u>
* Apple Creek	Wilmot	09-25-01
* Marysville	Richwood	09-10-02

- \* Two-way Service

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

GENERAL REGULATIONS

This Local Terms of Service document does not permit, by a certified local exchange carrier or any other entity, the purchase of local residential service for resale as business service.

I. DESCRIPTION

The following general regulations are applicable in addition to other regulations, rates and charges specified in the General Exchange Tariff P.U.C.O. No. 5 as they may be revised, added to or supplemented by superseding sheets.

II. LIABILITY AND OBLIGATION OF TELEPHONE COMPANY

A. Availability of facilities

The Telephone Company's obligation to furnish service or to continue to furnish service is dependent on its ability to obtain, retain and maintain suitable facilities and rights-of-way without unreasonable expense and to provide for the installation and testing of those facilities required incident to the furnishing and maintenance of that service.

B. Unauthorized Access and Hacking

Except for physical damage to Customer's transmission facilities or Customer premise equipment directly caused by the Company's negligence or willful misconduct, the Company is not responsible for unauthorized access to, or alteration, theft, or destruction of, Customer's equipment, data, programs or other information through accident, wrongful means or any other cause while such information is stored on or transmitted across Company-provided network facilities or Customer premise equipment. Customer is responsible for any Company service or usage charges resulting from any such unauthorized access, unless a tariff, schedule or other written agreement expressly states otherwise.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

GENERAL REGULATIONS

II. LIABILITY AND OBLIGATION OF TELEPHONE COMPANY (Continued)

B. Liability of Telephone Company

1. Due to the fact that the subscriber has exclusive control of his communications over facilities furnished him by the Telephone Company, and of the other uses for which facilities may be furnished him by the Telephone Company, and because of unavoidable errors incident to the services and to the use of such facilities of the Telephone Company, the services and facilities furnished by the Telephone Company are subject to terms, conditions and limitations as herein specified.
2. The liability of the Telephone Company for damages arising out of mistakes, omissions, interruptions, delays, error or defects in transmission occurring in the course of furnishing service or other facilities and not caused by customer-provided equipment or facilities or by the negligence of the subscriber or of the Telephone Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision shall be governed by the provisions in Chapter 4901:1-5, Ohio Administrative Code.
3. The subscriber indemnifies and saves the Telephone Company harmless against claims for libel, slander or infringement of copyright from the material transmitted over its facilities; against claims for infringement of patents arising from combining with, or using in connection with facilities of the Telephone Company, apparatus and systems of the subscriber; against all other claims arising out of any act or omission of the subscriber connection with facilities provided by the Telephone Company; and against any and all losses from damage to the subscriber's facilities or equipment attached or connected to facilities furnished by the Telephone Company.
4. Customer will defend and indemnify the Company, its affiliates, agents and contractors from all third party claims, liabilities, fines, penalties, costs and expenses, including reasonable attorneys' fees, arising from or related to customer's, customer's end user's or customer's third-party provider(s)' acts, omissions (including the failure to purchase or implement features that enable the receipt and transmission of direct-dial "911" calls or multi-line telephone system notifications), or failures of connectivity that impede, prevent or otherwise make inoperable the ability of the customer or its end users to directly dial "911" or to receive or transmit multi-line telephone system notifications, as required by law, in the United States.
5. **Customer will defend and indemnify the Company, its affiliates, agents and contractors from all third party claims, liabilities, fines, penalties, costs and expenses, including reasonable attorneys' fees, arising from or related to any acts or omissions by the customer, customer's end users or customer's third-party provider(s) that cause, give rise to or bring about the non-compliance of the service with any applicable law, including the failure to purchase or implement features that enable compliance with laws.**

(N)  
|  
(N)



LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

GENERAL REGULATIONS

II. LIABILITY AND OBLIGATION OF TELEPHONE COMPANY (Continued)

C. Message transmitting

Except as otherwise specifically provided in this Local Terms of Service document, the Telephone Company does not transmit messages but offers the use of its facilities for communications between subscribers.

D. Defacement of premises

The Telephone Company is not liable for any defacement of or damage to the premises of a subscriber resulting from the attachment of Telephone Company's instruments, apparatus and associated wiring on such premises, or by the installation or removal thereof when such defacement or damage is not the result of negligence of the Telephone Company.

E. Use of connecting company lines

When lines of another telephone company are used in establishing connections to points not reached by the Telephone Company's lines, the Telephone Company shall not be held liable for any act or omission of the other company.

F. Service at outdoor locations

The Telephone Company will refuse to provide, maintain or restore service at outdoor locations unless subscriber agrees in writing to indemnify and save harmless the Telephone Company from and against any and all loss or damage that may result to telephones, apparatus, wiring or other equipment furnished by the Telephone Company at such locations.

G. Subscriber Billing Adjustments for Local Exchange Service

The Telephone Company incorporates by reference, and will adhere to, the guidelines for subscriber billing adjustments for local exchange service, as found in rule 4901:1-5 of the Ohio Administrative Code.

III. APPLICATION FOR SERVICE

A. The Telephone Company reserves the right to refuse service to an applicant who has an outstanding account for local exchange service with the Telephone Company until the amount due is paid in full.

B. When an application for service is cancelled before the service is established, the applicant or subscriber will be required to reimburse the Telephone Company for all expenses incurred in connection with the application for service and installation of facilities before cancellation is received; however, this charge is not to exceed the service connection and contract termination charges applicable if the service had been established. **See additional terms and conditions governing cancellation of Private Line or Design Services in D. following.**

(N)  
|  
(N)

C. Any change in rates or regulations authorized by the Public Utilities Commission of Ohio effects a modification of all contracts for service to that extent, without further notice.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

GENERAL REGULATIONS

III. APPLICATION FOR SERVICE (Cont'd)

D. Installation of Special Design and Private Line Services

(N)

A Customer may cancel or request a change in the service date on a pending order for Private Line service or a Design Service prior to the scheduled service date. A Design Service is any service that is not immediately available for provisioning and requires treatment, equipment or engineering design (e.g. ISDN-PRI, DS1, Private Line, Foreign Exchange Service).

The following terms, conditions and charges apply for service date changes or cancellation of an application for Private Line or Design Service.

1. Service Date Change

The customer may request a change of service date on a pending Private Line Service or Design Service order prior to the service date. A change of service date is a change of the scheduled service date by the customer to either an earlier date or a later date which does not exceed 60 calendar days from the original service date.

If the Company determines that the customer's request can be accommodated without delaying the service dates for orders of other customers, the service date will be changed and appropriate service charges will apply.

If the service date is changed to an earlier date, the customer will be notified by the Company that Expedited Order Charges may apply as set forth in 3. following. Such charges will apply in addition to service charges that apply for a change order.

If the requested service date exceeds 60 calendar days following the original service date, and the Company determines that the customer's request can be accommodated, the Company will cancel the original order and apply Cancellation Charges set forth in 2. following, and a new order with a new service date will be issued. In this instance, no service charge will apply for the service date change; however, normally applicable service ordering charges will apply to the new order. Failure by the Customer to notify the Company prior to the latest agreed upon service date to request a different service date may result in the application of a premises visit charge.

If a customer is unable to accept service within 30 days after the latest agreed upon service date, the order will either be cancelled or billing will commence as specified in 2.a. following.

(N)

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

GENERAL REGULATIONS

III. APPLICATION FOR SERVICE

D. Installation of Special Design and Private Line Services (Cont'd)

(N)

2. Cancellation of Application for Private Line or Design Services

- a. A customer may cancel an order for the installation of a Private Line service or Design Service at any time prior to notification by the Company that service is available for the customer's use. The cancellation date is the date the Company receives written or verbal notice from the customer that the order is to be canceled. Verbal notice to the Company must be followed by written confirmation within 10 days. If a customer is unable to accept service within 30 calendar days of the latest agreed upon service date and the order has not been cancelled by the customer, the following will apply:

- The order will be cancelled and applicable cancellation charges will apply, if the service has not been fully provisioned, or
- The order will be completed and billing will commence once the service has been fully provisioned.

A service is fully provisioned when all physical CenturyLink work has been completed (i.e. design, installation, and testing), and service is immediately available for use upon customer acceptance or activation.

- b. When a customer cancels an order for the installation of a Private Line service or Design Service, a Cancellation Charge will apply as follows, unless specified otherwise for a specific service:

- (1) Installation is considered to have started when the Company incurs any cost in connection therewith or in preparation thereof which would not otherwise have been incurred.
- (2) Where the customer cancels an order prior to the start of installation, no charge applies.
- (3) Where installation of facilities has been started prior to the cancellation, the charges specified in (a) or (b) following, whichever is lower, shall apply.

- (a) A charge equal to the costs incurred in such installation, less estimated net salvage. Such costs include the non-recoverable cost of equipment and material ordered, provided or used, plus the non-recoverable cost of installation and removal including the costs of engineering, labor, supervision, transportation, rights-of-way and other associated costs; or

- (b) The minimum period charges for the service.

3. Expedited Order Requests

When a customer requests a service date for a Private Line service or Design Service that is earlier than the standard interval and the Company agrees to provide the service on an expedited basis, an expedited order charge may apply to recover the difference in the estimated cost of construction on an expedited basis and construction without expediting.

(N)

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

IV. CHARGES FOR SERVICE

- A. The Telephone Company will endeavor to mail its bills for telephone service on or before the same date each month.
- B. The subscriber is responsible for prompt payment each month of all charges for facilities and services, including charges for all calls originated at or collect, third number or special billed calls accepted at such facilities.

The subscriber shall submit his payment of charges in the return envelope supplied with his bill or to any agency authorized to receive such payment.

- C. Charges for local telephone service, equipment and facilities are payable monthly in advance and are payable on receipt, except the following:
  - 1. Charges for toll messages. (Billed in arrears.)
  - 2. Fractional part of the current billing month is the pro rata share of monthly charge when service is established.
  - 3. Change in billing date will be charged pro rata share of service received.
- D. If the bill is not paid within 20 calendar days following the date of the bill, the account will be considered delinquent.
- E. A delinquent account may subject the subscriber's service to temporary disconnection.

The Telephone Company is responsible for notifying the subscriber before service is disconnected. The Telephone Company may only disconnect a subscriber's regulated local telephone service for non-payment of regulated local service.

- F. Each month shall be considered to have 30 days for the purpose of computing charges and shall be the basis for computing fractional portions of monthly billing, pro rata charges and adjustments to customer accounts.
- G. Failure to receive a bill will not exempt a subscriber from prompt payment of any sum or sums due the Company.
- H. The Telephone Company will apportion partial payments to regulated local exchange charges first before applying to any toll charges.
- I. Recovery of Collection Costs - Business

Any Customer subscribing to Business services under this Local Terms of Service document (a "Business Customer") is responsible for all collections costs, including but not limited to attorneys fees, incurred by the Company in recovering any amounts due and owing to the Company by the Business Customer. In the event of a dispute over amounts owed, the Commission is the final arbiter of whether such amounts are owed. In the event of the Business Customer's bankruptcy, the Company may assert its claim for collections costs and attorneys' fees under this Local Terms of Service document as a claim against the Business Customer's bankruptcy estate.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

GENERAL REGULATIONS

IV. CHARGES FOR SERVICE

**J. Prorating of Opening and Closing Bills**

**Bills for telephone service are normally rendered on a monthly basis. Bills rendered for establishment of services and final bills rendered for discontinuation of business services will be prorated on the basis of a thirty (30) day billing period. Final bills rendered after customer-requested discontinuance of residential service will not be pro-rated and service will remain available to the customer until the first day of the customer's next billing cycle.**

(N)

(N)

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

V. LATE PAYMENT CHARGE

A late payment charge will be applied to the current month's residential customer bills which remain unpaid after the due date.

Each residential customer account shall be permitted a one-time waiver of a monthly late payment charge in cases where the customer has already paid the monthly bill for which the late payment charge was applied, and upon the request of the customer.

A late payment charge will be applied to the current month's business customer bills which remain unpaid after the due date.

- A. Payments will not be considered delinquent if the account is paid in full by the due date printed on the bill will not be sooner than nineteen days after the postmark on the bill.
- B. The late payment charge will not be applied to any amount billed as taxes by federal, state or local governments.
- C. The late payment charge will not be applied to any previous late payment charges.
- D. The late payment charge will not apply to any Interexchange Carrier billing to which a late payment fee has already been rendered by an Interexchange Carrier.
- E. The late payment charge will not apply to amounts that are in dispute.
- F. Late payment charges will not apply to service order charges associated with commencement of Lifeline service.

VI. GRANDFATHERED/OBSOLETE SERVICES

**Changes, additions, or transfer of service will not be permitted on accounts associated with a grandfathered bundle or package or other grandfathered feature or service. This change does not impact services or features currently provided on grandfathered accounts. A grandfathered service is one that is no longer sold, and availability is limited to lines currently in service at existing locations. Changes, additions, or transfer of service will be allowed when customers migrate from a grandfathered service to a currently available service. Customers may remove any service or feature from their accounts at any time; however, grandfathered services removed may not be subsequently reinstated.**

(N)

(N)

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

VI. APPLICATION OF BUSINESS AND RESIDENCE SERVICE

Although the location at which a subscriber's telephone service is established or the type of directory listing desired may in most cases serve as a satisfactory basis for determining whether business or residence rates apply, determination as to whether such service should be classified as business or residence depends on the character of use made of the service.

A. Business rates apply at the following locations:

At all business locations and at all other locations where the use is primarily or substantially of a business, professional, institutional, occupational, civic or fraternal nature or where a business listing is furnished.

B. Residential rates apply in the following locations:

1. In private residences, residential rooms, apartments of hotels, motels or apartment houses and nursing homes (residential rooms) where the primary use of the service is of a social or domestic nature and where the business use, if any, is merely incidental and a business listing is not provided.
2. In churches where use of service is confined to activities of the particular church. This service will be furnished only on an individual line basis if the service is located in the church or if in the residence of a clergyman but listed in the name of the church.
3. When furnished at any location as an access to a repeater control and/or auto patch facility of an authentic amateur radio repeater operations or society which are licensed as a primary station by the Federal Communications Commission and prohibited from providing commercial transmissions, pursuant to FCC Part 97, Section 5 (47 CFR Section 97.5). The Telephone Company has the authority to request a copy of the amateur radio station license prior to the installation of service.

C. When it is determined that a subscriber to residence service is using the service in such a manner that it should be classified and charged for a business service under the above provisions, the Telephone Company will discontinue the service of such subscriber in the event he refuses to permit his service to be classified as business service and pay the applicable business rate. The Telephone Company is responsible for notifying the subscriber before service is disconnected.

VII. GRADE OF LINES OFFERED (Commonly Referred to as Class of Service)

A. The Telephone Company furnishes the following grades of lines:

1. Residence and Business Service

B. The maximum number of primary stations on any one line within an exchange shall not exceed one.

C. Business and residence services on the same line shall not be permitted.

D. The rates and charges for the grade of line services are listed for each exchange.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

VIII. OWNERSHIP OF EQUIPMENT AND FACILITIES

- A. Equipment and lines furnished by the Telephone Company on the premises of a subscriber are the property of the Telephone Company, whose agents and employees have the right to enter said premises during normal Company working hours for the purpose of installing, inspecting and maintaining or repairing the equipment and lines, or for the purpose of making collections from coin boxes, or upon termination of service for the purpose of removing such equipment and lines.
- B. The Company's agent will, upon request, show his credentials or emblems of authority and state the reasons for requesting access to subscriber's premises.

IX. USE OF EQUIPMENT AND FACILITIES

- A. The telephone service provided to a subscriber shall not be used for receiving, transmitting or delivering any messages or communication of which a consideration has been or is to be paid to any party other than the Telephone Company except as may be allowed by the rules and regulations of this Local Terms of Service document.
- B. Customers must have the Telephone Company-provided instrument connected for test purposes if a Telephone Company instrument is provided.

X. UNAUTHORIZED ATTACHMENTS OR CONNECTIONS

- A. No equipment, apparatus, circuit or device not furnished by the Telephone Company shall be attached to or connected with the facilities furnished by the Telephone Company, whether physically, acoustically or otherwise, except as provided in this Local Terms of Service document. In case such unauthorized attachment or connection is made, the Telephone Company shall have the right to remove or disconnect the same, or suspend the service during the continuance of said attachments or connections, or to terminate the service.
- B. Devices provided by the customer to obtain quietness or privacy may be used in conjunction with the telephone instrument furnished to the customer by the Telephone Company, provided any such device does not involve direct electrical connection to the Telephone Company except as provided for in this Local Terms of Service document.
- C. The provisions of paragraph A preceding shall not be construed or applied to bar a customer from using devices which enhance his use of the facilities of the Telephone Company in the service for which they are furnished under this Local Terms of Service document provided any such device so used, in the opinion of the Company, would not endanger the safety of Telephone Company employees or the public; damage, require change in or alteration of, or involve direct electrical connection to, except as provided for elsewhere in this Local Terms of Service document (especially in Section 9), the equipment or other facilities of the Telephone Company; interfere with the proper functioning of such equipment or facilities; impair the operation of the telephone system or otherwise injure the public in its use of the Telephone Company's services.
- D. The Telephone Company is responsible for notifying the subscriber before service is disconnected.
- E. Telephone Company-provided terminal equipment or protective circuitry will be directly connected in accordance with Part 68 of the FCC Rules and Regulations which requires the installation of a standard plug and jack arrangement. While standard jacks are required by Part 68 of the FCC Rules and Regulations, non standard jacks may be used as a means of connection for grandfathered equipment when standard jacks are not available.



LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

XI. TRANSFER OF SERVICE

The service of a subscriber may be transferred with consent of the subscriber provided there is no relocation or interruption of service subject to the following regulations:

- A. Regulations contained in this Local Terms of Service document shall apply to transferee.
- B. Business service
  - 1. To another individual, partnership, association or corporation, provided the transferee assumes all outstanding indebtedness for such service and the unexpired portion of the initial Contract period applicable to such service, if any.
  - 2. To a receiver, trustee or other person appointed by a court or acting pursuant to law in bankruptcy, receivership, reorganization, in-solvency, liquidation or other similar proceedings, provided transferee assumes the unexpired portion of the initial contract period applicable to such service, if any.

C. Residence service

To another individual who is a member of the same family provided the transferee assumes all outstanding indebtedness for such service and the unexpired portion of the initial contract period applicable to such service, if any.

XII. USE OF SERVICE AND FACILITIES

- A. The Telephone Company reserves the right to limit conversation time in time of emergency resulting in a shortage of facilities.
- B. Subscriber service is furnished only for use by the subscriber, his family, employees or representatives, persons residing in the subscriber's household or guests of the subscriber except as allowed by the rules and regulations of this Local Terms of Service document. The Telephone Company will refuse to install subscriber service or to permit such service to continue on premises of public or semipublic nature located so that the public in general may use the service.

XIII. TELEPHONE NUMBERS

The subscriber has no rights in the telephone number provided by the Telephone Company nor any right to continue service through any particular central office. The Telephone Company reserves the right to change the telephone number or the central office designation, or both, at any time that it becomes necessary in the interest of conducting the business of the Telephone Company.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

IX. MISUSE OF FACILITIES

The Telephone Company may discontinue telephone service, after notification, to any individual, partnership, association or corporation who uses or permits use of the facilities furnished by the Telephone Company in the following manner:

- A. Using the service in such a manner as to interfere with the service of others or to prevent others from making or receiving calls.
- B. Using the service for any purpose other than as a means of communication.
- C. Using the service or facilities of the Telephone Company to transmit a message or to locate a person or otherwise to give or obtain information, without the payment of the applicable local message charge or message toll charge except as allowed by the rules and regulations of this Local Terms of Service document.
- D. The obtaining, or attempting to obtain, or assisting another to obtain, or attempting to obtain, local or message toll telephone service by re-arranging, tampering with, or making connection with any facilities of the Telephone Company, or by any trick, scheme, false representation or false credit device, or by or through any other fraudulent means or device whatsoever with intent to avoid the payment, in whole or part, of the regular charge for service.
- E. Causing or allowing Telephone Company equipment to be tampered with, damaged or destroyed through negligence.
- F. When service is restored after denial, the Telephone Company will make a pro rata allowance at the scheduled rate for the service denied for the entire period of denial.
- G. Violation of Part 68 of the FCC Rules and Regulations pertaining to connection of FCC registered terminal equipment. Such violations may cause a temporary discontinuance of service.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

X. INSTALLATION, MAINTENANCE AND REPAIRS

- A. The subscriber shall be required to provide all suitable commercial power and associated conduit and outlets where required in order to operate any equipment provided by the Telephone Company.
- B. The Telephone Company will not install and maintain service and facilities at locations that are or may be hazardous or dangerous to its employees or property unless suitable arrangements are made.
- C. The normal costs of maintenance and repair of the Telephone Company's equipment and facilities will be assumed by the Telephone Company if replacement parts can be obtained without incurring abnormal or excessive costs. In case of damage, loss or destruction of any of the Company's property due to negligence or willful act of the subscriber or other persons authorized to use the service, and not due to daily usage or causes beyond the control of the subscriber, the subscriber shall be required to pay the expense incurred by the Telephone Company in connection with the replacement of the property or of the restoration to its original condition. Unless authorized by the Telephone Company, a subscriber is not permitted or allowed to permit others to install, rearrange, disconnect, remove or repair any instruments or apparatus of the Telephone Company.
- D. Where equipment or facilities of the subscriber are connected to equipment or facilities of the Telephone Company under provision of this Local Terms of Service regulations.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

XI. BOUNDARIES

The following regulations are applicable with respect to boundaries of exchange and base rate areas.

- A. Where the boundary line of an area is shown on the map as following along one side of a road, that boundary line is considered, without further indication, as being located 150 feet from the traveled portion on that side of the road.
- B. Where the boundary line of an area follows along one side of a road, a building which has an entrance to that road at a point where that road is included in that area is considered to be in that area regardless of the geographical location of such building.
- C. Where the boundary line of an area follows with the center of a road, a building which is located on the side of the road included in that area and which has an entrance to that road at a point where that side of the road is included in that area is considered to be in that area, regardless of the geographical location of such building.
- D. Where the boundary line of an area follows along the boundary line of a political subdivision, a private property line, or a line which is shown on the map as being a stated distance from a given point, a railroad, a river or creek, a building which has an entrance to a road at a point where that road is included in that area is considered to be in that area, regardless of the geographical location of such building.
- E. Where a building has entrances into more than one area, the principal entrance shall determine the area in which such building is considered to be located. In no case shall such a building be considered to be located in more than one area.
- F. All units of a multi-unit building, such as a two-family house, an apartment house or an industrial building, are considered to be in the same area.
- G. All buildings and premises of a subscriber on his continuous property are considered to be in the same area.
- H. All buildings and premises on the continuous property of a common endeavor, such as an estate, amusement park or airport, are considered to be in the same area as the owner or operator of the common endeavor. However, each occupant of such building or premises may subscribe to his own service. This regulation is applicable to every occupant of such buildings or premises, whether or not a part of or concerned in the common endeavor.
- I. In the case of the developments, such as trailers, tourist camps or housing projects where the various buildings, trailers or other structures are occupied by persons who are not a part of a common endeavor, private streets, roads and driveways in such developments are considered to be public roads for the purpose of determining the road to which a building, trailer or other structure has an entrance. Each of the foregoing will be considered separately for the purpose of determining the area from which it will be served.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

XII. RE-ESTABLISHMENT OF SERVICE FOLLOWING DAMAGE TO OR DESTRUCTION OF SUBSCRIBER'S PREMISES

In the event of damage to or destruction of a subscriber's premises by fire, flood or other like disaster, no service connection, move or change charge will apply to the reestablishment of the same or less service furnished to such subscriber prior to such damage or destruction when on the same continuous property of the subscriber.

XIII. CREDIT CARDS

Credit cards may be issued to customers who reside or have their place of business within United Telephone Company of Ohio's operating area for the placement of local or toll messages over communication networks.

XIV. RETURNED CHECK CHARGE

A charge will be applied to an account by the Telephone Company each time a check or bank draft provided by a customer for payment of that account is returned to the Telephone Company for insufficient funds.

XV. REGULATIONS FOR RESALE AND SHARING OF LOCAL EXCHANGE TELEPHONE SERVICE

- A. A reseller/sharer may provide service only within a single building or a contiguous complex of buildings under common ownership or management (such complex may be intersected by public thoroughfares provided that the property segments created would be continuous in the absence of the thoroughfares);
- B. Where separate buildings are involved, they must have a related business purpose (e.g., industrial park, shopping center, university, etc.);
- C. Direct interconnection of PBXs serving different resale/sharing systems is prohibited; and
- D. Participation in reselling/sharing systems will be limited to occupants of a building or contiguous complex of buildings which compose a resale/sharing system.
- E. The local reseller will be provided one telephone directory listing at no charge. A reseller which desires to obtain individual listings for its tenants will be billed at the additional business listings rates.
- F. Local service resellers and shared use access to local exchange service will be provided on a local measured service basis. Where local measured service is not available, the local resellers shall pay the appropriate non-residence line or trunk rate.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

GENERAL REGULATIONS

XVI. RESPONSIBILITIES OF THE CUSTOMER

A. Multi-Line Telephone Systems

1. Pursuant to 47 CFR §9.16(b)(1) and (2), multi-line telephone systems connected to the Company's network which were manufactured, imported, sold, leased, or installed after February 16, 2020 must be configured to: (T)

- allow an end user to directly initiate a "911" call from any station equipped with dialing facilities, without dialing any additional digit, code, prefix, or post-fix, including any trunk-access code such as the digit 9, regardless of whether the user is required to dial such a digit, code, prefix, or post-fix for other calls, and
- provide MLTS notification to a central location at the facility where the system is installed or to another person or organization regardless of location, if the system is able to be configured to provide the notification without an improvement to the hardware or software of the system.

MLTS notification must (1) be initiated contemporaneously with the 911 call, provided that it is technically feasible to do so; (2) not delay the call to 911; and (3) be sent to a location where someone is likely to see or hear it.

Customers who connect multi-line telephone systems to the Company's facilities must agree to defend and indemnify the Company for acts and omissions resulting in non-compliance, as described in Section II.B.4.

2. Pursuant to 47 C.F.R. § 9.16(b)(3), a person engaged in the business of installing MLTS may not install such a system in the United States unless it is configured such that it is capable of being programmed with and conveying the dispatchable location of the caller, as defined in 47 C.F.R. § 9.3, to the PSAP with 911 calls consistent with the requirements below. A person engaged in the business of managing or operating MLTS may not manage or operate such a system in the United States unless it is configured such that the dispatchable location of the caller, as defined in 47 C.F.R. § 9.3, is conveyed to the PSAP with 911 calls consistent with the following requirements: (N)

- On-premise fixed telephones associated with a MLTS must provide dispatchable location by January 6, 2021;
- No later than January 6, 2022, on-premise non-fixed telephones associated with a MLTS must provide dispatchable location where technically feasible, otherwise they shall provide dispatchable location based on end user manual update or on alternative location information as defined in 47 C.F.R. § 9.3; (N)

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

GENERAL REGULATIONS

XVI. RESPONSIBILITIES OF THE CUSTOMER

A. Multi-Line Telephone Systems

2. Pursuant to 47 C.F.R. § 9.16(b)(3)...the following requirements: (Cont'd)

- No later than January 6, 2022, off-premise non-fixed telephones associated with a MLTS must provide dispatchable location where technically feasible, otherwise they shall provide dispatchable location based on end user manual update, or enhanced location information which may be coordinate based and consisting of the best available location that can be obtained from any available technology or combination of technologies at reasonable cost.
- Additionally, providers of fixed telephony services shall provide automated dispatchable location with 911 calls beginning January 6, 2021 pursuant to 47 C.F.R. § 9.8. Providers of interconnected VoIP service must comply with the location requirements under 47 C.F.R. § 9.11(b)(iv) for non-fixed services as of January 6, 2022. Customers to DID Service capable of accessing 911 emergency services shall be responsible for providing automated dispatchable location information as defined in 47 C.F.R. § 9.3 and for maintaining the accuracy of that information for fixed services as of January 6, 2021 and for non-fixed services where technically feasible as of January 6, 2022.
- Customers, particularly private switch owners, private branch exchange owners, and customers of DID service, may need to purchase additional features or services to comply with the dispatchable location provisions of RAY BAUM's Act. Dispatchable location capability may require Customers to purchase private switch automatic location identification (PS/ALI) service from the Company or from a third-party provider.

Customers who connect multi-line telephone systems to the Company's facilities must agree to defend and indemnify the Company for acts and omissions resulting in non-compliance, as described in Section II.B.5.

UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

EXPLANATION OF TERMS

**Access line** - the Telephone Company facility that provides access to local and toll switched networks and is provided from the central office switching point up to and including the termination on the customer's premises in either a terminal block, jack or other point of termination. An access line may be a discrete entity, such as a wire pair or a channel in a multiplex system.

**Airline mileage** - the standard method for determining distance between two points, the direct or airline distance point-to-point.

**Alphabetical directory** - an alphabetical list of subscribers, joint users and others for whom directory listings are provided. An alphabetical directory may include the listings for one or more exchanges. More than one alphabetical directory may be included in one directory book.

**Attendant's cabinet** - see private branch exchange system.

**Attendant position** - see private branch exchange system.

**Attendant telephone** - a telephone of any type or style furnished by the Telephone Company for use at switching, terminating or intercepting equipment.

**Auxiliary line service** - auxiliary line service is additional line service furnished to supplement the primary line service of a subscriber.

**Base rate** - a uniform rate for any form of exchange service exclusive of mileage from a serving central office. Base rates are provided in a portion of an exchange area.

**Base rate area** - a specific section of an exchange area within which schedule rates for local service apply without exchange line mileage or without special rates in lieu of mileage.

**Basic local service area** - see local service area.

**Battery power** - power furnished by means of a circuit from a central office or other source of supply to a dial or common battery private branch exchange switchboard for talking, operating lamp or visual signals or relays.

**Call number** - the telephone number designation with which a customer's service is identified.

**Central office** - a switching unit in one location of a telephone system providing service to the general public, having the necessary equipment and operating arrangement for terminating and interconnecting subscriber lines and trunks, or trunks only. More than one central office may be located in the same building.

**Central office area** - the specific section of territory served by a single central office or by a particular group of central offices located in the same building.

**Central office line** - a circuit directly connecting an individual line main station, a private branch exchange switchboard or an intercommunicating system with a central office.

**Charges based on costs incurred** - see rates or charges based on costs incurred.



UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

EXPLANATION OF TERMS

**Channel** - a path or paths for transmission of electrical energy between two or more Telephone Company central offices and/or exchanges or stations furnished in a manner the Telephone Company elects by wire, radio, fiber optics, or any combination thereof and by means of a single or multiple physical facility or route.

- A. Interexchange channel is the term applied to a circuit used for transmission of electrical energy between exchanges.
- B. Local channel is the term applied to a circuit used for transmission of electrical energy from the central office to a certain point or location within the same exchange area.

**Circuit** - the term applied to a channel used for transmission of electrical energy. (see channel)

**Class of service** - the term used in describing local exchange service furnished to a subscriber which denotes the nature of use for the service. The Telephone Company furnishes two classes of service, business and residence. (see grade of line)

**Commissions** - a certain fee paid in consideration of service rendered the company by its agents.

**Communication systems** - channels and other facilities which are capable, when not connected to exchange or long distance message telecommunications service, of two-way communications between customer-provided terminal equipment or Telephone Company stations.

**Connecting arrangement** - the term "connecting arrangement" denotes the protective equipment provided by the Company to accomplish the direct electrical connection of customer-provided facilities with the facilities of the Company, when such customer-provided equipment does not conform to Part 68 of the FCC Rules and Regulations for direct connection of customer-provided terminal equipment.

**Connecting company** - a corporation, association, firm or individual owning and operating one or more central offices and interchanging traffic directly or indirectly with the Telephone Company.

**Construction charge** - a nonrecurring charge to cover the expense incurred by the Telephone Company for constructing facilities in order to furnish service.

**Continuous property** - the continuous plot of ground, including and buildings thereon, occupied by a subscriber, which is not separated by public highways or by property occupied by others. However, where a subscriber owns or leases properties on both sides of a street, alley, highway, body of water, railroad right-of-way, etc., which otherwise would be continuous, such properties are considered continuous property provided poles, conduit or submarine cable is not required for the placing of wire facilities between the properties or, if required, are provided and maintained by or at the expense of the subscriber.

**Cost incurred** - see rates or charges based on costs incurred.

**Contract** - the service agreement between a customer and the Telephone Company under which facilities and/or communication services are furnished.

UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

EXPLANATION OF TERMS

**Cordless switchboard** - see private branch exchange system.

**Customer** - see subscriber.

**Customer-provided terminal equipment** - devices or apparatus and their associated wiring provided by a customer which are connected to the communications path of the Telephone Company's exchange network either electrically, acoustically or inductively.

**Dial switching equipment** - see private branch exchange system.

**Data access arrangement** - the term "data access arrangement" denotes a protective connecting arrangement for use with the network control signaling unit, or in lieu of the connecting arrangement, an arrangement to identify a central office line and protective facilities and procedures to determine compliance with criteria set forth in the Local Terms of Service.

**Data set** - a device designed to accept from and/or impart to customer-provided data transmitting and/or receiving terminal equipment material in the form produced and/or accepted by the customer-provided terminal equipment into a form acceptable for transmission over Company facilities.

**Direct connection** - connection of terminal equipment to the Telephone Company's exchange facilities by means other than acoustic and/or inductive coupling.

**Direct electrical connection** - a physical connection of the electrical conductors in the communications path.

**Directory listing** - the publication in the Telephone Company's alphabetical directory or information records of information relative to a subscriber's telephone number, by which telephone users are able to as-certain the telephone number of a desired telephone.

**Drop wire** - that portion of a circuit between the pole line or cable distributing box and the building in which the station is located.

**Entrance facilities** - facilities extending from the point of entrance on private property to the premises in which service is furnished.

**Exchange** - a basic unit for the administration of communication service in a specified area, called the exchange area, which usually embraces a city, town or village and a designated surrounding or adjacent area. It may consist of one or more central offices together with the associated plant used in furnishing communication service to the general public within that area.

**Exchange area** - the territory included within boundaries of an exchange as shown on maps on file with the Public Utilities Commission of Ohio.

**Exchange line** - a circuit directly connecting to an individual line main station, a private branch exchange switchboard or an intercommunicating system with a central office.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

EXPLANATION OF TERMS

**Exchange service** - the general telephone service rendered in accordance with General Exchange Tariff provisions and the provisions herein. Exchange service is a general term describing as a whole the facilities for local intercommunications, together with the right to send and receive a specified or an unlimited number of local messages at charges in accordance with the provisions of the General Exchange Tariff and these Local Terms of Service..

- A. Extension service - a classification of exchange service, furnished to a subscriber that is connected on the same central office access line as a main station. Extension instruments may be provided by the telephone company or by the customer on individual line service.
- B. Flat rate service - a classification of exchange service furnished a subscriber under tariff and/or Local Terms of Service provisions for which a stipulated charge is made regardless of the amount of use.
- C. Foreign central office service - a classification of exchange service furnished to a subscriber in a multi-office exchange from a central office other than the one from which service would normally be furnished.
- D. Foreign exchange service - a classification of exchange service furnished to a subscriber from an exchange other than the one from which he would normally be served.
- E. Individual line service - a classification of exchange service which provides that only one main station shall be served by the circuit connecting such station with the central office or other switching unit.
- F. Touch-Tone calling service - a classification of exchange service furnished from certain specified central offices whereby calls are originated through the use of push buttons in lieu of a rotary dial.

**Exchange station** - a station owned by the Telephone Company and connected directly or indirectly with a central office of the Company over its own lines.

- A. Primary station - a station directly connected with a central office switchboard by an individual line circuit.
- B. Extension station - a station connected with a primary station either directly or through some switching device, other than a private branch exchange switchboard.
- C. Private branch exchange station - any station (including the operator's set or sets) connected directly or indirectly with a private branch exchange switchboard.

**Expense incurred by Telephone Company** – whenever the term "expense incurred by Telephone Company" is applied in this Local Terms of Service document, such expense will be the actual expenditure by the Telephone Company for material, labor, engineering, supervision, motor vehicle, tools and any other expenditure incident to the situation.

**Extension line** - a circuit connecting a primary station with an extension station, a private branch exchange station with a private branch switchboard or an audible or visual signal.

**Extension signals** - a bell, horn, bell chime, gong or lamp mounted remotely and connected to the same circuit as, and operated in connection with, the signaling device of the associated telephone station.

**Extension station** - see telephone station

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LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

EXPLANATION OF TERMS

**Flat rate service** - a class of local exchange service that allows unlimited local calling at a fixed recurring monthly charge.

**Foreign attachment** - the attachment of a wire or cable of the Telephone Company to a pole or other property, of another company or individual, or the attachment of a wire or cable of another company or individual to a pole or other property of the Telephone Company.

**Foreign central office** - any central office other than that which serves the area in which the subscriber is located.

**Foreign central office service** - exchange service furnished to a subscriber in a multi-office exchange from a central office other than that regularly serving the central office area in which the subscriber is located.

**Foreign equipment** - equipment not owned by the Telephone Company, the use of which is not authorized by the Telephone Company in connection with service which it renders.

**Foreign exchange line mileage** - the measurement applying to that portion of a central office line from the foreign central office to the normal central office, for which a monthly charge is made in addition to the base rate for exchange service.

**Foreign exchange service** - exchange service furnished from an exchange other than that which regularly serves the exchange area in which the subscriber is located. In connection with foreign exchange service, the term "foreign exchange" is applied to the exchange in which the service is furnished, whereas the exchange in which the subscriber is located is termed "normal exchange".

**Grade of line (commonly referred to as class of service)** - the term used in describing exchange service with respect to the number of main stations which may be connected to a central office line. The Telephone Company furnishes grades of lines, e.g., individual line and trunk. All the various grades of line are referred to as urban services.

**Grade of service** – a measurement used to determine equipment quantities required to provide adequate calling capacity based on the percentage of calls attempted during the average busy hour of the busy season which have a probability of encountering busy conditions.

A grade of service is used in describing exchange service with respect to the number of customers that may be served on a local access line. The Telephone Company furnishes the following grade of service: One-Party.

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**Harm** - electrical hazards to telephone company personnel, damage to telephone company equipment, malfunctions of telephone company billing equipment and degradation of service to persons other than the user of the subject terminal equipment as well as the calling or called party.

**Individual line** - a central office line designed for the connection of one primary station only. (not a private branch exchange trunk line)

**Initial contract period** - the minimum length of time for which a sub-scriber is obligated to pay for service, facilities or equipment whether or not retained by the subscriber for that minimum length of time.

**Interface** - that point on the premises of the customer at which provision is made for connection of customer-provided facilities to exchange facilities provided by the Telephone Company.

**Interoffice trunk** - see trunk line.

**Cost incurred** - see rates or charges based on costs incurred.

**Contract** - the service agreement between a customer and the Telephone Company under which facilities and/or communication services are furnished.

**Cordless switchboard** - see private branch exchange system.

**Customer** - see subscriber.

**Customer-provided terminal equipment** - devices or apparatus and their associated wiring provided by a customer which are connected to the communications path of the Telephone Company's exchange network either electrically, acoustically or inductively.

**Local service** - see exchange service

**Local calling area** - that area throughout which an exchange subscriber paying a given rate has calling privileges without the payment of a toll message charge. A local calling area may be one or more than one exchange.

**Local service area** - that area throughout which an exchange subscriber paying a given rate obtains telephone service without the payment of a toll message charge. A local service area may be made up of one, or more than one, central office.

**Main station** - (equivalent) - keys or other terminating devices used as a substitute for station apparatus.

**Main station** - see telephone station

**Maintenance of service charge (Trouble Isolation Charge)** – applicable when the Company dispatches a technician to investigate a customer-reported trouble and a service difficulty is found to be caused by customer-provided equipment, wire, facilities, communications system or customer actions, and the customer does not have the Company repair the premises wire trouble.

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EXPLANATION OF TERMS

**Message** - a communication between telephone stations requiring the use of telephone central office facilities.

- A. Local message - a message from a subscriber's telephone station to another telephone within the same local service area and furnished under the provisions of the Local Terms of Service.
- B. Toll message - a message between stations in different local service areas and furnished under the provisions of the Local Terms of Service.
- C. Station to station toll messages - a toll message in which the user stipulates a desire for communication only with a specified telephone number.
- D. Person to person toll message - a toll message in which the user stipulates a desire for communication with a specified person or persons.
- E. Sent collect toll message - a toll message in which the user stipulates a desire that the called party accept the charges applicable to the message.
- F. Message call toll messages - a toll message in which the user stipulates a desire for communication only with a specified person or persons which can be met only by utilizing the services of a messenger.
- G. Appointment call toll messages - a toll message in which the user stipulates a desire for communication only with a specified person or persons, at only a specified time.

**Mileage** - the measurement upon which charges are based for extension, tie and private lines and for lines serving exchange stations located outside the base rate area of the connecting central office.

**Miscellaneous common carrier** - a miscellaneous common carrier as defined in Part 21 of the Rules and Regulations of the Federal Communications Commission is a person engaged in rendering communications service for hire to the public who is not engaged in the business of providing either a public landline message telephone service or public message telegraph service. For the purpose of this and all other Telephone Company tariffs and/or Local Terms of Service or other non-tariffed documentation, the term "miscellaneous common carrier" shall apply only to such carriers, as defined above, who are duly licensed by the Federal Communications Commission and the Public Utilities Commission of Ohio.

**Motel service** - private branch exchange service furnished in transient and apartment motels.

**Move charge** - the charge which, under certain conditions, a subscriber is required to pay, when at his request, his service is continued under the same or superseding contract at a different location on the same premises within the same building.

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EXPLANATION OF TERMS

**Network control signaling** - the transmission of signals used in the telephone company's exchange facilities which perform functions such as supervision (control, status, and charging signals), address signaling (dialing), calling and called number identification and audible tone signals (call progress signals indicating reorder or busy conditions, alerting, coin denominations, coin collect and coin return tones) to control the operation of switching machines in the telecommunications system.

**Network control signaling unit** - the term "network control signaling unit" denotes the terminal equipment furnished for the provision of network control signaling.

**Normal exchange** - the exchange that serves the exchange area in which the subscriber is located.

**Portable telephone set** - a telephone set equipped with cord terminating in a plug for use in connection with a circuit terminating in jacks.

**Premises** - a premises can be any of the following: a portion of an individual house or building entirely occupied by one family; one flat or apartment occupied by one family; any room of an office building; two or more floors of an office building; or)

- A. Two or more entire buildings used and occupied solely by the subscriber at one time when those buildings are connected by enclosed passageways (overhead bridges, tunnels, or at ground level) or by common basements, permitting access from one building to the other, or when there is full access between adjoining buildings by means of doorways or open archways; provided such passageways, basements, doorways and archways are suitable for the routing and proper protection of inside cable or wire type facilities; or
- B. Portions of two or more buildings, used and occupied by the subscriber at one time when such portions of the buildings are made continuous between the areas used and occupied by the subscriber by means of enclosed passageways (overhead bridges, tunnels, or at ground level), or by a common basement used and occupied solely by the subscriber, or when there is full access by means of doorways or open archways between the areas used and occupied by the subscriber in adjoining buildings; provided such passageways, basements, doorways and archways are suitable for the routing and proper protection of inside cable or wire type facilities.

NOTE: In the event that a subscriber refuses to allow the Telephone Company to install inside cable and wire type facilities in the passageways, basements, doorways or archways referred to in 1 and 2 above, the buildings or portions of buildings involved shall be considered as separate premises.

**Primary station** - the first station directly connected with a central office by an individual line circuit. Subsequent stations are classified as extensions.

**Private branch exchange station** - see telephone station.

**Private branch exchange system** – a telecommunications switching device, either automatically or manually operated, serving terminal equipment and providing public network access.

EXPLANATION  
OF TERMS

**Private line** - a circuit, not connected with the general telephone switching system, which makes use of the same facilities as the usual type of telephone circuit. Terminating equipment may or may not be furnished by the subscriber, but it must in each case be approved by the Telephone Company.

**Private line station** - a station of a private system or a station connected to a private line.

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EXPLANATION OF TERMS

**Private property** - the continuous plot of ground, owned or leased, not separated by public highways or by property occupied by others.

**Private system** - a nonsystem connected arrangement of equipment, furnished by the Telephone Company, consisting of a switchboard or switching devices providing for intercommunication.

**Public highways** - a road, street, highway, lane or alley under the control of and kept by the public.

**Rates or charges for special assemblages based on investment (cost incurred)** - Rates and charges are calculated on cost of installation including engineering and any other items chargeable to telephone plant accounts.

Annual charge rates as developed are applied to the investment total to determine the annual rate or charge. Included in the annual charge rate are the following:

- A. Administration
- B. Depreciation
- C. Federal income tax
- D. Maintenance
- E. Cost of money
- F. Other taxes

**Receiver** - hand receiver - the type regularly furnished at a subscriber's telephone station.

**Registered protective circuitry** - separate, identifiable and discrete electrical circuitry designed to protect the telephone network from harm and which is registered in accordance with Part 68 of the F.C.C. Rules and Regulations.

**Service connection charge** - a nonrecurring charge applying to the establishment of service for a subscriber and certain subsequent additions or changes to that service.



LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

EXPLANATION OF TERMS

**Special equipment or special assemblage of equipment**

- A. Equipment not considered standard by the Telephone Company.
- B. An arrangement, not considered standard by the Telephone Company, of standard equipment;
- C. An assemblage, not considered standard by the Telephone Company, of standard equipment;
- D. Any combination, thereof;
- E. A modification of standard equipment, either by way of an additional or supplemental item, device or feature, or by way of omission of an item, device or feature, or by way of modification which does not involve either an addition, a supplement or an omission, or
- F. the use of standard equipment which, because of the peculiar circumstances of the operation, location or desires of a subscriber exists for a purpose not considered standard by the Telephone Company, and for which specific rates or charges are not set forth in the tariffs and/or Local Terms of Service of the Telephone Company, but is furnished in connection with a communication service or equipment supplied to a subscriber under the provisions of a tariff and/or Local Terms of Service of the Telephone Company.

**Subscriber** - the individual, partnership, association, corporation, etc., who contracts for telephone service, communication services and/or facilities and is responsible for the payment of charges and compliance with the rules and regulations of the Telephone Company.

**Subscriber-provided accessories** - devices which are mechanically attached to, or used with, the facilities furnished by the Telephone Company and which are independent of and not electrically, acoustically or inductively connected to the conductors in the communications path of the telecommunications system.

**Subscriber-provided terminal equipment** - devices or apparatus and their associated wiring, provided by a subscriber, which do not constitute a communication system and which, when connected to the communications path of the telecommunications system, are so connected either electrically, acoustically or inductively.

**Suspension of service** - a temporary discontinuance of service at the subscriber's request without termination of contract.

**Switchboard** - see private branch exchange service

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

EXPLANATION OF TERMS

**Telephone station** - the network control signaling unit and any other equipment provided at a customer's premises or at a payphone locations which enables the sending and/or receiving of communications.

- A. Company station - a station owned and maintained by the Company.
- B. Main station - a station directly connected by means of an individual line with a central office.
- C. Extension station - an additional station connected on the same circuit as the main station and subsidiary thereto.
- D. Private branch exchange station - a station connected with a private branch exchange switchboard or dial switching equipment.
- E. Private branch exchange extension station - a telephone set which is bridged to the same line as the PBX station.
- F. Private branch exchange interior station - a station that cannot originate or receive local or long distance calls either directly or through an attendant.
- G. Private branch exchange trunk - see exchange line.
- H. Key telephone system extension station - any station connected with a key telephone system.
- I. Centrex main station - a main station of a Centrex system which has full in-dialing privileges, access to and from attendant position and intrasystem dialing privileges.

**Terminal** - the designation given equipment with which a circuit is connected or the equipment on which a circuit terminates.

**Terminal loop** - that portion of a telephone circuit between the subscriber's premises and the central office serving the area in which the premises are located.

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EXPLANATION OF TERMS

**Termination charge** - a charge applied under certain conditions when a contract for service is terminated by the subscriber before the expiration of the contract term.

**Tie line** - a circuit connecting a PBX system with another PBX system or Centrex system, or a circuit connecting a Centrex System with a PBX system or another Centrex system or switching equipment locations of the same Centrex system, where both terminals of the circuit are in the same exchange.

**Toll line** - a circuit used exclusively for the transmission of toll messages between points located in different local service areas.

**Toll message** - a message between stations in different local service areas.

**Toll office** - a central office used primarily for completing and supervising toll messages.

**Toll station** - a company station installed for the convenience of the public or of a subscriber in a locality where the Telephone Company does not generally furnish exchange service and from which established toll rates are charted for all messages sent over the Telephone Company's lines.

**Touch-Tone Service** - the originating of a telephone call through the use of a bank of push buttons usually located in or associated with a telephone instrument in lieu of the standard rotary type dial.

**Trunk** - a circuit over which subscriber's messages are sent between two central offices or between the central office and a private branch exchange system or key system.

- A. Interoffice trunk - a circuit connecting central offices located in the same local service area.
- B. PBX trunk - a circuit connecting a private branch exchange switchboard with a central office switchboard.
- C. Key system trunk - a circuit connecting a key system with a central office switchboard.

**Underground service connection** - a subscriber's drop wire which is run underground from a pole line or an underground distributing cable.

**Zone rate area** - a clearly defined area of an exchange located outside base rate areas, divided into zones or bands within which an additional charge, in lieu of mileage, is made for each grade of line (class of service).

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

DIRECTORY LISTINGS

I. DESCRIPTION

A directory listing is intended for the convenience of the public and is solely designed for the purpose of informing calling persons of telephone numbers for identification of a specific subscriber listed in the Telephone Company's alphabetical directory publication and Directory Assistance records.

II. GENERAL REGULATIONS

- A. Only those listings which will lead to positive identification of the listed party are allowed. Therefore, only the following will be accepted for use in listings: the name of individuals, firms and incorporated companies; the name or generally accepted titles under which individuals, firms, and unincorporated companies conduct their business or are known in their particular line or trade, except for listings in connection with Centrex services.
- B. A listing is confined usually to one line in the directory. The length of any listing is limited. Abbreviations of designations and addressees are used wherever possible when, in the opinion of the Telephone Company, the clearness of the listing is not impaired thereby. When more than one line is required to properly list the party, no extra charge will be applicable.
- C. Normally residence listings do not include any designation. Caption and/or indented listings may be designated with an appropriate designation such as residence, farm, summer residence, private stable, etc., properly abbreviated and placed after the name in the listing.
- D. Only one call number may be used in listings of a private branch exchange system and Centrex system; however, if separate firms or corporations under the same control are served from the same private branch exchange switchboard, a separate call number may be assigned to each group of one or more trunks associated with a firm or corporation and listed in the directory.
- E. The Telephone Company will refuse a listing which does not constitute a legally authorized or adopted name. Any listing which, in the opinion of the Telephone Company, is likely to mislead or deceive calling persons as to the identity of the listed party, is intended for advertising purposes, is designed to secure a preferential position in the directory or is more elaborate than is reasonably necessary to identify the listed party will be refused. The Telephone Company, upon notification to the subscriber, will withdraw any listing which is found to be in violation of its rules with respect thereto.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

DIRECTORY LISTINGS

II. GENERAL REGULATIONS (Continued)

- F. Special prominence or arrangement of names is not permitted nor is the listing of a service, commodity or trade name except when such service, commodity or trade name is part of the name under which the listed party is doing business.
- G. In connection with business service, a descriptive term characterizing the listed party's business in a general way is furnished (in abbreviated or contracted form) as a part of the listing where desired. However, when the character of the listed party's business is already apparent from the form of the corporate or firm name, the business alpha designation is unnecessary and is not furnished.
- H. When two or more businesses are owned or operated by the same people under the same management and are located in the same office or suite of offices, such businesses may be provided additional listings instead of joint user service.
- I. The form of listings must conform to the Telephone Company's specifications with respect to its standard directory practices.
- J. Numbers of rotary auxiliary lines, additional trunk lines, etc. are not published in the directory as a matter of routine and in accordance with standard regulations.
- K. Where automatic announcement services are associated with local exchange telephone services, the Telephone Company will reveal, to the extent the information is available from its records, on request, the name of the subscriber responsible for the service with which the recorded public announcements are associated and the address at which the service is provided.

III. LISTINGS FURNISHED WITHOUT EXTRA CHARGE

One listing, termed the primary listing, is furnished without charge for each individual line or payphone line service, each joint user, each private branch exchange system or Centrex system.

IV. ORIGINAL LISTING

- A. The original or primary listing is ordinarily in the name of the subscribing individual, firm or corporation; therefore, throughout this text the first listed party is referred to as the subscriber.
- B. A Dual-Name Listing may be provided as the primary listing for residential service as described in paragraph XXV of this section.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

DIRECTORY LISTINGS

V. ADDITIONAL LISTINGS

- A. Additional listings appear in the alphabetical section of the directory and are in addition to the primary listing furnished with the subscribed service. Additional listings may also be in the form of dual name listings as described in the preceding.
- B. A subscriber with business service is permitted to designate, with the consent of those designated, the names of other individuals, firms or corporations to be used in additional listings of the subscriber's call number, subject to the following provisions:
  - 1. The listings must not be repetitions.
  - 2. The listings must be of members of the firm, officers of the corporation, agents, employees or others associated in the same business with the subscriber or of a business house which the subscriber represents or owns including a firm or corporation under his control.
  - 3. If the business telephone is located in the subscriber's residence, the subscriber may have a residence listing of that telephone as one of his additional listings.
  - 4. Business additional listings are not permitted in connection with residence service.
  - 5. Ordinarily, all additional listings are of the same address and telephone number as the primary listing, except for alternate call number listings. However, when it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, a listing will be permitted for the address of a private branch exchange station, Centrex station, or business extension of either, installed on same continuous property of the subscriber but at a different address from that of the switchboard primary listing.
  - 6. Off-premises business extensions of a different address from the primary listing for main stations, private branch exchange stations or Centrex stations will incur the additional business listing charge at the monthly rate under paragraph XIV.
- C. An off-premises residence extension at a different address from the listing for the main station will incur the additional residence listing charge at the monthly rate under paragraph XIV.
- D. When the parties to be listed are included in the household of the subscriber as described in C above, additional listings at the monthly rate under paragraph XIV are applicable.
- E. The general regulations governing the furnishing of additional listings in connection with hotel, motel and apartment private branch exchange service correspond with the regulations outlined above. However, in connection with private branch exchange service, additional listings at the monthly rate for business additional listings shown under paragraph XIV are available to permanent and seasonal guests at hotels, motels, clubs and apartment houses.

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DIRECTORY LISTINGS

VI. RESTRICTED SERVICE

In connection with private branch exchange, Centrex or key system service, no listing will be furnished if a telephone is furnished only for intercommunications with other stations of the same private branch exchange Centrex or key system.

VII. FOREIGN EXCHANGE AND FOREIGN EXCHANGE SERVICE LISTINGS

- A. Listings of subscribers to foreign exchange service appear only in the alphabetical directory listings of the foreign exchange from which they receive the foreign exchange service.
- B. A foreign listing is a listing in the exchange area other than that in which the subscriber is located.
- C. The charge applying for a foreign exchange listing will be that charged by the telephone company publishing the directory in which the foreign listing will appear.
- D. When a foreign listing is to appear in a Telephone Company directory the charges in paragraph XII will apply.

VIII. LISTINGS OF ALTERNATE CALL NUMBERS

When it is desired to have calls for a listed telephone number referred to another listed telephone number, arrangements may be made to list the alternate call number in association with the listing of the primary call number at the monthly rate shown in paragraph XIV under the following conditions:

- A. The alternate call number must also be listed in its proper alphabetical order in the directory.
- B. The subscriber whose telephone number is used as the alternate call number must consent to the arrangement, except when the alternate call number is that of another telephone of the subscriber to whom the alternate call number is assigned.
- C. The subscriber, desiring the listing of the alternate call number, must make satisfactory arrangements for receiving calls at the telephone having the alternate call number.

IX. APPLICATION OF LISTING CHARGES

- A. Charges for additional listings date from the first day of the billing period following the general distribution of the directory in which the listings appear.
- B. However, if a subscriber requests that a listing be inserted in the Company's informational records prior to the distribution of the directory, the charge applies from the day the listing is inserted in the informational records.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

DIRECTORY LISTINGS

X. VANITY LISTINGS

- A. Where available, a subscriber may request to have the assigned telephone number published in the telephone directory in upper case alpha form, i.e., "333-THIS", rather than 333-8447. Use of Vanity Listings is not exclusive to any single subscriber. The letters "Q" and "Z" are not available nor may the "#" or "\*" symbols be used with this service. The numbers "0" or "1" may not be used to represent the letters "O" or "I", respectively, in a Vanity Listing.
- B. Prior to establishing a Vanity Listing, the Company reserves the right to require, when necessary in its sole discretion, satisfactory evidence from the subscriber that the subscriber is authorized to use any other name or term, requested by the subscriber, which is copyrighted or otherwise reserved.
- C. Provisioning of a Vanity Listing is based upon the current availability of that telephone number. The Company reserves the right to exclude certain numbers or blocks of numbers from assignment, and will determine the availability criteria in its sole discretion. No customer waiting lists will be maintained. The Company reserves the right to reject any listing or number, which in its sole discretion, may be considered objectionable or would tend to delay or impede the use of the directory.
- D. The Company will not be a party to any controversy or conflict between customers as a result of the Vanity Listing.
- E. The customer shall have no property right in the Vanity Listing, and the number shall remain the property of the Company. The Company reserves the right to change the Vanity Listing in its sole discretion. The Company is not liable for any kind of monetary or damage claims due to errors, omissions, or customer problems associated with Vanity Listings.
- F. Vanity Listings may be listed in the Company directories white pages at the rates provided in this Section. Customers wanting the Vanity Listing will be charged the Vanity Listing rate in addition to the applicable nonrecurring rates. Customers wanting the numeric equivalent of the Vanity Listing to also be listed as their primary listing will not be charged an additional monthly recurring charge but will be assessed the appropriate nonrecurring rate if the numeric equivalent is added by a subsequent order. When listed, the numeric equivalent of the Vanity Listing will immediately follow the alpha listing in the directory. Only the numerical listing shall be available from Directory Assistance.



LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

DIRECTORY LISTINGS

XI. RATES - ADDITIONAL LISTINGS

Additional listings are provided at rates in addition to the rates and charges for associated service and equipment.

XII. ADJUSTMENTS AND LIABILITY

- A. The Telephone Company, except as provided herein, shall not be liable for damage claimed on account of errors in or omissions from its directories, nor for the result of the publication of such errors in the directory. The Telephone Company will not be a party to controversies arising between subscribers or others as a result of a listing published in the directories.
- B. Claims for damages on account of interruptions to service due to errors or omission in directory listings will be limited to a credit of not less than the equivalent of three months' local service charges, but not more than the length of time until the issuance of a new directory containing the proper listing. The credit will not apply when the subscriber has provided listing information after the deadline for directory publication.

XIII. TERMINATION OF LISTINGS

Listings may be terminated subject to the following provisions:

- A. With additional listings terminated at the date of the main station, the minimum charge is the established rate for one month.
- B. Listings appearing only on directory assistance records can be terminated without discontinuance of the main station service prior to its appearance in the subscriber directory. The charge for such listing is to the date of its requested termination with a minimum charge of one month at the established rate.
- C. With listings appearing in the current directory when the main station is continued, the charge for additional listings will continue to the date of publication of the succeeding directory issue.
- D. Exceptions to the above regulations, when the charge will continue only to the date on which the listing is terminated subject to the minimum of one month rate are as follows:
  - 1. Death of the listed party
  - 2. When the listed party moves to a location at which he is not readily accessible to the customer's station
  - 3. When the listed party becomes a customer in his own name.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

DIRECTORY LISTINGS

IX. NON-PUBLISHED TELEPHONE SERVICE

- A. Upon request, a subscriber may have the listing of his telephone number omitted from the directory and information records, subject to the provisions set forth below:
1. The acceptance by the Telephone Company of the subscriber's request to omit the listing of his name, address and telephone number from the directory and information records establishes no relationship or obligation, direct or indirect, between the Telephone Company and any person other than the subscriber.
  2. The Telephone Company shall not be liable for failure or refusal to complete any call to such telephone or for losses arising there from, when such call is not placed by number.
  3. The Telephone Company will endeavor to prevent the disclosure of the number of such telephone but shall not be liable should such number be inadvertently divulged, or where: 1) a call is placed from that number to a subscriber of Caller ID service without first using Caller ID Block; or, 2) a call placed from the non-published number without first using Caller ID Block is announced to the user of Auto Call Return; or, 3) the non-published number is displayed on the itemized bill of a subscriber using Auto Call Return.
  4. In the absence of gross negligence or willful misconduct, no liability for damages arising from the publishing of a non-published telephone listing in the directory or in information records shall be attached to the Telephone Company and when such a listing is published in the directory or in information records, the Telephone Company's liability shall consist of and be limited to a refund of the monthly charges assessed for non-published service.
- B. The Telephone Company shall not disclose the subscriber's non-published information except to the Telephone Company's authorized personnel; to the appropriate authorities for inclusion in the 9-1-1 emergency services network; to authorized personnel of public or municipal utilities through the disclosure of information contained within the 9-1-1 emergency service database, for the purpose of handling customer calls in time of public emergencies; and as otherwise authorized by the Public Utilities Commission of Ohio.
- C. Parties with non-published numbers forfeit the privacy afforded by the service to the extent that the telephone number is identified through activation of a Call Trace and/or Call Line Identifier procedure(s) whereby the name and address of the subscriber will be provided to the authorized law enforcement agency upon request of the agency.

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DIRECTORY LISTINGS

X. RATES - NON-PUBLISHED TELEPHONE SERVICE

- A. Non-published telephone service is provided at the following rates and charges in addition to the rates and charges for associated service and equipment.

If a request for a non-published telephone number is made at time of the original application, a nonrecurring charge will not apply. If such request is made after the original installation, or to another non-published number, a non-recurring charge will apply. A request to change a non-published number to the same listed number will not incur a nonrecurring charge.

- B. Non-application of non-published telephone service charge

1. Additional service furnished to the same subscriber who has listed service
2. Non-published foreign exchange service
3. Service of non-voice grade use
4. Non-published telephone service is not required for qualified social service organizations, law enforcement agencies, and their certified employees and volunteers in order to subscribe to free per line block.
5. **A customer requesting non-published service due to personal safety concerns (stalking, domestic violence, sexual assault, etc.) will be provided non-published service free of charge. Customer may be required to provide documentation of eligibility. Examples of acceptable documentation are participation in a state-administered address confidentiality program or a court-ordered protective order.**

XI. NON-LISTED TELEPHONE SERVICE

Upon request, a subscriber may have the listing of his name, address and telephone number omitted from the directory but included in information records, subject to the provisions set forth below.

- A. The acceptance by the Telephone Company of the subscriber's request to omit the listing of his name, address and telephone number from the directory establishes no relationship or obligation, direct or indirect, between the Telephone Company and any person other than the subscriber.
- B. In the absence of gross negligence or willful misconduct, no liability for damages arising from the publishing of a non-listed telephone number in the directory shall be attached to the Telephone Company and when such a listing is published in the directory, the Telephone Company's liability shall consist of and be limited to a refund of the monthly charges assessed for non-listed service until the issuance of the new directory containing the proper listing.

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XII. RATES - NON-LISTED TELEPHONE SERVICE

Non-listed telephone service is provided at the following rates and charges in addition to the rates and charges for associated service and equipment.

- A. If a request for a non-listed telephone number is made at the time of the original application, a nonrecurring charge will not apply.
- B. If such request is made after the original installation, the nonrecurring charge will apply.
- C. If a request is made to change a non-listed telephone number to another non-listed telephone number, nonrecurring charge will apply.
- D. A request to change a non-listed telephone number to the same listed number will not incur a nonrecurring charge.
- E. **A customer requesting non-listed service due to personal safety concerns (stalking, domestic violence, sexual assault, etc.) will be provided non-listed service free of charge. Customer may be required to provide documentation of eligibility. Examples of acceptable documentation are participation in a state-administered address confidentiality program or a court-ordered protective order.**

XIII. NON-ADDRESS TELEPHONE SERVICE

Upon request, a subscriber may have the address omitted from his listing as it appears in the directory or on information records subject to the provisions set forth below.

- A. The acceptance by the Telephone Company of the subscriber's request to omit the address from the listing of his telephone number from the directory and information records establishes no relationship or obligation, direct or indirect, between the Telephone Company and any person other than the subscriber.
- B. In the absence of gross negligence or willful misconduct, no liability for damages arising from the publishing of the address of a non-address listing in the directory shall be attached to the Telephone Company and when such an address is published in the directory or information records, the Telephone Company's liability shall consist of and be limited to a refund of the monthly charge assessed for non-address service until the issuance of the new directory containing the proper listing.

XIV. RATES - NON-ADDRESS TELEPHONE SERVICE

- A. If a request for a non-address telephone number is made at the time of the original application, a nonrecurring charge will not apply.
- B. If such request is made after the original installation, the nonrecurring charge will apply.
- C. A request to change a non-address telephone number to the same listed number will not incur a nonrecurring charge.

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LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

DIRECTORY LISTINGS

XV. DIRECTORY ASSISTANCE SERVICE

A. TERMS AND CONDITIONS

See [CENTURYLINK® LOCAL TERMS OF SERVICE: DIRECTORY ASSISTANCE SERVICES](#) for the terms and conditions for local, long distance and national directory assistance.

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XV. DIRECTORY ASSISTANCE SERVICE (Continued)

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XV. DIRECTORY ASSISTANCE SERVICE (Continued)

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XV. DIRECTORY ASSISTANCE SERVICE (Continued)

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LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

ADVANCE PAYMENTS AND DEPOSITS

I. ADVANCE PAYMENTS

The Telephone Company may require applicants to make such advance payments as service connection charges, installation charges and special construction charges as necessary to protect the Telephone Company's local exchange and toll service revenues. The amount of the advance payment will be credited to the subscriber's account as applying to any indebtedness under the contract.

II. DEPOSITS

- A. The Telephone Company may, in order to safeguard its interest or those of an Interexchange Carrier (IXC) for whom the Telephone Company is an authorized agent, may require an applicant or a customer to make a suitable deposit to be held by the Telephone Company or IXC or provide a third party guarantor in lieu of a deposit as a guarantee of the payment of telephone service charges. Deposits for service shall be in accordance with Rules 4901:1-5. The Telephone Company must inform the applicant or customer of all options available for meeting the requirements.

Deposits for local exchange service shall be calculated and assessed separately from deposits for toll service using the Uniform Statewide Deposit Amount Method as provided in Rule 4901:1-5 of the Administrative Code.

Local exchange service shall be provided to local service applicants who are able to meet the deposit requirements for local service regardless of whether the applicant is able to meet the deposit requirements for the provisioning of toll service.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

SERVICE CONNECTIONS, CHANGES AND MOVES

I. DESCRIPTION

- A. A service connection refers to the establishment of telephone service, lines or equipment for a subscriber and to the transfer of telephone service, lines or equipment from one premises to another.
- B. A change refers to changes in telephone service lines or equipment subsequent to their initial establishment and to rearrangements of inside wiring (including house cable) which does not involve moves. When rearrangements of attachments to the outside of a building serving a subscriber are made at the subscriber's request, the expense incurred will be billed to such subscriber.
- C. A move refers to the relocation of telephone service, lines or equipment at the same premises on which they were initially installed.
- D. A record order charge is for the work associated with receiving, recording and processing information necessary to execute a subscriber request in which only subscriber, business office, directory or billing records are involved and no premises work, access line or central office work is necessary. Only one record order charge applies per subscriber request.
- E. A service order charge is for the work associated with receiving, recording and processing information necessary to execute a subscriber request to connect, move or change telephone service and equipment. Only one service order charge applies per subscriber request regardless of the quantity of work requested. A record order charge will not be incurred by any subscriber request when a service order charge is applied.
- F. A central office charge is for the work associated with establishing or changing line connection in the central office. One central office charge applies to each line connection established or changed.
- G. An access line charge is the work associated with the placement and connection of, or inspection of, drop wires at the customer's premises, including placing and/or inspection of a protective device. One access line charge applies to each line connected.
- H. A visit charge is for the expense associated with traveling to a subscriber's premises. Only one visit charge applies per subscriber request at the same premises.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

SERVICE CONNECTIONS, CHANGES AND MOVES

II. APPLICATION OF CHARGES

A. Charges in this section refer to work being performed by the Telephone Company during usual working hours on normal working days. When, at the specific request of the subscriber or applicant for service, work is performed at other times, either for the convenience of the subscriber or applicant or for reasons not under the control of the Telephone Company, the expense incurred by the Telephone Company in excess of normal expense for such work when performed during usual working hours on normal working days may be billed to the subscriber or applicant in addition to charges otherwise applicable.

B. The charges apply in addition to scheduled rates and any other charges applicable under the Price List or the General Exchange Tariff.

A record order charge does not apply to station equipment added or changed with existing service when the equipment is picked up by the customer at designated Telephone Company locations and where no physical work is required on the customer's premises.

III. RESTORATION CHARGE - SUSPENSION FOR NONPAYMENT

A. A restoration charge per line, per request, will apply to service restored when premises visit is not required. When premises visit is required, an additional charge applies.

B. A restoration charge does not apply subsequent to the completion of an order to terminate service. Service will then be re-established only on the basis of a new application for service.

This does not preclude the Company from charging for the original service connection, monthly charges for the period such service were used, or the addition or removal of any optional local telephone service.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

SERVICE CONNECTIONS, CHANGES AND MOVES

IV. SERVICE CONNECTION, CHANGE OR MOVE CHARGE – NONAPPLICATION OF

- A. When the class of service is changed from residence to business, or business to residence, and the original classification is known to have been erroneously established through misrepresentation or misunderstanding, the subscriber will be charged or refunded the difference, if any, between the business and residence service connection charge.
- B. Service connection, change or move charges do not apply when a subscriber requests a correction in a directory listing (spelling, initials or address) erroneously established through misunderstanding and the correction will make identification of the listed party more positive.
- C. Service connection, change or move charges do not apply when a subscriber requests a correction in a directory listing address when the change of official address has been authorized by a governmental agency.
- D. Service connection, change or move charges do not apply when a subscriber requests an upgrade in the class of service.
- E. Service connection, change or move charges do not apply when a subscriber requests a change to their local exchange service:
  - 1. Within sixty (60) days of the date of initiation of service, new residential subscribers shall be allowed, at a minimum, a one-time change of their type of local exchange service; or
  - 2. Within sixty (60) days of the date of a change in their type of service, existing residential subscribers shall be allowed to return to their prior type of local exchange service. This rule does not apply to subscribers who have availed themselves of paragraph E.1. above within the previous six-months.

This does not preclude the Company from charging for the original service connection, monthly charges for the period such service were used, or the addition or removal of any optional local telephone service.

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LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE

CIRCUIT MILES AND ZONE CHARGES

I. ZONES

A. DESCRIPTION

A zone is a clearly defined area of an exchange located outside the base rate area which has been established for the purpose of charging subscribers located within such zone an additional charge. Zones and zone rates are applicable in all Telephone Company exchange areas except Moline and South Lebanon.

KEY TELEPHONE SYSTEMS

I. GENERAL REGULATIONS

- A. The following rates and charges apply to key telephone systems and equipment and are in addition to the Key Trunk rates for Basic Local Exchange Service applicable to the serving exchange, as approved in P.U.C.O. No. 6, Section B. This charge is applicable to each central office circuit terminating in the key telephone system.
- B. The criteria for determining whether a multifunctional telephone system is to be considered a key system or a PBX system will be based upon the following: Where the station user must selectively access which line is to be connected to that station in order to make a call, the use will be considered key system usage. All other usage will be considered PBX system usage.
- C. The customer will provide the Telephone Company with a properly notarized affidavit attesting to the use of the multifunctional telephone system as a key or PBX system. Upon receipt of the affidavit, the appropriate key or PBX system trunk rate will apply.
- D. Any subsequent change in customer usage of a multifunctional telephone system will require the customer to provide the Telephone Company with an affidavit attesting to its use as a key or PBX system. The appropriate key or PBX system trunk rate will be effective on the date the Telephone Company receives the affidavit.
- E. The Telephone Company will have the right to inspect any multifunctional telephone system to verify the type of usage no more than twice in a calendar year. Inspection normally would be conducted when a Telephone Company representative is at the customer's premises. At other times the Telephone Company may schedule an inspection upon a mutually convenient date during regular business hours.
- F. If an inspection discloses usage contrary to the current billing, the billing will immediately be changed to the appropriate key or PBX system rate. Written notification of any change in the rate and the reason therefore will be provided to the customer by the Telephone Company within five business days from the date of the verbal notification of the change in the rate.
- G. A customer who refuses permission for a Telephone Company representative to conduct an inspection while at the customer's premises will be required to pay the Telephone Company's then prevailing unregulated trip charge and labor rate for a subsequent visit solely to conduct an inspection.
- H. Failure of a customer to provide the Telephone Company with an affidavit within 45 days after the purchase of a multifunctional telephone system will cause the PBX trunk rate to be charged until an affidavit is received by the Telephone Company or an inspection is permitted.

UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

PRIVATE BRANCH EXCHANGE SERVICE

I. GENERAL REGULATIONS

- A. Multi-line telephone systems used in conjunction with PBX Trunks which were not already connected to Company facilities as of February 16, 2020, must, upon connection to the Company's facilities, be configured to allow direct "911" dialing by any end user and must be configured to send MLTS notifications as described in Section XVI.A.1.
- B. Multi-line telephone systems must also be configured such that they are capable of conveying the dispatchable location of a "911" caller as described in Section XVI.A.2. Dispatchable location capability may require Customers to purchase private switch automatic location identification (PS/ALI) service from the Company or from a third-party provider.** (N)  
(N)
- C. The criteria for determining whether a multifunctional telephone system is to be considered a key system or a PBX system will be based upon the following: Where the station user must selectively access which line is to be connected to that station in order to make a call, the use will be considered key system usage. All other usage will be considered PBX system usage. (T)
- D. The customer will provide the Telephone Company with a properly notarized affidavit attesting to the use of the multifunctional telephone system as a key or PBX system. Upon receipt of the affidavit, the appropriate key or PBX system trunk rate will apply. (T)
- E. Any subsequent change in customer usage of a multifunctional telephone system will require the customer to provide the Telephone Company with an affidavit attesting to its use as a key or PBX system. The appropriate key or PBX system trunk rate will be effective on the date the Telephone Company receives the affidavit. (T)
- F. The Telephone Company will have the right to inspect any multifunctional telephone system to verify the type of usage no more than twice in a calendar year. Inspection normally would be conducted when a Telephone Company representative is at the customer's premises. At other times the Telephone Company may schedule an inspection upon a mutually convenient date during regular business hours. (T)
- G. If an inspection discloses usage contrary to the current billing, the billing will immediately be changed to the appropriate key or PBX system trunk rate. Written notification of any change in the rate and the reason therefore will be provided to the customer by the Telephone Company within five business days from the date of the verbal notification of the change in the rate. (T)
- H. A customer who refuses permission for a Telephone Company representative to conduct an inspection while at the customer's premises will be required to pay the Telephone Company's then prevailing unregulated trip charge and labor rate for a subsequent visit solely to conduct an inspection. (T)
- I. Failure of a customer to provide the Telephone Company with an affidavit within 45 days after the purchase of a multifunctional telephone system will cause the PBX trunk rate to be charged until an affidavit is received by the Telephone Company or an inspection is permitted. (T)
- J. Secretarial lines, in cases where both terminals are in the same central office area and the service may be provided by means of bridging connection at the central office per each ¼ airline mile or fraction thereof, per circuit. (T)

UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

PRIVATE BRANCH EXCHANGE SERVICE

II. TOLL RECORDING TRUNKS

Toll recording trunks are furnished only to hotel and motel dial private branch exchanges. The trunks provide a direct line to enable stations to access the toll operator without the assistance of the PBX operator. Toll recording trunk is offered only from central offices where the Telephone Company has suitable facilities for providing such service. Toll recording trunks will incur all service connection, move and/or change charges.

(M)

(M)

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

CONNECTION WITH CERTAIN FACILITIES PROVIDED BY SUBSCRIBERS

I. DESCRIPTION

Customer-provided terminal equipment, protective circuitry, wiring and communications systems may be used with the facilities furnished by the Telephone Company for telecommunications services as provided in the following paragraphs. In all such cases the customer-provided terminal equipment, wiring or communications systems will be so constructed, maintained and operated to work satisfactorily with the facilities of the Telephone Company.

II. GENERAL REGULATIONS

A. Responsibility of the subscriber

1. All multi-line telephone systems connected to the Company's network on or after February 16, 2020, must be configured to allow direct "911" dialing by any end user and must be configured to send MLTS notifications as described in Section XVI.A.1.

(T)

**Multiline telephone systems ("MLTS") required to comply with F. preceding must be capable of conveying the dispatchable location of a 911 caller to a public safety answering point ("PSAP") as described in Section XVI.A.2.**

(N)

(N)

2. Where exchange and long distance message telecommunications service is available for use in connection with customer-provided facilities, the operating characteristics of such facilities shall not interfere with any of the services offered by the Telephone Company.
3. Such use is subject to the further provisions that the customer-provided facilities do not endanger the safety of Telephone Company employees or the public; damage, require change in or alteration of the equipment or other facilities of the Telephone Company; interfere with the proper functioning of such equipment or facilities; impair the operation of the telecommunications system; or otherwise injure the public in its use of the Telephone Company's service.
4. Upon notice from the Telephone Company that the customer-provided facilities are causing or are likely to cause such hazard or interference, the subscriber shall make such change as shall be necessary to remove or prevent such hazard or interference. Failure to make such changes as necessary will result in disconnection of service until such changes are completed to the satisfaction of the Telephone Company.
5. The subscriber shall be responsible for the Telephone Company maintenance of service charge (a.k.a. Trouble Isolation Charge) when the Company dispatches a technician to investigate a customer-reported trouble and a service difficulty is found to be caused by customer-provided equipment, wire, facilities, communications system or customer actions, and the customer does not have the Company repair the premises wire trouble.

The Trouble Isolation Charge also applies when a customer requests or allows the Company to dispatch a technician to investigate the reported trouble and the customer then does not allow access to the necessary in-home wiring and equipment or is not available to allow access.

This charge is waived for customers who have inside wire protection, unless the Company determines through remote testing that no trouble exists, and the customer insists on a dispatch. If no trouble is found, a Trouble Isolation Charge applies whether or not the customer has inside wire protection.



LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

CONNECTION WITH CERTAIN FACILITIES PROVIDED BY SUBSCRIBERS

II. GENERAL REGULATIONS

A. Responsibility of the subscriber

5. (Cont'd)

(T)

The Trouble Isolation Charge will not apply when:

- Customer is subscribed to an Inside Wire Maintenance Plan before a Company technician is dispatched.
- A service difficulty or trouble is found to be in a permanently wired telephone associated with service (i.e., no network interface device).
- The service difficulty or trouble is in Company-maintained equipment or wiring
- No trouble is found after customer allows the necessary access to in-home wiring and/or equipment.
- Customer authorizes company repair of inside wiring and/or customer-provided equipment.

6. The subscriber must provide all terminal equipment on his side of Telephone Company-provided connecting arrangement and provide wall or floor space to mount said arrangement. In conformance with FCC regulations in Part 68, connecting arrangements may either be provided by the customer (provided such protective circuitry has been properly registered with the FCC) or obtained from the Telephone Company as provided for in paragraph IV.A.1. of this section. (T)
7. The interconnection of customer-provided equipment to the exchange and message toll telecommunications network requires that the Telephone Company be given prior reasonable notification as prescribed in paragraph VII.E. of this section. (T)
8. The subscriber indemnifies and saves the Telephone Company harmless against claims for libel, slander or infringement of copyright from material transmitted over its facilities; against claims for infringement of patents arising from combining with, or using in connection with, facilities of the Telephone Company, apparatus and systems of the subscriber; against all other claims arising out of any act of omission of the subscriber in connection with facilities provided by Telephone Company; and against any and all losses from damage to the subscriber's facilities or equipment attached to or connected to facilities furnished by Telephone Company. (T)

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

CONNECTION WITH CERTAIN FACILITIES PROVIDED BY SUBSCRIBERS

II. GENERAL REGULATIONS

B. Responsibility of the Telephone Company

1. The Telephone Company shall not be responsible for the installation, operation or maintenance of any customer-provided terminal equipment, protective circuitry or communications systems. Exchange and long distance message telecommunications service is not represented as adapted to the use of customer-provided terminal equipment or systems; and where such are connected to Telephone Company facilities, the responsibility of the Telephone Company shall be limited to the furnishing of facilities suitable for exchange and long distance message telecommunications service and to the maintenance and operation of such facilities in a manner proper for such telecommunications service. Subject to this responsibility the Telephone Company shall not be responsible for the through transmission of signals generated by the customer-provided equipment, protective circuitry or systems or for the quality of or defects in such transmission or the reception of signals by customer-provided equipment, protective circuitry or systems.

2. The Telephone Company will not be responsible to the subscriber if changes in the company's communications facilities, equipment, operations or procedures renders the customer-provided terminal equipment, protective circuitry or communications systems obsolete or requires modification or alteration of such equipment. The Telephone Company will give at least 90 days notice in writing if such changes can reasonably be expected to occur, allowing the customer an opportunity to maintain uninterrupted service.

3. Violation of regulations

Where any customer-provided equipment, protective circuitry or communications system is used with exchange and long distance message telecommunications service in violation of any of the provisions of this section, the Telephone Company will take such immediate action as appropriate, including disconnection of the service, for the protection of the network and will notify the subscriber of the violation prior to disconnection. The subscriber shall discontinue such use of the facilities or correct the violation and shall confirm in writing to the Company within ten days, following the receipt of written notice from the Company, that such use has ceased or that the violation has been corrected. Failure of the subscriber to discontinue such use or to correct the violation and to give the required written confirmation to the Telephone Company within the time stated above shall result in either temporary denial or termination of such subscriber's service until such time as the subscriber complies with the provisions herein or in the Company's Tariffs..

4. Network control signaling

Satisfactory performance of the telecommunications network requires continuing functional capability of the network control signals and the switching equipment involved. To assure such continuing compatibility, network control signaling in the furnishing of telecommunications service shall be performed by equipment furnished, installed and maintained by the Telephone Company unless the customer-provided terminal equipment or protective circuitry meet the requirements of Part 68 of the F.C.C. Rules and Regulations.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

CONNECTION WITH CERTAIN FACILITIES PROVIDED BY SUBSCRIBERS

II. GENERAL REGULATIONS (Continued)

C. Network protection criteria

To protect the telecommunications network and the services furnished to the general public by the Telephone Company from harmful effects, the signal from the customer-provided terminating equipment or communications system to the exchange and long distance message telecommunications network must comply with the following minimum network protection criteria.

1. Direct electrical connections

- a. Where the customer-provided equipment or system is connected with exchange and long distance message telecommunications service through a connecting arrangement and network control signaling unit furnished by the Telephone Company, the customer-provided equipment or system must comply with the following criteria.
  - i. To prevent excessive noise and crosstalk in the network, it is necessary that the power of the signal at the central office not exceed 12db below one milliwatt when averaged over any three second interval. To insure that this limit is not exceeded, the power of the signal which may be applied by the customer-provided equipment to the Telephone Company interface located on the subscriber's premises will be specified for each type of voice connecting arrangement or for each subscriber's location in the case of a data access arrangement, but in no case shall it exceed one milliwatt.
- b. To protect other services, it is necessary that the signal which is applied by the customer-provided equipment to the Telephone Company interface located on the subscriber's premises meet the following limits.
  - i. The power in the band from 3,995 Hertz to 4,005 Hertz shall not exceed 18db below the power of the signal as specified in a.i. preceding.
  - ii. The power in the band from 4,000 Hertz to 10,000 Hertz shall not exceed 16db below one milliwatt.
  - iii. The power in the band from 10,000 Hertz to 25,000 Hertz shall not exceed 24db below one milliwatt.
  - iv. The power in the band from 25,000 Hertz to 40,000 Hertz shall not exceed 36db below one milliwatt.
  - v. The power in the band from 40,000 Hertz shall not exceed 50db below one milliwatt.
- c. To prevent the interruption or disconnection of a call or interference with network control signaling, it is necessary that the signal applied by the customer-provided equipment to the Telephone Company interface located on the subscriber's premises at no time have energy solely in the 2450 to 2750 Hertz band. If signal power is in the same 2450 to 2750 Hertz band, it must not exceed the power present at the same time in the 800 to 2450 Hertz band.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

CONNECTION WITH CERTAIN FACILITIES PROVIDED BY SUBSCRIBERS

II. GENERAL REGULATIONS (Continued)

C. Network protection criteria (Continued)

2. Acoustic and inductive connections

- a. Where the customer-provided equipment or system is connected with exchange and long distance message telecommunications service through customer-provided equipment which effects such connections externally to a Telephone Company network control signaling unit by means of an acoustic or inductive connection for transmitting and/or receiving the customer-provided equipment or system must comply with the following criteria.
  - i. To prevent excessive noise and crosstalk in the network, it is necessary that power of the signal which is applied by the customer-provided equipment to the network control signaling unit located on the subscriber's premises be limited so that the signal power at the output of the network control signaling unit (i.e., at the input to the Telephone Company line) does not exceed 9db below one milliwatt when averaged over any three second interval.
  - ii. To protect other services, it is necessary that the signal which is applied by the customer-provided equipment to the network control signaling unit located on the subscriber's premises meet the following limits at the output of the network control signaling unit (i.e., at the input to the Telephone Company line).
    - 1) The power in the band from 3,995 Hertz to 4,005 Hertz shall be at least 18db below the power of the signal as specified in (A)(1) preceding.
    - 2) The power in the band from 4,000 Hertz to 10,000 Hertz shall not exceed 16db below one milliwatt.
    - 3) The power in the band from 10,000 Hertz to 25,000 Hertz shall not exceed 24db below one milliwatt.
    - 4) The power in the band from 25,000 Hertz to 40,000 Hertz shall not exceed 36db below one milliwatt.
    - 5) The power in the band above 40,000 Hertz shall not exceed 50db below one milliwatt.
  - iii. To prevent the interruption or disconnection of a call or interference with network control signaling, it is necessary that the signal applied by the customer-provided equipment to the network control signaling unit located on the subscriber's premises be limited so that the signal at the output of the network control signaling unit (i.e., at the input to the Telephone Company line) shall at no time have energy solely in the 2450 to 2750 Hertz band. If there is signal power at the output of the network control signaling unit in the 2450 to 2750 Hertz band, it must not exceed the power present at the same time in the 800 to 2450 Hertz band.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

CONNECTION WITH CERTAIN FACILITIES PROVIDED BY SUBSCRIBERS

III. CUSTOMER-PROVIDED TERMINAL EQUIPMENT

A. Data transmitting and/or receiving terminal equipment

1. Direct electrical connections

Customer-provided data transmitting and/or receiving terminal equipment (including telephotograph, electrocardiogram and electroencephalogram equipment) which involves direct electrical connection to the facilities furnished by the Telephone Company may be used with such facilities for exchange and long distance message telecommunications service either through a data set or a Company as described in a. and b. following. Use of such service is on a two-point basis.

a. Data sets

Data sets will be furnished subject to the provisions of the Telephone Company.

b. Data access arrangements

Where the subscriber elects to use customer-provided data transmitting and/or receiving terminal equipment through a data access arrangement.

i. The subscriber shall furnish the equipment which performs the functions of data signal conditioning as described by the Telephone Company.

ii. To protect the telecommunications network and the services furnished to the general public by the Telephone Company from harmful effects, the customer-provided data transmitting equipment must comply with the minimum network protection criteria specified in paragraph II.C.1.a. preceding.

iii. The Telephone Company shall furnish the data access arrangement for use with the network control signaling unit.

2. Acoustic, inductive connections

a. Customer-provided data transmitting and/or receiving terminal equipment (including telephotograph, electrocardiogram and electroencephalogram equipment) may be acoustically or inductively connected with Telephone Company facilities for exchange and long distance message telecommunications service provided the acoustic or inductive connection is made externally to a Telephone Company network control signaling unit. Use of such service is on a two-point basis.

b. To protect the telecommunications network and the services furnished to the general public by the Telephone Company from harmful effects, the customer-provided data transmitting equipment must comply with the minimum network protection criteria specified in paragraph II.C.2. preceding.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

CONNECTION WITH CERTAIN FACILITIES PROVIDED BY SUBSCRIBERS

III. CUSTOMER-PROVIDED TERMINAL EQUIPMENT (Continued)

A. Data transmitting and/or receiving terminal equipment (Continued)

3. Telephotograph equipment

- a. Exchange and long distance message telecommunications service is available for telephotograph transmission on a two-point basis as follows.
  - i. For use by the press for the transmission and reception of pictures and similar material for publication,
  - ii. For use by the law enforcement agencies for the transmission and reception of fingerprints, ballistic data, identification photographs and similar material for law enforcement,
  - iii. For use by the armed forces of the United States for the transmission and reception of information of military necessity essential to the national defense,
  - iv. For use by civilian defense agencies for the transmission and reception of information essential for the discharge of their responsibilities in emergencies, and
  - v. For use by the United States Weather Bureau for the transmission and reception of weather information.
- b. Telephotograph equipment may be used in connection with any business service (except payphone line service) furnished to the subscribers specified in paragraph A.3. preceding or made available to them under a joint user arrangement. Portable telephotograph equipment may be used also at PBX stations in guest rooms of hotels and motels subject to the consent of the management of the hotel or motel concerned.
- c. Such customer-provided equipment may, in lieu of the data set or data access arrangement described in paragraph A.1.a. preceding, be electrically connected to the lines specified in paragraph A.3.b. preceding by means of protective connection equipment.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

CONNECTION WITH CERTAIN FACILITIES PROVIDED BY SUBSCRIBERS

III. CUSTOMER-PROVIDED TERMINAL EQUIPMENT (Continued)

A. Data transmitting and/or receiving terminal equipment (Continued)

4. Electrocardiogram and electroencephalogram equipment

Electrocardiogram and electroencephalogram equipment provided by the subscriber may be used in connection with business or residence service (except payphone line service) furnished to members of the medical profession and hospitals or made available to them under a joint user arrangement. Such customer-provided equipment may, in lieu of the data set or data access arrangement described in paragraph A.1. preceding, be electrically connected to such service by means of protective connection equipment.

5. Audible indicating equipment

Customer-provided audible indicating equipment with an operating cycle not in excess of five minutes may be used in connection with non-published individual business lines, business PBX station lines and Centrex station lines. Such customer-provided equipment may, in lieu of the data set or data access arrangement described in paragraph A.1. preceding, be electrically connected to such lines by means of unattended station equipment.

6. United States government executive departments and agencies

Where equipment of a department or agency of the executive branch of the United States government used for purpose of disguising or concealing the contents or meaning of communications is to be connected to Telephone Company station equipment or facilities, the head of such department or agency or his authorized representative shall notify the Telephone Company in writing that such connection is necessary to safeguard official information which requires protection in the interests of national defense or other confidential official information which if disclosed to unauthorized persons would be detrimental to the public interest.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

CONNECTION WITH CERTAIN FACILITIES PROVIDED BY SUBSCRIBERS

III. CUSTOMER-PROVIDED TERMINAL EQUIPMENT (Continued)

B. Voice transmitting and/or receiving terminal equipment

1. Direct electrical connections

- a. Customer-provided voice transmitting and/or receiving terminal equipment which involves direct electrical facilities furnished by the Telephone Company for exchange and long distance message telecommunications service may be used with such facilities in accordance with i. and ii. following.
  - i. Except as provided for elsewhere in this Local Terms of Service document (especially in paragraph VI. following), the connection shall be made through a Telephone Company network control signaling unit and a connecting arrangement which shall be provided and maintained by the Telephone Company (except as outlined in paragraph VIII of this section).
  - ii. To protect the telecommunications network and the services furnished to the general public by the Telephone Company from harmful effects, the customer-provided voice transmitting equipment must comply with the minimum network protection criteria specified in paragraph II.C.1.a. preceding.
- b. The rates for the connecting arrangements required in connection with such direct electrical connections are set forth in paragraph V.A. following.

2. Acoustic and inductive connections

- a. Customer-provided voice transmitting and/or receiving terminal equipment may be acoustically or inductively connected with Telephone Company facilities for exchange and long distance message telecommunications service.
- b. To protect the telecommunications network and the services furnished to the general public by the Telephone Company from harmful effects, the customer-provided voice transmitting equipment must comply with the minimum network protection criteria specified in paragraph II.C.2. preceding.

3. Recording two-way telephone conversation

The recording of two-way telephone conversations is governed by state and federal laws and regulations.

4. Customer-provided accessories

Customer-provided accessories may be used with the facilities furnished by the Telephone Company for exchange and long distance message telecommunications service provided that such accessories comply with the provisions of paragraph II. preceding.



LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

CONNECTION WITH CERTAIN FACILITIES PROVIDED BY SUBSCRIBERS

IV. CUSTOMER-PROVIDED COMMUNICATIONS SYSTEMS

A. General provision

1. Customer-provided communications systems may be connected at a service point of the subscriber, on a voice grade basis, with exchange and long distance message telecommunications service either through a network control signaling unit and connecting arrangement, provided and maintained by the Telephone Company, except as provided for elsewhere in this Local Terms of Service document (especially in paragraph VI. following), or through customer-provided equipment which effects such connections externally to a Telephone Company network control signaling unit by means of an acoustic or inductive connection for transmitting and/or receiving. The customer-provided system shall comply with the minimum network protection criteria contained in paragraph II.C.1.a. and b. preceding.
2. Connecting arrangements are offered for new installations (including additions) at rates specified in this Local Terms of Service document section, only as available from the Company's existing stock. However, connecting arrangements being furnished as of December 31, 1977, may be Continued for the same customer at the same premises.

New installations, including additions, which cannot be satisfied from existing Company stock will be provided on a special offering basis subject to the availability of connecting arrangements.

B. Army, Navy and Air Force

1. In the case of a telephone system of the Department of the Army, the Department of the Navy or the Department of the Air Force of the United States which services an establishment operated and administered under the direction of such department are commanded by authorities of such department, and which is located generally within the boundaries of such establishment, facilities of such system may, except as provided for elsewhere in this Local Terms of Service document (especially in paragraph VI following), in lieu of the provisions of IV. A preceding, be connected with facilities of the Telephone Company for exchange and long distance message telecommunications service where the Secretary of the Department certifies in writing that reasons of military necessity require that the establishment be served by a telephone system of the department. In addition, the facilities of a temporary telephone system of such department located off a permanent establishment of the department for maneuvers, mobilization tests or technical service tests will be connected. Services and facilities are furnished by the Telephone Company under a contract specifying the charges to be applied or, in the case of Centrex arrangements, under the provisions of this Local Terms of Service document.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

CONNECTION WITH CERTAIN FACILITIES PROVIDED BY SUBSCRIBERS

IV. CUSTOMER-PROVIDED COMMUNICATIONS SYSTEMS (Continued)

B. Army, Navy and Air Force (Continued)

2. Telephone facilities of the Department of the Army, the Department of the Navy or Department of the Air Force of the United States other than those described in paragraph IV, B, 1. above may, in lieu of the provisions of IV, A preceding, be connected by means of switching or connecting equipment furnished by the Telephone Company to a PBX switchboard or other telephone switching or terminal equipment of the Telephone Company, for communication with stations and private line facilities associated with said switching or terminal equipment, where the Secretary of the Department of his authorized representative notifies the Telephone Company in writing that such connection is required for reasons of military necessity and will be provided at the rates and charges specified in the Company's non-BLES price list. Such department telephone facilities will be connected with facilities of the Telephone Company for exchange or long distance message telecommunications service only in cases of emergency involving safety of life or property, unless the aforesaid department facilities are in locations where it is impractical for the Telephone Company to furnish its facilities.

C. United States Coast Guard

Telephone lines owned and maintained by or at the expense of the Coast Guard between Coast Guard Stations located outside a municipality and a point of connection designated by the Telephone Company may, except as provided for elsewhere in this Local Terms of Service document (especially in paragraph VI following), in lieu of the provisions of paragraph A. preceding, be connected with exchange and long distance message telecommunications service of the Telephone Company. Telephone instruments for use with such telephone lines between Coast Guard Stations, services and facilities are furnished by the Telephone Company under an agreement specifying the charges to be applied.

D. Police and fire departments

1. Telephone circuits owned and maintained by the police or fire department of a State, municipality or other governmental authority and extending between premises of such subscriber in the same exchange may, except as provided for elsewhere in this Local Terms of Service document (especially in paragraph VI following), in lieu of the provisions of paragraph A. preceding, be connected with a PBX switchboard or other equipment furnished to said department by the Telephone Company for radiotelephone communication with telephone stations associated with such switchboard or equipment. Such connection may not be used with any other station of the Telephone Company except in case of public emergency.
2. Police radio broadcast systems owned, maintained and operated by the police department of a State, municipality or other governmental authority may, in lieu of the provisions of paragraph A. preceding, be connected with a PBX switchboard or other equipment furnished to said department by the Telephone Company for radiotelephone communication with telephone stations associated with such switchboard equipment. Such connection may not be used with any other station of the Telephone Company except in case of public emergency.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

CONNECTION WITH CERTAIN FACILITIES PROVIDED BY SUBSCRIBERS

IV. CUSTOMER-PROVIDED COMMUNICATIONS SYSTEMS (Continued)

E. Power, pipe line and railroad companies

1. Facilities provided by an electric power company or oil, oil products or natural gas pipe line company or railroad company, primarily to communicate with points located along a right-of-way (including premises of such company anywhere in cities, townships or villages along the right-of-way) owned or controlled by such company may, except as provided for elsewhere in this Local Terms of Service document (especially in paragraph VI. following), in lieu of the provisions of paragraph A. preceding, be connected with exchange and long distance message telecommunications service subject to the conditions set forth in the following paragraphs. Such connections will be made by means of switching or connecting equipment furnished by the Telephone Company and will be provided at the rates and charges specified in this section and in other applicable sections.
2. Such telephone facilities provided by the subscriber will be connected to PBX switchboards or other telephone switching or terminal equipment of the Telephone Company, located in the same or different local service areas for communication with stations and private line facilities associated with said switching or terminal equipment provided, however, that within the same local service area a PBX switchboard or other telephone switching or terminal equipment furnished by the Telephone Company for exchange or long distance message telecommunications services will not be connected with telephones of the subscriber, nor with private telephone switching equipment of the subscriber except switching equipment used exclusively for dispatching or line switching equipment not connected with customer-provided telephones within the same local service area.
3. Facilities of the Telephone Company will be connected for exchange or long distance message telecommunications service with telephone facilities provided by the subscriber:
  - a. In cases of emergency involving safety of life or property;
  - b. In addition, in cases of calls originated by railroad employees under circumstances indicating need for prompt action to secure or maintain the safety, continuity or reliability of railroad service to the public and related to the movement of passengers, mail, property or equipment by railroad or repair, maintenance or construction of railroad rights-of-way, structures of equipment;
  - c. In cases where the facilities provided by the subscriber serve locations where it is impractical because of hazard or inaccessibility for the Telephone Company to furnish its facilities; and
  - d. During an interim period in cases where the subscriber has arranged for replacement of said subscriber facilities with facilities of the Telephone Company.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

CONNECTION WITH CERTAIN FACILITIES PROVIDED BY SUBSCRIBERS

IV. CUSTOMER-PROVIDED COMMUNICATIONS SYSTEMS (Continued)

E. Power, pipe line and railroad companies (Continued)

4. Telephone circuits of the subscriber will be connected for exchange or long distance message telecommunications service only through manual switching equipment or an attendant position of dial PBX equipment furnished to the subscriber by the Telephone Company. Such equipment or position may be located at either or both ends of the circuit provided by the subscriber.
5. Connection of a telephone circuit provided by the subscriber as specified in paragraph IV.E.3.b., c., and d. preceding may be established at either end of such circuit but shall not be established at both ends simultaneously.
6. Facilities of the Telephone Company when connected with facilities provided by the subscriber, will not be used for communications of other than the subscriber except that such facilities may be used for the communications of and be connected with facilities furnished by the Telephone Company to other companies which:
  - a. are operated with the subscriber as parts of an integrated electric power, oil, oil products or natural gas pipe line system or railroad system under direct or common ownership or control; or
  - b. own or operate an electric power or pipe line or railroad system jointly with the subscriber; or
  - c. own or operate electric power or pipe line or railroad facilities interconnected with those of the subscriber.
7. Telephone Company facilities when so connected may be used for exchange or long distance message telecommunications of other companies specified in paragraph E.6.a., b. and c. preceding, including calls originated by employees of such companies, only under the circumstances set forth in paragraph E.3.a., b., and c. preceding.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

CONNECTION WITH CERTAIN FACILITIES PROVIDED BY SUBSCRIBERS

IV. CUSTOMER-PROVIDED COMMUNICATIONS SYSTEMS (Continued)

F. Western Union Telegraph Company

1. Interexchange private line services and channels furnished by the Western Union Telegraph Company to its customers under its tariffs or non-tariffed terms of service for use in voice or alternate voice-data, voice-teleprinter or facsimile-voice transmission may, when used for voice transmission and terminated in instruments furnished at both ends by the Telephone Company as a part of a service provided by the Telephone Company to the same customer, be connected for telecommunications service through such instruments, except as provided for elsewhere in this Local Terms of Service document (especially in paragraph VI. following), in lieu of the provisions of paragraph A. preceding.
2. Interexchange private line services and channels furnished by the Western Union Telegraph Company as above to the U. S. Department of the Army, Navy or Air Force and terminated at both ends in an instrument furnished by such department, or at one end in such an instrument and at the other end in an instrument furnished by the Telephone Company, may also, in lieu of the provisions of paragraph A. preceding, be connected with the Telephone Company's facilities.
3. Channels within a communications base capacity furnished by the Telephone Company to the Western Union Telegraph Company for use by the latter as a part of its plant in furnishing Series 5000 service under its tariffs and/or non-tariffed local terms of service may also, when connected at one end to a Telephone Company instrument in one exchange and used for voice transmission, be connected at the other end to a Telephone Company central office in a different exchange for foreign exchange telephone service in the latter exchange. Such channels may be extended by means of channel extensions of voice grade channels furnished to the Western Union Telegraph Company by the Telephone Company from a Telephone Company central office in either such exchange to a telephone company instrument or to a Telephone Company central office in another exchange for foreign exchange telephone service.
4. The rates and charges for equipment, instruments and service provided by the Telephone Company shall be the same as those that would apply if Telephone Company services and channels were connected.
5. The rates and charges to the customer as referred to above are in addition to the rates and charges made by the Western Union Telegraph Company for the services and channels which it provides.

UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

CONNECTION WITH CERTAIN FACILITIES PROVIDED BY SUBSCRIBERS

V. RATES AND CHARGES

A. Automatic warning system connecting arrangements

1. Except as provided for elsewhere in this Local Terms of Service document (especially in paragraph VI), connection of customer-provided automatic warning system with facilities of the Telephone Company shall be made only through coupler equipment provided, installed and maintained by the Telephone Company.
2. The liability of the Telephone Company for damages arising out of failures or defects in the coupler equipment occurring in the course of furnishing service and not caused by the negligence of proper standards of maintenance and operation or by failure to exercise reasonable supervision shall in no event exceed an amount equivalent to the proportionate charge to the subscriber for the coupler equipment for the period of service during which such failure or defect in the coupler equipment occurs. However, if, in the case of such failure or defect, the coupler equipment is restored to service on or before the day after said failure or defect is reported to or detected by the Telephone Company, no allowance will be made.
3. The operating characteristics of the customer-provided automatic warning equipment shall not interfere with any of the services offered by the Telephone Company. Upon notice from the Telephone Company that the equipment of the subscriber is causing or is likely to cause hazard or interference, the subscriber shall make such changes as may be necessary to remove or prevent hazard or interference.
4. The subscriber shall furnish suitable commercial power, including outlet, circuit closing device, automatic warning system and any wiring connected therewith.

B. Automatic answer and recording equipment connecting arrangements

1. Except as provided for elsewhere in this Local Terms of Service document (especially in paragraph VI. following), connection of customer-owned voice recording equipment with facilities of the Telephone Company shall be made only through a connecting arrangement provided and maintained by the Telephone Company (except as outlined in paragraph VIII. of this section).
2. The customer-provided voice recording equipment shall be so arranged that, at the will of the subscriber, equipment may be physically connected to and disconnected from Telephone Company facilities or switched on and off.
3. Telephone service furnished by the Telephone Company is not adapted to the recording of telephone conversation by means of voice recording equipment. The liability of the Telephone Company for damages arising out of failure or defects in the recorder coupler equipment occurring in the course of furnishing service and not caused by the negligence of the subscriber, or of the Telephone Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision shall in no event exceed an amount equivalent to the proportionate charge to the subscriber for the recorder coupler equipment for the period of service which such failure or defect in the recorder coupler equipment occurs. However, if, in the case of such failure or defect, the recorder coupler equipment is restored to service on or before the day after said failure or defect is reported to or detected by the Telephone Company, no allowance will be made.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

CONNECTION WITH CERTAIN FACILITIES PROVIDED BY SUBSCRIBERS

V. RATES AND CHARGES (Continued)

B. Automatic answer and recording equipment connecting arrangements (Continued)

4. The operating characteristics of the customer-owned voice recording equipment shall be such as not to interfere with any of the services offered by the Telephone Company. Upon notice from the Telephone Company that the equipment of the subscriber is causing or is likely to cause hazard or interference, the subscriber shall make such changes as may be necessary to remove or prevent such hazard or interference. If the subscriber does not make necessary changes, the Telephone Company shall have the right to discontinue service.
5. The subscriber is required by the Telephone Company to contract for as many central office lines as are needed to handle the traffic satisfactorily without impairing the quality of telephone service to other subscribers of the exchange.
6. Refusal to correct, after notification of impairment to the quality of telephone service to other subscribers of the exchange by customer-provided automatic answer and recording equipment, shall give the Telephone Company the right to discontinue such connecting arrangements.
7. The subscriber indemnifies and saves the Telephone Company harmless against claims for libel, slander or infringement of copyright arising from the improper use of material transmitted over its facilities and recorded; against claims for infringement of patents arising from combining with, or using in connection with, facilities of the Telephone Company, apparatus and systems of the subscriber; and against all other claims arising out of any act or omission of the subscriber in connection with facilities provided by the Telephone Company.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

CONNECTION WITH CERTAIN FACILITIES PROVIDED BY SUBSCRIBERS

VI. CONNECTION OF FCC REGISTERED EQUIPMENT

A. Responsibility of Subscriber

1. Customer-provided terminal equipment or communications systems which serve a location which the Telephone Company considers impractical to serve because of hazard of inaccessibility may be connected with telecommunications service only by means of connecting equipment (except as outlined in paragraph VIII of this section) furnished by the Telephone Company (unless the customer-provided terminal equipment, communications systems, protective circuitry or premises wiring meets the requirements of Part 68 of the F.C.C. Rules and Regulations).
2. The customer must provide all the electrical power necessary for the operation of customer-provided communications systems equipment and associated lines to the point of interconnection.
3. The customer must provide and install all wiring from the point of connection with Telephone Company facilities and will make the actual connections to the Telephone Company facilities.
4. Terminal equipment or protective circuitry lawfully connected directly to the Telephone Company's exchange facilities in each exchange as of October 17, 1977, where compatible, may continue to be connected for the life of the equipment in the same or a compatible exchange without being registered, unless subsequently modified.
5. Entire PBX or key telephone systems, including their equipments, premises wiring and protective apparatus (if any), lawfully connected directly to the Telephone Company's exchange facilities in each exchange as of June 1, 1978, may continue to be connected for the life of the equipment in the same or a compatible exchange without being registered, unless subsequently modified, except for modifications allowed under paragraph 10. following.

PBX (or similar) systems, including their equipments, premises wiring and protective apparatus (if any), directly connected to a private line type service on April 30, 1980, may continue to be connected to the private line type of service for the life of the equipment without registration unless subsequently modified, except for modifications allowed as described in paragraph 10. following.



LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

CONNECTION WITH CERTAIN FACILITIES PROVIDED BY SUBSCRIBERS

VI. CONNECTION OF FCC REGISTERED EQUIPMENT (Continued)

A. Responsibility of Subscriber (Continued)

6. Terminal equipment and protective circuitry of a type lawfully connected directly to the Telephone Company's exchange facilities in each exchange as of October 17, 1977, where compatible, may be connected thereafter in the same or a compatible exchange until July 1, 1979, at which time all terminal equipment and protective circuitry covered in paragraph 4. and 5. above must be registered in accordance with Part 68 of the F.C.C. Rules and Regulations.
7. New installation of PBX or key telephone systems may be performed (including additions of existing systems) up to January 1, 1980, without registration of any equipments involved provided that these equipments are of a type directly connected to the telephone network as of June 1, 1978. These equipments may remain connected to the telephone network for life without registration, unless subsequently modified, except for modifications allowed under paragraph 10. following.
8. New installations of equipments (including additions to existing systems) may be performed up to May 1, 1983, without registration of any equipment involved provided that this equipment is of a type directly connected to a private line type of service as of April 30, 1980. This equipment may remain connected to the private line type of service for the life of the equipment registration, unless subsequently modified, except for modifications allowed as described in paragraph 10. following.
9. Terminal equipment and protective circuitry, of a type not lawfully connected directly to the Telephone Company's exchange facilities in each exchange on October 17, 1977, where compatible, may be directly connected after July 1, 1979, in the same or a compatible exchange only if the customer-provided terminal equipment or protective circuitry has been registered in accordance with Part 68 of the F.C.C. Rules and Regulations.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

CONNECTION WITH CERTAIN FACILITIES PROVIDED BY SUBSCRIBERS

VI. CONNECTION OF FCC REGISTERED EQUIPMENT (Continued)

A. Responsibility of Subscriber (Continued)

10. Modifications to unregistered PBX and key telephone systems are permitted under the following conditions:
  - a. Use of other than fully-protected premises wiring is a modification under Part 68 of the F.C.C. Rules and Regulations.
  - b. Other than fully-protected premises wiring may be used if it is qualified in accordance with the procedures and requirements of Part 68. Training and authority for unregistered equipment must be received from the equipment's manufacturer.
  - c. Existing, separate, identifiable and discrete protective apparatus may be removed or replaced with apparatus of lesser protective function provided that any premises wiring to which the telephone network or private line type service is thereby exposed conforms to paragraph 10.b. preceding. Minor modifications to existing unregistered equipments are authorized to facilitate installation of premises wiring, so long as they are performed under the responsible supervision and control of a person who complies with the training/supervision requirements of Part 68.
11. Terminal equipment not registered or grandfathered in accordance with Part 68 of the F.C.C. Rules and Regulations may be connected to the network pursuant to the tariff provisions in effect prior to October 17, 1977, requiring the use of a Telephone Company provided network control signaling unit and connecting arrangement or customer-provided protective circuitry registered in accordance with Part 68 of the F.C.C. Rules and Regulations.
12. The Telephone Company will not be liable for damages arising out of injuries to persons or property from voltages or currents transmitted over the facilities of the Telephone Company caused by customer-provided terminal equipment or protective circuitry.
13. The Telephone Company may provide one company-provided ringer (or other device with line test capability) to the line when necessary to provide line test capability.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

CONNECTION WITH CERTAIN FACILITIES PROVIDED BY SUBSCRIBERS

VII. CONNECTION OF FCC REGISTERED TERMINAL EQUIPMENT

FCC Registered terminal equipment, protective circuitry, data equipment or communications systems may be directly connected to the Telephone Company's exchange facilities in accordance with paragraph A. through F. following:

- A. Customer-provided terminal equipment, protective circuitry, data equipment or communication systems directly connected to exchange facilities must be registered in accordance with Part 68 of the F.C.C. Rules and Regulations.
- B. Customer-provided terminal equipment, protective circuitry, data equipment or communication systems connected to exchange facilities (except for Telephone Company-provided ringers or other line test devices) shall be made through standard plugs and standard telephone company provided jacks (except as outlined in paragraph VIII of this section) so as to allow for easy and immediate connection or disconnection. Standards for plugs and jacks are as specified in Part 68 of the F.C.C. Rules and Regulations.
- C. One Telephone Company-provided ringer (or other device with line test capability) may be connected to the line at the discretion of the Telephone Company.
- D. Customers connecting terminal equipment, protective circuitry or data equipment to the Telephone Company's exchange facilities, are required to inform the Telephone Company upon request of:
  - 1. The FCC registration number, and
  - 2. The ringer equivalence number of the registered terminal equipment or registered protective circuitry, and
  - 3. The line number or directory number to which the terminal equipment, protective circuitry or data equipment will be connected, and
  - 4. Other information that may be required to assure the compatibility of the connected equipment.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

CONNECTION WITH CERTAIN FACILITIES PROVIDED BY SUBSCRIBERS

VII. CONNECTION OF FCC REGISTERED TERMINAL EQUIPMENT (Continued)

- E. The Telephone Company will maintain a written record of the information provided by the customer. A customer who fails to notify the Telephone Company of such connection or is otherwise in violation of Part 68 of the F.C.C. Rules and Regulations will be subject to disconnection of said equipment.
- F. Customers shall give notice to the Telephone Company upon final disconnection of customer-provided terminal equipment, protective circuitry, data equipment or communication systems for the particular line or directory number(s).
- G. In the event customer-provided terminal equipment, protective circuitry, data equipment or communications systems cause harm to the network, the Telephone Company will, where practical, notify the customer that temporary discontinuance of service may be required; however, where prior notice is not practical, the Telephone Company will promptly notify the customer of such temporary discontinuance, afford the customer the opportunity to correct the situation which gave rise to the temporary discontinuance and inform the customer of his right to bring a complaint to the F.C.C. pursuant to the procedures set forth in Part 68 of the F.C.C. Rules and Regulations.
- H. Technical information concerning interface parameters sufficient to allow the customer to properly interconnect his terminal equipment, including the number of ringers which may be connected to a particular telephone line, shall be provided by the Telephone Company upon request.

VIII. CONNECTION OF CUSTOMER-PROVIDED NON-KEY STATION WIRE

- A. General regulations
  - 1. All customer-provided connections shall be made through a standard jack in compliance with Part 68 Rules of the Federal Communications Commission.
  - 2. Customer-provided station wire must not be installed in any manner which would cause electrical hazards to Telephone Company personnel, damage to Telephone Company equipment or degradation of service to anyone other than the user of the station wire and their calling or called party.
  - 3. Connection of customer-provided non-key station wire as part of key, PBX or other communications systems does not fall under the provisions of this section.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

CONNECTION WITH CERTAIN FACILITIES PROVIDED BY SUBSCRIBERS

VIII. CONNECTION OF CUSTOMER-PROVIDED NON-KEY STATION WIRE (Continued)

B. Installation and material specifications for customer-provided non-key station wire

1. Description

The specifications contained in this section apply to customer-provided non-key station wiring on individual line telephone service installations.

2. General installation specifications

- a. Wiring is to be installed in a manner which will insure adequate insulation of the telephone wiring from commercial power wiring and grounded surfaces.
- b. Wiring must be sheathed in an insulating jacket in addition to the insulation enclosing individual conductors, or it must be enclosed in conduit. In either case it shall be assured that this physical and electrical protection is not damaged or abraded during placement of the wiring.
- c. Any intentional removal of wiring insulation for connections or splices shall be accomplished by removing the minimum amount of insulation necessary to make the connection or splice. Insulation equivalent to that provided on the wire and its jacket shall be suitably restored, either by placement of the splices or connections in an appropriate enclosure or by using adequately insulated connectors or splicing means.
- d. Any point where the sheathing, insulation or enclosure for wire has been removed shall be accessible for inspection. If such points are concealed, they shall be accessible (e.g., by removing a cover) without disturbing the permanent building finish.
- e. Compliance with all building and electrical codes applicable in the jurisdiction of telephone wiring shall be assured.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

CONNECTION WITH CERTAIN FACILITIES PROVIDED BY SUBSCRIBERS

VIII. CONNECTION OF CUSTOMER-PROVIDED NON-KEY STATION WIRE (Continued)

B. Installation and material specifications for customer-provided non-key station wire (Continued)

2. General installation specifications (Continued)

- f. Compliance with requirements set forth in Article 800, entitled Communications Circuits, of the National Electric Code and other sections of the Code implied or referenced therein shall be assured.
- g. Only signals which emanate from the local telephone company central office or which are generated in equipment at the customer's premises which are "non-hazardous voltage sources" (see F.C.C. Rules Part 68 Section 68.306(b)(4)) may be routed in premises telephone wiring.
- h. Electrical current on individual wiring conductors shall be limited to values which do not cause an excessive temperature rise with due regard to insulation materials and ambient temperatures.
- i. In addition to the general requirements that wiring insulation be adequate and not damaged during placement, wiring shall be protected from adverse effects of weather and the environment in which it is used.
- j. Where wiring is attached to building finish surfaces (surface wiring), it shall be suitably supported by means which do not affect the integrity of the wiring insulation.
- k. Approved protectors shall be provided on each circuit run partly or entirely on an aerial basis between buildings on the customer premises. Such protectors shall be installed in accordance with section 800-2 of the National Electric Code.
- l. Lightning or other hazardous voltage protectors placed by the telephone company shall not be disturbed, removed or otherwise modified by the customer.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

CONNECTION WITH CERTAIN FACILITIES PROVIDED BY SUBSCRIBERS

VIII. CONNECTION OF CUSTOMER PROVIDED NON-KEY STATION WIRE (Continued)

B. Installation and material specifications for customer-provided non-key station wire (Continued)

3. Material specifications

- a. Wire shall be of a gauge no thinner than 24 AWG; it shall be flexible annealed cooper or its equivalent; it shall contain a minimum of two conductors each insulated by semi-rigid polyvinyl insulated chloride or its equivalent; and it shall be constructed in a twisted pair configuration.
- b. Insulated conductors shall have a jacket or sheath with a 1500 volt rms minimum breakdown rating. This rating shall be established by covering the jacket or sheath with at least six inches (measured linearly on the cable) of conductive foil and establishing a potential difference between the foil and all of the individual conductors connected together, such potential difference gradually increased over a 30 second time period to 1500 volts rms, 60 Hertz, then applied continuously for one minute. At no time during this 90 second time interval shall the current between these points exceed 10 milliamperes peak.

C. Rates and Charges

1. The maintenance charge contained in paragraph II.A.4. does not apply to trouble reports resulting from problems with customer-provided station wire.

UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

SPECIAL EQUIPMENT OR ASSEMBLAGES OF EQUIPMENT

I. GENERAL REGULATIONS

- A. The rates and charges in the Company's tariffs and/or Non-BLES Price List are established for the use of equipment and facilities of a type, arrangement and color which are considered standard by the Telephone Company.
- B. When special equipment or special assemblages of equipment for which provision is not otherwise made in Tariffs or Local Terms of Service of the Telephone Company are requested by a subscriber, it will be furnished, installed and maintained whenever possible, not including permanent maintenance men on location or operators of the facilities, when in the judgment of the Telephone Company the furnishing of such special equipment is not detrimental to any of the services or equipment of the Telephone Company.
- C. Special equipment or assemblages of equipment include circuits, channels and other facilities.
- D. The applicable rate or charge for such special equipment or assemblages of equipment will be based on costs incurred by the Telephone Company.

II. SPECIAL EQUIPMENT - EXPLANATION OF

- A. Equipment not considered standard
- B. An arrangement of standard equipment not considered standard
- C. An assemblage of standard equipment not considered standard
- D. Any combination thereof
- E. Modification of standard equipment by way of an additional or supplemental item, device or feature, or by way of omission of an item, device or feature, or a modification which does not involve either an addition, supplement or omission, or
- F. The use of equipment, otherwise standard, for a purpose for which such equipment is not considered standard because of the peculiar circumstances of the operation, location or desires of such subscriber.



UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK  
LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

**RESERVED FOR FUTURE USE**

(C)

UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK  
LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS  
**RESERVED FOR FUTURE USE**

UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

TEMPORARY SUSPENSION OF SERVICE (VACATION SERVICE)

I. DESCRIPTION

- A. Upon request, a subscriber to business or residence service, where equipment arrangements permit, may arrange for the temporary suspension (temporary vacation) of their entire service.
- B. A subscriber to private branch exchange or key system service may suspend a portion of the service furnished. Such suspension is applicable only to attendant positions, trunks, stations and auxiliary station equipment that can be temporarily suspended without suspension of entire service.

II. GENERAL REGULATIONS

- A. Service may be suspended temporarily prior to the date the initial contract period expires. If service is terminated before full payment of the initial contract period, the suspension of service period shall not be used to reduce the total charges for the initial contract.
- B. During suspension of service, the subscriber's telephone number, directory listing and line facilities will be maintained.
- C. A minimum temporary suspension period is one month. When the period of suspension is less than one month, the regular charges for the full month of service shall apply.
- D. A maximum temporary suspension period in any one year is nine months.
- E. A minimum period of two months will apply between periods of suspension.
- F. The Telephone Company reserves the right to refuse temporary suspension of service in the case of a subscriber whose account is delinquent.
- G. Temporary suspension of service is available to subscribers of any grade of residence or business service, except to foreign exchange service or local measured service, for which temporary suspension of service will not be provided.
- H. The charge for the total suspension period may be collected in advance.

III. RATES AND CHARGES

- A. Business and residence service

The charge for temporary suspension of service will be 50 percent of the monthly billing for service and facilities until service is restored.

- B. Private branch exchange and key systems

The charge for temporary suspension of service will be 75 percent of the monthly rates regularly charged.

- C. A reconnection charge will apply to service restored.

- 1. When premises visit is not required, per request
  - a. First line
  - b. Each additional line
- 2. When premises visit is required, per request
  - a. First line
  - b. Each additional line

Nonrecurring  
Charge

\$15.50  
6.00

29.25  
6.00

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

**GENERAL REGULATIONS**

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TERMINATION OF SERVICE

I. TERMINATION OF SERVICE AT THE SUBSCRIBER'S REQUEST

A. General Regulations

1. If service is discontinued within a period less than one month following the date of installation, the minimum charge for one month's use of service equipment and facilities at the rate in effect during the period of service plus any charges for toll service, service connection, nonrecurring and construction charges will apply.

2. **When business service is terminated at the customer's request after the minimum service period or initial contract period has been met, service will be discontinued immediately, and a final bill will be issued in accordance with Section IV.J., Prorating of Opening and Closing Bills.**

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**Residential customers may request termination of residence service at any time, and service will be discontinued on the last day of the customer's billing cycle after the minimum service period has been met. Final charges will be rendered in accordance with Section IV.J., Prorating of Opening and Closing Bills.**

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3. In cases when service and facilities terminate and the initial contract period is more than one month, the termination charges will be the charges due for the unexpired portion of the initial contract period as defined in the sections of this Local Terms of Service document set aside for each specific type of service or facility.
4. When one service furnished the same subscriber within the initial month is superseded by another service at the same location, a pro rata charge is made for the actual amount of each of the services furnished. If service is discontinued within the initial month, the rate for the last furnished service is charged for the balance of the unexpired minimum period.
5. If service is superseded by one service to another service during the initial month and if it is necessary to discontinue a part of the existing equipment and facilities, the minimum charge for one month will apply to the discontinued equipment and facilities.

B. Change of Name Contract

Minimum charges for service do not apply to service and facilities terminated when such service and facilities are contracted for in another name without lapse of charges for service and facilities and when no service connection charge is made for the transfer of service and facilities.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

TERMINATION OF SERVICE

II. TERMINATION OF SERVICE BY THE COMPANY

A. General Regulations

1. The Telephone Company must notify, or attempt to notify, a subscriber before service is refused or disconnected when any of the following conditions exist:
  - a. A violation of or noncompliance with the Commission's current regulations governing service supplied by the Telephone Company;
  - b. A violation of or noncompliance with the Telephone Company rules or tariffs;
  - c. A failure to comply with municipal ordinances or other laws pertaining to telecommunications services; or
  - d. A refusal by the subscriber to permit the Telephone Company necessary accesses to its facilities or equipment.
2. The Telephone Company may not disconnect the local exchange or Interexchange service or a subscriber who pays the Company the total amount due (or an amount agreed upon between the Company and the subscriber to prevent disconnection) on the customer's account by the close of business on the disconnection date listed on the disconnection notice.
3. The Telephone Company may disconnect the subscriber's service without notice for emergency reasons, upon a court order, or if service was obtained in violation of General Regulations, paragraphs X. and XI. of these Local Terms of Service.
4. If a subscriber or a member of the subscriber's household demonstrates that disconnection of service would be especially dangerous to the customer's health, the Telephone Company must consider the circumstances when offering extended payment arrangements to avoid disconnection. Payment arrangements shall be offered regardless of the credit class of the subscriber.
5. Residential customers whose telephone services have been temporarily denied for nonpayment will continue to have access to 9-1-1 Service (outgoing service only) for 14 days.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

SUPPLEMENTAL EQUIPMENT

I. HOMEBOUND STUDENT SCHOOL SERVICE

A. Description

Homebound student school service is an intercommunicating service designed for two-way conversation for schoolroom instruction to students who are unable to attend school. The school and home both have portable and/or permanent stations consisting of a combined speaker-microphone and amplifier.

B. General Regulations

1. Subscriber is required to furnish commercial power outlets at convenient locations in the home and school.
2. Homebound student school service will be provided only within the same exchange area or between two exchanges within the same local calling area.
3. Intercommunication between location of the school and student's location is furnished with facilities similar to those used for local private line telephone service.
4. The initial contract period for homebound student school service is three months.
5. When additional equipment is necessary to provide transmission, additional charges based upon costs incurred by the Telephone Company will apply.
6. Application for homebound student school service will be accepted from schools only.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

SUPPLEMENTAL EQUIPMENT

II. SUBSCRIBER TRANSFER SERVICE

A. Description

Equipment will be furnished that will automatically transfer subscriber's calls from one line to another by the operation of a key located at subscriber's station. When key is in normal position, both telephone lines are independent of each other and calls are received in the usual manner. When the key is operated, the calls are transferred automatically from the telephone where the key is located to another station designated by the subscriber.

Both lines must be individual lines.

The charge for subscriber Transfer Service is in addition to the individual line rates applicable to the class of service furnished at each location.

III. SPECIAL LINE CIRCUIT

A. Description

The standard single line residence and single line business access line is loop start, two wire circuit. Reverse battery or ground start features are available singly or in any combination for special line circuits.

The special line circuit charge does not apply to PBX or key system trunks.

There are two payment options. Option 1 is a nonrecurring charge per line equipped. Option 2 is a 12 month charge per line equipped. With the 12 month payment option, the customer must sign a contract with full termination liability. At the end of 12 months, no further charges apply.

The special line circuit will incur all filed service connection, change and/or move charges.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

CUSTOM CALLING SERVICE

I. GENERAL DESCRIPTION

A. Call Forward Features

Call Forward Features permit the forwarding of incoming calls under a variety of conditions to another telephone number either by dialing an activation code or via pre-programming by the Company. Calls may be forwarded to any number subject to the availability of the necessary facilities in the central office from which the calls are to be transferred. The customer subscribing to this service is responsible for applicable usage charges. Only one call forwarding arrangement, consisting of a single calling path, will be provided per exchange service line for which the customer subscribes to this feature, unless the business customer is also subscribed to the Call Forward Additional Paths feature, in which instance one call path per Call Forward Additional Path feature subscribed to will be provided. When the Customer's designated forward-to number is not in the Customer's local or expanded local calling area, the use of multiple paths for the completion of simultaneous toll calls may be subject to restrictions or prohibitions imposed by the Customer's Presubscribed Interexchange Carrier.

Call Forward Features shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part, of usage charges that would regularly be applicable between the station originating the call and the station to which the call is ultimately transferred. If the Company determines that Call Forward Features are being used in manner not consistent with the intent of the service or in any other way violates the restrictions of the service, the residential Subscriber will be determined ineligible for the service and the service will be removed from the residential Customer's account.

Subscribers to Warm Line or Call Forward Fixed will incur a number change charge when they request a change in the predetermined telephone number that is recorded in the serving central office.

Service Connection Charges will not be applied when any single line residential customer orders additional Custom Calling Features.

1. Call Forwarding

This feature permits the manual forwarding of incoming calls to another telephone number. When activated, all calls will forward; calls cannot be answered from a line with Call Forwarding activated. Call Forwarding overrides Call Forward No Answer and Call Forward Busy, but those features resume functionality when Call Forwarding is deactivated.

- a. Call Forwarding - Provides a customer the capability to control activation/deactivation and the forward-to number of the service by using dialing tones.
- b. Call Forward Fixed <sup>(1)</sup> - Provides a customer the capability to control activation/deactivation of the service by using dialing tones. The customer selected forward-to number is preprogrammed by the Company at the time service is established and can only be changed via service order. Call Forwarding and Call Forwarding-Fixed cannot be provided on the same line.

<sup>(1)</sup> Effective September 11, 2009, Call Forward Fixed is grandfathered. Existing customers may continue to subscribe to this feature under the conditions and rates as specified in this section as long as the subscriber remains at the same physical location, or until such time as the service is disconnected, or the subscriber selects another service.



LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

CUSTOM CALLING SERVICE

I. GENERAL DESCRIPTION (Continued)

A. Call Forward Features (Continued)

2. Call Forward No Answer

This feature permits the automatic forwarding of an incoming call to another telephone number when the called telephone remains unanswered for a predetermined number of rings, usually four or five.

Where facilities are available, this feature also includes Call Forwarding of Call Waiting when the customer is also subscribed to Enhanced Call Waiting. Call Forwarding of Call Waiting forwards unanswered waiting calls to a customer-designated telephone number using Enhanced Call Waiting and Call Forward No Answer. An incoming call to a busy line first receives a Call Waiting tone. If the call is not answered within a set period of time, the incoming call is forwarded to a customer-designated telephone number.

- a. Call Forward No Answer-Fixed - This feature is activated and the customer selected forward-to number is preprogrammed by the Company at the time service is established and can only be changed via service order.
- b. Call Forward No Answer-Customer Programmable - Provides a customer the capability to control activation/deactivation and the forward-to number of the service by using dialing tones.

3. Call Forward Busy

This feature permits the automatic forwarding of an incoming call to another telephone number when the called telephone is already in use. Call Forward Busy shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment of Rotary Line/Hunting Service. Call Forward Busy-Customer Programmable and Call Forward Busy-Customer Controlled are not available to customers with multiple lines at the same premises.

- a. Call Forward Busy-Fixed - This feature is activated and the customer selected forward-to number is preprogrammed by the Company at the time service is established and can only be changed via service order.
- b. Call Forward Busy-Customer Programmable - Provides a customer the capability to control activation/deactivation and the forward-to number of the service by using dialing tones.

4. Call Forward Remote Activation

This feature allows subscribers to change the Call Forwarding status of their telephone line from a remote location using a touch-tone telephone. To redirect Call Forwarding from a remote location, the subscriber dials a remote-access directory number. Once the subscriber's authorization code is verified, the subscriber can activate, deactivate, or change call forwarding to a new destination.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

CUSTOM CALLING SERVICE

I. GENERAL DESCRIPTION (Continued)

B. Speed Dial <sup>(1)</sup>

Speed Dial provides the subscribers with the capability of placing local and message toll calls to frequently called numbers by dialing abbreviated codes. This arrangement is available in either eight or 30 repertoire.

C. Three-Way Calling

Three-Way Calling permits the subscriber to add a third party to an existing connection, thereby establishing a three-way conversation or conference. Due to transmission limitations, it is recommended that only one of the parties included in such a call be outside the local calling area of the subscriber initiating the call.

D. Enhanced Call Waiting

Enhanced Call Waiting provides the subscriber, already on an existing call, with a tone signal indicating that an unanswered call is waiting to be completed to the subscriber's number. The subscriber may then hold the existing call and alternately talk on both calls until one has been terminated. Enhanced Call Waiting also adds the option to cancel Call Waiting. Cancel Call Waiting can be activated before or during a call by dialing an access code and then stays in effect for the duration of the call. Incoming calls receive a busy signal while cancel call waiting is in effect.

E. Intercom Service <sup>(1)</sup>

Intercom Service (sometimes referred to as revert calling) permits a subscriber to call the subscriber's own number, hang up and thereby ring all the telephones at that number.

F. Warm Line <sup>(1)</sup>

Warm Line Service provides a signaling arrangement whereby a predetermined telephone number (local or toll) will be automatically called when the subscriber's telephone goes off-hook and no digits are dialed within a set number of seconds. The number that will be automatically called is determined by the subscriber and recorded in the serving central office. Toll charges are applicable to the warm line subscriber if the called number is not within the subscriber's local calling area. During the time interval between off-hook and the calling of the warm line number, the subscriber can use the telephone to make regular-dialed calls if desired. Call Forwarding Features and Warm Line cannot be provided on the same line.

<sup>(1)</sup> Effective September 11, 2009, Speed Dial 30, Intercom Service, and Warm Line are grandfathered. Existing customers may continue to subscribe to these features under the conditions and rates as specified in this section as long as the subscriber remains at the same physical location, or until such time as the service is disconnected, or the subscriber selects another service.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

CUSTOM CALLING SERVICE

I. GENERAL DESCRIPTION (Continued)

G. SignalRing Plus

SignalRing Plus - This arrangement enables an individual line customer to identify an incoming call by having up to three (3) additional directory numbers (Secondary Directory Number) assigned to their main access line (Primary Directory Number). Each Secondary Directory Number is assigned a distinctive ring in order to determine which number or person is being called. SignalRing Plus is associated with incoming calls only and does not provide a separate dial tone line to place outgoing calls.

Each Secondary Directory Number is entitled to one directory listing. Should the customer not desire the listing be published, the Telephone Company, in its directory listing process, shall designate the Secondary Directory Number as a No Charge Non-Pub. The customer would not be charged the Non-Pub recurring monthly charge. Non-List Service is not available for Secondary Directory Numbers.

Any Custom Calling Features assigned to the Primary Directory Number will also work with the Secondary Directory Numbers, i.e., Enhanced Call Waiting, Call Forwarding, Call Forwarding Busy, Call Forwarding No Answer.

H. Subscriber Activated Call Block <sup>(1)</sup>

Subscriber Activated Call Block restricts access to certain types of outgoing calls, such as direct-dialed toll calls. Other types of calls, such as local, calls to 9-1-1, or calls to the operator can still be originated from the line. The subscriber dials an access code to activate the feature. While Subscriber Activated Call Block is in effect, the individual subscriber can override the restrictions by dialing a personal identification number (issued by the Telephone Company) before placing a call. Another code is used to deactivate Subscriber Activated Call Block.

<sup>(1)</sup> Effective September 11, 2009, Subscriber Activated Call Block is grandfathered. Existing customers may continue to subscribe to this feature under the conditions and rates as specified in this section as long as the subscriber remains at the same physical location, or until such time as the service is disconnected, or the subscriber selects another service.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

CUSTOM CALLING SERVICE

I. GENERAL DESCRIPTION (Continued)

I. Call Hold <sup>(1)</sup>

Call hold allows the subscriber to place a call on hold, and then continue the conversation either from the same telephone set or from a more convenient location. Call Hold is activated by flashing the switchhook, dialing an access code, and then hanging up. The call is resumed when the handset of the same telephone, or another telephone on the same line, is picked up.

J. Wake-up <sup>(1)</sup>

Wake-up service allows a subscriber to program from a telephone the time to be called by an automated wake-up service. The feature is activated and deactivated by an access code. When the feature is activated, the subscriber may program one "ring back" time within the succeeding 24-hour period, and must repeat this activation sequence for each succeeding 24-hour period. If a wake-up call is not answered or fails for any reason, two more attempts are made at approximately 5-minute intervals. After the third attempt is made, and the call is unanswered, the event is recorded and no further attempt is made.

K. Outbound Call Block Feature

This feature blocks all outbound dialing with the exception of abbreviated dialing for 911 (Emergency Reporting Services) and 711 (Service for Telecommunications Relay Services). In addition, all pay-per-use features are blocked.

All other Custom Calling Service features and ExpressTouch features are prohibited with the use of this feature and lines equipped with this feature will not have a directory listing.

This feature is subject to the availability of facilities and is only available to individual-line residence and individual-line business customers.

L. Hot Line <sup>(1)</sup>

**Automatically routes the customer's telephone to a predetermined trunk or telephone number when the handset is removed.**

<sup>(1)</sup> Effective September 11, 2009, **Hot Line**, Call Forwarding of Call Waiting, Call Hold and Wake-up are grandfathered. Existing customers may continue to subscribe to these features under the conditions and rates as specified in this section as long as the subscriber remains at the same physical location, or until such time as the service is disconnected, or the subscriber selects another service.

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LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

CUSTOM CALLING SERVICE

II. REGULATIONS

- A. The service is offered from only those central offices where the Telephone Company has arranged the equipment for "custom calling" and is furnished subject to the availability of facilities.
- B. Custom calling service will be furnished only with individual line service. The service is not available with ISDN-BRI II, or payphone line services. Custom calling features are available with either dial or touch-tone service.
- C. The normal quality of transmission may not be maintained on all calls for subscribers of these services.
- D. Call Forwarding (standard or fixed) and warm line service cannot be provided on the same line and cannot be provided on trunks. It is the responsibility of the warm line subscriber to inform the party to whom calls will be sent of this arrangement, and that party must consent to the arrangement. The Telephone Company assumes no liability for the use of the warm line service except for which the service is intended under the provisions described in this section.
- E. Call Forwarding and Fixed Call Forwarding cannot be provided on the same line.
- F. Call Forwarding (standard or fixed) and personal alert line service cannot be forwarded to 911 or to other emergency service providers except for official providers of emergency service.

G. Pay Per Use

Certain custom calling features, in addition to the monthly rate option, are also available on an optional pay per use basis. This pay per use (per attempt) option is available only to subscribers not subscribing to the features on a monthly basis. The customer will be charged for each attempt to activate the service, unless the central office is not properly equipped.

Pay per use is available only to individual residence subscribers from suitably-equipped central offices.

At the request of a customer that does not subscribe to the feature on a monthly basis, access to the feature on a pay per use basis will be blocked, at no charge to the customer.

- H. Basic, Enhanced and ExpressTouch features (except Caller ID and Centrex) may be combined to obtain the multiple feature rate for Enhanced Call Waiting.

UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

CALL LINE IDENTIFIER

I. DESCRIPTION

See [CENTURYLINK LOCAL TERMS OF SERVICE: CALL LINE IDENTIFIER](#) for applicable terms and conditions.

UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

CALL LINE IDENTIFIER

RESERVED FOR FUTURE USE

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

CALL BLOCKING AND SCREENING SERVICES

I. 500 and 900 CALL BLOCKING

500 and 900 Call Blocking is a service which allows Information Providers (Sponsors), Interexchange Carriers (IXCs) who provide billing and collection service for sponsors and residence subscribers to request the Telephone Company to block the origination of all 500 and 900 direct dialed "Pay-Per-Call" type services provided by sponsors. A 500 and 900 blocked call will be diverted to a company-provided intercept announcement.

- A. 500 and 900 Call Blocking is available only where facilities and conditions permit and where necessary modification to provide the service can feasibly be made at the Telephone Company's central office.
- B. 500 and 900 Call Blocking is permitted from all residence individual lines subject to limitations in "A" above.
- C. 500 and 900 Call Blocking is available only for customer-dialed, station-to-station calls.
- D. 500 and 900 Call Blocking is available only to block all "Pay-Per-Call" type services and cannot be implemented to block specific programs. 500 and 900 Call Blocking blocks all calls to "Pay-Per-Call" type services from that line.
- E. Customer requested 500 and 900 Call Blocking will be removed from a residential individual line only after receipt of written letter from person responsible for the service.
- F. The sponsor or IXC must certify to the Telephone Company that notification was given to the customer of possible blocking of "Pay-Per-Call" type services for non-payment before the Telephone Company will provide Sponsor or IXC requested 500 and 900 Call Blocking.
- G. Upon proof by the customer of payment or other satisfactory resolution of his or her residence or business account, or upon notice by the sponsor or IXC, sponsor-requested blocking will be removed by the Telephone Company.



LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

CALL BLOCKING AND SCREENING SERVICES

II. BILLED NUMBER SCREENING SERVICE

Billed Number Screening Service is available to subscribers of the Company's local exchange services. This service is intended to prevent the charging of collect and/or third number billed calls to a customer's telephone number.

- A. The Telephone Company will place information required to utilize Billed Number Screening Service in the Line Information Database (LIDB) or other database necessary to implement Billed Number Screening Service. In the event a call is placed and charged to a number which should have been prevented by Billed Number Screening, the Company makes no guarantee and assumes no liability arising out of the use or misuse of Billed Number Screening Service by any other entities, including, but not limited to, interexchange carriers. The Company is fully responsible for calls charged to numbers, which should have been prevented by Billed Number Screening Service, that originate and terminate within the Company's service territory, and are carried over no other carrier's network or facilities.
- B. Billed Number Screening Service is offered subject to the availability of suitable facilities.
- C. The minimum contract period for Billed Number Screening Service is one month.
- D. The rates and charges apply to the Company's provision of Billed Number Screening Service and are in addition to all other customer charges specified in the Price List or the General Exchange Tariff.
- E. Charges assessed to a subscriber for initiating Billed Number Screening Service are equivalent to the applicant's subsequent service order.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

CALL BLOCKING AND SCREENING SERVICES

III. SELECTIVE CALL SCREENING SERVICE (ORIGINATING LINE SCREENING)<sup>(1)</sup>

Selective Call Screening service or Originating Line Screening (OLS) is a two-digit code passed by the Telephone Company's local central office switch with the Automatic Number Identification (ANI) at the beginning of a call that provides information about the line originating the call. The information provided in the two-digit code is designed to inform the exchange or interexchange and/or the operator service provider about certain service classes or special characteristics of the billing number associated with the line originating the call. Under this arrangement, operators accept only those originating toll calls that are made collect, billed to a third number, or billed to a calling card.

- A. Selective Call Screening is offered subject to the availability of suitable facilities and equipment.
- B. The minimum contract period for Selective Call Screening is one month.
- C. Customers subscribing to Selective Call Screening are responsible for all toll charges billed to their lines, which are not carried solely over the Telephone Company's facilities.
- D. This service is offered to individual residence lines <sup>(1)</sup> and payphone lines.
- E. If a call originates with the Company but is not carried solely over the Company's facilities, the Company will send, with the ANI, the two-digit code that identifies the call as being selectively screened. The Company assumes no liability for calls completed by any other entity or carrier, as long as the two-digit code accompanies the ANI forwarded to the other carrier. The Company is responsible for properly handling calls which are selectively screened and are not carried over any other carrier's network or facilities.

<sup>(1)</sup> Effective 07-01-2009, Selective Call Screening Service is grandfathered. Existing customers may continue to subscribe to this service under the conditions and rates as specified in this section, as long as the subscriber remains at the same physical location, or until such time as the service is disconnected, or the subscriber selects another service. Originating Line Screening remains available with payphone lines.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

CALL BLOCKING AND SCREENING SERVICES

IV. TOLL RESTRICTION <sup>(1)</sup>

Toll restriction is a central office service arrangement whereby calls dialed over residence lines to other than the local toll free service area, receive a recorded restriction announcement.

- A. Toll restriction is available only where facilities and conditions permit and where necessary modification to provide the service can feasibly be made at the Telephone Company's central office.
- B. Toll restriction is only available for individual residence services subject to limitations in "A" above.
- C. Toll restriction will not allow 1+, 0+, 0-, 101XXXX, 500 service code, 900 service code, 700 code toll calls, 1 + 411 Local Information or 555 Toll Information calls and any 1+ Local Calling Plan Calls.
- D. Subscribing to toll restriction does not relieve customers of responsibility for calls charged to their telephone number(s).
- E. Toll restriction does not provide restriction of nonchargeable calls to numbers such as repair service, 911 or 1+800.
- F. Toll restriction will not be provided payphone line service.
- G. The Company shall not be liable to the customer or any other person or entity for damages of any nature or kind arising out of, resulting from, or in connection with the provision of the service, including without limitation, the inability to access the operator, Directory Assistance or any non toll free number and any 1+ Local Calling Plan Numbers for any purpose.
- H. Charges assessed to a subscriber for initiating Toll Restriction are equivalent to the applicant's subsequent service order charge and central office charge.

(1) Effective 07-01-09, Toll Restriction is grandfathered. Existing customers may continue to subscribe to this service under the conditions and rates as specified in this section, as long as the subscriber remains at the same physical location, or until such time as the service is disconnected, or the subscriber selects another service.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

CALL BLOCKING AND SCREENING SERVICES

IX. TOLL AND CASUAL DIALING RESTRICTION

A. CONDITIONS

1. Where central office facilities permit, Toll and Casual Dialing Restriction prevents the completion of certain types of calls. Toll and Casual Dialing Restriction may be provided with individual line residence services in exchanges equipped to program Toll and Casual Dialing Restriction without alteration of the central office equipment.
2. Toll and Casual Dialing Restriction Options 1 and 2 restrict access to 1+, 0+ 0-, and 00-, and restrict access to 01/011+ numbers outside of the North American Numbering Plan. Access to 900, 976, 500 and 700 numbers is also restricted in addition to Directory Assistance and the casual dialing of toll calls (by preceding the telephone number with 101XXX+). Option 1 additionally restricts access to Toll Free Code numbers. Option 3 only restricts access to 01/011+ numbers outside of the North American Numbering Plan.
3. Restriction of access to operator services prevents the customer from dialing an operator for all purposes, including emergencies, assistance and the placing of toll calls. Operator Services will not be accessible from a line with Toll and Casual Dialing Restriction Option 1 or 2. The customer indemnifies and saves harmless the Company from any and all claims, losses, or damages caused by restriction of access to operator services.
4. Directory Assistance (411, 1411, 555-1212, 1-555-1212, or 1-NPA-555-1212) will not be accessible from a line with Toll and Casual Dialing Restriction Option 1 or 2.
5. All local calls and non-chargeable calls to Company numbers (such as repair service) will be permitted.
6. Where facilities allow, N11 (except 411) will only be restricted with Option 1 and 2 if the call terminates outside the local calling area or to a non-toll-free number.
7. Toll and Casual Dialing Restriction does not restrict calls to 911 emergency reporting service or to 1-710 Government Emergency Telecommunications Service Calls.
8. Customers are responsible for calls charged to their number via third number billing, collect or credit card.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

CALL BLOCKING AND SCREENING SERVICES

IX. TOLL AND CASUAL DIALING RESTRICTION (Continued)

A. CONDITIONS (Continued)

Listed following are the Toll and Casual Dialing Restriction options as determined by the Company. These options may be changed or new options added as determined appropriate by the Company. Applicable service connections charges apply. A customer may select one of the following Toll and Casual Dialing Restriction options:

Option 1: 1+ DDD  
0-, 0+, 00-  
01/011+DDD to numbers outside the North American Numbering Plan  
Directory Assistance (411, 1411, 555-1212, 1-555-1212, 1-NPA-555-1212)  
101XXXX access to toll numbers  
Toll Free Code numbers (1 + 800, 1 + 888, etc.)  
N11, 500, 700, 900, 976 (Allows 1+710 and 911 calls)

Option 2: 1+ DDD  
0-, 0+, 00-  
01/011+DDD to numbers outside the North American Numbering Plan  
Directory Assistance (411, 1411, 555-1212, 1-555-1212, 1-NPA-555-1212)

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

EXPRESSTOUCH

I. GENERAL DESCRIPTION

ExpressTouch is the Company's trademark for a set of advanced custom calling features. These features are also commonly known as custom local area signaling services (CLASS) and consist of one or more of the following features:

A. Return Call

Return Call permits the subscriber to place a call to the telephone number associated with the most recent call received, whether or not the call was answered or the telephone number is known. If the called line is available, the call is immediately completed. If the called line is not available, a queuing process, which may last up to thirty minutes, takes place. When both lines are available, the calling subscriber is notified via a distinctive ring that the network is ready to place the call. When the subscriber picks up the telephone, the call is automatically placed.

B. Caller ID - Number Only <sup>(1)</sup>

Caller ID - Number Only allows the subscriber, with the use of a display phone or adjunct display device, to view the directory number of an incoming call before answering. If the caller's number is not part of the ExpressTouch network, is a multi-party line, or is blocked, the premises equipment will display an indicator for "out of area" or for "private". Caller ID - Number Only includes anonymous call rejection, which allows the subscriber to reject calls from parties who have blocked the delivery of their number.

C. Caller ID Block

Caller ID Block allows the subscriber to prevent the delivery of the subscriber's directory number on a per call basis (per call block) or per line basis (per line block). Per call block will block the delivery of the subscriber's number for one call only and may be activated from all individual access lines (except those with per line block and as noted in General Regulations below) by dialing an activation code prior to placing a call. Per line block will automatically block delivery of the subscriber's telephone number on all calls and will be provided, upon request, at no charge to subscribers of non-published telephone number service, and at a monthly charge to customers not subscribing to non-published telephone service.

D. Call Trace

Call Trace permits a subscriber to initiate a trace of a harassing or obscene call without first having to obtain legal authorization or telephone company assistance. Upon activation by the subscriber, the network automatically sends information (if available) to the Company's annoyance call bureau indicating the calling number, the time the call was received, and the time the trace was activated.

<sup>(1)</sup> Effective September 11, 2009, Caller ID - Number Only is grandfathered. Existing customers may continue to subscribe to this feature under the conditions and rates as specified in this section as long as the subscriber remains at the same physical location, or until such time as the service is disconnected, or the subscriber selects another service.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

EXPRESSTOUCH

I. GENERAL DESCRIPTION (Continued)

E. Repeat Dial

Repeat Dial allows the subscriber to automatically redial the last number dialed from the subscriber's telephone regardless of the completion status of the last number dialed. If the called line is available, the call will be placed immediately. If the redialed called line is busy, the network will queue the request for thirty minutes and process the call when both the called and calling party lines are idle. When the call can be completed, a distinctive ring will be provided to the caller's line to alert the subscriber that the requested callback is ready. When the subscriber picks up the telephone, the call is automatically placed.

F. Selective Call Acceptance

Selective Call Acceptance allows a subscriber to accept calls from up to twelve calling parties whether or not the number is known. The subscriber can create a screening list by entering known numbers or activating the addition of the number of the last call received. Unaccepted callers will be connected to an announcement indicating that the called party is not accepting calls from that number.

G. Selective Call Rejection

Selective Call Rejection allows the subscriber to prevent incoming calls from a pre-selected list of up to twelve numbers whether or not the number is known. The subscriber can create a screening list by entering known numbers or activating the addition of the number of the last call received. Incoming rejected calls are routed to an announcement indicating that the called party is not accepting calls from that number.

H. Selective Call Ring

Selective Call Ring permits the subscriber to designate up to twelve specific telephone numbers, whether or not the number is known, so that calls from those numbers may be identified by a distinctive ring. The subscriber can create a screening list by entering known numbers or activating the addition of the number of the last call received.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

EXPRESSTOUCH

I. GENERAL DESCRIPTION (Continued)

I. Caller ID with Name

Caller ID with Name allows the subscriber, with the use of a display phone or adjunct display device, to view the directory number, and the name associated with that number, of an incoming call before answering. If the caller's number is not part of the ExpressTouch network, is a multi-party line, or is blocked, the premises equipment will display an indicator for "out of area" or for "private". Where facilities are available, Anonymous Call Rejection is provided with Caller ID with Name at no additional Charge.

Anonymous Call Rejection (ACR) allows subscribers to reject receipt of calls from callers who utilize Caller ID Blocking. The calling party who has chosen to block delivery of his name and number will hear a recorded announcement stating that the called party will not accept anonymous calls. The announcement will also state the caller should hang up and call back with caller identification unblocked to complete call.

Subscribers may deactivate Anonymous Call Rejection by dialing the deactivation code (\*87 or 1187) and may receive calls from caller utilizing Caller ID Blocking. Subscribers must dial the reactivation code (\*77 or 1177) to reactivate Anonymous Call Rejection. Confirmation announcements will confirm activation and deactivation of the feature.

Calls routed to the Anonymous Call Rejection recorded announcement are not considered complete calls and will not be billed by the Company.

J. Selective Call Forward

Selective Call Forward permits the subscriber to have only calls from up to twelve selected telephone numbers forwarded. If a call is placed from a number on the screening list, the call will be forwarded to the subscriber-programmed number. Calls not on the screening list will terminate in the normal manner.

K. Call Waiting ID

Call Waiting ID allows the subscriber, with the use of a display phone or adjunct display device, to view the directory number, and the name associated with that number, of an incoming call while engaged in another call. The subscriber receives a tone signal to indicate that another call is waiting to be completed to the subscriber's number. This feature is available only in the Essentials package.

L. Call Waiting with Options

Call Waiting with Options allows the subscriber, with the use of a compatible display phone or adjunct display device, to manage an incoming call while being connected with an initial call. When notified of an incoming call, the subscriber may choose one of the following handling options: answer the call while putting the original call on hold; answer the call and disconnect the original call; forward the incoming call; connect to a "please hold" or a "busy" announcement; or conference the incoming party with the original party. This feature is available only in the Elite package <sup>(1)</sup>.

<sup>(1)</sup> Effective January 16, 2008, the Elite package is grandfathered. Existing customers may continue to subscribe to this feature under the conditions and rates as specified in this section as long as the subscriber remains at the same physical location, or until such time as the service is disconnected, or the subscriber selects another service.



LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

EXPRESSTOUCH

II. GENERAL REGULATIONS

- A. ExpressTouch is available to subscribers of individual business or residence service. ExpressTouch cannot be provided on payphone lines or ISDN-BRI.
- B. ExpressTouch features cannot be functional unless both the called and calling parties are served by, and the call is routed through, appropriately equipped central offices, and routed over appropriately equipped facilities for calls between such equipped central offices. Not all features are available in all central offices.
- C. ExpressTouch is available from central offices where the Telephone Company has arranged the equipment for ExpressTouch features and is furnished subject to the availability of facilities.
- D. Return Call and Repeat Dial cannot be activated for calls originating from a line that is forwarded.
- E. Return Call cannot be activated for calls originating from within multi-line hunt groups.
- F. Caller ID Block is not intended for use by telemarketers. Upon receiving complaints that a telemarketer is blocking the disclosure of its telephone number, the Company will investigate the complaints and permanently unblock the number delivery where appropriate.
- G. By subscribing to Call Trace, the customer automatically authorizes the Telephone Company to disclose the identity of the source of annoying calls to law enforcement officials engaged in conducting, at the customer's request or otherwise, any investigation with respect to such calls. The results of a successful trace will only be released outside the Company to legally constituted authorities and only upon the presentation of proper authorization.

In situations where the Call Trace functionality is activated by a subscriber, information pertaining to non-published numbers will be provided to the authorized law enforcement agency upon request of the agency.

- H. The provision of ExpressTouch by the Telephone Company is subject to the availability of facilities and the requirements of the local network. In no event will the Telephone Company be liable for any losses or damages of any kind resulting from the unavailability or failure of its equipment or facilities unless caused by the gross negligence or willful misconduct of the Company. Nor will the Company be liable for losses or damages arising out of any act, omission or failure to perform by the Telephone Company, its employees or agents in connection with this service, unless caused by the gross negligence or willful misconduct of the Company, its employees, or agents. The Telephone Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Telephone Company facilities and equipment nor on equipment provided by the customer.
- I. Subscribers to Selective Call Forward will be responsible for any applicable usage charges associated with the forwarded-to telephone number.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

EXPRESSTOUCH

II. GENERAL REGULATIONS (Continued)

J. The ExpressTouch customer will be liable for, and will indemnify, protect, defend and save harmless the Telephone Company against all suits, actions, claims, demands and judgments, and all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith including but not limited to, any loss, damage, expense or liability resulting from any claim of libel or slander.

K. Pay Per Use

1. Certain ExpressTouch features, in addition to the monthly rate option, are also available on an optional pay per use basis. This pay per use (per attempt) option is available only to subscribers not subscribing to the features on a monthly basis. The customer will be charged for each attempt to activate the service, unless the central office is not properly equipped.
2. Pay per use is available only to individual subscribers from suitably-equipped central offices.
3. At the request of a customer that does not subscribe to the feature on a monthly basis, access to the feature on a pay per use basis will be blocked, at no charge to the customer.
4. Service Connection Charges will not be applied when customers order additional ExpressTouch features.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

EXPRESSTOUCH

IV. ACCESS TO MESSAGING SERVICE

A. GENERAL

1. Access to Messaging Service works with a voice messaging system (VMS). This feature and the VMS allow the Company to provide callers with voice messaging service. The Company offers this service when called lines are not answered in a specified length of time or are busy. When the caller accepts the offer, by pressing a key specified by the Company, the call is directed to the VMS for message recording. The VMS then attempts to deliver the message for the caller periodically for a specified length of time. (Periodical and delivery expiration timers are set by the Company.) When the VMS calls the called party to deliver the message, the called party is prompted to either listen to the message, delete the message, or hang up to have the message delivered again at a later time. (These options may vary by service provider.)

B. REGULATIONS

1. Access to Messaging Service is available only to CLECs and Alternative Service Providers who have their own voice messaging platform.
2. This feature does not have hardware requirements. Access to Messaging Service uses standard DMS hardware components to offer services.
3. Digital Recorded Announcement Machine cards are required to record Announcements for Access to Messaging Service. Access to Messaging Service uses the NT6X92AA Universal Tone Receiver (UTR) during digit collection. Series 2 peripherals (XPM) must host the subscriber lines.
4. Customers using Access to Messaging Service are required to provide the end user customer a minimum of 5 rings before the announcement will be triggered in order to allow time for answering machines or other voice mail platforms to respond. The called party number must continue to ring for an additional 2 rings allowing additional time for the called party to answer while the calling party considers using the voice messaging service.
5. The recording that the end user customer receives must be branded to indicate what company is offering the voice messaging service.
6. The recording that the end user customer receives must indicate that there is a charge to the end user for the use of the recording service.
7. The CLEC or Alternative Service Provider must offer free removal of the voice messaging service upon the request of the end user customer.
8. A single slot Enhanced Digital Recorded Announcement Machine (EDRAM) circuit pack provides the capabilities of a fully configured DRAM shelf. The DRAM is a stand-alone peripheral module (PM) with its own DS30 link interface. It is plugged into one of the trunk slots (5 through 16) of the maintenance trunk module (MTM) or service trunk module (STM) with the DS30 cable connected directly to the back plane pins of the associated slot. EDRAM hardware integrates MTM and DRAM control and memory. Central-control PM loader software is based on existing XMS-based peripheral module (XPM) utilities that permits the downloading of data (load files from either a tape or disk) using the message channel of the DS30 link on both network planes.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

I. BASIC RATE INTERFACE (BRI)\*

A. DESCRIPTION

1. Individual Line Basic Rate Interface (BRI) Service is a stand alone service arrangement which uses the integrated services digital network (ISDN) Architecture to provide the customer with the capabilities of simultaneous access, transmission and switching of voice, data, and imaging services via channelized transport.
2. BRI provides three channels commonly described as 2B+D (two bearer channels and one data channel). A bearer channel (B channel) is up to 64 kbps in bandwidth. Each B channel can be used for circuit switched voice or circuit switched data. The data channel (D channel) is 16 kbps in bandwidth and is used for transmitting signaling information between the central office and the customer's premises equipment.
3. A standard set of ISDN capability packages has been defined by the North American ISDN Users' Forum and given a letter designation. Each of the capability packages describes a specific interface configuration, as well as the features and capabilities on that interface. These capability packages have been established to help simplify the ordering, provisioning, and installation of BRI-ISDN. Customers subscribe to BRI-ISDN by ordering one of the following capability packages (all packages include the D channel):
  - a. Package B – provides one B channel configured for circuit switched data. Data capabilities include calling number identification. No voice capabilities are provided.
  - b. Package C – provides one B channel configured for alternate voice/circuit switched data. Data and voice capabilities include calling number identification.
  - c. Package G – provides one B channel for voice only and one B channel for circuit switched data only. This package provides voice features including flexible calling, additional call offering, and calling number identification. Data capabilities include calling number identification.
  - d. Package I – provides two B channels configured for circuit-switched data only. Data capabilities include calling number identification. No voice capabilities are provided.
  - e. Package K - provides one B channel for alternate voice/circuit-switched data and one B channel for circuit-switched data only. This package provides voice features including flexible calling, additional call offering, and calling number identification. Data capabilities include calling number identification.
  - f. Package M - provides both B channels configured for alternate voice/circuit-switched data. Data and voice capabilities include calling number identification.

\* Effective March 25, 1999, Basic Rate Interface (BRI-ISDN) is grandfathered. Existing customers may continue to receive BRI-ISDN service under the conditions and rates as specified in this section, as long as there is no change to the customer's account.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

I. BASIC RATE INTERFACE (BRI)\* (Continued)

A. DESCRIPTION (Continued)

4. Optional Services

BRI-ISDN provides the customer with the option to access the following features (with appropriate customer equipment) where available. The optional services are assigned to the directory number (DN) associated with the voice channel. The customer must choose which DN is the voice DN and which features will be assigned to that DN.

a. Flexible Calling – This option provides one or more of the following features:

Hold/Retrieve  
B Channel Reservation  
Three-Way Conference Calling  
Add-on (previously held conference call)  
Drop Last Call  
Transfer  
No Transfer Restriction  
Consultation Hold

b. Additional Call Offering - This feature allows multiple call appearances per telephone number (B channel) per telephone set.

c. Directory Number – Each B channel is assigned one DN. Additional DNs can be assigned to the B channels at an additional monthly rate.

d. Call Forwarding - This feature allows basic call forwarding for voice.

\* Effective March 25, 1999, Basic Rate Interface (BRI-ISDN) is grandfathered. Existing customers may continue to receive BRI-ISDN service under the conditions and rates as specified in this section, as long as there is no change to the customer's account.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

I. BASIC RATE INTERFACE (BRI) (Continued)\*

B. REGULATIONS

1. BRI-ISDN is available only on single-line residence or single-line business service. It is not available on Centrex lines or key system or PBX trunks.
2. BRI-ISDN is offered only where facilities and appropriate technology exists. The service is available only from central offices that have the necessary software and hardware to provide ISDN on the standard network platform.
3. BRI-ISDN is available only where the customer's service location is within the provisioning limitation and normal transmission range as determined prior to installation of the service. The normal transmission range is 40db loop loss at 40 kHz or approximately 24,000 feet from the central office. If the customer's service location exceeds this limitation, service may be provided where the existing facilities can be made compatible, but Distance Extension Charges will apply.
4. Distance Extension charges will apply for customers who are within the serving central office and who are served beyond the normal transmission range specified not to exceed a 78db loop loss at 40 kHz (approximately 36,000 feet from the central office).
5. Compatible customer premises terminal equipment is required for proper operation. All equipment used to interface with these services is required to conform with National ISDN/NT-1 guidelines. The Company shall not be responsible if changes in any of the equipment, operation, or procedures of the Company utilized in the provisioning of ISDN render any equipment provided by the customer obsolete or require modification of such equipment or system, or otherwise affect its use or performance.
6. Temporary suspension of service (vacation service) is not available for BRI-ISDN service.
7. Packet switching is not available with BRI-ISDN.
8. Each capability package nonrecurring charge provides for one configuration group to be established at the initial implementation of service. Subsequent changes to the configuration will be charged a nonrecurring charge.
9. When circuit-switched data or voice calls are made outside of the subscriber's flat-rate calling area, applicable calling charges (toll, ELC, or LMS, as applicable) will be assessed. ISDN customers who use call forwarding to transfer features are responsible for the payment of any applicable charges for each call connected via these features.
10. In addition to the above monthly charges, the customer will be assessed the applicable End User Common Line Charge (EUCL), Access Recovery Charge (ARC) and Presubscribed Interexchange Carrier Charge (PICC) found in Section 4 of the CenturyLink Local Operating Companies Tariff F.C.C. No. 9. plus the Intrastate Access Fee (IAF) as found in United Telephone Company of Ohio's P.U.C.O. No. 1, Access Service Tariff.

\* Effective March 25, 1999, Basic Rate Interface (BRI-ISDN) is grandfathered. Existing customers may continue to receive BRI-ISDN service under the conditions and rates as specified in this section, as long as there is no change to the customer's account.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

II. BASIC RATE INTERFACE II (BRI II) – Residence Only

Basic Rate Interface II (BRI II) was grandfathered for residential customers effective July 30, 2008 and is no longer available to new subscribers. Existing customers may retain their current service at the same location until such service is changed or discontinued by the customer.

The following information will direct you to the applicable Local Terms of Service document for Basic Rate Interface II (BRI II) available to business customers. At: <http://www.centurylink.com/Pages/AboutUs/Legal?TermsAndConditions/business.html>

State: Ohio

Entity: United Telephone Company of Ohio

Service: CenturyLink ISDN-BRI Services

A. General

1. Integrated Services Digital Network - Basic Rate Interface II (ISDN-BRI II) is a local exchange telecommunications service that provides integrated voice and data communications capability. ISDN-BRI II service supports the simultaneous transmission of circuit switched voice and circuit switched data over a single exchange access line.

ISDN-BRI II provides a customer two B-channels with transmission speeds up to 64 Kbps each and one 16 Kbps D-channel. The service provides switched communication paths providing end user access to a variety of circuit-switched services and features including data, voice and video, which conform to internationally developed, published and recognized standards generated by the International Telecommunications Union.

2. Service Capabilities

- a. ISDN-BRI II consists of three distinct channels delivered to the customer's premises: two B (bearer) channels and one D (delta) channel. This is also known as 2B+D. ISDN-BRI II is not available in other channel configurations of 1B+D or 0B+D.
- b. The B-channel carries circuit-switched voice and/or circuit-switched data communications at speeds up to 64 Kbps, from the customer's premises, over the loop facility, to the central office. Packet data services are not available over the B-channel.
- c. The D-channel carries administrative signaling at 16 Kbps for call-control for either a voice or data B-channel call on the ISDN-BRI II line. The D-channel does not have voice capability. Packet data services are not available on the D-channel.
- d. Customers subscribing to ISDN-BRI II must comply with ISDN Basic Rate Network Interface specifications as specified by the Company. The ISDN Basic Rate Interface II is comprised of a limited set of standard user-network interfaces. The BRI II customer premises equipment (CPE) located at the customer premises must be compatible with the network interface. This interface is defined as follows:

A two-wire interface is the physical interface between a central office switch equipped with ISDN and the customer premises equipment which is necessary for terminating a telephone circuit or facility at the customer premises.

UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK  
LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS  
INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

II. BASIC RATE INTERFACE II (BRI II) (Continued)

A. General (Continued)

3. Standard Features

- a. Closed User Group – allows the user to establish subnetworks within which the members of the Closed User Group can communicate. Each data terminal in a Closed User Group can be arranged in one of the following modes:
  - i. Outgoing Access -- The data terminal originates outgoing calls only.
  - ii. Incoming Access -- The data terminal receives incoming calls only.
  - iii. Incoming Calls Barred – The data terminal originates outgoing calls only to the data terminals in the Closed User Group with which it is associated.
  - iv. Outgoing Calls Barred – The data terminal receives incoming calls only from the data terminals in the Closed User Group with which it is associated.
  - v. Unrestricted Access – The data terminal receives and originates both incoming and outgoing calls.
- b. Configuration Group – Associates a button or buttons of an ISDN-CPE station to a feature or group of features. Each different telephone set button arrangement requires that a different Configuration Group be assigned.



LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

II. BASIC RATE INTERFACE II (BRI II) (Continued)

A. General (Continued)

4. Service Capability Packages <sup>(1)</sup>

- a. Customers shall subscribe to one of the following Service Capability Packages specifying the assignment of each B-channel. Through the North American ISDN Users' Forum, a set of ISDN Service Capability Packages have been defined and given a letter designation. Each of the Service Capability Packages describes a specific interface configuration as well as the features and capabilities of that interface. Detailed technical specifications are defined for each of the Service Capability Packages. These packages have been established to help simplify the ordering, provisioning, and installation of ISDN.

1. Standard ISDN-BRI II (equivalent to Package S without features)  
1-B Alternate circuit-switched voice/circuit-switched data

Key Telephone Systems

ISDN may be purchased for a key system in the place of Rotary Access Service (for ISDN-capable key systems). If terminating an ISDN-BRI II line into key system, the customer shall order one of the following Service Capability Packages:

2. Package H:  
1-B Voice Only  
1-B Circuit-switched data only  
(Includes Additional Call Offering)
3. Package L:  
1-B Circuit-switched data only  
1-B Alternate voice/circuit switched data  
(Includes Additional Call Offering)

<sup>(1)</sup> ISDN terminal equipment is the responsibility of the customer and must support the configuration, optional services, and features chosen by the customer.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

II. BASIC RATE INTERFACE II (BRI II) (Continued)

A. General (Continued)

5. Optional Services and Features <sup>(1)</sup>

- a. The ISDN-BRI II offering provides the customer with the following features, where available.
  - i. Call Pickup – Originating and Terminating – This feature allows a station user to answer any call within an associated pre-designated pickup group. If more than one line within the pickup group has an unanswered incoming call, the call to be answered is selected by the central office switching system.
  - ii. Flexible Calling - This feature includes:
    - Hold/Retrieve <sup>(2)</sup>
    - B-Channel Reservation
    - Three-Way Conference Calling
    - Add-on (previously held conference call)
    - Drop Last Call
    - Transfer
    - No Transfer Restriction
    - Consultation Hold
  - iii. Six-Way Conference Calling, Drop, Hold, Transfer – This feature allows the customer to add up to five parties to an existing call. This feature is for voice calls only.
  - iv. Automatic Callback (Repeat Dial) – This feature provides automatic callback to the last dialed number.
  - v. Additional Call Offering (ACO) – This feature allows multiple call appearances per telephone number (B-channel) per telephone set. Example: A customer can put up to 3 calls on hold and receive another call on the phone, with all calling parties dialing the telephone number associated with voice on B-channel.

<sup>(1)</sup> ISDN terminal equipment is the responsibility of the customer and must support the configuration, optional services, and features chosen by the customer.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

II. BASIC RATE INTERFACE II (BRI II) (Continued)

A. General (Continued)

5. Optional Services and Features <sup>(1)</sup> (Continued)

a. The ISDN-BRI II... (Continued)

- vi. Call Forwarding – This feature provides the customer with Call Forwarding Variable, Call Forward – Busy and Call Forward - No Answer with Message Waiting Indicator, either Visual or Audible.
- vii. Calling Number Identification - This feature permits the customer to receive and display the calling party telephone number for calls placed to the customer.
- viii. Calling Name Identification – This feature permits the customer to receive and display the calling party name for calls placed to the customer.
- ix. Additional Directory Numbers – Additional directory numbers are available on each B-channel in addition to the primary directory number assigned to the B-channel. Additional Directory Numbers are purchased separately.
- xi. Feature Package 1 - This package includes:
  - Calling Number ID/Calling Name ID
  - Call Forwarding
  - Flexible Calling
  - Automatic Callback
  - Additional Call Offering
- xii. Loop Extension – ISDN-BRI II is available only where the customer's service location is within the provisioning limitations as determined prior to installation of the service. This limitation is a cable plant distance of approximately 18,000 feet. The actual distance is dependent on decibel (db) loss and not just physical loop length. Should the customer's service location exceed said limitations, service will be provided where the Company has compatible facilities available, or where existing facilities can be made compatible by the addition of special equipment. This service, which carries an additional charge, is called Individual Line Loop Extension and will extend the loop to approximately 36,000 feet.

<sup>(1)</sup> ISDN terminal equipment is the responsibility of the customer and must support the configuration, optional services, and features chosen by the customer.

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LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS  
INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

II. BASIC RATE INTERFACE II (BRI II) (Continued)

B. Regulations

1. This service is offered only where facilities and appropriate technology exist.
2. Local circuit-switched voice and data calls will be billed on a flat-rate basis, as shown in paragraph II.C. following. Toll charges shall apply when circuit-switched data or voice calls are made outside of the customer's designated local calling area. When two simultaneous B-channels are combined for a maximum data speed of 128 Kbps, the toll call will be billed as if two calls were dialed by the originating customer.
3. In exchanges where IntraLATA Presubscription has been implemented, only one InterLATA and one IntraLATA Carrier may be selected for all B-channels associated with the same ISDN-BRI II Service. Access via 101XXXX to other Interexchange Carriers is available.
4. A minimum service period of three months is required.
5. The Company shall terminate ISDN-BRI II Services at the Company Network Interface Device (NID) located at the customer's premises.
6. Two Primary Directory Numbers will be included with an ISDN-BRI II Service, one for each B-Channel. If Additional Directory Numbers are required on either channel, an additional charge, as specified in paragraph II.D. following of the Pricing List, will apply for each additional number.
7. ISDN-compatible customer premises terminal equipment is required for proper operation. It is the customer's responsibility to provide necessary power and obtain such equipment.

UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK  
LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS  
INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

II. BASIC RATE INTERFACE II (BRI II) (Continued)

B. Regulations (Continued)

8. The provisions for temporary suspension of service do not apply to ISDN-BRI II Service.
9. This service is available only from central offices, which have the necessary facilities to provide ISDN-BRI II on the standard network platform. In the event a customer is provided service from a non-ISDN compatible central office, the Company will provide ISDN-BRI II Service from an alternative serving central office. This provision is accomplished by utilizing a 'hubbing' architecture and the subscriber may be required to accept a foreign NXX.

When a foreign NXX is required, mileage charges for Foreign Exchange Service will apply in addition to the rates and charges included in this section. Due to the nature of the 'hubbing' architecture and the use of a unique NXX, the local calling area may change.

Emergency 911 calls placed over ISDN-BRI II lines provisioned via this arrangement will be identified as the foreign service central office NXX and not the non-ISDN compatible central office NXX. The Company shall not be liable for any loss or damages arising from emergency calls placed from ISDN-BRI II lines provisioned via a foreign serving central office.

10. One directory listing will be provided with ISDN-BRI II. Additional listings are available.
11. ISDN-BRI II Service will be assessed the appropriate interstate charges (e.g. End User Common Line and Presubscribed Interexchange Carrier Charge), as defined in the CenturyLink Operating Companies Tariff F.C.C. No. 9.
12. ISDN-BRI II Service will be assessed the Intrastate Access Fee (IAF) as found in United Telephone Company of Ohio's P.U.C.O. No. 1, Access Service Tariff.
13. ISDN-BRI II does not provide for the transmission of packet data on either the D-channel or one of the B-channels.
14. ISDN-compatible terminal equipment is a requirement for operation and is the customer's responsibility. ISDN customer-premises equipment is dependent upon commercial power and not power from the Company central office. For their safety and well being, all ISDN customers are encouraged to maintain a non-ISDN access line on the premises for emergency calls in the event of a loss of commercial electrical power. In the event a subscriber elects to disconnect or not maintain a non-ISDN access line, the customer assumes full responsibility for telephone service in the event of an emergency.
15. Verification and Emergency Interrupt service is not available for ISDN-BRI II Service.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

II. BASIC RATE INTERFACE II (BRI II) <sup>(1)</sup> (Continued)

C. Application of Rates

1. ISDN-BRI II Service is offered on an unlimited use basis. All applicable state and federal charges will apply. Extended Area Service (EAS) charges, if applicable, will apply per ISDN-BRI II B-Channel. Toll charges apply when circuit-switched data or voice calls are completed outside the customer's designated local calling area.
2. The monthly rates for Service Capability Packages are applied on a per package basis.
3. The ISDN-BRI II monthly rates are in addition to the applicable individual residence or individual business line access line rate. These rates vary by service area and can be the Company's Price List.
4. The Non-Recurring Charge for ISDN Service Capability Package installation will be discounted 50% when a customer commits to a 12-month service period or 100% when a customer commits to a 24-month service period. If termination of service prior to the end of the commitment occurs, the customer is responsible for payment of the discounted amount of the Non-Recurring Charge, which represents the installation charge initially waived.

However, this termination requirement will not apply when the customer converts to a next generation service offering of a separate service, provided that:

The service period for the new service offering is a minimum period equal to or exceeding the remaining service period of the disconnected arrangement, whichever is greater;

The service orders to install the new service and disconnect the old service are related together, and there is no lapse in service between installation of the new service and disconnection of the existing service; and

The service orders are for the same customer at the same location.

5. ISDN-BRI II provides for one Configuration Group to be established at the initial implementation of service. Subsequent additions of Configuration Groups or in excess of one group on the initial establishment of service will be charged an installation charge per Configuration Group.
6. A Change Charge will apply for a database change subsequent to the installation of an ISDN-BRI II Service. This includes changing, adding, or deleting features or feature packages, directory numbers, or number appearances.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

RESIDENTIAL SPECIAL PACKAGED OFFERINGS

As of March 1, 2022, changes, additions, or transfer of service will not be permitted on accounts associated with a grandfathered bundle or package or other grandfathered feature or service. This change does not impact services or features currently provided on grandfathered accounts. A grandfathered service is one that is no longer sold, and availability is limited to lines currently in service at existing locations. Changes, additions, or transfer of service will be allowed when customers migrate from a grandfathered service to a currently available service. Customers may remove any service or feature from their accounts at any time; however, grandfathered services removed may not be subsequently reinstated.

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I. SOLUTIONS – RESIDENCE

See [LOCAL TERMS OF SERVICE: RESIDENTIAL FEATURE PACKAGE AND BUNDLE SERVICES](#) (see page 1.3 for URL) for descriptions, terms and conditions for residential Special Packaged Offerings.

II. CUSTOM CALLING/EXPRESS TOUCH FEATURE PACKAGES

See [LOCAL TERMS OF SERVICE: RESIDENTIAL FEATURE PACKAGE AND BUNDLE SERVICES](#) (see page 1.3 for URL) for descriptions, terms and conditions for Custom Calling/ExpressTouch Feature Packages.

III. UNLIMITED NATIONWIDE CALLING OR ESSENTIAL HOME PHONE WITH 30 MINUTES LONG DISTANCE <sup>[1]</sup>

See [LOCAL TERMS OF SERVICE: UNLIMITED NATIONWIDE CALLING OR ESSENTIAL HOME PHONE WITH 30 MINUTES NATIONWIDE LONG DISTANCE](#) (see page 1.3 for URL) for terms and conditions for Unlimited Nationwide Calling or Essential Home Phone with 30 Minutes Long Distance.

<sup>[1]</sup> Effective March 22, 2019, Essential Home Phone With 30 Minutes Long Distance is grandfathered. Availability to current customers is limited to lines and features in service at existing locations.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

BUSINESS SPECIAL PACKAGED OFFERINGS

As of March 1, 2022, changes, additions, or transfer of service will not be permitted on accounts associated with a grandfathered bundle or package or other grandfathered feature or service. This change does not impact services or features currently provided on grandfathered accounts. A grandfathered service is one that is no longer sold, and availability is limited to lines currently in service at existing locations. Changes, additions, or transfer of service will be allowed when customers migrate from a grandfathered service to a currently available service. Customers may remove any service or feature from their accounts at any time; however, grandfathered services removed may not be subsequently reinstated.

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I. CENTURYLINK BUSINESS FEATURE PACKAGE AND BUNDLE SERVICES

See [LOCAL TERMS OF SERVICE: BUSINESS FEATURE PACKAGE AND BUNDLE SERVICES](#) (see page 1.3 for URL) for descriptions, terms and conditions for the following business Special Packaged Offerings:

- Business Assist Advantage Bundle
- Complete Business Bundle
- Connection Central Bundle
- Hosted MultiLine Bundle
- MultiLine Bundle
- Solutions Bundles
- Solutions II Bundles

II. CORE CONNECT

See [LOCAL TERMS OF SERVICE: CENTURYLINK CORE CONNECT BUNDLES](#) (see page 1.3 for URL) for descriptions, terms and conditions for CenturyLink Core Connect Bundles.

III. CENTURYLINK BUSINESS BUNDLE

See [LOCAL TERMS OF SERVICE: CENTURYLINK BUSINESS BUNDLE](#) (see page 1.3 for URL) for descriptions, terms and conditions for CenturyLink Business Bundle.

IV. SIMPLY UNLIMITED BUSINESS

[CENTURYLINK LOCAL TERMS OF SERVICE: SIMPLY UNLIMITED BUSINESS](#) contains the terms and conditions for Simply Unlimited Business. (see page 1.3 for URL)



UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK  
LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

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(M) Material previously appearing on this page [Message Toll Telephone Service (Local Toll Service)]  
now appears on Page 202.

UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

TIER 2 BUSINESS SERVICES

Effective August 15, 2018, individual links to terms and conditions for the following Tier 2 Business Services were removed, and content from those documents was incorporated into this *Local Terms of Services*. These terms and conditions can now be found at the page numbers listed below:

<u>SERVICE</u>	<u>PAGE</u>	
ATM Service	276	
Business Assist Advantage Bundle	150	
Business Local Exchange Services	164	
Centrex I Service	215	
Centrex II Service	220	
CenturyLink Business Bundle	150	
Complete Business Bundle	150	
Connection Central Bundle	150	
<b>Construction Charges and Other Special Charges</b>	<b>158</b>	(T)
Core Connect Bundles	150	
Custom Calling/Express Touch Service for Business	182	
DigiLink Service	240	
Directory Assistance Service	77	
Directory Listings	196	
Directory Services	196	
Frame Relay Service	271	
Hosted MultiLine Bundle	150	
ISDN-BRI Services	270	
ISDN-PRI Services	270	
Joint User Service	195	
LightLink Services	240	
Line Extensions and Special Construction Services	158	
Message Toll Telephone Service (Local Toll Service)	202	
MultiLine Bundle	150	
OptiPoint Services	260	
Payphone Line Service	189	
<a href="#">Primary Rate Interface (PRI) Bundle II</a>	<a href="#">270</a>	
<a href="#">Private Line Services (Analog)</a>	<a href="#">232</a>	
<a href="#">Service Charges</a>	<a href="#">154</a>	
<a href="#">Simplified Message Desk Interface</a>	<a href="#">230</a>	
Solutions Bundles	150	
<a href="#">Solutions II Bundles</a>	<a href="#">150</a>	
<a href="#">SONET Ring Services</a>	<a href="#">251</a>	
<a href="#">Time and Temperature Service</a>	<a href="#">229</a>	
<a href="#">TransLink</a>	<a href="#">240</a>	
Universal Service Discount Plan for Schools and Libraries (E-Rate)	156	

See [Price List for De-Tariffed Non-BLES and Message Toll Telephone Services](#) for applicable rates.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

**EMERGENCY REPORTING SERVICE**

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Click on the hyperlink for the Terms and Conditions governing the following services: (Cont'd)

Terms and conditions for services provided to Public Safety Answering Points (PSAPs), to support the provision of 911/E-911 emergency services, are located at:

[www.centurylink.com/Pages/AboutUs/Legal/TermsAndConditions/business.html](http://www.centurylink.com/Pages/AboutUs/Legal/TermsAndConditions/business.html)

After the above hyperlinked web address has been opened, follow the steps below to access service specific terms and conditions.

**Step 1: Select State**

**State "OH"**

**Step 2: Select an Entity,  
Product, and Effective Date**

**Entity "United Telephone Company of Ohio, Inc."**  
and

**Product or Service Name** (from drop-down list)

For the correct terms and conditions for your product, select the date of purchase. If your purchase is not yet complete, select today's date.

**Effective Date**

Terms found at this link include:

911 ALI Web Access Services  
911 Call Path Routing Services  
ALI Information Download Services  
Automatic Location Identification Database Reproduction Services  
Automatic Location Identification Database  
Automation Location Identification Service Order Entry Retrieval Services  
Automation Number Identification Services  
Private Switch Database Services  
Reverse Notification Telephone Number Database Services  
Selective Routing Services  
Universal Emergency Number Services (911 Services)  
Wireless E911 Phase 2 Services

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LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

**LOCAL TERMS OF SERVICE:  
CENTURYLINK™ SERVICE CHARGES  
(Ohio Business Customers)**

The following terms and conditions describe the types of Service Charges that CenturyLink may charge Customer for the Services described in the applicable cover agreement, if any, and Local Terms of Service. All Service Charges are in addition to monthly recurring charges or any nonrecurring charges described elsewhere in the cover agreement and Local Terms of Services. The local operating company providing the Service is identified in the Agreement.

**1. SERVICE CONNECTION OR INSTALLATION CHARGES.**

- 1.1** CenturyLink may charge a Service Connection or Installation Charge at the time Customer applies for a service or facility or when CenturyLink performs work at Customer's request.
- 1.2** Calls performed outside of business hours will be billed at CenturyLink's then-current overtime labor rates.

**2. SERVICE ORDERING CHARGE.**

- 2.1** CenturyLink will charge a Service Ordering Charge for each Customer request involving the same account, at the same premises, and at the same time.
- 2.2** CenturyLink will charge a Service Ordering Charge for reconnection of a temporarily disconnected service.
- 2.3** One Service Ordering Charge applies for all items included on the service order. CenturyLink will charge one Service Ordering Charge even if CenturyLink elects to issue more than one service order to comply with Customer's request.

**3. LINE CONNECTION CHARGE.**

- 3.1** Central Office Charge. CenturyLink will charge Customer for work associated with establishing or changing line connection in the CenturyLink central office. One central office charge applies to each line connection established or changed.
- 3.2** Access Line Charge. CenturyLink will charge Customer for work associated with the placement and connection of, or inspection of, drop wires at Customer's premises, including placing and inspection of a protective device. One access line charge applies to each line connected.

**4. PREMISES VISIT CHARGE.**

- 4.1** CenturyLink will charge a Premises Visit Charge for each visit to Customer's premises to perform work, other than to disconnect or repair work, at Customer's request.
- 4.2** If CenturyLink requires more than one visit to complete Customer's request only one premises visit charge is applicable.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

**LOCAL TERMS OF SERVICE:  
CENTURYLINK™ SERVICE CHARGES  
(Ohio Business Customers)**

**5. EXCEPTION FOR SERVICE ORDERING CHARGE, LINE CONNECTION CHARGE AND PREMISES VISIT CHARGES.**

**5.1** CenturyLink will not charge Customer for:

- A. Moves, Rearrangements or changes initiated by CenturyLink;
- B. Public Telephones;
- C. Change in billing and/or directory listing;
- D. Change in class, grade or type of service;
- E. The disconnection and removal of one or more items furnished under a directly associated monthly rate; or
- F. Customer-provided telephone sets or other terminal equipment connected by Customer when no central office line connection is required by CenturyLink.

**6. CLASS OF SERVICE CHANGE CHARGE.**

- 6.1** Class of Service refers to the capability of assigning to each station or line, a variety of allowable or denied types of calls on both an incoming and outgoing basis.
- 6.2** Each Private Branch Exchange, Centrex or SATS service has a predetermined number of such "classes" available for assignment to stations.
- 6.3** Charges are not applicable during initial installation of a PBX system to establish class of service assignments.
- 6.4** Where additional stations or features are added after initial installation, a Class of Service Change Charge is applicable for each station or trunk requiring programming work.
- 6.5** Where a change in class of service is at the sole request of Customer, a Service Ordering Charge and a Class of Service Change Charge(s) would apply in the case of PBX service or the central office line work in the case of Centrex or SATS service.
- 6.6** A Class of Service Change Charge applies for each access code change, route data change, 3-digit code restriction on trunks or tie lines or changing trunk group access for stations.

**7. RECORD ORDER CHARGE.** CenturyLink assesses the record order charge for work associated with receiving, recording and processing information necessary to execute Customer's request in which only Customer, its business office, directory or billing records are involved and no premises work, access line or central office work is necessary. Only one record order charge applies per Customer request.

**8. RESTORATION CHARGE.** CenturyLink assesses a restoration charge per each line that Customer restores to services following termination of that line. But a restoration charges does not apply following CenturyLink's completion of Customer's order to terminate Services. In this situation, service will then be re-established only on the basis of Customer submitting a new application for service to CenturyLink.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICES AND MTS

UNIVERSAL SERVICE DISCOUNT PLAN FOR SCHOOLS AND LIBRARIES (E-RATE)

1. General

The Universal Service Support Mechanism was established to ensure affordable telecommunications service to all Americans including low-income consumers and eligible schools and libraries. Public and private schools (generally grades Kindergarten-Twelve) and public libraries and qualifying consortia may be eligible to apply for support discounts (Support) through the Schools and Libraries Universal Service Support Mechanism (E-Rate Program) in connection with the purchase of the Company's services and equipment (Service).

In addition, these Customers may be eligible for state or local corollaries to the E-Rate Program. The Support may be provided by the E-rate Program in the form of a discount percentage of the billed charges for eligible Service. Schools, libraries, and consortia eligible for E-rate support pursuant to 47 Code of Federal Regulations part 54, subpart F shall comply with all E-rate Program rules and regulations in order to receive the Support.

2. Application for Support

2.1 E-Rate Program

The Customer will abide by all E-Rate Program rules for receipt of Support. The Customer is responsible for applying to the Schools and Libraries Division (SLD) of the Universal Service Administrative Company (or other authorized E-Rate Program administrator) for Support from the E-Rate program each year the Customer is eligible for the Support. The Customer will notify the Company in writing within 30 days of its receipt of a Funding Commitment Decision Letter from the SLD along with a copy of the notice and other relevant documentation as requested by the Company.

2.2 Other Funding Sources

The Customer is responsible for applying for Support from state and/or local administrators (Funding Sources). The Customer will notify the Company in writing within 30 days of its receipt of a Support commitment from such Funding Sources and will include a copy of its application, Funding Source Support documentation, and other relevant documentation as requested by the Company.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICES AND MTS

UNIVERSAL SERVICE DISCOUNT PLAN FOR SCHOOLS AND LIBRARIES (E-RATE) (Continued)

3. Receipt of Support

3.1 E-Rate Program

The Customer will pay, in full, all invoices issued by the Company prior to the Company's receipt of notification from the Funding Source acknowledging the Customer's receipt of Service. Upon notification, the Company will apply discounts to the Customer's invoices or reimburse the Customer according to the Funding Commitment Decision Letter. The Customer is responsible to apply for SLD reimbursement (instead of receiving discounted Company bills) for all eligible customer premise equipment rentals or other financed arrangements. The Company reserves the right to require the Customer to seek SLD reimbursement (instead of receiving discounted Company bills) if the Customer has not received its Funding Commitment Decision Letter from the SLD by December 31 of the funding year. All discounts or reimbursements will be retroactive to the date authorized by the SLD funding year. The Company will either apply a credit to the Customer's account or provide the Customer with a check corresponding to the appropriate amount of Support based on Service received.

3.2 Other Funding Sources

The Customer will pay, in full, all invoices issued by the Company prior to the Company's receipt of notification from the Funding Source acknowledging the Customer's receipt of Service. Upon notification, the Company will apply discounts or reimburse the Customer for Service delivered corresponding to the Funding Source acknowledgement. These discounts or reimbursements will be retroactive to the date authorized by the Funding Source funding year. The Company may reimburse the Customer with a credit to the Customer's account or with a check corresponding to the appropriate amount of Support based on Service received.

4. Application for Support

4.1 The Customer will reimburse the Company if the FCC, SLD or Funding Sources fail to do so or if the FCC, SLD or Funding Sources reclaim any portion of Support sent to the Company on Customer's behalf. Customer will not be responsible for Support withdrawn due to the Company's material failure to provide Service.

4.2 The Company is not responsible for the Customer's compliance with FCC, SLD or Funding Source rules and regulations, the Customer's applications for Support, or any decisions or actions by the FCC, SLD or Funding Sources with respect to the Customer.

4.3 For Service agreements of more than one year, the Customer may not terminate the Agreement based solely on its failure to receive Support.

**CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES**

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**I. GENERAL**

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**A. Charges Applicable Under Special Conditions**

Charges applicable under special conditions for the following are located in the [CENTURYLINK® LOCAL TERMS OF SERVICE: SPECIAL CONSTRUCTION AND PROVISION/EXTENSION OF FACILITIES](#) (see section 1.1.B. for URL):

· **Special Construction**

- **Conditions Requiring Special Construction**
- **Ownership of Facilities**
- **Interval to Provide Facilities**
- **Special Construction Involving Interstate and Intrastate Facilities**
- **Charges of Other Companies**
- **Special Construction Charges**
- **Expedited Order Charge**

- **Extension of Facilities to Service Residential Developments**
- **Provision of Facilities to Serve Commercial Developments and Structures**

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UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK  
LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

**CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES**

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**II. RESERVED**

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UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK  
LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

**CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES**

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**II. RESERVED (Cont'd)**

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UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK  
LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

**CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES**

**II. RESERVED (Cont'd)**

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UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK  
LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

**CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES**

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**II. RESERVED (Cont'd)**

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UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK  
LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

**CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES**

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**II. RESERVED (Cont'd)**

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LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

EXCHANGE SERVICES

I. BUSINESS LOCAL EXCHANGE SERVICES

A. Business Customer Service Eligibility

Business service is a class of exchange service furnished to individuals whose use of the Service is primarily of a business, professional or occupational nature, and those whose listings in the directory denote business use of the service. Business service rates apply when service is furnished at a location used primarily for business, professional, trade, or occupational purposes.

B. Service Limitation

1. Some Services and Custom Calling Services are not available in all locations.
2. The availability of service is also dependent upon CenturyLink's ability to secure and retain, without unreasonable expense, suitable facilities and rights for the provision of the Service. If excessive costs are involved for the construction of facilities, additional charges will apply. See CenturyLink Line Extensions and Special Constructions Services for a description of services and charges. Any special structural work required for supporting telephone wiring on Customer's premises will be provided at the expense of Customer.
3. Where concealed telephone wiring is required on Customer's premises, Customer will furnish, install, and maintain the necessary outlet boxes and conduit in accordance with CenturyLink's specifications.
4. Customer's Private Service Not for Public Use
  - a. Telephone service, other than "Public" and "Semi-Public" service, is furnished for the use of Customer or its employees or representatives except as service may be extended to CenturyLink-authorized joint users. Customer will not offer flat rate and message rate services in a location where the telephone would be accessible for use by Customer's patrons, or the public in general.
  - b. If Customer permits public use of service furnished for private use, CenturyLink will thereafter provide "Public" or "Semi-Public" service except where Customer consents to the facilities being so located as to permit no public use.
  - c. If it is found that Customer is sharing the Service, CenturyLink will require Customer to take joint user service, unless CenturyLink deems otherwise in its sole discretion.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

EXCHANGE SERVICES

I. BUSINESS LOCAL EXCHANGE SERVICES (Cont'd)

C. Order Term

Unless otherwise indicated in a Service-specific description below or if Customer selects a term discount plan or other term commitment, the minimum term of any Order for Service issued during the Agreement Term ("Order Term") is one month. The initial Order Term for the Service will be stated on the Order and will begin on the first day of the billing month following the date the Service is installed and available to Customer. At the end of the initial Order Term, the Service will renew on a month-to-month basis. Either party may terminate the Service by providing the other party 30 days' written notice of termination before the end of the initial Order Term or during any renewal Order Term.

D. Charges

1. Monthly Recurring Charges

a. Basic Local Exchange Service

CenturyLink will charge Customer a monthly recurring charge ("MRC") for Service depending on Customer's location. Customer may choose from one of the following rate plans:

- (1) Flat Rate Service
- (2) Local Unit Calling Service (also referred to as Local Measured Service). Local Unit Calling is only available for Basic Local Exchange Service and is not available for bundled service.

b. Additional Services

Certain additional Services and Custom Calling Services may have an additional MRC as described below.

2. Non-Recurring Charges

In addition, CenturyLink may charge the following non-recurring charges ("NRC"). These NRCs are more fully described in the *Local Terms of Service: CenturyLink Service Charges*.

- a. Service Connection Charges - These are NRCs applying to the ordering, installing, moving, changing, rearranging or furnishing of telephone service.
- b. Premises Visit Charges - These are NRCs for visits to Customer's premises to perform work, other than to disconnect or repair, at Customer's request.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

EXCHANGE SERVICES

I. BUSINESS LOCAL EXCHANGE SERVICES

D. Charges

2. Non-Recurring Charges (Cont'd)

- c. Line Connection Charges. These are NRCs for work performed by CenturyLink in its Central Office and in providing or rearranging the dropwire or outdoor circuit on Customer's premises, including connection or reconnection of lines, Customer-requested number changes and restoration of Service for vacation or suspended service.

- (1) A Central Office Charge will be assessed for work associated with establishing or changing line connection in the central office. One central office charge applies to each line connection established or changed.

- (2) An Access Line Charge will be assessed for work associated with the placement and connection of, or inspection of, drop wires at the customer's premises, including placing and/or inspection of a protective device. One access line charge applies to each line connected.

3. Term Discount Plan

a. Description

A Term Discount Plan (TDP) provides Customer with five or more local basic exchange services, key trunks, or PBX trunks at the same location and billed under a single bill, or who have five or more local basic exchange services, key trunks, or PBX trunks at different locations and billed under a single bill, with discounted rates for individual local basic exchange services, key trunks, and PBX trunks. Fewer than five local basic exchange services, key trunks, or PBX trunks are not eligible. The discount includes the EAS rate component. CenturyLink, in its sole discretion, may limit the areas in which TDPs are available. Individual local basic exchange services, key trunks, and PBX trunks must be ordered under a TDP for fixed periods of two or three years. Customer must specify the length of service for individual local basic exchange services, key trunks, and PBX trunks at the time of ordering.

- b. At the end of the TDP commitment period, Customer may renew the TDP for another TDP commitment period. If Customer does not specify renewal terms in writing 90 days prior to the TDP's expiration, the commitment period and the discount in effect at the time of expiration will automatically be extended for 12 months. Customer can terminate service at the end of the commitment period with no penalty or obligation to continue the service.



LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

EXCHANGE SERVICES

I. BUSINESS LOCAL EXCHANGE SERVICES

D. Charges

3. Term Discount Plan (Cont'd)

- c. Rate increases or decreases will automatically be applied to the monthly term plan rates for the remaining term of the TDP. If a CenturyLink-initiated rate increase causes the services under the TDP to increase by 10% or more annually, then Customer may cancel the TDP without incurring termination liability charges provided Customer notifies CenturyLink within 30 days after the effective date of the rate increase.
- d. If Customer disconnects any portion of the individual local basic exchange services, key trunks, and PBX trunks under a TDP prior to the end of the TDP, then a termination liability will apply to those services that are disconnected. The termination liability charge will be a one-time charge equal to the sum of 50% of the payments for the remainder of the TDP. If Customer drops below the threshold of five or more individual local basic exchange services, key trunks, and PBX trunks, Customer no longer qualifies for the TDP and the remaining individual local basic exchange services, key trunks, and PBX trunks will default to the then-current, standard month-to-month rates.

E. Basic Local Exchange Service Description

1. Description

- a. Basic Local Exchange Service is available through facilities owned and maintained by CenturyLink, and in multi-office exchanges is operated from the Central Office designated by CenturyLink. In certain exchanges extended service is furnished with availability of exchange service to other exchange areas of CenturyLink or of a connecting company. Foreign exchange service from other exchanges of CenturyLink or connecting companies may be furnished in designated areas.
- b. Toll service is furnished either by means of CenturyLink's toll lines or lines of a connecting company or both.
- c. CenturyLink reserves the right to provide local exchange service from any Central Office within the exchange area at its discretion.
- d. Basic Local Exchange Service will be provided within the exchange areas, base rate areas and special service rate areas designated by CenturyLink.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

EXCHANGE SERVICES

I. BUSINESS LOCAL EXCHANGE SERVICES

E. Basic Local Exchange Service Description (Cont'd)

2. Priority of Establishment of Basic Local Exchange Service. Applications for Service will be completed in the order of their receipt insofar as practicable and economical. CenturyLink reserves the right to prioritize applications for service in accordance with the facilities available and as allowed by law.
3. Provision and Ownership of Facilities
  - a. CenturyLink will own, furnish, and maintain all facilities and protective apparatus necessary to provide Service to the point of connection with customer premises equipment. All facilities provided must conform to the established construction standards of CenturyLink.
  - b. All facilities furnished by CenturyLink up to the protective device in connection with Customer's service will be carefully used and only duly authorized employees of CenturyLink will be allowed to alter in any manner any line facilities.

F. PBX System and Key System Access Lines

1. Private Branch Exchange Line Access
  - a. A PBX system permits telephone access to and control of outgoing Central Office lines (trunks) and features through dial access and/or switch hook control.
  - b. Incoming Central Office lines are generally answered by the attendant and extended inward to the assigned stations. Incoming calls may be answered with dial access when the PBX is equipped with night answer arrangements.
  - c. Dial access and/or switch hook control to Central Office lines require the exchange trunk rate for network access.
2. Key System Line Access

A Key System consists of one or more multi-button telephones and permits access to and control of a number of Central Office lines from key telephones through direct button access. The access line charge is applicable to key telephone systems for network access.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

EXCHANGE SERVICES

I. BUSINESS LOCAL EXCHANGE SERVICES

F. PBX System and Key System Access Lines (Cont'd)

3. Multi-function Systems.

- a. A Multi-function system has evolved from the PBX and key systems and utilizes micro-processor computers.
- b. Through programming, this system may become a PBX system with dial access trunks or a Key System with direct button access of each trunk or a combination of both systems.
- c. Multi-function systems are further described in the FCC Rules and Regulations, Part 68, concerning the Registered Equipment list.
- d. Multi-function systems require the exchange trunk rate for Central Office network access.

G. Tie Line Service

1. Description of Service

TIE Lines provide for the interconnection of private branch exchange systems. TIE lines may be provided between PBX systems of the same or different customers.

2. Charges

- a. Where TIE lines are provided between two or more PBX systems within the same CenturyLink serving Central Office area, transport charges are not applicable.
- b. Where TIE lines are provided between two or more of CenturyLink's Central Office areas, mileage charges are applicable based on the airline distance between the serving offices.
- c. Where additional conditioning equipment is required to increase the signaling range to amplify signals which may be too weak due to the distance involved, equipment may be provided by Customer or CenturyLink for an additional charge.
- d. TIE lines will be billed as Voice Grade Private Line 2-wire or 4-wire service. The MRC consists of (1) Channel termination charge, (2) Channel mileage charge and (3) optional features and functions.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

EXCHANGE SERVICES

I. BUSINESS LOCAL EXCHANGE SERVICES (Cont'd)

H. Direct Inward Dialing (DID) Service

**DID subscribers may need to purchase additional features or services to comply with the dispatchable location provisions of RAY BAUM's Act, as described in Section XVI.A.2.**

(N)  
|  
(N)

1. DID service permits calls incoming to customer premises equipment requiring outpulsing of digits from the network to reach a specific station line without the assistance of an attendant. DID Service is provided subject to the availability of facilities and telephone numbers.
2. DID service includes Central Office switching equipment necessary for in-dialing from the network directly to stations associated with customer premises switching equipment. DID service is required to maintain an adequate number of trunks as determined by CenturyLink in order to provide quality grade of service and prevent network degradation.
3. The Service must be provided on all lines in a trunk group arranged for inward service. Where DID is required on more than one group of trunks or Central Office lines, each such group shall be considered as a separate DID service.
4. The assignment of telephone numbers and the sequence of the numbers assigned to a DID service is made at the discretion of CenturyLink. Where the equipment configuration requires the assignment of blocks of telephone numbers or where Customer requests additional blocks of telephone numbers held in reserve for future use, rates and charges are applicable for each unused block of telephone numbers.
5. The rates contemplate the use of standard CenturyLink equipment and serving arrangements. When equipment or service of a special type arrangement is requested and provided, rates and charges are based on costs involved meeting the individual requirements of each case.
6. Operational characteristics of interface signals between CenturyLink-provided facilities and the customer-provided switching equipment must conform to the rules and regulations CenturyLink considers necessary to maintain proper standards of service.
7. Directory listings will be provided in accordance with that separate, service-specific annex within the *Local Terms of Service*. DID numbers furnished herein are not entitled to directory listings without charge. Where clients of a subscriber to DID service have no local exchange service but want to list one of these numbers, Shared Tenant Service will be applicable.
8. All switching systems provided this service must be arranged to provide for the intercepting of reserved, idle and/or unassigned station numbers

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

EXCHANGE SERVICES

I. BUSINESS LOCAL EXCHANGE SERVICES

H. Direct Inward Dialing (DID) Service (Cont'd)

9. At Customer's request and at the discretion of CenturyLink, subject to operating limits and the availability of facilities, DID service may be provided outside Customer's normal serving Central Office. Where a DID trunk group is served from a Central Office other than Customer's normal serving Central Office, the appropriate mileage rates for Foreign Exchange service,
10. In addition to the MRC, Service Charges, as more fully described in the *Local Terms of Service*: CenturyLink Service Charges, are applicable to the establishment or rearrangement of trunks and numbers in connection with providing DID service.
11. Installation charges for DID Central Office switching equipment are not applicable if Customer presently subscribes to DID service and changes the type of customer premises switching equipment. The following provisions apply:
  - a. Customer must maintain at least the same level of DID service requirements.
  - b. The replacing customer premises equipment must be served by the same Central Office as the existing customer premises equipment.
  - c. Central Office switching equipment additions or modifications must not be required in order to provide DID service to the replacing customer premises switching equipment.
  - d. Rates and charges are applicable to additional DID service requirements which exceed Customer's existing level of DID arrangements.

I. Call Line Identifier

See [CENTURYLINK LOCAL TERMS OF SERVICE: CALL LINE IDENTIFIER](#) for (see page 1.3 for URL) applicable terms and conditions.

J. Personal Messenger Service

Personal Messenger is a network prompted usage sensitive service that on a "busy" or "no answer" condition, allows the calling party to leave a message for the called party. When Customer accepts Personal Messenger, Customer is then prompted by a messaging server to record a message, up to 30 seconds. CenturyLink network will attempt to deliver the message every 30 minutes for up to 12 hours. Delivery is not attempted between the hours of 10:00 p.m. and 8:00 a.m. Blocking of this service for the calling party is available at no charge upon Customer's request.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

EXCHANGE SERVICES

I. BUSINESS LOCAL EXCHANGE SERVICES (Cont'd)

K. Temporary Service or Speculative Projects

1. Description of Service

CenturyLink will furnish temporary service or service to speculative projects under the following conditions:

- a. At CenturyLink's discretion, an applicant for service may be required to pay in advance the net cost of installing and removing any facility necessary in connection with furnishing of service.
- b. An applicant may be required to deposit with CenturyLink, before service will be furnished, a sum of money which CenturyLink considers necessary to assure adequate protection from loss of revenue, or to otherwise secure, in a manner satisfactory to CenturyLink, the payment of any bills which may accrue by reason of such service so furnished or supplied.
- c. Nothing in these terms and conditions will be construed as limiting or in any way affecting CenturyLink's right to collect from Customer any other or additional sum of money which may become due and payable to CenturyLink from Customer by reason of the service furnished or to be furnished hereunder.
- d. All charges for service apply to temporary services or service to speculative projects.

2. Change from Temporary to Permanent Status

If a payment is made as described in this section in circumstances under which a line extension charge would otherwise apply, and the customer operates for 36 consecutive months the facilities for which the service was established and his operations at the end of that time have proven their permanence to the satisfaction of CenturyLink, the payment pursuant to this section will be adjusted to the terms of the line extension rule.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

EXCHANGE SERVICES

I. BUSINESS LOCAL EXCHANGE SERVICES (Cont'd)

L. Shared Tenant Service (STS)

1. Description of Service

CenturyLink will provide STS to a Provider who intends to provide service to End Users who occupy business property or Transient Apartments, all on Contiguous Property under Provider's common control or ownership.

2. Definitions

For purposes of this section only, the following defined terms apply.

- a. Contiguous Property means a single parcel of land or adjoining parcels of land which are touching at a point, an edge or along a boundary, without interruption, or would be touching at a point, edge or along a boundary if not intersected or traversed by a public thoroughfare or right-of-way.
- b. End User means a person who subscribes to telecommunications services from a Provider, or a person within the boundaries of a Shared Tenant environment who subscribes to the telecommunication services of CenturyLink.
- c. Point of Demarcation means the point of interconnection between a telephone company's communications facilities and its protective apparatus and the terminal equipment or wiring at Provider's premises.
- d. Provider means a person who subscribes to a STS from CenturyLink and redistributes the service to End Users on Contiguous Property under Provider's common control or ownership. Provider does not include a person who provides telephone service accessible to providers or end users of pay phones, hotels, motels, universities or hospitals.
- e. Shared Tenant Service (STS) means a business service provided by CenturyLink to Provider which terminates at a point of demarcation. The service is redistributed by Provider to End Users.
- f. Transient Apartment means an apartment in a complex with multiple units, a residential hotel, an apartment hotel, a complex of time-share condominiums, or other complex on contiguous property, in which the average length of stay per room, unit or apartment as calculated for the entire complex is not more than 30 days.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

EXCHANGE SERVICES

I. BUSINESS LOCAL EXCHANGE SERVICES

L. Shared Tenant Service (STS) (Cont'd)

3. Responsibility of CenturyLink

- a. CenturyLink will furnish facilities to the Point of Demarcation suitable for STS and maintain and operate the facilities in a manner that ensures the timely delivery of services.
- b. CenturyLink will notify Provider that it requires access to Provider's facilities when an End User orders service directly from CenturyLink.
- c. If facilities to serve End User are not available from Provider, CenturyLink will provide the necessary facilities at End User's expense.
- d. CenturyLink may collect additional charges from Provider for the cost of special construction if one or more of the following conditions exist:
  - (1) CenturyLink has no other requirement for the facilities constructed at the request of Provider.
  - (2) Provider wishes to furnish telecommunications service using a type of facility, or via a route, other than that which CenturyLink would otherwise use in furnishing the requested service.
  - (3) Provider requests the construction of more facilities than are required to satisfy its order for service.
  - (4) Provider requests expedited construction and compliance with the request results in added cost to CenturyLink.
  - (5) Provider requests that CenturyLink construct temporary facilities until permanent facilities are available.
  - (6) The order for service placed by Provider causes CenturyLink to incur extraordinary costs resulting from the abandonment of facilities previously installed to provide service to the location served by Provider.
  - (7) CenturyLink will respond only to service calls made by Provider or Provider's agent who is designated in a letter of authorization received from Provider. All applicable service charges will apply if CenturyLink visits the premises in response to a report of a problem and determines that the problem is on Provider's side of the Point of Demarcation.



LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

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I. BUSINESS LOCAL EXCHANGE SERVICES

L. Shared Tenant Service (STS)

3. Responsibility of CenturyLink

- d. CenturyLink may collect additional charges from Provider for the cost of special construction if one or more of the following conditions exist: (Cont'd)

- (8) CenturyLink will respond to a service call made by an end user only if that end user is a direct customer of CenturyLink. All applicable service charges will apply if CenturyLink visits the premises in response to a report of a problem and determines that the problem is on the provider's side of the point of demarcation.

4. Responsibility of Provider

- a. A Provider who requests STS to serve End Users in Transient Apartments must provide to CenturyLink, at the time of the request and annually thereafter, a sworn verification, signed by an officer or other authorized representative of Provider, that the site to which STS is or will be provided meets the definition of Transient Apartment.

- b. Responsibility of Provider to End User.

- (1) Provider will not require End Users to subscribe to its services.
  - (2) Provider will inform End User of the right to subscribe to telecommunication services directly from CenturyLink before Provider establishes service with End User.
  - (3) Provider must obtain written acknowledgment from each End User of STS, at the time End User requests service from Provider that:
    - (a) End User is aware of and may, at any time, obtain service from CenturyLink at no charge from Provider to End User.
    - (b) Provider is the sole contact for End Users for all questions, service problems and billing disputes related to the services provided by Provider (i.e., not for CenturyLink services).
    - (c) End User may subscribe to listings in CenturyLink's directory through the Provider.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

EXCHANGE SERVICES

I. BUSINESS LOCAL EXCHANGE SERVICES

L. Shared Tenant Service (STS)

4. Responsibility of Provider

b. Responsibility of Provider to End User

- (3) Provider must obtain written acknowledgment from each End User of STS, at the time End User requests service from Provider that: (Cont'd)
  - (d) End User has unlimited access to local and intraLATA operator services, emergency 911 service and other emergency services.
  - (e) End User is aware that the telephone numbers assigned to Provider for use by End Users are the property of CenturyLink and not of the Provider or End User.
  - (f) End User is aware that if Provider ceases to provide STS, he may be required to pay applicable service connection charges and charges associated with establishing service with CenturyLink for special construction from the Point of Demarcation to the premises where the telephone is located.
  - (g) End User is aware that CenturyLink may interrupt service if Provider fails to pay for the service.
  - (h) End User in a Transient Apartment may access long distance operator services by dialing an 800 access number or, where facilities permit, a 101XXXX 0+ access number.
- (4) Provider must retain the written acknowledgment described in this section for at least three months after the termination of the service provided to End User.
- (5) Provider will provide End User with Provider's telephone number for repair services when Provider establishes service with End User.
- (6) Provider must separately identify all charges for local service that it provides on End User's bill.
- (7) Provider must not charge End User for STS if End User is a customer of CenturyLink.

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I. BUSINESS LOCAL EXCHANGE SERVICES

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4. Responsibility of Provider

b. Responsibility of Provider to End User (Cont'd)

- (8) End User must contact Provider for any problems related to the services provided in connection with STS. CenturyLink is not responsible to End User for those services.
- (9) At the request of an End User:
  - (a) Provider will subscribe to the listings in CenturyLink directory on behalf of End User.
  - (b) Provider will contact CenturyLink to initiate new listings and cancel existing listings in CenturyLink's directory.
  - (c) Provider will pay the applicable rates for the listings.
- (10) Provider will inform End Users of the method for obtaining access to CenturyLink.
- (11) Provider will provide unlimited access to local and intraLATA operator services, emergency 911 service and other emergency services.
- (12) Provider will provide End Users with clear dialing instructions for access to the services if the required dialing sequence differs from that used by CenturyLink.
- (13) A Provider who serves a Transient Apartment must allow an End User who occupies the apartment access to the long distance operator services desired by the end user by dialing an 800 access number or, where facilities permit, a 101XXXX 0+ access number.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

EXCHANGE SERVICES

I. BUSINESS LOCAL EXCHANGE SERVICES

L. Shared Tenant Service (STS)

4. Responsibility of Provider (Cont'd)

c. Responsibility of the Provider Regarding Facilities/Routing

- (1) The facilities of a Provider that are connected to the facilities of CenturyLink must:
  - (a) be installed in accordance with FCC 74 C.F.R. Part 68.
  - (b) comply with all other technical standards with which CenturyLink must comply.
- (2) Provider may purchase or lease from CenturyLink the existing inside wire facilities of CenturyLink which are on Provider's side of the Point of Demarcation to provide its service to End Users.
- (3) Provider is responsible for all cable facilities and all aspects of service on its side of the Point of Demarcation, including installation, repair, maintenance and replacement of such facilities.
- (4) Provider will verify to the best of its ability that any service problem is on CenturyLink's side of the Point of Demarcation before reporting the problem to CenturyLink.
- (5) Provider must route all local calls to CenturyLink.
- (6) Provider must hard wire all End Users it serves directly to the switch used by Provider to serve those End Users.
- (7) The provider may not provide an extension from its switch to End Users in a building or complex of buildings unless the extension is on the same Contiguous Property. For a charge, CenturyLink will provide extension service terminating at an answering service or at a private residence outside the Contiguous Property boundary if requested by the End User.
- (8) Provider is responsible for the through transmission of signals generated by Provider's equipment, or for the quality or defects in that transmission.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

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I. BUSINESS LOCAL EXCHANGE SERVICES

L. Shared Tenant Service (STS)

4. Responsibility of Provider

c. Responsibility of the Provider Regarding Facilities/Routing (Cont'd)

- (9) Provider is responsible for reception of signals by Provider's equipment or systems.
- (10) Provider is responsible for all damage to Provider's terminal equipment or systems because of testing by Provider.
- (11) Provider will grant CenturyLink at no charge:
  - (a) use of its inside wire facilities on Provider's side of the Point of Demarcation to provide service to End Users who choose to subscribe directly to the telecommunications services of CenturyLink.
  - (b) alternative pathways, such as conduit, easements or rights-of-way, if CenturyLink needs to reinforce or install additional cable because Provider fails to furnish adequate telecommunication service to End Users.

d. Responsibility of the Provider Regarding Billing.

- (1) Provider will collect bills rendered for its telecommunication and billing services and for the use of its facilities.
- (2) Provider will resolve billing disputes with its End Users.
- (3) Provider will pay all local and toll charges and make appropriate deposits with CenturyLink as required, even if Provider cannot collect the fees for its services from its end user.
- (4) If Provider fails to pay a bill, CenturyLink may terminate service.
- (5) If Provider terminates service or CenturyLink terminates service before Provider fully pays all charges for installation and special construction, Provider will pay the balance of the charges in full.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

EXCHANGE SERVICES

I. BUSINESS LOCAL EXCHANGE SERVICES

L. Shared Tenant Service (STS) (Cont'd)

5. Restrictions

- a. CenturyLink will not provide STS to a prospective provider who intends to serve end users who occupy single-family residential dwellings or apartments in a complex with multiple units.
- b. Provider will not resell intrastate long distance service unless Provider obtains a certificate of public convenience and necessity (CPCN) to provide long distance service. If Provider obtains a CPCN for the resale of long distance service, it will be subject to all applicable the regulations for that portion of its operations.
- c. Provider may not provide STS and resell intrastate service out of the same switch unless Provider demonstrates that the switch is partitioned in such a way that the volume of telephone calls for the different classes of End Users is clearly segregated to enforce the regulations, orders, decisions, terms and conditions, and tariffs applicable to each class of service.
- d. Provider may not use intraLATA or interLATA networking of STS switches.
- e. Provider may obtain intraLATA private line service between exchanges directly from CenturyLink, provided that the service terminates at the premises of the provider for the private use of the provider.

M. Call Blocking and Screening Services

1. 500 and 900 Call Blocking

This service allows information providers (Sponsors), Interexchange Carriers (IXCs) who provide billing and collection service for sponsors and residence, and business subscribers to request CenturyLink to block the origination of all 500 and 900 direct dialed "Pay-Per-Call" type services provided by Sponsors. A 500 and 900 blocked call will be diverted to a company-provided intercept announcement.

- a. 500 and 900 Call Blocking is available only where facilities and conditions permit and where necessary modification to provide the service can feasibly be made at CenturyLink's central office. Subject to this limitation, 500 and 900 Call Blocking is permitted from all business individual and trunk lines.

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EXCHANGE SERVICES

I. BUSINESS LOCAL EXCHANGE SERVICES

M. Call Blocking and Screening Services

1. 500 and 900 Call Blocking (Cont'd)

- b. 500 and 900 Call Blocking is available only for Customer-dialed, station-to-station calls, and only blocks all "Pay-Per-Call" type services and cannot be implemented to block specific programs. 500 and 900 Call Blocking blocks all calls to "Pay-Per- Call" type services from that line.
- c. Customer requested 500 and 900 Call Blocking will be removed from a residential or business individual and trunk line only after receipt of written letter from a Customer-authorized representative.
- d. The Sponsor or IXC must certify to CenturyLink that notification was given to Customer of possible blocking of "Pay-Per-Call" type services for non-payment before CenturyLink will provide Sponsor or IXC the requested 500 and 900 Call Blocking. Upon Customer's proof of payment or other satisfactory resolution of its business account, or upon notice by the Sponsor or IXC, sponsor-requested blocking will be removed by CenturyLink.

2. Billed Number Screening Service

- a. This service is available to subscribers of CenturyLink's local exchange services. This service is intended to prevent the charging of collect and/or third number billed calls to a customer's telephone number.
- b. CenturyLink will place information required to utilize billed number screening service in the Line Information Database (LIDB) or other database necessary to implement billed number screening service. In the event a call is placed and charged to a number which should have been prevented by billed number screening, CenturyLink makes no guarantee and assumes no liability arising out of the use or misuse of billed number screening service by any other entities, including, but not limited to, interexchange carriers. CenturyLink is fully responsible for calls charged to numbers, which should have been prevented by billed number screening service, that originate and terminate within CenturyLink's service territory, and are carried over no other carrier's network or facilities. Billed number screening service is offered subject to the availability of suitable facilities.

N. Call Rejection Service

Call Rejection Service enables the identification, by CenturyLink operators, of non-sentpaid calls from establishments which do not permit sent-paid calls. This service will allow users of the Service to place only calls which are charged to the called telephone (collect).

Call Rejection Service is available to hospitals, hotels, motels, correctional institutions, and other such institutions only where facilities permit.

This service will be provided by a separate trunk group which will not allow incoming calls.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

EXCHANGE SERVICES

II. CUSTOM CALLING SERVICES FOR BUSINESS

Custom Calling Services may be furnished with single line Basic Local Exchange Service only. Services under this section will not be provided on FX, **and Coin** Telephone Service, ISDN-BRI or ISDN-PRI. Custom Calling Services may not be available in all locations.

(D)

A. Anonymous Call Rejection

Anonymous Call Rejection allows Customer to route blocked calls to a prerecorded message which indicates to the calling party that the subscriber to Anonymous Call Rejection does not accept blocked calls. Blocked calls are calls that have been designated as private by a calling party by use of Caller ID Per Call.

B. Call Blocking/Screening Services

1. Per Call Blocking is automatically included with the provision of telephone service for single-line business customers. Per Call Blocking will be activated by CenturyLink at no charge.
2. Before placing an outgoing telephone call, Customer may designate their number as private and prevent the delivery of their telephone number and name to the called party. On a per call basis, Customer dials the Per Call Blocking activation code which prevents their telephone number and name from being displayed.
3. Per Call Blocking, when activated, will prevent the use of Return Call. For Return Call attributes, see that section within this annex.
4. Local Public Access Lines are not eligible for per call blocking. Local Public Access Line numbers and name associated with the paystation will always display on a Caller ID unit.

C. Call Forwarding

1. Call Forward Features

- a. Call Forwarding permits the forwarding of incoming calls under a variety of conditions to another telephone number either by dialing an activation code or via pre-programming by CenturyLink. Calls may be forwarded to any number subject to the availability of the necessary facilities in the Central Office from which the calls are to be transferred. Customer is responsible for applicable usage charges. Only one call forwarding arrangement, consisting of a single calling path, will be provided per exchange service line for which Customer subscribes to this Service.
- b. Call Forwarding may not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part, of usage charges that would regularly be applicable between the station originating the call and the station to which the call is ultimately transferred.



LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

EXCHANGE SERVICES

II. CUSTOM CALLING SERVICES FOR BUSINESS

C. Call Forwarding (Cont'd)

2. Call Forwarding

- a. This Service permits the manual forwarding of incoming calls to another telephone number. When activated, all calls will forward; calls cannot be answered from a line with Call Forwarding activated. Call Forwarding overrides Call Forward/ No Answer and Call Forward Busy, but those Services resume functionality when Call Forwarding is deactivated.
- b. Call Forwarding provides the capability to control activation/deactivation and the forward-to number of the Service by using dialing tones.

3. Call Forward/No Answer

- a. This Service permits the automatic forwarding of an incoming call to another telephone number when the called telephone remains unanswered for a predetermined number of rings, usually four or five.
- b. Where facilities are available, this Service also includes Call Forwarding of Call Waiting (provided under CenturyLink's General Tariff for Ohio, posted to [http://about.centurylink.com/legal/rates\\_conditions.html](http://about.centurylink.com/legal/rates_conditions.html)) when Customer is also subscribed to Call Waiting or Enhanced Call Waiting. Call Forwarding of Call Waiting forwards unanswered waiting calls to a customer-designated telephone number using Call Waiting and Call Forward/No Answer. An incoming call to a busy line first receives a Call Waiting tone. If the call is not answered within a set period of time, the incoming call is forwarded to a customer-designated telephone number.
- c. Call Forward No Answer-Fixed. This Service is activated and the Customer selects forward-to number is preprogrammed by CenturyLink at the time Service is established and can only be changed via service order.

4. Remote Call Forwarding (RCF)

- a. Remote Call Forwarding (RCF) is a service whereby a call placed from a station (the originating station) to a RCF subscriber's telephone number in an exchange (the call forwarding location) is automatically forwarded by CenturyLink facilities to another station (the terminating station) designated by the RCF subscriber, which is located in a different exchange or within the same exchange.
- b. RCF will be available in those Central Offices equipped to provide such services.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

EXCHANGE SERVICES

II. CUSTOM CALLING SERVICES FOR BUSINESS

C. Call Forwarding

4. Remote Call Forwarding (Cont'd)

- c. RCF is not offered where the terminating station is a coin telephone.
- d. RCF may be forwarded to an 800 number.
- e. RCF is subject to transmission limitations, so that the quality of transmission of calls which are forwarded may vary depending on the distance and the routing necessary to complete each call and normal transmission is not guaranteed on any forwarded call. This Service is not represented as being suitable for the transmission of data or for connection to other services beyond the premises of the terminating primary station.
- f. RCF is provided on the condition that Customer subscribes to sufficient access lines at the terminating location to adequately handle calls from the RCF location without interfering with or impairing any services offered by CenturyLink.
- g. If, in the opinion of CenturyLink, additional RCF lines at the call forwarding location or access lines at the terminating location are needed, CenturyLink will notify Customer and request Customer to correct the facility deficiency. If the facility requirement is not corrected within 10 days, the RCF service is subject to disconnection.
- h. RCF customers are entitled to one listing in each of the alphabetical and yellow page sections of the local telephone directory at no additional charge.
- i. CenturyLink will not provide identification of the originating telephone number to the RCF subscribers.
- j. A local telephone number is assigned to the Service. When that number is dialed, the call will be forwarded to the distant location. Multiple calls may be forwarded through multiple RCF (LENS) numbers; however, these would be limited to the number of access lines to which the calls are being forwarded.
- k. The message charges applicable to remotely forwarded calls will apply on a usage basis, typically on a per-minute basis, and will be comprised of two separate charges: (a) a charge if applicable, for that portion of the call from the originating station to the Call Forwarding location, and (b) a charge for that portion of the call from the Call Forwarding location to the terminating station.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

EXCHANGE SERVICES

II. CUSTOM CALLING SERVICES FOR BUSINESS

C. Call Forwarding (Cont'd)

5. Call Forward Busy

- a. This Service permits the automatic forwarding of an incoming call to another telephone number when the called telephone is already in use. Customer may not use Call Forward Busy to extend calls on a planned and continuing basis to intentionally avoid the payment of Rotary Line/Hunting Service.
- b. Call Forward Busy-Fixed. This option is activated and the Customer-selected forward-to number is preprogrammed by CenturyLink at the time service is established and can only be changed via a service order.

D. Three-Way Call Conferencing

1. Three-way Call Conferencing allows Customer to add a third party to the existing originating or terminating call. At any time during the call, the added party may hang up without affecting the original connection.
2. There are no restrictions on the number of times a new party may be added or dropped from an existing call.

E. Repeat Dialing

1. By dialing the Repeat Dial activation code, Customer directs the Central Office to recall the telephone number of the last outgoing call from his telephone. The Central Office will redial the telephone number whether or not the original call was answered, unanswered or busy.
2. If the redialed number is busy, the Central Office will monitor the status of that line for up to 30 minutes. When the line becomes available, the Repeat Dial Subscriber will be signaled with a distinctive ring. When Customer lifts the handset, the call will be automatically dialed.

F. Return Call

1. By dialing the Return Call activation code, Customer directs the Central Office to recall the telephone number of the last incoming call to their telephone. Customer can return a call without knowing the telephone number of the calling party, unless the calling party has activated Per Call Blocking or All Call Blocking as described in the applicable section of this annex.
2. If the recalled number is busy, the Central Office will monitor the status of that line for up to 30 minutes. When the line becomes available, the Return Call Subscriber will be signaled with a distinctive ring. When Customer lifts the handset, the call will be automatically dialed.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

EXCHANGE SERVICES

II. CUSTOM CALLING SERVICES FOR BUSINESS (Cont'd)

G. Selective Call Acceptance - **Grandfathered**

(C)

**Effective September 24, 2021, this service is grandfathered for Individual Line Service and availability is limited to lines currently in service at existing locations for existing customers.**

(N)

|

(N)

1. Selective Call Acceptance screens incoming calls and restricts the acceptance of calls to only those from preprogrammed telephone numbers. Calls from any other telephone number are denied access and are redirected to a prerecorded message.
2. Customer can establish a Selective Call Acceptance list of 12 telephone numbers or less. Customer can program and edit the designated telephone numbers by dialing an access code and following the recorded announcements.

H. Selective Call Forwarding

1. Selective Call Forwarding allows Customer to designate telephone numbers that are to be forwarded on future incoming calls. Customer also designates a remote telephone number to which the incoming calls will be forwarded.
2. Customer can establish a Selective Call Forward list of 12 telephone numbers or less. Customer can program and edit the designated telephone numbers by dialing an access code and following the recorded announcements.

(C)

I. Selective Call Ring (**a.k.a. Priority Call**)

(C)

1. Selective Call Ring (**a.k.a. Priority Call**) allows Customer to designate telephone numbers that will be automatically identified by a distinctive ring or call-waiting tone (short-long-short). However, Customer will receive the call waiting tone (short-long-short) only if Customer also subscribes to CenturyLink Call Waiting.
2. Customer can establish a Selective Call Ring list of 12 telephone numbers or less. Customer can program and edit the designated telephone numbers by dialing an access code and following the recorded instructions.

J. Selective Call Rejection

1. Selective Call Rejection allows Customer to designate telephone numbers that are to be denied access on future incoming calls. Rejected calls are redirected to a prerecorded call rejection message.
2. Customer can establish a Selective Call Rejection list of 12 telephone numbers or less. Customer can program and edit the specified telephone numbers by dialing an access code and following the recorded instructions.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

EXCHANGE SERVICES

II. CUSTOM CALLING SERVICES FOR BUSINESS (Cont'd)

K. Signal Ring (**Custom Ring**) and Call Services

1. Signal Ring (**Custom Ring**) enables Customer to identify an incoming call by having **one additional number** assigned to their main access line (Primary Directory Number). Each Secondary Directory Number is assigned a distinctive ring to enable Customer to determine which number or person is being called. Signal Ring is associated with incoming calls only and does not provide a separate dial tone line to place outgoing calls. **Directory listings are not included. Customers subscribed to Personal Ringing prior to September 1, 2021 may have up to three (3) additional numbers on the same line, for a total of four (4) numbers assigned to a single line, as long as the additional numbers were assigned prior to that date. Effective September 1, 2021, only one additional number may be assigned to a single line**
2. Each Secondary Directory Number is entitled to one directory listing. If any Customer requests a Secondary Directory Number as a business listing, the Primary Directory Number will be considered a business access line and the applicable business rates will be charged to Customer.
3. Any Custom Calling Services assigned to the Primary Directory Number will work in conjunction with the Secondary Directory Numbers.

L. Speed Dial

1. Speed Calling allows Customer to establish and change a list of seven digit telephone numbers which may then be accessed by dialing a one or two digit code.
2. Customer may subscribe to an eight number list for one digit speed calling or a 30 number list for two digit speed calling but may not subscribe to both on the same line.

M. Call Within

1. Call Within allows Customer to communicate between telephone instruments connected to the same primary access line.
2. Customer, by dialing their own telephone number, is instructed via a recorded announcement to hang up the telephone receiver until ringing stops. When Customer hangs-up, ringing current is applied to the line and all instruments equipped will ring.
3. When another telephone on the line is answered, ringing stops. The originator of the call then picks up his receiver and communication begins.

N. Warm Line

This Service will dial a predesignated telephone number if dialing has not begun within the preset delay interval after the telephone goes off-hook. CenturyLink will not be liable for any errors, omissions or failure associated with the programming, transmission, or receipt of a signal to or at a predesignated number.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

EXCHANGE SERVICES

II. CUSTOM CALLING SERVICES FOR BUSINESS (Cont'd)

O. Custom Calling Service Packages

1. From time to time, CenturyLink may offer certain Custom Calling Services together for a bundled MRC. No change will be made in Custom Calling Services offered in a Custom Calling Service Package. If Customer request a disconnect or change of any Custom Calling Service, the individual Custom Calling Service rates will apply.
2. The Service Order Change Charge does not apply when upgrading to a Custom Calling Service Package. All applicable Service Connection Charges apply for new Basic Local Exchange Service or when Customer moves Service from one location to another.
3. See [LOCAL TERMS OF SERVICE: BUSINESS FEATURE PACKAGE AND BUNDLE SERVICES](#) (see page 1.3 for URL) for descriptions, terms and conditions for Custom Calling/ExpressTouch Feature Packages.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

EXCHANGE SERVICES

III. PAYPHONE LINE SERVICE

A. General

1. Payphone line service (PLS) is a class of service furnished to individuals, firms or corporations which permits connection of a customer-provided instrument that is activated by the deposit of coins, cards, tokens or the entry of a customer account number, to CenturyLink's lines.
2. PLS will be provided on a dial-tone-first basis to enable end users to dial certain calls without requiring coin deposits, such as 911 emergency calls (where available), local directory assistance, telecommunications relay service calls for the hearing disabled and non-sent paid calls. Where 911 emergency service is unavailable, "0-" calls must connect to the local exchange carrier.
3. Service will be provided on a two-way basis. However, Service may be arranged for outward-only calling if specifically requested in writing by the subscriber, property owner, commercial tenant or the municipality. A notice must be posted on the payphone instrument indicating outgoing-only service.
4. CenturyLink will provide payphone line service subject to the availability of facilities, where technically feasible and from properly equipped central offices. PLS access lines are standard loop start, two-wire circuits.
5. A listing in the white page section of the exchange directory may be provided in connection with PLS. Customer, however, may choose to have non-published telephone numbers for PLS access lines at no additional charge. Additional listings will be at rates specified in the Ohio Business Services Price List. Although Customer is entitled to a directory listing without charge, the PLS end user may be listed instead at the rate for an additional listing.
6. Customer is responsible for meeting all federal, state and local statutes with respect to provisions of customer-provided telephone equipment to aid hearing impaired and handicapped persons.
7. Payphones must be able to accept coins of various denominations (i.e., nickels, dimes and quarters) and to return coins. If the payphone is a currency accepting instrument, it will be able to return currency or coins.
8. Service will have access to local, long distance, access code, and toll-free service, with free end user access to all locally certified long distance carriers. Customer will provide access to Directory Assistance and maintain a current and complete local telephone directory at each indoor payphone instrument if the provider charges the end user for directory assistance.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

EXCHANGE SERVICES

III. PAYPHONE LINE SERVICE

A. General (Cont'd)

9. Temporary suspension of service (vacation service), is not available for PLS. Originating line screening and billed number screening may be provided on PLS at rates and regulations as the Ohio Business Services Price List.
10. CenturyLink may disconnect service if the Commission finds the customer is not in compliance with the requirements set forth in this tariff and according to the Minimum Telephone Service Standards.

B. Rules and Regulations

1. Coin Control Service

- a. Coin control service is available as an optional service for use in conjunction with payphone line service. Coin control service is based on a central office platform that offers features for use with coinless or coin operated (payphone) telephone service. Coin control service uses a software-driven system to provide features and capabilities similar to those provided by microprocessor based, "smart", payphone sets.

- b. Coin control service provides the following features:

(1) Coin collection, return, and recognition

This Service monitors signals from the payphone to identify when coins are deposited. This feature identifies the status of the attempted call and sends a signal to the payphone to collect the coins when the call is completed or return the coins when the call is not completed.

(2) Announcements

This Service provides standard announcements used with payphone telephone service. Announcements such as deposit required for long distance calls, amount of overtime credit, and additional deposits required are provided by this feature.

(3) Pre-prompting for overtime

This Service allows the payphone line end user to prompt the end user for additional deposits required for overtime periods of conversation time, prior to the end of time limit, and call cut-off if deposit is not received.



LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

EXCHANGE SERVICES

III. PAYPHONE LINE SERVICE

B. Rules and Regulations (Cont'd)

2. Quick-Call

- a. Quick-call is an abbreviated access dialing service provided to interexchange carriers authorized to provide telecommunications service in Ohio. Customer has access to carriers through use of an abbreviated dialing sequence. This Service will be offered at locations determined by CenturyLink or at the request of an interexchange carrier. It will be provided only at locations where touch-tone is available.
- b. Upon initiation of this service by an interexchange carrier, the carrier will be assigned an abbreviated dialing sequence, which will be utilized for all future locations in CenturyLink's service area.
- c. Quick-call is offered by one of two methods at CenturyLink's option.
  - (1) Option A is provided by hardware at individual payphone locations.
  - (2) Option B is provided by software in the serving central office.

3. Answer Supervision

- a. Answer supervision provides the capability of delivering "off-hook" supervisory signals from the subscriber's serving central office to a line interface at the subscriber's premises. These supervisory signals indicate that the called party has answered the incoming call (gone "off-hook").
- b. Answer supervision is provided only in connection with local or 1+intraLATA toll calls processed and completed by CenturyLink.
- c. Answer supervision is furnished only from central offices arranged to provide this Service and is provided subject to the availability of facilities.
- d. This Service is only available with line-side terminated PBX trunks and pay telephone access lines. It is not available with residence or business lines, digital facilities, or trunkside terminated facilities, such as DID trunks, or trunk-side access facilities.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

EXCHANGE SERVICES

III. PAYPHONE LINE SERVICE

B. Rules and Regulations (Cont'd)

4. Rates and Charges

- a. Access Line rates and rates for available features are listed in the Ohio Business Services Price List. Rates are in addition to the applicable service order charges.
- b. Customer will be responsible for paying the End User Common Line (EUCL) rate for multiline business subscribers as found in the applicable Local Operating Companies' F.C.C. Tariff; plus the Intrastate Access Fee (IAF), as found in the applicable Access Service Tariff for the local operating company providing the Service. All other applicable charges (e.g., toll charge, mileage charges, etc.) are the responsibility of Customer.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

EXCHANGE SERVICES

IV. JOINT USER SERVICE

- A. Joint User Service is an arrangement whereby an individual, firm, corporation or association, doing business under a separate name shares in the use of a primary customer's business telephone service. To facilitate this use, a directory listing will be provided for each joint user without additional charge. Additional business listings at the regular monthly rate may be furnished provided the listings would be permitted if the joint user is the Customer. Customer's facilities may not be extended off the premises on which the primary service is located to provide Joint User Service only.
- B. Joint User Service is applicable and is furnished upon application made by the customer as follows:
  - 1. Application for the use of the customer's service by any individual, firm, company or association doing business under a separate name and occupying jointly, or in part, the premises on which primary service is located, or the premises on which the customer has existing off-premises service.
  - 2. Application for the use of the customer's service for another business publicly conducted by the customer and differing in character or scope and in name from the business for which the facilities are furnished.
  - 3. Application for service to be furnished over the facilities utilized in furnishing service to the customer, in the name of another individual, firm, company, corporation, or association represented by the customer and the use of the name to be listed is authorized by the owner of the name.
- C. Joint User Service will not be applicable, when in CenturyLink's discretion, the service arrangement requested does not constitute the sharing of the primary customer's business telephone service.
- D. The minimum charge for joint user service will be the monthly rate and providing that the listing is included in the telephone directory the charge will continue until the end of the directory period unless:
  - 1. the joint user vacates the primary customer's premises;
  - 2. the primary customer's service is discontinued; or
  - 3. the joint user becomes a customer to business service in the same exchange.
- E. Joint user service is not furnished in connection with foreign exchange service, or interexchange receiving service.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

EXCHANGE SERVICES

V. DIRECTORY SERVICES

A. General

1. Provision and Ownership of Telephone Numbers

The assignment of a number to Customer's telephone service will be made at CenturyLink's discretion. CenturyLink owns all telephone numbers assigned to Customer. Customer has no proprietary right in the number and CenturyLink may make such reasonable changes in the telephone number or Central Office designation as it deems appropriate in its sole discretion.

2. Provision of Telephone Directories

- a. CenturyLink will distribute telephone directories to customers from time to time as it deems necessary.
- b. Customer may be furnished a telephone directory for each telephone or exchange line. At the option of CenturyLink, additional directories may be purchased by Customer.
- c. A binder, holder, insert, auxiliary cover or attachment may be attached to or used with telephone directories provided by CenturyLink as long as they are not so attached as to impede reference to emergency or essential service information.

3. Limitation of Liability

a. Directory Error or Omissions

- (1) Directory Listings Furnished Without Additional Charge. CenturyLink is not liable for any error, omission or other failure in connection with directory listings furnished without an additional charge. Customer holds CenturyLink harmless from any claims, loss, damage, or liability which may result from such errors, omissions, or other failures.
- (2) Directory Listings Furnished at an Additional Charge. The liability, if any, of CenturyLink for any error, omission or other failure in connection with directory listings furnished at an additional charge will not exceed the total additional charge specifically paid by Customer to CenturyLink for the additional listing.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

EXCHANGE SERVICES

V. DIRECTORY SERVICES

A. General

3. Limitation of Liability (Cont'd)

b. Right to Use Business Name

Customer assumes full responsibility concerning the right to use any name as a directory listing and holds CenturyLink harmless from any claims, loss, damage, or liability which may result from the use of such name in a listing. CenturyLink does not undertake to determine the legal, contractual, or other right to the use of a name to be listed in a telephone directory of the CenturyLink. CenturyLink will not be a party to controversies between customers as a result of the publication of such listings in its directories.

c. Consequential Damages

In addition to the limitations in this section, CenturyLink will not be liable for any consequential, incidental, or indirect damages for any cause of action, including any claims of lost profits, lost revenues, and loss of business opportunity, whether or not the other party was aware or should have been aware of the possibility of these damages.

d. Indemnification

Customer indemnifies and holds harmless CenturyLink against any third party claims for damages caused or claimed to have been caused by the publication of a non-published telephone number or the disclosing of said number to any person.

UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK  
LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

EXCHANGE SERVICES

V. DIRECTORY SERVICES (Cont'd)

B. Directory Listings

1. Service Description

a. Listings at No Charge

CenturyLink provides business customers receiving the following services with one listing in the alphabetical section and/or one listing of the classified section of the telephone directory without charge.

- (1) Each non-rotary individual line and the first individual line in a rotary group;
- (2) Each Centrex system;
- (3) Each Joint User service;
- (4) PBX directly connected to a Central Office;
- (5) Each Semi-Public or Guarantee Toll Primary Station;
- (6) Each Telephone Answering Service station; and
- (7) Shared Tenant System

b. Listings at an Additional Charge

CenturyLink provides the following listings to business customers for an additional charge:

(1) Duplicate Listings

Duplicate listings are for customers whose name may be arranged or spelled in more than one way and are provided in the alphabetical section of the telephone directory. CenturyLink may reject duplicate listings if in CenturyLink's judgment the listing is for the purpose of securing a preferential position in the directory or for advertising purposes.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

EXCHANGE SERVICES

V. DIRECTORY SERVICES

B. Directory Listings

1. Service Description

b. Listings at an Additional Charge (Cont'd)

CenturyLink provides the following listings to business customers for an additional charge: (Cont'd)

(2) Additional Listings

Additional listings appear in the alphabetical section of the telephone directory and are in addition to the primary listing furnished with the subscribed service. In connection with private branch exchange service, additional listings at the monthly rate for business additional listings are available to permanent or seasonal guests at hotels, motels, clubs, and apartment houses. Customers with business service are permitted to designate, with the consent of those designated, the names or partners, affiliates or employees of the Customer, firms or corporations to be used in additional listings of the subscriber's call number, subject to the following provisions:

- (a) The listings must not be repetitions;
- (b) The listings must be of member of the firm, officers of the corporation, agents, employees or other associated in the same business with Customer or of a business house which Customer represents or owns including a firm or corporation under his control;
- (c) If the business telephone is located in Customer's residence, Customer may have a residence listing of that telephone as one of his additional listings, otherwise business additional listings are not permitted in connection with residential service;
- (d) Ordinarily, all additional listings are the same address and telephone number as the primary listing, except for alternate call number listings. But when it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, a listing will be permitted for the address of a private branch exchange station, Centrex station, or business extension of either, installed on same continuous property of Customer, but at a different address from that of the switchboard primary listing; and

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

EXCHANGE SERVICES

V. DIRECTORY SERVICES

B. Directory Listings

1. Service Description

b. Listings at an Additional Charge

(2) Additional Listings (Cont'd)

- (e) Off-premises business extensions of a different address from the primary listing for main stations, private branch exchange stations or Centrex stations will incur the additional business listing charge at the monthly rate.

(3) Reference Listings

Reference listings are furnished to customers who change their names, absorb other businesses or subdivide their business and have the authority to continue the use of the old names; and in other cases, when in the judgment of CenturyLink, they are considered necessary and are not intended for advertising purposes.

(4) Information Listings

Non-listed telephone service allows Customer to have the listing of its name, address, and telephone number omitted from the directory but included in information records. Non-address telephone service allows the customer to have the address omitted from his listing as it appears in the directory or on information records.

(5) Vanity Listings

Vanity listings are based upon the current availability of that telephone number and may be listed in the white pages. When listed, the numeric equivalent of the Vanity listing will immediately follow the alpha listing in the directory. Only the numerical listing shall be available from Directory Assistance.



LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

EXCHANGE SERVICES

V. DIRECTORY SERVICES

B. Directory Listings

1. Service Description

b. Listings at an Additional Charge (Cont'd)

(6) Foreign Exchange and Foreign Exchange Service Listing

Listings of subscribers to foreign exchange service appear ONLY in the alphabetical directory listing of the foreign exchange from which they receive the foreign exchange service. A foreign listing is a listing in the exchange area other than that in which the subscriber is located. The charge applying for a foreign exchange listing will be that charged by the telephone company publishing the directory in which the listing will appear.

(7) Listings of Alternate Call Numbers

Arrangements may be made to list the alternate call number in association with the listing of the primary call number. The alternate call number must also be listed in proper alphabetical order in the directory and will appear immediately under the primary call number listing. Customers whose telephone number is used as the alternate call number must provide consent, except when the alternate call number is that of another telephone of Customer or the telephone of an employee or associate in business.

c. Components of Directory Listings

(1) Listings

Business listings consist of Customer's business name, designation descriptive of Customer's business, and the telephone number. At Customer's discretion, the business listing may also include Customer's business address, which must be the physical address of the active business location where the Customer renders service. Fictitious addresses or physical addresses which are not active Customer business locations are prohibited and may result in termination of Customer's business listings, at CenturyLink's sole discretion. For services that transfer calls placed to the listed telephone number to a different telephone number (e.g., Remote Call Forwarding), the physical address associated with the listing must be the active physical address to which calls are ultimately terminated, although the physical address of the premises at which service is rendered may be omitted at Customer's request.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

EXCHANGE SERVICES

V. DIRECTORY SERVICES

B. Directory Listings

1. Service Description

c. Components of Directory Listings (Cont'd)

(2) Name

Each listing contains the name of the customer to whom service is rendered. If that name is the same as, or deceptively similar to, the name of any other customer in the directory, CenturyLink may add language it deems necessary to distinguish the identity of the customer seeking the listing.

(3) Address

When Customer requests that its business address is included, all Customer listings will include a street numbers, followed by the name of streets, except when CenturyLink deems that other information serves as a better means of identification. The use of floor, room, or suite numbers of buildings or other detailed designations are not permitted except as an Additional Listing.

(4) Changes by CenturyLink to Directory Listings

CenturyLink reserves the right to make any changes in directory listings as necessary in its sole discretion.

(5) Restricted Service

In connection with private branch exchange, Centrex, or key system services, no listing will be furnished if a telephone is furnished only for intercommunications with other stations of the same private branch exchange Centrex or key system.

2. Non-published Number Service

Upon Customer's request, CenturyLink will assign a non-published telephone number to Customer for an additional charge.

- a. A non-published telephone number is one omitted from both the directory and CenturyLink's information records.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

EXCHANGE SERVICES

V. DIRECTORY SERVICES

B. Directory Listings

2. Non-published Number Service (Cont'd)

- b. CenturyLink will exercise reasonable care not to disclose the non-published number to any person other than to representatives of a law enforcement agency, to its own employees for use in connection with service records, to persons involved in the CenturyLink's billing and collection activities, to telecommunications common carriers for use in billing and collection activities, or to other telephone customers billed for calls placed from non-published number. CenturyLink will disclose the non-published number when compelled by applicable law or regulation.
- c. If the non-published number is published or disclosed other than as permitted under these provisions, all liability of CenturyLink to Customer for such publication or disclosure, regardless of the type or nature of Customer's damages, will be limited to and satisfied by refund of all amounts collected and cancellation of any charges which CenturyLink assessed Customer related to the non-published number service for the six billing periods immediately preceding the month in which Customer suffered the damage, plus waiver of the service charge for a change of telephone number.
- d. Customers with non-published numbers forfeit the privacy afforded by the service to the extent that the telephone number is identified through activation of a Call Trap or Call Trace procedure whereby the name and address of the subscriber will be provided to the authorized law enforcement agency upon request.
- e. Non-published number service will not be furnished in connection with certain automatic announcement, automatic answering and recording, or recorder coupler services.
- f. Non-published number service is not available to Customers operating business(es) from a hotel, apartment house, boarding house, hospital, retirement home, club, or like complex which is listed under the number of the PBX, PABX or semi-public service furnished to such premises.

C. Directory Assistance Service

Business and residence terms and conditions for Directory Assistance can be found in Section XV. DIRECTORY ASSISTANCE SERVICE on page 77 of this Local Terms of Service.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

MESSAGE TOLL TELEPHONE SERVICE (LOCAL TOLL SERVICE)  
(MESSAGE TELECOMMUNICATION SERVICE)

I. GENERAL

A. Provision of Service

CenturyLink provides the Service on an intrastate basis to Customer and to message toll telephone service of other companies to the extent that these terms are used by such other companies. The Service includes message toll mobile telephone service.

B. Incorporation of Terms

Where reference is made in these terms to regulations, rates and charges specified in other applicable terms and conditions, such terms and conditions as they now exist, or as they may be revised, added to or supplemented are hereby incorporated into these terms as applicable.

C. Commission

Intrastate message toll service as governed by these terms is available in the exchanges as defined by maps filed with the applicable regulatory authority.

II. RULES AND REGULATIONS

A. Description

Service provides for the furnishing of facilities, other than facilities for exchange service or mobile telephone service, for telephone communication between local service areas, or between a local service area and a mobile service area, or between two mobile service areas, in accordance with the regulations and system of charges specified in these terms.

B. Abuse or Fraudulent Use of Service

CenturyLink may discontinue local toll service, after notification, to any individual, partnership, association or corporation who uses or permits use of the facilities that CenturyLink furnishes to obtain, or attempting to obtain, or assisting another to obtain, or attempting to obtain, message toll telephone service by re-arranging, tampering with, or making connection with any CenturyLink facilities, or by any trick, scheme, false representation or false credit device, or by or through any other fraudulent means or device whatsoever with intent to avoid the payment, in whole or part, of the regular charge for Service.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

MESSAGE TELECOMMUNICATION SERVICE

II. RULES AND REGULATIONS (Cont'd)

C. Advance Payments

CenturyLink may require Customer to make advance payments for charges, including service connection charges, installation charges and special construction charges as necessary to protect CenturyLink's toll service revenues. The amount of the advance payment will be credited to Customer's account as applying to any indebtedness under the contract.

D. Authorized Attachments or Connections

1. Customer provided equipment and facilities may be attached to or connected with facilities that CenturyLink furnishes for message toll service.
2. Where Customer provided equipment or facilities are involved in the transmission, reception or both of a toll call, the regulations and rates for each call are those applicable for message toll telephone customer dialed, operator handled or conference service, according to the connection established as set forth in these terms.

E. Denial of Service

When Service is restored after denial, CenturyLink will make a pro rata allowance at the list rate for the Service denied for the entire period of denial.

F. Deposits

CenturyLink may, in order to safeguard its interest or those of an Interexchange Carrier (IXC) for whom CenturyLink is an authorized agent, may require Customer to make a suitable deposit that CenturyLink or the IXC will hold or provide a third-party guarantor in lieu of a deposit as a guarantee of the payment of telephone service charges. Deposits for Service will be in accordance with applicable state law and minimum telephone service standards. CenturyLink will inform Customer of all options available for meeting the requirements. Deposits for local exchange service will be calculated and assessed separately from deposits for toll service using the Uniform Statewide Deposit Amount Methods as provided in accordance with applicable state law.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

MESSAGE TELECOMMUNICATION SERVICE

II. RULES AND REGULATIONS (Cont'd)

G. CenturyLink's Obligations and Liabilities Related to Service

1. Availability of facilities - CenturyLink's obligation to furnish Service or to continue to furnish Service is dependent on its ability to obtain, retain and maintain suitable facilities and rights-of-way without unreasonable expense and to provide for the installation and testing of those facilities required incident to the furnishing and maintenance of that service.
2. Message transmitting - Except as otherwise specifically provided in these terms, CenturyLink does not transmit messages but offers the use of its facilities for communications between Customers.
3. Defacement of premises - CenturyLink is not liable for any defacement of or damage to the premises of a Customer resulting from the attachment of CenturyLink's instruments, apparatus and associated wiring on such premises, or by the installation or removal thereof when such defacement or damage is not the result of negligence of CenturyLink.
4. Use of connecting company lines - When lines of another telephone company are used in establishing connections to points not reached by CenturyLink's lines, CenturyLink will not be held liable for any act or omission of the other company.
5. Service at outdoor locations - CenturyLink will refuse to provide, maintain or restore service at outdoor locations unless Customer agrees in writing to indemnify and save harmless CenturyLink from and against any and all loss or damage that may result to telephones, apparatus, wiring or other equipment furnished by CenturyLink at such locations.
6. Customer Billing Adjustments for Local Exchange Service - CenturyLink incorporates by reference, and will adhere to, the guidelines for Customer billing adjustments for local exchange service, in accordance with applicable state law.
7. Limited conversation - CenturyLink reserves the right to limit the length of conversation when necessary in times of emergency resulting in a shortage of facilities.
8. Priority of service - In case a shortage of facilities exists at any time, either for temporary or protracted periods, the establishment of local and message toll telephone service will take precedence over all other services, except as the public interest will otherwise require.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

MESSAGE TELECOMMUNICATION SERVICE

II. RULES AND REGULATIONS

G. CenturyLink's Obligations and Liabilities Related to Service (Cont'd)

9. Interconnection with miscellaneous common carriers - Message toll telephone service to and from mobile stations of a miscellaneous common carrier (MCC), with whom CenturyLink has made arrangements for the interchange of telephone traffic, is available at the rates set forth for two point service in these terms.
10. Emergency calls offered at no charge - Message toll telephone calls to the applicable state law enforcement and to governmental emergency service agencies described below, having primary or principal responsibility with respect to the provision of emergency services to persons and property in the area from which the call is made, meeting the definition and criteria of an emergency call described below are offered at no charge to customers.
  - a. applicable state highway patrol, governmental firefighting, police and emergency squad service (as designated by the appropriate governmental agency) qualify as governmental emergency service agencies provided they answer emergency service calls on a personally attended (live) 24-hour basis, 365 days a year, including holidays.
  - b. An emergency is an occurrence or set of circumstances in which conditions pose immediate threat to human life and/or property and necessitate that prompt action be taken. An emergency call is an originated call of short duration to a governmental emergency service agency in order to seek assistance for the emergency.

III. TWO POINT SERVICE

A. Two Point Message Toll Telephone Service

This Service is providing toll connections between two main stations, PBX or key trunk lines, or a combination thereof.

B. Classes of Service

Two classes of two point message toll telephone service are offered, namely, customer dialed service and operator handled service. Operator handled service is offered for station to station calls and person to person calls as described below.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

MESSAGE TELECOMMUNICATION SERVICE

III. TWO POINT SERVICE (Cont'd)

C. Customer-Dialed Service

This Service is service where the person originating the call dials the telephone number desired without the assistance of a CenturyLink operator (when facilities are available) or gives the telephone number assigned to the MCC for interconnected service.

D. Operator Handled Service

This Service is service requested of a CenturyLink operator by the person originating a call which is in addition to the customer-dialed service specified above.

1. Station to station calls are calls where the person originating the call specifies to a CenturyLink operator a particular telephone number to be reached.
2. Person-to-person calls are calls where the person originating the call specifies to a CenturyLink operator a particular person to be reached, a particular mobile station to be reached through an MCC operator or a particular station, department or office to be reached through a private branch exchange attendant. When after the telephone, MCC operator or private branch exchange system called has been reached and while the connection remains established, the person originating the call requests or agrees to talk to any person other than the person specified, or to any other person or mobile station to be reached through an MCC, or to any other station, department or office to be reached through a private branch exchange attendant, the call is charged for as person-to-person.

E. Collect Calls (Reversed Charge)

1. Collect, i.e., charged against the called telephone number provided the charges are accepted at the called telephone number and completed to other than payphone line service.
2. Billed to a third telephone number, i.e., charged to an authorized station, as determined by CenturyLink, other than the station originating the call or the station where the call is terminated.



LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

MESSAGE TELECOMMUNICATION SERVICE

III. TWO POINT SERVICE (Cont'd)

F. Initial Minute, Additional Minutes, Service Charges and Discounts

1. Two point message toll service rates are quoted in terms of initial minute, additional minutes and service charges in the schedule of rates below.
  - a. Initial minute. Initial minute rates are for connections of one minute or any fraction thereof.
  - b. Additional minutes. Additional minute rates are for each additional minute or any fraction thereof that the connection continues beyond the initial minute.
  - c. Customer-dialed station-to-station. Only initial minute and additional minute rates apply.
  - d. Customer-dialed calling card station-to-station, operator-handled station-to-station and person-to-person. Initial minute and additional minute rates apply in addition to a service charge.
2. Service charge. A service charge applies to each customer-dialed calling card station-to-station call and to each operator-handled station-to-station and person-to-person call. This charge is added to the initial minute and additional minute charges. Discounts do not apply to the service charge.
3. Discounts for the evening and night and weekend reduced periods in the schedule of rates are applied to that portion of the messages occurring within the rate discount periods stated in the schedule of rates. On Christmas Day (December 25), New Year's Day (January 1), Independence Day (July 4), Thanksgiving Day and Labor Day, the rate applicable is the evening rate unless a lower rate would normally apply.

G. Timing of Messages

1. With respect to customer-dialed and operator-handled station-to-station calls, a message is considered as starting at the time telephone communication is established between the calling station and the called telephone number, MCC operator, PBX system or PBX station reached directly rather than through a PBX attendant.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

MESSAGE TELECOMMUNICATION SERVICE

III. TWO POINT SERVICE

G Timing of Messages (Cont'd)

2. With respect to operator-handled person-to-person calls, a message is considered as starting at the time telephone communication is established between the person calling and (i) the particular person called, (ii) another party acceptable to the person calling, (iii) the PBX station reached through a PBX attendant, or (iv) the particular MCC mobile station called or another MCC mobile station acceptable to the calling party.
3. Chargeable time ends when the calling station hangs up thereby releasing the network connection. If the called station hangs up but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by CenturyLink operator.
4. Chargeable time does not include time lost because of faults or defects in the service.

H. Time of Day

1. The time legally or commonly in use at the rate center of the calling station determines the rate period for customer-dialed calls.
2. In cases where a message begins in one rate period and ends in another, the discount is computed as described above.

IV. CONFERENCE SERVICE

A. Message Toll Conference Service

This Service provides connections among three or more access lines (including mobile units) or private branch exchange trunk lines, or combination thereof, on one connection at the same time.

B. Conditions Under Which Message Toll Conference Service is Furnished

1. Service is furnished where and to the extent that facilities permit.
2. All main stations (including mobile units) or PBX trunk lines on a connection may be so interconnected that each may communicate with all the others, or arrangements may be made whereby one station will be the transmitting station and all others receiving stations.
3. CenturyLink, upon request, will attempt to arrange for the establishment of a connection at a specified time.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

MESSAGE TELECOMMUNICATION SERVICE

IV. CONFERENCE SERVICE (Cont'd)

C. Collect Call (Reversed Charge) or Bill to a Third Telephone Number or Calling Card

Charges for calls may, upon request, be sent collect or billed to a third-party telephone number if the total charge is billed to one designated station.

D. Initial Minute, Additional Minutes and Service Charge

Message toll conference service rates are quoted in terms of initial minute and additional minutes and service charges.

E. Timing of Messages

1. A message is considered as starting at the time telephone communication is established between all of the persons on the conference.
2. A message is considered as terminating at the time the connection is terminated at the originating point.
3. The originating customer's request that a station or stations be added to or disconnected from a connection after the message has started is considered as terminating the message and initiating a new call on the basis of the revised group of stations.
4. Chargeable time does not include time lost because of faults or defects in the service.

F. Rates and Charges

1. The two point initial minute and additional minute charges apply, for a call between the originating station and each called station on the conference.
2. A service charge applies to each called station.

G. Application of Special Charges

When an abnormal arrangement is required or when suitable existing facilities are not available for message toll conference service, special facilities may be provided and a special charge will be applied based upon the cost of the special facilities. The special charges are separate from and in addition to the applicable initial period and additional period rates determined as outlined in these terms.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

MESSAGE TELECOMMUNICATION SERVICE

V. OPTIONAL OFF-PEAK TOLL SERVICE

A. Regulations

1. Off-peak toll service is an optional offering involving one-way customer-dialed only calling to exchange areas within the LATA within the applicable state that are not over 22 airline miles from the exchange area in which the customer is located.
2. Off-peak toll service is provided subject to the availability of message toll telephone service facilities. In case a shortage of facilities exists, the provision of message toll telephone service will take precedence over this service.
3. Off-peak toll service is provided for all residence customers and on all lines and trunks for non-residence customers.
4. Off-peak toll service will be offered in an exchange area at the option of CenturyLink, or upon application by CenturyLink of 5% or 100 customers in that exchange area, in any of the following mileage bands to be designated by CenturyLink: 10, 16 or 22 airline miles.
5. Off-peak toll service is available from 3:00 p.m. on any week day to 9:00 a.m. the following week day, from 3:00 p.m. on Friday to 9:00 a.m. the following Monday and on holidays.
6. Off-peak toll service will not be furnished with foreign central office or foreign exchange services.

VI. TELESAYER

A. Regulations

1. TeleSaver is an optional message toll service offering involving one way, customer dialed, non-operator handled or operator serviced calling from exchange areas in which CenturyLink is the primary toll carrier. TeleSaver consists of three separate options, described below.
2. TeleSaver will not be furnished with foreign exchange services or payphone line service.
3. TeleSaver will be ordered and billed on a per main billed account basis. All applicable calls placed from lines associated with the same main billed account will be included in TeleSaver.
4. TeleSaver is available where billing capability for the service exists.
5. TeleSaver is not available to a customer who subscribes to any other telephone company optional calling plan.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

MESSAGE TELECOMMUNICATION SERVICE

VII. OPPORTUNITY 800 SERVICE

A. Description

1. Opportunity 800 service is a common line termination service that provides, where facilities are available, for the termination of IntraLATA 800 calls on residence and non-residence access lines.
2. Opportunity 800 service provides reverse charge dial-type telecommunications to a local exchange access line arranged for Opportunity 800 service from other stations within the customer's LATA using the public switched network.

B. General Regulations

1. The Opportunity 800 service customer is furnished an 800 service number to be associated with an individual line or trunk. Opportunity 800 service is not an access line.
2. An Opportunity 800 service Customer may not have more than one 800 telephone number terminating on the same local exchange telephone number.
3. Opportunity 800 service is not available on payphone line service.
4. Opportunity 800 service provides for termination of calls only.
5. Opportunity 800 service calls must be dialed and completed without the assistance of a CenturyLink operator except when the facilities or conditions do not allow customer dial completion. Person-to-person, collect, conference, or other calls requiring operator handling, except as previously specified, are not included.
6. An Opportunity 800 service call must originate and terminate within the same LATA.
7. Opportunity 800 service can be provided to a customer by CenturyLink on a complementary basis with an interexchange carrier in order to furnish a statewide or national 800 service. The rates and charges for the 800 number(s) and intraLATA usage are billed as specified herein. All interLATA usage is subject to the rates and charges specified in the terms and conditions of the applicable interexchange carrier.
8. Connection of Opportunity 800 service to other services is permitted on a switched basis only. No permanent connection between Opportunity 800 service and other services may be established.
9. An Opportunity 800 service customer must subscribe to and make use of a sufficient number of exchange access lines so that use of the service does not interfere with another customer's service or proper operation of the public switched network.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

MESSAGE TELECOMMUNICATION SERVICE

VII. OPPORTUNITY 800 SERVICE

B. General Regulations (Cont'd)

10. One primary directory listing will be provided to each Opportunity 800 service Customer without charge. Additional directory listing will be provided for Opportunity 800 service at the applicable rates specified by CenturyLink.

VIII. LOCAL TOLL SERVICE

A. Availability

Local Toll Service is furnished for Dial Station-to-Station and operator handled intraLATA long distance calls originated in CenturyLink's exchanges and is available in connection with residence and business lines. Customers subscribing to Local Toll Service will be charged based on Peak/Off-Peak calling rates. Customers subscribing to Local Toll Service may not subscribe to any other Optional Calling Plan offered by CenturyLink.

B. Regulations

1. Local Toll Service applies to all intraLATA DDD and operator handled long distance messages originated in CenturyLink's exchanges.
2. The service will be ordered and billed on a per primary billing number (i.e., per account) basis. All applicable calls placed from lines associated with the same primary billing number will be included in the service.
3. Message details are included in the charges specified below.
4. The service is furnished for a minimum period of one month.
5. Changes to and from Local Toll Services will be reflected on Customer's next bill date dependent upon the date this service is either subscribed to or discontinued from.
6. Local Toll Service is not available to a customer who subscribes to any other CenturyLink-offered optional calling plan or for use with payphone line service.

C. Applicability

1. All direct-dialed and operator handled intraLATA Message Telephone Service (MTS) originating calls in any of CenturyLink's exchanges during a billing period.
2. The applicable discount amount is determined on the basis of intraLATA billed revenue to a single billing number.
3. Surcharges associated with operator handled intraLATA toll traffic, are applicable.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

MESSAGE TELECOMMUNICATION SERVICE

IX. BUSINESS LOCAL TOLL

A. Availability

Business Local Toll Service is furnished for Dial Station-to-Station intraLATA long distance calls originated in CenturyLink's exchanges and is available in connection with business and residence lines. Customers subscribing to Business Local Toll Service will be charged based on the commitment level and term plan they subscribe to. Customers subscribing to Business Local Toll Service may not subscribe to any other Optional Calling Plan offered by CenturyLink.

B. Regulations

1. Business Local Toll Service applies to all intraLATA DDD long distance messages originated in CenturyLink's exchanges.
2. The service will be ordered and billed on a per primary billing number (i.e., per account) basis. All applicable calls placed from lines associated with the same primary billing number will be included in the service.
3. The service is furnished with two monthly minimum commitment levels: \$50 and \$200 a month. If the customer's in-service level falls below the commitment level, CenturyLink will bill the customer for the entire subscribed commitment level.
4. The service is furnished with an option of three term periods: non-term (i.e., month-to-month), one year and two years. The minimum period for the non-term plan is one month. The minimum period for the one-year plan is 12 months. The minimum period for the two-year plan is 24 months. If a customer chooses to discontinue participation in the plan prior to the expiration of the one year or two-year term periods, CenturyLink will assess Termination Liability charges. The assessed charges will be based on the number of months remaining in the term plan times the minimum monthly commitment level agreed to by the customer. Commission approval of the above termination liability language is not intended to indicate that the Commission has approved or sanctioned any terms or provisions contained therein.
5. Changes to and from Local Toll Services will be reflected on Customer's next bill date dependent upon the date this service is either subscribed to or discontinued from.
6. Business Local Toll Service is not available to a customer who subscribes to any other Company-offered optional calling plan or for use with payphone line service.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

MESSAGE TELECOMMUNICATION SERVICE

IX. BUSINESS LOCAL TOLL (Cont'd)

C. Applicability

1. All direct-dialed intraLATA Message Telephone (MTS) originating calls in any of CenturyLink's exchanges during a billing period.
2. The applicable discount number is determined on the basis of intraLATA billed revenue to a single billing number.

X. SIMPLY FIVE

A. Availability

Simply Five is an intrastate, intraLATA long distance service with rates which are non-distance sensitive. Simply Five is available only to Customer if Customer has CenturyLink as Customer's primary intraLATA long distance carrier. Simply Five is available for residence and business customers. Customers subscribing to Simply Five will be charged at the then-current rates. Simply Five is provided on a month-to-month basis and isn't available to Customer subscribing to any other CenturyLink-offered optional calling plan or for use with pay telephone services. Simply Five allows for a maximum monthly billed usage of 200, 500, or 2,000 minutes. Usage exceeding those amounts of minutes will be billed at the then-current local toll service or business toll service rates.

B. Regulations

1. Simply Five applies to all intraLATA 1+ direct distance dialing, station-to-station, long distance messages originating in CenturyLink's exchanges.
2. The service will be ordered and billed on a per primary billing number (i.e., per account) basis. All applicable calls placed from lines associated with the same primary billing number will be included in the service.
3. Message details are included in the service charges.

XII. CREDIT FOR TOLL CALL

The Company shall, if it verifies that a credit is required under the provisions of this section, credit the account of a residential customer for incomplete calls, unanswered calls, wrong numbers or poor quality of transmission. This only applies to IntraLATA toll calls and InterLATA toll calls for which the Company is directed to allow a credit by the carrier or its agents.



LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

CENTRAL OFFICE SERVICES

I. CENTREX I SERVICE – GRANDFATHERED

The Service is no longer available to new customers or current CenturyLink customers who wish to add the Service.

A. Introduction

The Service is a central office communications system package provided on individual business lines from digital central office equipment located on Telephone Company premises. Centrex I lines may not be terminated on payphone line service.

B. Order Term

The minimum Order Term for Service is one month, unless Customer selects a Term Discount Plan. The initial Order Term for the Service will be stated in the Agreement or on the Order and will begin on the first day of the billing month following the date Services are installed and available to Customer. At the end of the initial Order Term, the Services will renew on a month-to-month basis. Either party may terminate the Services by providing the other party 30 days' written notice of termination before the end of the initial Order Term or during any renewal Order Term.

C. Standard and Optional Features

1. Basic System Features:

- Access - C.O. from PBX
- Access - common control switching arrangement
- Access - electronic tandem network
- Access - enhanced private switched communication service
- Access - special service facilities
- Attendant service - local console
- Attendant service - remote
- Attendant service - centralized, limited to host and remote line equipment
- Class of service - fully restricted service
- Class of service - semirestricted service
- Class of service - toll restricted service
- Class of service - unrestricted service
- Code call access
- Code restriction
- Data call protection
- Dial pulse conversion
- Dial tone upon trunk seizure
- Dictation access and control
- Direct inward dialing
- Direct outward dialing
- End-to-end signaling
- Feature - activation operational measurements
- Flexible intercept
- Foreign exchange (FX) line – analog
- Foreign exchange (FX) line - digital two-way
- Hunting

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CENTRAL OFFICE SERVICES

I. CENTREX I SERVICE – GRANDFATHERED

C. Standard and Optional Features

1. Basic System Features: (Cont'd)

- Immediate answer reporting for ABC
- Increase in number of customer groups
- Individual line business service - PBX application
- Loudspeaker and radio paging access
- Loudspeaker paging and line termination rewrite
- Multicustomer operation
- Night service – fixed
- Night service – flexible
- Night service - trunk answer from any station
- Off premises stations and extensions
- Operational measurements - ABC enhanced
- Outpulsing to telephone system trunks
- Quality control - 100 lines
- Service order system
- Simplified dialing
- Six-port conference circuit use control
- Special intercept through service order
- Station-to-station calling
- Storing of 24 dialed digits
- Tandem switching of special service circuits
- Uniform numbering plan capability

2. Basic Standard Station Features

- a. Automatic line - Provides an automatic connection between a calling station that goes off-hook and a predetermined terminating number.
- b. Call Forward - Universal, Busy, and No Answer - Allows Customer to have incoming calls to a station automatically forwarded to a predetermined telephone number, either on all calls and/or busy calls and/or calls not answered.
- c. Call pickup - Allows the station user to answer incoming calls directed to another station within a defined pick-up group by dialing a feature activation code.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

CENTRAL OFFICE SERVICES

I. CENTREX I SERVICE – GRANDFATHERED

C. Standard and Optional Features

2. Basic Standard Station Features (Cont'd)

- e. Call Waiting– Cancel Call Waiting - Informs a station user, while on an established call, that a second call is waiting. Cancel Call Waiting allows a station user to prevent, on a per-call basis, any incoming calls from call-waiting on his or her line. Incoming calls to the station are given busy treatment. This feature ensures that call-waiting indication tones will not interrupt important calls or disrupt data transmissions.
- f. Meet-me conference- Allows up to six conferees to hold a conference call by dialing a directory number at a specified time. Meet-Me-Conference is limited to 1 per CenturyLink Centrex II access line.
- g. Ring again - Allows a station user encountering a busy station to be notified when the busy station becomes idle and to be placed automatically in a ring-again mode.
- h. Speed calling - provides for the calling to specific number by dialing an abbreviated code.
- i. Three-way conference/transfer - Allows a station user to call a third party to conference the third party in, notify the third party of a call being transferred or consult with the third party while the other party is on hold.

3. Basic Attendant Features

- Attendant access to paging
- Attendant autodial
- Attendant call park recall timer
- Attendant call selection
- Attendant camp-on
- Attendant conference - maximum of six conferences
- Attendant console display
- Attendant control of trunk group access
- Attendant locked loop operation
- Attendant release upon completion of dialing
- Attendant speed calling
- Attendant to recorded announcement
- Attendant transfer
- Automatic recall
- Busy verification
- Call hold
- Call park
- Code calling line termination
- Console test
- Delayed operation

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CENTRAL OFFICE SERVICES

I. CENTREX I SERVICE – GRANDFATHERED

C. Standard and Optional Features

3. Basic Attendant Features (Cont'd)

- Interposition calls and transfers
- Lockout
- Maintenance and administration position display for attendant operational measurements
- Multiple console operation
- Multiple listed directory numbers
- Position busy
- Secrecy
- Serial call
- Straightforward outward completion
- Supervisory console
- Switched loop operation
- Through dialing
- Timed recall set to zero
- Trouble key on console
- Trunk busy verification tone
- Trunk group busy indication
- Trunk group busy/trunk group access control through special keys
- Two-way splitting
- Uniform call distribution from queue
- Wild card key

4. Any additional categories of features will be provided on a special assemblage offering and will consist of the following features, but not all features are available in all CenturyLink service locations.

- Enhanced business services
- Station message detail recording - basic and enhanced
- Trunk queuing
- Business set features
- Business set display features
- Large conference
- Message service
- Equal access
- Preset conference
- Priority console alerting
- Customer data changes
- Enhanced call forwarding
- Cut-through dialing
- Enhanced station features
- Enhanced dial planning

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

CENTRAL OFFICE SERVICES

I. CENTREX I SERVICE – GRANDFATHERED (Cont'd)

D. Service Charges

1. CenturyLink will charge Customer monthly recurring charges ("MRC") and non-recurring charges ("NRC") associated with the Service. The distance portion of the MRC is the airline distance between Customer's premises and the central office serving that premises. Customer also will incur all applicable filed service order, access line, visit and move and change charges.
2. If the Centrex I system and station and attendant features do not remain in service for the entire period of the plan selected, the termination charge may be equal to the remaining portion of the contract period.

E. Service Limitations

1. The Service is provided subject to the availability of facilities and central office equipment as determined by CenturyLink.
2. The Service is normally provided on individual business lines from 5-40 lines per location, however, it may be provided on a special assembly basis to customers whose requirements exceed 40 lines per location subject to the availability of facilities and central office equipment. The Service will be provided to locations with less than five lines at the individual business access line rate, plus the Centrex I system and station feature rate.
3. The quality of transmission for calls utilizing call forwarding or conferencing may vary depending on the distance and routing involved.
4. Not all Service features are compatible with one another. Some combinations of Service Features will not work when applied on the same Centrex I access line. Some features require customer- provided equipment, for example, modems, terminals, etc. All lines must have access to all chosen system features.
5. Attendant features are offered in conjunction with customer-provided attendant consoles. Attendant console minimum number of Centrex I lines is three. Customer will not terminate the Service into a Key or PBX system, and will not use the Service in conjunction with Key or PBX Trunk local exchange service.
6. When PBX or key systems are used in association with Centrex I service, standard trunk rates will apply. In addition, the Centrex I system and station features rate will apply.
7. Suspension of Service (Vacation Service) is not allowed as part of the Service.
8. The Service is not provided in association with residential lines, or Payphone Service Provider (PSP) Access.
9. All exchange access lines terminating in a Centrex I system must be served by the same Central Office or associated remote switch.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

CENTRAL OFFICE SERVICES

II. CENTREX II SERVICE

Equipment used in conjunction with Dial Switching Systems and connected to the Company's network on or after February 16, 2020, must, upon connection to the Company's facilities, be configured by the Customer or equipment manufacturer to allow direct "911" dialing by any end user and must be configured to send MLTS notifications as described in Section XVI.A.1.

(T)

**Equipment connected as described preceding must also be configured such that it is capable of conveying the dispatchable location of a "911" caller as described in Section XVI.A.2.**

(N)

(N)

A. Introduction

1. The Service is a Central Office communications system package provided on individual access lines from CenturyLink Central Office equipment. The Service provides local exchange access, interexchange access, intrasystem communication, and a choice of features.
2. The assignment of telephone numbers and the sequence of the numbers assigned to Customer are made at the discretion of CenturyLink. CenturyLink does not guarantee telephone numbers arranged in a consecutive manner. If Customer requests telephone numbers under a special numbering arrangement to be terminated in a Centrex II customer group, then additional charges may apply.

B. Order Term

The minimum Order Term for Service issued is one month, unless Customer selects a Term Discount Plan. The initial Order Term for the Service will be stated on the Order and will begin on the first day of the billing month following the date Services are installed and available to Customer. At the end of the initial Order Term, the Services will renew on a month-to-month basis. Either party may terminate the Services by providing the other party 30 days' written notice of termination before the end of the initial Order Term or during any renewal Order Term.

(M)

(M) Material moved to Page 221.1 of this section.

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LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

CENTRAL OFFICE SERVICES

II. CENTREX II SERVICE

C. Standard and Optional Features

(M)

1. Standard Features

The CenturyLink Centrex II Access Line charge includes the following standard features. Customer may select which features are activated on each line.

- a. Abbreviated Dialing - Allows station abbreviated dialing (i.e., 3, 4, or 5-digit dialing) to other station members within the same customer group.
- b. Auto Answer Back - Allows any incoming call to the Primary Directory Number of the set to be automatically answered after four seconds.
- c. Call Forward - Universal, Busy, and No Answer - Allows Customer to have incoming calls to a station automatically forwarded to a predetermined telephone number, either on all calls and/or busy calls and/or calls not answered.
- d. Call Hold - Allows the station user to hold one call for any length of time provided neither party hangs up. The station user may also place other calls while a call is on hold.

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LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

CENTRAL OFFICE SERVICES

II. CENTREX II SERVICE

C. Standard and Optional Features

1. Standard Features (Cont'd)

- e. Call Transfer - Allows a station to transfer an incoming call to another extension.
- f. Call Waiting – Cancel Call Waiting - Informs a station user, while on an established call, that a second call is waiting. Cancel Call Waiting allows a station user to prevent, on a per-call basis, any incoming calls from call-waiting on his or her line. Incoming calls to the station are given busy treatment. This feature ensures that call-waiting indication tones will not interrupt important calls or disrupt data transmissions.
- g. Direct Inward Dialing - Allows for incoming calls from the exchange network to reach a specific station. The calling party dials the seven-digit directory number to reach the station.
- h. Direct Outward Dialing - Allows a station user to place external calls to the exchange network by dialing the access code (usually the digit 9), receiving an optional second dial tone, and then dialing the external number.
- i. Last Number Redial - Enables the station user to redial the last called number by pressing a single key rather than dialing the entire number.
- j. Speed Call Short (10) - Provides for the calling of up to 10 numbers by dialing an abbreviated code.
- k. Station Hunting (sequential, circular, multiline) - Allows a call to be routed to another telephone number when the called station is busy.
- l. Three-Way Conference with Consultation Hold and Transfer - Allows a station user to call a third party to conference the third party in, notify the third party of a call being transferred or consult with the third party while the other party is on hold.
- m. Touch-Tone - A Central Office-provided tone network signaling arrangement for origination of telephone calling.



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CENTRAL OFFICE SERVICES

II. CENTREX II SERVICE

C. Standard and Optional Features (Cont'd)

2. Optional Features

The following optional features are available for an additional monthly recurring charge:

- a. Automatic Call Distribution (ACD) - Automatic Call Distribution is a digital central office service that provides advanced call distribution and queuing capabilities as an integrated function of the Service. Customer must subscribe to and maintain a minimum of two ACD positions and at least one ACD group.
- b. Automatic Line - Provides an automatic connection between a calling station that goes off-hook and a predetermined terminating number.
- c. Call Park - Allows the station user to park one call against its own directory number. The parked call can be retrieved from any station within the same customer group. Once a call is parked against a directory number, the user is free to make or receive calls on that directory number.
- d. Call Pick-Up - Allows the station user to answer incoming calls directed to another station within a defined pick-up group by dialing a feature activation code.
- e. Class of Service Restrictions <sup>[1]</sup> - Defines the specific features and calling patterns available to stations and attendants within a customer group. Access code restrictions can be set up to restrict stations and attendants from trunk types such as local, toll, and DID. The following options are available: (C)
  - (1) Fully Restricted Service - allows intragroup dialing only; the station user must dial 9.
  - (2) Toll Restricted Service - Allows intragroup and local dialing only; the station user must dial 9.
  - (3) Unrestricted Service - Allows full access to all facilities; the station user must dial 9.
  - (4) Unrestricted Assume Dial 9 - Same as unrestricted; however, the station user cannot utilize abbreviated dialing.

Note: 900 and 976 blocks are available with all options.

<sup>[1]</sup> **Class of Service Restrictions configured on and after February 16, 2020 must be configured to allow end users to dial "911" directly without dialing "9" or any other prefix code prior to dialing "911" as described in Section XVI.A.**

(N)  
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(N)

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

CENTRAL OFFICE SERVICES

II. CENTREX II SERVICE

C. Standard and Optional Features

2. Optional Features (Cont'd)

- f. Distinctive Ringing - Provides the station user the ability to determine whether the call is from a station within the customer group or from the exchange network by the cadence of the ringing of the phone. The ringing cadence will be 1 long ring for internal calls and two short rings for external calls.
- g. Meet-Me-Conference - Allows up to 6 conferees to hold a conference call by dialing a directory number at a specified time. Meet-Me-Conference is limited to 1 per CenturyLink Centrex II access line.
- h. Multiple Appearance-Directory Number (MADN) - A directory number that is assigned to more than one station.
- i. Music-On-Hold - Provides the music-on-hold capability to calls that terminate on business sets. When a call is put on hold, the caller hears music, announcement, silence, or a combination of the three treatments. The music source must be provided by the subscriber and requires an additional CenturyLink Centrex II access line connecting Customer's music source to CenturyLink's central office.
- j. Ring Again - Allows a station user encountering a busy station to be notified when the busy station becomes idle and to be placed automatically in a ring-again mode.
- k. Secondary Directory Number - Directory number not associated with a line, but assigned for use with priority hunting. Secondary Directory Numbers are limited to 2 per CenturyLink Centrex II access line.
- l. Speed Call Long (30) - Provides for the calling of up to 30 numbers by dialing an abbreviated code.
- m. Uniform Call Distribution (UCD) - Allows for an even distribution of incoming calls to a listed directory number. Each station has its own directory number. Included with this feature is the provision of message announcement for calls in queuing. The customer will be responsible for providing the compatible tape and the announcement.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

CENTRAL OFFICE SERVICES

II. CENTREX II SERVICE (Cont'd)

D. Service Charges

1. CenturyLink will apply the following rate elements to determine Customer's monthly recurring charges ("MRC") and nonrecurring charges ("NRC") associated with the Service:
  - a. MRC for each access line. The MRC includes the Community Caller Individual Local Exchange Service Line Component and Extended Area Service (EAS) Rate Component.
  - b. Optional Features. CenturyLink will charge Customer an additional MRC for any Optional Features.
  - c. Service Establishment Translation Charge. CenturyLink will charge Customer a NRC for the Service Establishment Translation Charge for each customer group translation activity. This Charge is for performing the Central Office translation associated with configuring Customer's network parameters.
  - d. Feature Change Charge. CenturyLink will charge Customer a Feature Change Charge when performing changes to Standard and Optional Features after the initial installation. For feature changes after the initial installation, a Service Charge will also apply.
  - e. Federal monthly end user charges apply on a per line basis, as described in Embarq Local Operating Companies' FCC Tariff No. 1, Section 4.
  - f. Directory Assistance. Directory Assistance charges, as specified in the *Local Terms of Service: Telephone Numbers, Directory Listing, Telephone Directories and Directory Assistance*, apply to the Service.
  - g. Other Service Charges. Charges described in the *Local Terms of Service: Service Charges* apply where applicable.
2. Term Discount Plan (TDP)
  - a. TDPs are available for Centrex II and provide Customer with discounted rates. Customer must agree to a minimum service commitment period when the TDP is established. Customer must order a TDP in writing to CenturyLink. The applicable TDP will be listed in the Agreement or the Order.
  - b. Customer must specify the length of the Order Term at the time the Service is ordered. When Customer converts to a TDP, no Service Establishment Translation Charge is applied toward Centrex II facilities in-service at that time. If Customer moves from a month-to-month plan to a TDP, or upgrades to a longer-term TDP, no Service Establishment Translation Charge is applied.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

CENTRAL OFFICE SERVICES

II. CENTREX II SERVICE

D. Service Charges

2. Term Discount Plan (TDP) (Cont'd)

- c. If Customer disconnects the Service prior to the end of the TDP, Customer is liable for 50% of the payments remaining for the remainder of the term plan. If Construction Charges were applied to the service being terminated, any termination charges associated with those services will also apply.
- d. Rate increases or decreases will automatically be applied to the monthly term plan rates for the remaining term of the TDP. If CenturyLink initiated rate increases to any rate element or combination of rate elements causes the charges for the entire Centrex II under the TDP to increase by 10% or more annually, then Customer may cancel the TDP without incurring termination liability charges provided that the customer notifies CenturyLink within 30 days after the effective date of the rate increase.
- e. TDP commitment periods can be extended by Customer at any time during the term of the plan, up to a maximum of 36 months. The number of months accrued in the current plan will apply toward the new plan selected. However, charges under the new TDP commitment period will apply only on a go-forward basis.
- f. Upon expiration of the TDP service commitment period, the customer may subscribe to a new TDP at CenturyLink's then-prevailing rates. At the end of the TDP service commitment period there is no automatic renewal of the TDP, and the rates will convert to the prevailing month to month rates unless the customer selects a new TDP.
- g. Customers under a TDP who change physical locations will not be subject to termination charges if the customer subscribes to a new Centrex II TDP at the new location. However, the number of months accrued in the current plan will not apply toward the plan selected for the new location.

E. Service Limitations

- 1. The Service is subject to the availability of facilities and Central Office equipment as determined by CenturyLink.
- 2. The Service does not include terminal equipment on Customer's premises. Provision of the telephone instruments or other equipment is Customer's responsibility. Some features require specific customer-provided customer premises equipment (CPE). In addition, not all CPE will support all features.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

CENTRAL OFFICE SERVICES

II. CENTREX II SERVICE

E. Service Limitations (Cont'd)

3. The quality of transmission for calls utilizing Call Forward, Three-Way Conference with Consultation Hold and Transfer or Meet-Me-Conference may vary depending on the distance and routing involved.
4. Not all Service Features are compatible with one another. Some combinations of Service Features will not work when applied on the same Centrex II access line.
5. Customer will not terminate the Service into a Key or PBX system, and will not use the Service in conjunction with Key or PBX Trunk local exchange service.
6. Customer may not use Call Forward-Universal, Busy, and No Answer to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part of message toll charges that would regularly be applicable between the station originating the call and the station to which the call is transferred nor will it be used to simulate rotary service from the CenturyLink Central Office. Each Centrex II access line allows for the forwarding of one call at a given time.
7. Suspension of Service (Vacation Service) is not allowed as part of the Service.
8. The Service is not provided in association with residential lines, or Payphone Service Provider (PSP) Access.
9. All exchange access lines terminating in a Centrex II system must be served by the same Central Office or associated remote switch.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

MISCELLANEOUS SERVICE OFFERING

I. SCREENING/RESTRICTION SERVICES

A. Toll Restriction

1. Toll Restriction prevents the completion of certain types of calls.
2. Restriction of access to operator services prevents Customer from dialing an operator for all purposes, including emergencies, assistance and the placing of toll calls. Operator Services will not be accessible from a line with Toll Restriction services options 5 or 6.
3. All local calls and non-chargeable calls to CenturyLink numbers (such as repair service) will be permitted.
4. Customer may select one of the following toll restriction services options available:
  - a. Total Restriction  
  
Blocks all outgoing calls that have a long distance charge. (Does not block 1+800.)
  - b. Limited Restriction  
  
Only the local operator can be reached thus allowing intraLATA operator assisted calls for which Customer is responsible.
  - c. Selective Carrier Restriction  
  
Blocks only casual calling (101XXXX). All other services available as provided by the customer's primary carrier.
  - d. Total Restriction  
  
Blocks all outgoing 1+ calls including 1+800.
  - e. Toll and Casual Dialing Restriction –Option 1 (Includes Toll Free Code Numbers)
    - 1+ DDD
    - 0-, 0+, 00-01/011+DDD to numbers outside the North American Numbering Plan
    - Directory Assistance (411, 1411, 555-1212, 1-555-1212, 1- NPA-555-1212)
    - 101XXXX access to toll numbers
    - Toll Free Code numbers (1 + 800, 1 + 888, etc.)
    - N11, 500, 700, 900, 976
    - (Allows 1+710 and 911 calls)

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

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MISCELLANEOUS SERVICE OFFERING

I. SCREENING/RESTRICTION SERVICES

A. Toll Restriction

4. Customer may select one of the following toll restriction services options available:  
(Cont'd)

- f. Toll and Casual Dialing Restriction – Option 2 (Excludes Toll Free Code Numbers)

- 1+ DDD
- 0-, 0+, 00-
- 01/011+DDD to numbers outside the North American Numbering Plan
- Directory Assistance (411, 1411, 555-1212, 1-555-1212, 1-NPA-555-1212
- 101XXXX access to toll numbers
- N11, 500, 700, 900, 976
- (Allows toll free, 1+710 and 911 calls)

- g. Toll and Casual Dialing Restriction – Option 3 (Excludes 01/011, +DDD to numbers outside the North American Numbering Plan)

- h. 800 Restriction. Blocks all outgoing calls to 800 telephone numbers.

5. International Restriction. Blocks all outgoing calls dialed 011+. (Certain line classes such as: hotels, hospitals, private pay telephones, etc., may request international blocking offered in the CenturyLink Local Operating Companies Tariff F.C.C. No. 9.)

6. Customers with toll restriction service are responsible for all collect calls accepted or third number calls billed from their numbers.

7. Where facilities allow, N11 (except 411) will only be restricted if the call terminates outside the local calling area or to a non-toll-free number.

- P. 900 Blocking Service. 900 Blocking Service blocks all outgoing calls to 900 service telephone numbers. The Service is available on all line classes. The offering of 900 Blocking Service is limited to the capacities and capabilities of the Central Office so equipped with electronic switching equipment. There is no monthly recurring or nonrecurring charge for 900 Blocking services on initial or subsequent requests.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

MISCELLANEOUS SERVICE OFFERING

I. TIME & TEMPERATURE SERVICE

- A. CenturyLink will provide time or time and temperature announcement service when facilities are available to permit Customer to furnish time or time and temperature announcements by telephone to calling parties.
- B. CenturyLink will furnish all facilities required for time or time and temperature announcement services, including the time announcement equipment, announcement lines and associated equipment. Time or time and temperature announcement equipment will be located on CenturyLink premises or at a location selected by CenturyLink.
- C. Service will be furnished in any dial exchange where all the necessary facilities, as determined by CenturyLink, are available or can be made available within a reasonable time at a reasonable expense. Service is for Customer's use only and is not furnished for any party other than Customer for transmitting a message for which an amount will be or has been paid to any party other than CenturyLink except as allowed by the rules and regulations of this *Local Terms of Service*.
- D. Facilities for time and temperature announcement service may be furnished to more than one customer in any one exchange. Customer is required by CenturyLink to contract for as many announcement lines as are needed to handle the traffic satisfactorily without impairing the quality of telephone service to other customers of the exchange.
- E. Refusal to correct after CenturyLink's notification of impairment to the quality of telephone service to other customers by time or time and temperature facilities will give CenturyLink the right to discontinue such Service without notification to Customer.
- F. One directory listing will be furnished with each service without charge, with the listing to appear under the caption "Time-of-Day" or "Time-and-Temperature" and with the name of Customer listed under the caption. Wording of the message announcement must be so arranged as to be, in the judgment of CenturyLink, clearly deliverable.
- G. Any applicable Order Terms will be specified in the Agreement.
- H. When Service is terminated at Customer's request before the expiration of the initial contract period, Customer is required to pay an amount equal to the charges for the unexpired portion of the initial contract period.
- I. Although time or time and temperature is designed to give the time accurately, CenturyLink does not guarantee to furnish accurate time since the accuracy of time or time and temperature equipment is dependent upon the accuracy in frequency of the power source from which the equipment is supplied its power.
- J. The temperature to the nearest degree is the temperature reported at the particular location where the thermometer associated with the temperature equipment is located, and may or may not agree with readings taken elsewhere in the local service area.



LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

MISCELLANEOUS SERVICE OFFERING

I. TIME & TEMPERATURE SERVICE (Cont'd)

- K. Where special equipment or special arrangements not listed elsewhere in this section are requested by Customer and furnished by CenturyLink, the additional monthly charges will be based on costs incurred by CenturyLink. Connections to the central office for announcement lines will be by the use of individual business lines at the filed rates for the exchange involved. In addition to the service specific installation charges, all standard service connection, change and move charges are also applicable.

II. MISCELLANEOUS CENTRAL OFFICE SERVICES

A. Simplified Message Desk Interface

1. Simplified Message Desk Interface (SMDI) is a feature that provides an integrated, automated interface to a customer-provided voice message system. SMDI furnishes call-related information about the origin and destination of a message that has been forwarded to an Enhanced Service Provider's (ESP) Uniform Call Distribution (UCD) or multi-line hunt group. This data includes the called station number, the calling station number and the type of call forwarding feature used by the called station number (call forwarding, busy, or no answer). This call related information is passed to the ESP's message system via a data link from the central office to CenturyLink's premises.
2. SMDI provides ESP's end-users with the capability of receiving a message waiting indication. Message waiting indication can be provided by audible message waiting indicator (stuttered dial tone) and by a visual message waiting indicator. A visual message indicator allows end-users with CPE display sets or adjuncts to see when messages have been left for them. Upon receipt of a message waiting indication, the end-user may either retrieve the message or ignore the signal and place a call in the usual manner. A message waiting indication will continue until the message has been retrieved and a signal has been received from the voice messaging equipment.
3. SMDI with audible message waiting indicator (stuttered dial tone) is available to enhanced service providers. SMDI with audible message waiting indicator and visual message waiting indicator is available to ESPs.
4. Where facilities are available, visual message waiting indicator (message lamp) is an optional end- user feature when the end-user's ESP subscribes to SMDI with audible message waiting indicator only.
5. A full duplex RS232 format data channel is required to provide signaling between the central office and the ESP's messaging equipment. A data channel is required to each central office providing SMDI capability. Customer provided terminal equipment including, but not limited to, a modem to interface with CenturyLink's central office is required. All CPE must be compatible with CenturyLink's central office and voice data lines.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

MISCELLANEOUS SERVICE OFFERING

II. MISCELLANEOUS CENTRAL OFFICE SERVICES

A. Simplified Message Desk Interface (Cont'd)

6. SMDI service requires the ESP to have an UCD group or multi-line hunt group arrangement in the same central office where the data channel originates, and centrex lines or comparable voice grade lines for voice transmission.
7. In addition to the rates and charges associated with SMDI service, each line must be equipped with at least one (1) of the following call forwarding features: basic call forwarding, call forward – busy, call forward - no answer, or enhanced call forwarding.
8. SMDI is furnished only from central offices that have been arranged to provide this feature. The feature is provided subject to availability of facilities. The telephone numbers transmitted via SMDI are intended solely for the use of the ESP. Resale of the telephone numbers to any party is prohibited.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

PRIVATE LINE SERVICES

I. INTRALATA PRIVATE LINE SERVICES

A. Analog Services <sup>[1]</sup>

(C)

1. Introduction and Applicability

- a. This is a Metallic Telegraph and Voice Grade Service. The Service will be provided at CenturyLink's option and where existing facilities are available. Service is furnished between two or more Customer-designated end-user premises located within CenturyLink's service territory and used for local communications within or between exchange areas served by CenturyLink.
- b. Digital data and digital high capacity service (CenturyLink™ DigiLink, CenturyLink™ TransLink and CenturyLink™ LightLink Services) is provided under other sections of the *Local Terms of Service*.
- c. For services furnished jointly with another connecting company which is geographically restricted and completely utilized for Intrastate InterLATA communications, the rates and regulations set forth in CenturyLink's Intrastate Access Tariffs.
- d. For services furnished jointly with another connecting company or with an Interexchange Carrier where the usage is both Intrastate and Interstate communications, the rates and regulations in CenturyLink's F.C.C. Tariffs.
- e. For private line facilities used for broadcast, the rates and regulations in CenturyLink's Interstate Special Access tariff apply.

2. Order Term

The Service is provided on a month-to-month basis beginning on the first day of the billing month following the date Services are installed and available to Customer. Either party may terminate the Services by providing the other party 30 days' written notice of termination.

<sup>[1]</sup> **Effective September 1, 2020, Analog Metallic Telegraph and Voice Grade Services are grandfathered. Availability to current customers is limited to circuits in service at existing locations.**

(N)  
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(N)

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

PRIVATE LINE SERVICES

I. INTRALATA PRIVATE LINE SERVICES (Cont'd)

B. Digital Services

1. Centurylink DigiLink <sup>[1]</sup>, Centurylink TransLink <sup>[1]</sup> and Centurylink LightLink Services (C)

a. Introduction

- (1) DigiLink service is a dedicated, low-to-medium speed private line service that delivers high- quality, integrated voice and data connectivity. DigiLink provides digital network connectivity for point-to-point or multi-point arrangements at transmission speeds of 19.2, 56, and 64 kbps, and accommodates all forms of transmissions.
- (2) TransLink service is a high-quality digital, private line service (T1) providing connectivity for customers with bandwidth requirements of up to 1.544 Mbps. TransLink delivers 64 kbps on each channel of up to 24 simultaneous voice, data and video channels to one location, delivering 1.536kbps throughput due to 8kbps for overhead.
- (3) LightLink service is a private-line, point-to-point service usually provided over fiber optic transmission facilities. LightLink provides the functionality of multiple lines over one facility with an aggregate speed of 44.736 Mbps.

b. Order Term

The minimum terms of any Order for Services issued during the Agreement Term ("Order Term") are as follows: (A) six months for DigiLink and TransLink Services and (B) 12 months for LightLink Service. The initial Order Term for the Services will be stated on the Order and will begin on the first day of the billing month following the date Services are installed and available to Customer. At the end of the initial Order Term, the Services will renew on a month-to-month basis. Either party may terminate the Services by providing the other party 30 days' written notice of termination before the end of the initial Order Term or during any renewal Order Term.

c. DigiLink Service Description

(1) Service Description

- (a) DigiLink Service is provided for Private Line IntraLATA Intraexchange and Interexchange communications.

<sup>[1]</sup> **Effective September 1, 2020, Digilink and Translink Services (speeds below 1.544 Mbps) are grandfathered. Availability to current customers is limited to circuits in service at existing locations.**

(N)  
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(N)

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

PRIVATE LINE SERVICES

I. INTRALATA PRIVATE LINE SERVICES

B. Digital Services

1. Centurylink DigiLink <sup>[1]</sup>, Centurylink TransLink <sup>[1]</sup> and Centurylink LightLink Services (C)

c. DigiLink Service Description

(1) Service Description (Cont'd)

- (b) DigiLink Service is furnished for the simultaneous two-way transmission of digital signals at synchronous rates of 19.2 Kbps, 56.0 Kbps, and 64.0 Kbps between two or more points located within a LATA. The required format and interface specifications are contained in Technical Reference Publications TR-NWT-000341 and MDP-326-726.
- (c) DigiLink is furnished for duplex operation only.
- (d) Channel Termination is the local facility from Customer's designated premises to the Serving Wire Center. Each DigiLink Service facility may be comprised of two or more Channel Terminations. Where both Customer premises are served by the same Serving Wire Center, the Service will consist of two or more Channel Terminations. Where each Customer premises is served by different Serving Wire Centers, the Service will consist of two or more Channel Terminations, one Channel Mileage Termination (fixed) and the Channel Mileage Facility (per mile) between Serving Wire Centers or Hubs.
- (e) Data Amplification provides for data transmission when Customer is located beyond the normal range for high speed digital data service. Local channel terminations greater than five cable route miles in length for 19.2 Kbps service or three miles in length for 56 Kbps and 64 Kbps Service may require equipment be installed to regenerate the digital signal in order for accurate and acceptable data transmission to occur. The actual distance is dependent on decibel (db) loss and not just physical loop length and is a function of the specific CenturyLink cable between the serving wire center and Customer's location. Applications requiring Data Amplification may also require special construction charges as described in *Local Terms of Service: Line Extensions and Special Construction Services*.

<sup>[1]</sup> **Effective September 1, 2020, Digilink and Translink Services (speeds below 1.544 Mbps) are grandfathered. Availability to current customers is limited to circuits in service at existing locations.**

(N)  
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(N)

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

PRIVATE LINE SERVICES

I. INTRALATA PRIVATE LINE SERVICES

B. Digital Services

1. Centurylink DigiLink <sup>[1]</sup>, Centurylink TransLink <sup>[1]</sup> and Centurylink LightLink Services (C)

c. DigiLink Service Description (Cont'd)

(2) Service Configuration

DigiLink Service can be provided as a Two-Point Service or a Multipoint Service.

d. TransLink and LightLink Service Description

(1) Service Description

(a) TransLink Service

(i) TransLink Service provides a high capacity channel for the transmission of 1.544 Mbps isochronous serial data having a line code of Bipolar Return-to-Zero (BPRZ). TransLink Service is provided between two points located within a LATA. The required format and interface specifications are contained in Technical Reference Publications GR-54 and GR-342.

(ii) Fractional DS1 channels are also available on a limited basis and provide simultaneous, two-way transmission at contiguous bit rates of 256, 384 and 512 Kbps. Fractional DS1 channels operate over the combined bandwidth of adjacent channels to create a contiguous bit rate.

(iii) Each TransLink Service facility is comprised of two Channel Terminations. Where both Customer premises are served by the same Serving Wire Center, the Service will consist of two Channel Terminations. Where each Customer premises is served by different Serving Wire Centers, the Service will consist of two Channel Terminations, one Channel Mileage Termination (fixed) and the Channel Mileage Facility (per mile) between Serving Wire Centers or Hubs.

<sup>[1]</sup> Effective September 1, 2020, Digilink and Translink Services (speeds below 1.544 Mbps) are grandfathered. Availability to current customers is limited to circuits in service at existing locations.

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(N)

UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK  
LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

PRIVATE LINE SERVICES

I. INTRALATA PRIVATE LINE SERVICES

B. Digital Services

1. Centurylink DigiLink <sup>[1]</sup>, Centurylink TransLink <sup>[1]</sup> and Centurylink LightLink Services (C)

d. TransLink and LightLink Service Description

(1) Service Description (Cont'd)

(b) LightLink Service

(i) LightLink Service provides a high capacity channel for the transmission of 44.736 Mbps isochronous serial data having a line code of bipolar three zero substitution (B3ZS). LightLink Service is provided between two points located within a LATA. LightLink Service is available utilizing an electrical interface. The required format and interface specifications are contained in Technical Reference Publication 62508 and 62411, and the associated Addendum TR-INS- 000342 and TR-NPL-000054.

(ii) LightLink Service

Each LightLink Service facility may be comprised of one or two Channel Terminations. Where both Customer premises are served by the same Serving Wire Center, the Service will consist of two Channel Terminations. Where each Customer premises is served by different Serving Wire Centers, the Service will consist of two Channel Terminations, one Channel Mileage Termination (fixed) and the Channel Mileage Facility (per mile) between Serving Wire Centers and/or hub(s). Where one Customer premises is involved, the Channel Termination of a lower bandwidth service can be replaced with a LightLink Service Channel Termination.

(2) Service Configuration

TransLink and LightLink Services are provided with Two-Point Service. Multipoint Service is not available with TransLink or LightLink Service.

<sup>[1]</sup> **Effective September 1, 2020, Digilink and Translink Services (speeds below 1.544 Mbps) are grandfathered. Availability to current customers is limited to circuits in service at existing locations.**

(N)  
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(N)

UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK  
LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

PRIVATE LINE SERVICES

I. INTRALATA PRIVATE LINE SERVICES

B. Digital Services

1. Centurylink DigiLink <sup>[1]</sup>, Centurylink TransLink <sup>[1]</sup> and Centurylink LightLink Services (C)

d. TransLink and LightLink Service Description (Cont'd)

(3) Optional Features

(a) The following optional features may be added to TransLink and LightLink Service:

(i) Central Office Multiplexing

- DS3 to DS1

An arrangement that converts a 44.736 Mbps channel to 28 DS1 channels using digital time division multiplexing. Central Office Multiplexing is not available at Customer's premises.

- DS1 to DS0

An arrangement that converts a 1.544 Mbps channel to 24 64.0 Kbps channels utilizing digital time division multiplexing. Central Office Multiplexing is not available at Customer's premises.

(ii) Clear Channel Capability (CCC)

- CCC is an arrangement that alters a DS1/1.544 Mbps signal with unconstrained information bits to meet pulse density requirements outlined in Technical Reference Publications GR-54 and GR-342. This will allow Customer to transport an all zero octet over a DS1/1.544 Mbps channel providing an available combined maximum 1.536 Mbps data rate. This arrangement requires Customer signal at the channel interface to conform to Bipolar with 8 Zero Substitution (B8ZS) line code as described in Technical Reference Publications GR-54 and GR- 342.

<sup>[1]</sup> **Effective September 1, 2020, Digilink and Translink Services (speeds below 1.544 Mbps) are grandfathered. Availability to current customers is limited to circuits in service at existing locations.**

(N)  
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(N)



UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK  
LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

PRIVATE LINE SERVICES

I. INTRALATA PRIVATE LINE SERVICES

B. Digital Services

1. Centurylink DigiLink <sup>[1]</sup>, Centurylink TransLink <sup>[1]</sup> and Centurylink LightLink Services (C)

d. TransLink and LightLink Service Description

(3) Optional Features

(a) The following optional features may be added to TransLink and LightLink Service:

(ii) Clear Channel Capability (CCC) (Cont'd)

- CCC is provided on DS1/1.544 Mbps channels of a TransLink and LightLink Service facility between two Customer designated premises and is subject to the availability of facilities.

(iii) Extended Superframe Format (ESF)

The ESF optional feature is available at suitably equipped end offices, and passes Customer provided framing format for 1.544 Mbps service.

(iv) Multiplexed Service Connection

- For TransLink Service, a Multiplexed Service Connection is an arrangement that allows one DS0 channel of a multiplexed CenturyLink Service to be connected to one DS0 channel with like signaling of another CenturyLink Service. A Multiplexed Service Connection will be provided at all CenturyLink locations where Central Office Multiplexing is performed.

- For LightLink Service, a Multiplexed Service Connection is an arrangement that allows one DS1 channel of a multiplexed CenturyLink service to be connected to one DS1 channel with like signaling of another CenturyLink Service.

<sup>[1]</sup> Effective September 1, 2020, Digilink and Translink Services (speeds below 1.544 Mbps) are grandfathered. Availability to current customers is limited to circuits in service at existing locations.

(N)  
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(N)

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

PRIVATE LINE SERVICES

I. INTRALATA PRIVATE LINE SERVICES

B. Digital Services

1. Centurylink DigiLink <sup>[1]</sup>, Centurylink TransLink <sup>[1]</sup> and Centurylink LightLink Services (C)  
(Cont'd)

e. Service Components and Charges

(1) Monthly Recurring Charge

CenturyLink will charge Customer an MRC for Services. The applicable rate elements for the MRC are:

(a) Channel Termination

The Channel Termination element provides for the communications path between Customer designated premises and the Serving Wire Center. Included as part of the Channel Termination is a standard channel interface arrangement which defines the technical characteristics associated with the type of facilities to which the service is to be connected at the point of termination (POT) and the type of signaling capability if any. One Channel Termination charge applies per Customer designated premises at which the channel is terminated.

(b) Channel Mileage

The Channel Mileage element provides for the end office equipment and the transmission channel between the Serving Wire Centers associated with two Customer designated premises, between a Serving Wire Center associated with a Customer designated premises and a CenturyLink Hub, or between two CenturyLink Hubs. Channel Mileage rates include:

(i) Channel Mileage Facility (Per Mile)

The Channel Mileage Facility (Per Mile) rate recovers the cost for the transmission path, which extends between CenturyLink Serving Wire Centers or Hubs and includes primarily outside plant used to provide the facility. Rates are based on airline distance and fractional mileage will be rounded up to the next full mile.

<sup>[1]</sup> **Effective September 1, 2020, Digilink and Translink Services (speeds below 1.544 Mbps) are grandfathered. Availability to current customers is limited to circuits in service at existing locations.**

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UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK  
LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

PRIVATE LINE SERVICES

I. INTRALATA PRIVATE LINE SERVICES

B. Digital Services

1. Centurylink DigiLink <sup>[1]</sup>, Centurylink TransLink <sup>[1]</sup> and Centurylink LightLink Services (C)

e. Service Components and Charges

(1) Monthly Recurring Charge

(b) Channel Mileage (Cont'd)

(ii) Channel Mileage Termination (Fixed)

The Channel Mileage Termination (Fixed) rate recovers the cost for end office equipment associated with terminating the facility (i.e., basic circuit equipment and terminations at Serving Wire Centers). If facilities are provided jointly by CenturyLink and another telephone company, the regulations, rates and charges of the other telephone company applies for the equipment and facilities furnished by the other telephone company. CenturyLink applies a 50% billing percentage to the Channel Mileage Termination (Fixed) rate on jointly-owned circuits, and applies 100% billing percentage on wholly-owned circuits.

(c) Data Amplification Charge

For DigiLink Service only, CenturyLink will charge Customer an additional MRC and NRC and Data Amplification Charge.

(d) Central Office Bridging Capability Charge

For DigiLink Service only, CenturyLink will charge Customer an additional MRC and NRC for one Central Office Bridging Capability charge per port. When more than one Serving Wire Center is involved, the origin of the bridge will dictate if there are additional interoffice transport charges (i.e., Channel Mileage).

<sup>[1]</sup> **Effective September 1, 2020, Digilink and Translink Services (speeds below 1.544 Mbps) are grandfathered. Availability to current customers is limited to circuits in service at existing locations.**

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LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

PRIVATE LINE SERVICES

I. INTRALATA PRIVATE LINE SERVICES

B. Digital Services

1. Centurylink DigiLink <sup>[1]</sup>, Centurylink TransLink <sup>[1]</sup> and Centurylink LightLink Services (C)

e. Service Components and Charges (Cont'd)

(2) Nonrecurring Charges

(a) Installation Charge

Charge is applicable for the initial installation of a Channel Termination to a Serving Wire Center.

(b) Rearrangement Charge

A Rearrangement Charge is applicable for any rearrangement of an existing Channel Termination.

(c) Move Charges

A Move Charge applies for Channel Terminations moved to a new location, even when moved on the same premises. It applies in addition to the Service Ordering Charge described in *Local Terms of Service: Service Charges*.

(d) Other Service Charges

Charges described in the *Local Terms of Service: Service Charges* apply where applicable.

f. Term Discount Plan (TDP)

- (1) A Term Discount Plan (TDP) provides Customer with discounted rates for Service. The Services are ordered under a TDP for fixed periods identified in the Agreement. For LightLink Service, month-to-month rates may apply only after the expiration of a TDP. All rate elements within the same Service facilities must be ordered under the same commitment period and under the same service date. Customer must order the TDP in writing to CenturyLink. A TDP may be ordered in one-month increments, (e.g. a 28-month commitment period or a 37-month commitment period).

<sup>[1]</sup> **Effective September 1, 2020, Digilink and Translink Services (speeds below 1.544 Mbps) are grandfathered. Availability to current customers is limited to circuits in service at existing locations.**

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LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

PRIVATE LINE SERVICES

I. INTRALATA PRIVATE LINE SERVICES

B. Digital Services

1. Centurylink DigiLink <sup>[1]</sup>, Centurylink TransLink <sup>[1]</sup> and Centurylink LightLink Services (C)

f. Term Discount Plan (TDP) (Cont'd)

- (2) Customer must specify the length of the initial service period at the time Service is ordered. When Customer converts to a TDP, Nonrecurring Charges do not apply toward facilities in-service at that time. If Customer converts from month-to-month rates to a TDP or upgrades from one TDP to another, Nonrecurring Charges and Service Charges do not apply.
- (3) At the end of the TDP Customer may subscribe to a new TDP at the prevailing rates. If Customer does not select a new TDP, the rates will convert to the prevailing month-to-month rates.
- (4) Rate increases or decreases will automatically be applied to the monthly term plan rates for the remaining term of the TDP. If CenturyLink initiated rate increases to any rate element or combination of rate elements causes the charges for the entire Service under the TDP to increase by 10% or more annually, then Customer may cancel the TDP without incurring termination liability charges provided Customer notifies CenturyLink within 30 days after the effective date of the rate increase.
- (5) Customer can extend TDP commitment periods at any time during the term of the plan, up to a maximum of 84 months. The number of remaining months in the original term plan will become part of the total term in the new term plan.

g. Early Termination Liability

- (1) Early termination of a TDP by Customer will be subject to the early termination liability described in the Standard Terms and Conditions for Communications Services. Customers may move Channel Terminations and not be subject to early termination liability providing the terms of the TDP are maintained.

<sup>[1]</sup> **Effective September 1, 2020, Digilink and Translink Services (speeds below 1.544 Mbps) are grandfathered. Availability to current customers is limited to circuits in service at existing locations.**

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LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

PRIVATE LINE SERVICES

I. INTRALATA PRIVATE LINE SERVICES

B. Digital Services

1. Centurylink DigiLink <sup>[1]</sup>, Centurylink TransLink <sup>[1]</sup> and Centurylink LightLink Services (C)

g. Early Termination Liability (Cont'd)

(2) Technology Upgrade

(a) Charges will not apply when a service or rate element under a TDP is disconnected before the expiration of a selected service period as a result of a customer requested upgrade to a next generation service offering, under the following conditions:

(i) The service period of the new TDP for the new service offering is a period equal to or exceeding the remaining service period of the disconnected TDP, and

(ii) The service orders to install the new service and disconnect the old service are related together, and there is no lapse in service between the installation of the new service and the disconnection of the old service, and

(iii) The service orders to install the new service and disconnect the old service are for the same customer at the same location.

(b) CenturyLink will determine whether the replacement service qualifies as a next generation service offering.

(c) Nonrecurring charges and Service Charges for the new service will apply according to the requirements of the new service.

<sup>[1]</sup> Effective September 1, 2020, Digilink and Translink Services (speeds below 1.544 Mbps) are grandfathered. Availability to current customers is limited to circuits in service at existing locations.

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UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK  
LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

PRIVATE LINE SERVICES

I. INTRALATA PRIVATE LINE SERVICES

B. Digital Services (Cont'd)

2. SONET Ring Services

a. Introduction

The Service is a dedicated high capacity network (bandwidth) designed to provide Customer reliable functionality for the transmission of voice, data, and video via a self-healing ring topology between multiple Customer-designated locations and CenturyLink Central Offices.

b. Order Term

The Service is provided under Orders issued during the Agreement Term. The initial Order Term for the Service will be stated on the Order and will begin on the first day of the billing month following the date the Service is installed and available to Customer. At the end of the initial Order Term, the Service will renew on a month-to-month basis. Either party may terminate the Service by providing the other party 30 days' written notice of termination before the end of the initial Order Term or during any renewal Order Term.

c. Service Description

- (1) The Service is offered using 2-fiber unidirectional path switch ring (UPSR) topology. The Service network will consist of fiber optic facilities routed through Local, Alternative Central Office, Internodal, and/or Interoffice Channel facilities that transmit DS1, DS3, OC3, OC3c, and OC12 channel services simultaneously over primary and alternative diverse paths between Customer-designated locations and CenturyLink Central Offices.
- (2) Continuous monitoring of the channel facilities' service quality will occur. Detection of a failure within the system will result in automatic self-healing around the point of failure to ensure that the services between locations within the network will continue.
- (3) The Service provides survivable facilities and high speed synchronous optical fiber-based full duplex data transmission capabilities.

UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK  
LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

PRIVATE LINE SERVICES

I. INTRALATA PRIVATE LINE SERVICES

B. Digital Services

2. SONET Ring Services

c. Service Description (Cont'd)

- (4) There are two levels of Service:
  - OC3 is provided at a terminating bit rate of 155.52 Mbps; and
  - OC12 is provided at a terminating bit rate of 622.08 Mbps.
- (5) Customer and CenturyLink will work cooperatively to plan, engineer, provision and manage the Service.
- (6) Customer must order a minimum of two nodes, one of which must be a Customer Node and one of which must be a Central Office Node. The maximum number of nodes will be determined by the technical characteristics and capability of the ring configuration requested.
- (7) The required format and interface specifications are contained in Technical Reference Publication GR-253.

d. Service Components and Charges

- (1) CenturyLink will charge Customer A monthly recurring charge ("MRC") and non-recurring charges ("NRCs") for the Service, both of which are billed in advance.



LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

PRIVATE LINE SERVICES

I. INTRALATA PRIVATE LINE SERVICES

B. Digital Services (Cont'd)

2. SONET Ring Services

d. Service Components and Charges

(2) Monthly Recurring Charges. The applicable elements of the MRC are:

- (a) Customer Node - Customer Nodes provide ring switching capabilities at Customer- designated locations other than CenturyLink Central Offices that are part of the Service. This rate element offers OC3 and OC12 network capacities and is provided with or without CenturyLink-provided equipment. Customer Node equipment provided by Customer must be compatible with that of CenturyLink. When Customer elects to furnish its own node equipment at Customer's premises, CenturyLink will install a cross-connect device on CenturyLink's side of the demarcation point, allowing Customer to connect their node equipment.
- (b) Central Office Node - Central Office Nodes provide ring switching capabilities at CenturyLink Central Offices that are part of the Service. This rate element offers OC3 and OC12 network capacities.
- (c) Configuration Card - A Configuration Card provides DS1, DS3, and OC3c electrical channelization and/or OC3 and OC12 optical channelization that may take place at each Customer or Central Office Node located on the Service. The Configuration Card rate element applies for every interface capacity that originates or terminates at a Customer or Central Office Node. When Customer elects to furnish its own terminal equipment at the Customer Node, the rate for the Configuration Card at the Customer Node does not apply.
- (d) Local Channel - The Local Channel provides for the communications path between a Customer Node and the serving wire center of the premises where the Customer Node is located. One Local Channel rate element will apply per Customer-designated premises for each Local Channel terminated. Monthly recurring charges for Local Channels apply for each air mile increment of the channel.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

PRIVATE LINE SERVICES

I. INTRALATA PRIVATE LINE SERVICES

B. Digital Services

2. SONET Ring Services

d. Service Components and Charges

(2) Monthly Recurring Charges. The applicable elements of the MRC are:  
(Cont'd)

(e) Alternate Central Office Channel - The Alternate Central Office Channel provides for the communications path between a Customer Node and an Alternate Central Office. The primary Central Office Node and any Alternate Central Office Node and applicable Configuration Cards must be associated with the same Service. Monthly recurring charges for Alternative Central Office Channels apply for each air mile increment of the channel.

(f) Interoffice Channel - The Interoffice Channel provides for the communications path between directly connected CenturyLink Central Offices located on the Service. This rate element does not apply where Central Office Nodes are adjacently connected in the same central office on the same Service for the purposes of providing additional node capacity. Monthly recurring charges for Interoffice Channels apply for each air mile increment of the channel.

(g) Internodal Channel

(i) The Internodal Channel provides for the communications path between two directly connected Customer Nodes of Service located:

- in the same serving wire center area;
- in the same office park /campus environment or contiguous property located in contiguous serving wire center areas, or
- in different serving wire center areas.

(ii) Monthly recurring charges for Internodal Channels apply for each air mile increment of the channel.

UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK  
LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

PRIVATE LINE SERVICES

I. INTRALATA PRIVATE LINE SERVICES

B. Digital Services

2. SONET Ring Services

d. Service Components and Charges (Cont'd)

(3) Intraoffice Channel

The Intraoffice Channel provides for the communications path when the Customer-designated premises and the serving wire center are located in the same CenturyLink building, or where both customer designated premises are in the same building. Flat rated monthly recurring charges apply for each Intraoffice Channel.

(4) Service Regeneration Charges

Due to the technical limitations of SONET facilities, additional regeneration equipment may be required for essential detection and retransmission of SONET signals between nodes. Additional regeneration equipment will only be provided by CenturyLink when the actual fiber facility distance between the nodes exceeds SONET design limits. A monthly recurring Regeneration Charge will apply for each regenerator required for the provision of Service.

(5) Non-Recurring Charges

(a) Reconfiguration Charge

CenturyLink will charge a SONET Ring Service Reconfiguration Charge for each Customer request that CenturyLink reallocate Configuration Cards located at each Customer or Central Office Node after the initial service installation.

If a new configuration is requested at the Customer or Central Office Node after the initial activation, a Reconfiguration Charge will apply on a per service basis. The Reconfiguration Charge is in addition to all applicable Configuration Card charges associated with the new configuration.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

PRIVATE LINE SERVICES

I. INTRALATA PRIVATE LINE SERVICES

B. Digital Services (Cont'd)

2. SONET Ring Services

d. Service Components and Charges

(5) Non-Recurring Charges (Cont'd)

(b) SONET Ring Service Rearrangements

For service rearrangements involving OC3 or OC12 SONET Ring Service, a charge equal to one-half the Optical Service Charge will apply for each Customer or Central Office Node rearranged. The Optical Service Charge recovers the labor involved with designing, provisioning, and installing Customer and Central Office Nodes.

Service rearrangements are changes to existing (installed) services which do not result in either a change in the minimum period requirements or a change in the physical location of the point of termination at Customer-designated premises. Changes in the type of service or service termination are treated as disconnects and starts. Changes in the physical location of the point of the termination are treated as moves requiring additional non-recurring charges.

(c) Additional Charges.

Customers may be required to pay charges for Special Types of Construction or Facilities when a four-fiber optical service configuration is requested in lieu of the two-fiber UPSR topology for Service. Where dual entrance facilities currently exist to a Customer premises, special construction charges will not be assessed when Customer requests connection at both entrance facilities.

Other Service Charges - Charges described in this *Local Terms of Service*: Service Charges apply where applicable.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

PRIVATE LINE SERVICES

I. INTRALATA PRIVATE LINE SERVICES

B. Digital Services (Cont'd)

2. SONET Ring Services

d. Service Components and Charges (Cont'd)

(6) Multiplexed Service Connection

A Multiplexed Service Connection is an arrangement that allows one DS1, DS3, OC3, or OC12 channel of a multiplexed CenturyLink service to be connected to one DS1, DS3, OC3, or OC12 channel with like signaling of another CenturyLink service. A Multiplexed Service Connection will be provided at all CenturyLink locations where Central Office Multiplexing is performed with a Non-Recurring and Monthly Recurring Charge.

e. Service Limitations

(1) Current SONET standards do not provide for asynchronous DS3 to DS1 multiplexing. An STS1 channel may be mapped for either one DS3 or 28 DS1s. However, DS1s within a DS3 are not accessible within the SONET architecture, and their performance cannot be guaranteed for this reason. When Customer requests that an OC3 or OC12 service be configured with a combination of DS3 and DS1 channels, a DS3 to DS1 multiplexing arrangement will be required.

(2) Multipoint service is not available with the Service.

f. Responsibility of Customer

(1) Customer must provide CenturyLink with a matrix detailing the configuration interface assignments desired among the nodes on the dedicated ring. The matrix must provide detail by node, by STS group. This matrix will assist CenturyLink in ensuring that node to node channels are linked appropriately.

(2) Customer must provide suitable floor space, controlled environment, and source of non-switched suitable power to support the service.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

PRIVATE LINE SERVICES

I. INTRALATA PRIVATE LINE SERVICES

B. Digital Services (Cont'd)

2. SONET Ring Services

g. Term Discount Plan (TDP)

- (1) The minimum service period is 12 months. A TDP provides Customer with discounted rates for Service for a term commitment. All rate elements within the same Service facility must be ordered under the same commitment period. Customer must order the term plan in writing.
- (2) Customer must specify the length of the initial service period at the time Service is ordered.
- (3) At the end of the TDP Customer may subscribe to a new term plan at CenturyLink's then- prevailing rates. If Customer does not specify renewal terms in writing 90 days prior to the expiration of the TDP, the commitment period and Service rates for the 12-month TDP will automatically be applied. If Customer does not specify renewal terms in writing prior to the expiration of the 12-month service period, the commitment period and the Service rates in effect at the time of expiration will automatically renew. Customer may terminate Service at the end of the minimum commitment period with no penalty or obligation to continue the service.
- (4) Rate increases or decreases will automatically be applied to the monthly term plan rates for the remaining term of the term plan. If CenturyLink initiated rate increases to any rate element or combination of rate elements causes the charges for the entire Service under the term plan to increase by 10% or more annually, then Customer may cancel the term plan without incurring termination liability charges provided Customer notifies CenturyLink within 30 days after the effective date of the rate increase.
- (5) Customer can extend term plan commitment periods at any time during the term of the plan, up to a maximum of 60 months. The number of remaining months in the original term plan will become part of the total term in the new term plan.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

PRIVATE LINE SERVICES

I. INTRALATA PRIVATE LINE SERVICES

B. Digital Services (Cont'd)

2. SONET Ring Services

h. Early Termination Liability

- (1) Early termination of a TDP by Customer will be subject to the early termination liability described in the Standard Terms and Conditions for Communications Services. Customers may move Customer Nodes and/or Central Office Nodes on the Service and not be subject to Termination Liability Charges providing the terms of the term plan are maintained.
- (2) Technology Upgrade.
  - (a) Charges will not apply when a service or rate element under a TDP is disconnected before the expiration of a selected service period as a result of a customer requested upgrade to a next generation service offering, under the following conditions:
    - (i) The service period of the new TDP for the new service offering is a period equal to or exceeding the remaining service period of the disconnected TDP, and
    - (ii) The service orders to install the new service and disconnect the old service are related together, and there is no lapse in service between the installation of the new service and the disconnection of the old service, and
    - (iii) The service orders to install the new service and disconnect the old service are for the same customer at the same location.
  - (b) CenturyLink will determine whether the replacement service qualifies as a next generation service offering.
  - (c) Nonrecurring charges and Service Charges for the new service will apply according to the requirements of the new service.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

PRIVATE LINE SERVICES

I. INTRALATA PRIVATE LINE SERVICES

B. Digital Services (Cont'd)

3. OptiPoint Services

a. Introduction

The Service is a SONET-based, fiber-optic, point-to-point synchronous data transmission service available at OC3 (155.52 Mbps) and OC12 (622.08 Mbps) terminating bit rates.

b. Order Term

The Service is provided under Orders, issued during the Agreement Term. The initial Order Term for the Service will be stated on the Order and will begin on the first day of the billing month following the date Services are installed and available to Customer. At the end of the initial Order Term, the Service will renew on a month-to-month basis. Either party may terminate the Service by providing the other party 30 days' written notice of termination before the end of the initial Order Term or during any renewal Order Term.

c. Service Description

(1) Basic Service

The Service consists of a basic channel to which a technical specifications package (customized or predefined), channel interface(s) and optional features. When Customer orders the Service, Customer and CenturyLink will cooperatively plan, engineer, provision and manage the Service. The required format and interface specifications are contained in Technical Reference Publication GR-253.

(2) Customized Technical Specifications Package

CenturyLink can provide customized technical specifications packages where technically feasible. CenturyLink will advise Customer whether the requested specifications are compatible with the Services and provide an estimate of any additional labor charges.



LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

PRIVATE LINE SERVICES

I. INTRALATA PRIVATE LINE SERVICES

B. Digital Services

3. OptiPoint Services Cont'd)

d. Channel Termination

- (1) Channel Termination is the local facility from Customer's designated premises to the Serving Wire Center. CenturyLink OptiPoint Service Channel Terminations may be used to connect a Customer designated premises to another Customer designated premises, configured at wire center locations between the two premises, or a Customer designated premises to a CenturyLink location where Service configuration is performed.
- (2) Each Service facility may be comprised of one or two Channel Terminations. Where both Customer premises are served by the same Serving Wire Center, the Service will consist of two Channel Terminations. Where each Customer premises is served by different Serving Wire Centers, the Service will consist of two Channel Terminations, one Channel Mileage Termination (Fixed) and the Channel Mileage Facility (Per Mile) between Serving Wire Centers. Where one Customer premises is involved, the Channel Termination of a lower bandwidth service can be replaced with a CenturyLink OptiPoint Service Channel Termination. For example, the Channel Termination associated with LightLink Service can be replaced with a CenturyLink OptiPoint Service Channel Termination to connect the LightLink Service to the Serving Wire Center of Customer's designated premises.
- (3) Based on Customer requirements, OptiPoint-3 (OC3) service may be provisioned in the following configurations:
  - (a) Three Synchronous Transport Signal (STS1) channels which each contain the following:
    - (i) one DS3 that is STS1 mapped;
    - (ii) up to 28 DS1s that are VT mapped;
    - (iii) an STS1 channel without constraint to payload mapping when the STS1 channel does not terminate via a service configuration function to DS1 or DS3 services within the network; or
  - (b) A single concatenated OC3c channel that is STS3c mapped.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

PRIVATE LINE SERVICES

I. INTRALATA PRIVATE LINE SERVICES

B. Digital Services

3. OptiPoint Services

d. Channel Termination (Cont'd)

(4) Based on Customer requirements, OptiPoint-12 (OC12) Service may be provisioned in the following configurations:

(a) 12 STS1 channels which each contain:

(i) one DS3 that is STS1 mapped;

(ii) up to 28 DS1s that are VT mapped;

(iii) an STS1 channel without constraint to payload mapping when the STS1 channel does not terminate via a service configuration function to DS1 or DS3 services within the network; or

(iv) Up to four concatenated OC3c channels that are STS3c mapped;

(v) From one to three OC3c channels that are STS3c mapped and mixed with from three to nine STS1 channels subject to utilization of the total OC12 capacity; or

(b) A single concatenated OC12c channel that is STS12c mapped.

(5) Current SONET standards do not provide for asynchronous DS3 to DS1 multiplexing. An STS1 channel may be mapped for either one DS3 or 28 DS1s. However, DS1s within a DS3 are not accessible within the SONET architecture, and their performance cannot be guaranteed for this reason. When Customer requests that an OC3 or OC12 service be configured with a combination of DS3 and DS1 channels, a DS3 to DS1 multiplexing arrangement will be required.

(6) A Multiplexed Service Connection is an arrangement that allows one DS1, DS3, OC3, or OC12 channel of a multiplexed CenturyLink service to be connected to one DS1, DS3, OC3, or OC12 channel with like signaling of another CenturyLink service. For example, the lesser speed may be a LightLink DS3 channel connected between a multiplexed Service. CenturyLink can provide a Multiplexed Service Connection at all CenturyLink locations where Central Office Multiplexing is performed for Nonrecurring and Monthly Recurring Charges.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

PRIVATE LINE SERVICES

I. INTRALATA PRIVATE LINE SERVICES

B. Digital Services

3. OptiPoint Services

d. Channel Termination (Cont'd)

- (7) Upon ordering the Service, Customer must identify the STS signal configuration to be contained in each OC3 or OC12 Service connection and each STS1, STS3, and/or STS12 payload content. This information is used to determine the route and connection in the network. If a new configuration is requested after the initial activation, a Service Reconfiguration Charge will apply on a per service basis. The Service Reconfiguration Charge is in addition to all applicable configuration card charges associated with the new configuration.
- (8) The Service is provided with electronics that automatically activate in case of failure of the primary electronics. Since OptiPoint is a point-to-point service, SONET ring survivability will not be available. CenturyLink can quote rates for additional protection options.
- (9) OptiPoint Channel Terminations provided to Customer's designated premises will be installed in a single, common space under CenturyLink control. An OptiPoint entrance facility may not be split between premises or terminated in multiple locations within premises. Customer must provide suitable floor space, environmental controls and non-switched AC power to support the OptiPoint entrance facility at Customer's premises location.
- (10) OptiPoint Channel Terminations will be provided with or without CenturyLink provided terminal equipment at Customer's premises. When Customer elects to furnish its own terminal equipment at Customer's premises, Customer will work cooperatively with CenturyLink to provide a compatible physical interface, and will identify approved equipment types for use in conjunction with CenturyLink provided equipment. Customer is responsible for providing all facilities and cabling necessary to connect Customer provided equipment to this interface.
- (11) OptiPoint Channel Terminations are available only where facilities and operating conditions permit. CenturyLink will work cooperatively with Customer to determine if suitable existing CenturyLink SONET based facilities are available to provide the service. CenturyLink will not provision this service on facilities which are not suitable for the Service.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

PRIVATE LINE SERVICES

I. INTRALATA PRIVATE LINE SERVICES

B. Digital Services

3. OptiPoint Services

d. Channel Termination (Cont'd)

(12) Channel mileage can be connected between serving wire centers at a lower OC-n speed than the Channel Termination, if the channel mileage is between a lower speed configuration function and another lower speed configuration function or another lower speed Channel Termination.

(13) All of the above terminations must be provided at the same speed as the transport.

e. Service Configuration

(1) A Configuration Card provides for the interface at which a channelized or lower speed service terminates or originates from an OptiPoint optical line terminated at Customer designated premises or a CenturyLink Central Office. DS1, DS3, and OC3 concatenated cards are available for interfacing OptiPoint-3 service with lower level signals. DS1, DS3, OC3, OC3 concatenated, and OC12 concatenated cards are available for interfacing with OptiPoint-12 Service.

(2) If Customer requests the Service be configured for lower level service, card rate elements will apply. Configuration Cards will be required based upon the characteristics of the Service.

(3) Due to the technical limitations of SONET facilities, additional regeneration equipment may be required for essential detection and retransmission of SONET signals between Customer's premises and the CenturyLink serving wire center for that premises. Additional regeneration equipment will only be provided by CenturyLink when the actual fiber facility distance between Customer's premises and serving wire center exceeds SONET design limits. A monthly recurring OptiPoint Regeneration Charge will apply for each regenerator required for the provision of the Service.

(4) Multipoint service is not available with the Service.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

PRIVATE LINE SERVICES

I. INTRALATA PRIVATE LINE SERVICES

B. Digital Services

3. OptiPoint Services (Cont'd)

f. Service Components and Charges

(1) Monthly Recurring Charge

CenturyLink will charge Customer a MRC for Services. The applicable rate elements are:

(a) Channel Termination

The Channel Termination element provides for the communications path between a Customer designated premises and the Serving Wire Center. Included as part of the Channel Termination is a standard channel interface arrangement which defines the technical characteristics associated with the type of facilities to which the service is to be connected at the point of termination (POT) and the type of signaling capability if any. The signaling capability itself is provided as a part of this rate category. One Channel Termination charge applies per Customer designated premises at which the channel is terminated. The charges applicable to the Channel Termination vary based on distance.

(b) Channel Mileage

The Channel Mileage element provides for the end office equipment and the transmission channel between the Serving Wire Centers associated with two customer designated premises. Channel Mileage rates are made up of the Channel Mileage Facility (Per Mile) rate and the Channel Mileage Termination (Fixed) rate. When the Channel Mileage Facility (Per Mile) is zero (i.e., collocated Serving Wire Centers), neither the Channel Mileage Facility (Per Mile) rate nor the Channel Mileage Termination (Fixed) rate will apply. Otherwise, Channel Mileage rates include:

(i) The Channel Mileage Facility (Per Mile)

The Channel Mileage Facility (Per Mile) rate recovers the cost for the transmission path, which extends between CenturyLink Serving Wire Centers and includes primarily outside plant used to provide the facility. Rates are based on airline distance and fractional mileage will be rounded up to the next full mile.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

PRIVATE LINE SERVICES

I. INTRALATA PRIVATE LINE SERVICES

B. Digital Services

3. OptiPoint Services

f. Service Components and Charges

(1) Monthly Recurring Charge

CenturyLink will charge Customer a MRC for Services. The applicable rate elements are:

(b) Channel Mileage (Cont'd)

(ii) The Channel Mileage Termination (Fixed)

The Channel Mileage Termination (Fixed) rate recovers the cost for end office equipment associated with terminating the facility (i.e., basic circuit equipment and terminations at Serving Wire Centers). If facilities are provided jointly by CenturyLink and another telephone company, the regulations, rates and charges of the other telephone company applies for the equipment and facilities furnished by the other telephone company. CenturyLink applies a 50% billing percentage to the Channel Mileage Termination (Fixed) rate on jointly-owned circuits, and applies 100% billing percentage on wholly-owned circuits.

(c) Configuration Card

The Configuration Card is described in Section e.1. above.

(d) OptiPoint Regeneration Charge

An OptiPoint Regeneration Charge will be required when the actual fiber facility distance between Customer's premises and serving wire center exceeds SONET design limits. A monthly recurring OptiPoint Regeneration Charge will apply for each regenerator required for the provision of the Service.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

PRIVATE LINE SERVICES

I. INTRALATA PRIVATE LINE SERVICES

B. Digital Services

3. OptiPoint Services

f. Service Components and Charges (Cont'd)

(2) Nonrecurring Charges

(a) OptiPoint Reconfiguration Charge

If a new configuration is requested after the initial activation, CenturyLink will charge an OptiPoint Reconfiguration Charge on a per service basis. The OptiPoint Reconfiguration Charge is in addition to all applicable Configuration Card charges associated with the new configuration.

(b) Optical Service Rearrangements

Service rearrangements are changes to existing (installed) Services which do not result in either a change in the minimum period requirements or a change in the physical location of the point of termination at a Customer designated premises. Changes in the type of service or service termination are treated as disconnects and starts. For service rearrangements involving OC3 or OC12 Service, a charge equal to one half the Optical Service Charge will apply for each node rearranged.

(c) Other Service Charges

Charges described in the *Local Terms of Service*: Service Charges apply where applicable.

g. Termination Discount Plan (TDP)

(1) The minimum service period is 12 months. A term plan provides Customer with discounted rates for a minimum service commitment. The minimum service commitment period will be identified in the Agreement. Service may be ordered under a term plan for fixed periods of 12 months, 36 months, or 60 months. All rate elements within the same Service facility must be ordered under the same commitment period. Customer must order the term plan in writing to CenturyLink.

(2) Customer must specify the length of the initial service period at the time Service is ordered.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

PRIVATE LINE SERVICES

I. INTRALATA PRIVATE LINE SERVICES

B. Digital Services

3. OptiPoint Services

g. Termination Discount Plan (TDP) (Cont'd)

- (3) At the end of the term plan Customer may subscribe to a new term plan at CenturyLink's then- prevailing rates. If Customer does not specify renewal terms in writing 90 days prior to the expiration of the TDP, the commitment period and Service rates for the 12-month TDP will automatically be applied. If Customer does not specify renewal terms in writing prior to the expiration of the 12-month service period, the commitment period and the Service rates in effect at the time of expiration will automatically renew. Customer can terminate the Service at the end of the minimum commitment period with no penalty or obligation to continue the Service.
- (4) Rate increases or decreases will automatically be applied to the monthly term plan rates for the remaining term of the term plan. If CenturyLink initiated rate increases to any rate element or combination of rate elements causes the charges for the entire Service under the term plan to increase by 10% or more annually, Customer may cancel the term plan without incurring termination liability charges provided Customer notifies CenturyLink within 30 days after the effective date of the rate increase.
- (5) Customer can extend term plan commitment periods at any time during the term of the plan, up to a maximum of 60 months. The number of remaining months in the original term plan will become part of the total term in the new term plan.

h. Early Termination Liability

- (1) Early termination of a TDP by Customer will be subject to the early termination liability described in the Standard Terms and Conditions for Communications Services. Customers may move Channel Terminations and not be subject to early termination liability providing the terms of the TDP are maintained.



UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK  
LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

PRIVATE LINE SERVICES

I. INTRALATA PRIVATE LINE SERVICES

B. Digital Services

3. OptiPoint Services

h. Early Termination Liability (Cont'd)

(2) Technology Upgrade

- (a) Charges will not apply when a service or rate element under a TDP is disconnected before the expiration of a selected service period as a result of a customer requested upgrade to a next generation service offering, under the following conditions:
  - (i) The service period of the new TDP for the new service offering is a period equal to or exceeding the remaining service period of the disconnected TDP, and
  - (ii) The service orders to install the new service and disconnect the old service are related together, and there is no lapse in service between the installation of the new service and the disconnection of the old service, and
  - (iii) The service orders to install the new service and disconnect the old service are for the same customer at the same location.
- (b) CenturyLink will determine whether the replacement service qualifies as a next generation service offering.
- (c) Nonrecurring charges and Service Charges for the new service will apply according to the requirements of the new service.

UNITED TELEPHONE COMPANY OF OHIO d/b/a CENTURYLINK

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

INTERATED SERVIES DIGITAL NETWORK

Terms and conditions for the following Integrated Services Digital Network services can be found in the [LOCAL TERMS OF SERVICE FOR CENTURYLINK INTEGRATED SERVICES DIGITAL NETWORK \(ISDN\)](#) (see page 1.3 for URL):

- A. ISDN-BRI Services
- B. ISDN-PRI Services
- C. Primary Rate Interface (PRI) Bundle II

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

ADVANCED COMMUNICATIONS SERVICES

I. FRAME RELAY SERVICE

Effective July 1, 2015, this Service is no longer available to new customers for new orders nor will new orders from existing customers be accepted except to the extent permitted by a Term Discount Plan. Existing customers may migrate to another Company-provided service at any time without incurring nonrecurring or service charges. Termination Liability Charges will not apply if customers with a Term Discount Plan migrate to another Company-provided service prior to expiration of the Term Discount Plan. "Company" refers to the CenturyLink local operating company providing the Service. Existing customers will be grandfathered as follows:

- As of July 1, 2015, month-to-month customers will no longer be able to subscribe to the Service.
- Customers with a Term Discount Plan that expires after July 1, 2015 may retain their Service covered by a Term Discount Plan until expiration of that Term Discount Plan. Existing Term Discount Plans will not be renewed.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

ADVANCED COMMUNICATIONS SERVICES

I. FRAME RELAY SERVICE (Cont'd)

A. Terms

1. Order Term

The minimum term of any Order for Service issued during the Agreement Term ("Order Term") is one month. The initial Order Term for the Service will be stated on the Order and will begin on the first day of the billing month following the date the Service is installed and available to Customer. At the end of the initial Order Term, the Service will renew on a month-to-month basis. Either party may terminate the Service by providing the other party 30 days' written notice of termination before the end of the initial Order Term or during any renewal Order Term.

2. Service Description

- a. Frame Relay Service is a fast packet network that permits the transmission of data at speeds of 56/64 Kbps up to 44.210 Mbps using Permanent Virtual Circuits (PVCs). Utilizing statistical multiplexing, the CenturyLink Frame Relay network enables Customer to allocate circuit bandwidth to applications as needed, rather than assigning fixed channels to specific applications.
- b. Permanent Virtual Circuits (PVCs) are logical channels that connect ports on a frame relay switch or between frame relay switches. PVCs are end-to-end, bi-directional channels that are established and non-established via the service order process. Separate PVCs must be established to each location to which Customer desires to transmit data. PVC channels are virtual channels that are established in software tables and do not tie up facilities when not in use.
- c. The Service requires the use of customer terminal equipment that functions as a multiplexer, bridger or router. This terminal equipment must be purchased separately from the Service and must conform to Consultative Committee for International Telecommunication Union (ITU) and American National Standards Institute (ANSI) standards set forth in ITU: Q.933 Annex A, ANSI: T1.617 Annex D.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

ADVANCED COMMUNICATIONS SERVICES

I. FRAME RELAY SERVICE

A. Terms (Cont'd)

3. Service Components and Charges

- a. CenturyLink will charge Customer a Monthly Recurring Charge ("MRC") and Nonrecurring Charge ("NRC") for the following service components:

(1) CIR (Committed Information Rate) and PVC.

- (a) CenturyLink will charge Customer a MRC for each PVC based on the CIR requested by Customer. If no CIR is indicated, the CIR will be set at the default of 50% of the associated FRAP.
- (b) CenturyLink will charge Customer a NRC for the establishment of each PVC and for each subsequent order of PVC(s).
- (c) Customer may select from three different classes of PVCs to ensure greater reliability for mission critical applications in the event of network congestion:

Service Class	Type	PVC Priority
Frame for LAN	Standard	Normal
Frame for SNA	Premium	Higher
Frame for Voice	Premium	Highest

- (2) Frame Relay Access Line (FRAL). CenturyLink will charge Customer a MRC and NRC based on the speed of the port connection for each physical connection. The FRAL includes the provision of a port.
- (3) Frame Relay Access Port (FRAP). CenturyLink will charge Customer a MRC and NRC based on the speed of the port connection for each port connection to the network supporting the Service. The FRAP element can be used in lieu of the FRAL if Customer has a CenturyLink-approved means of access to the frame relay network.
- (4) Frame to Asynchronous Transfer Mode (ATM) Inter-Networking Links. CenturyLink may establish facilities between the Service switching equipment and ATM (Asynchronous Transport Mode) Service switching equipment and may allow customers to share bandwidth on these facilities.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

ADVANCED COMMUNICATIONS SERVICES

I. FRAME RELAY SERVICE

A. Terms

3. Service Components and Charges

- a. CenturyLink will charge Customer a Monthly Recurring Charge ("MRC") and Nonrecurring Charge ("NRC") for the following service components: (Cont'd)
  - (5) Gateway Service. This service allows customers to interconnect to another frame relay network. The service is available wherever CenturyLink has established a network interface with another private or public frame relay network. CenturyLink will charge Customer a MRC and NRC for the service.
  - (6) Private Network Link (PNL). CenturyLink will charge Customer a MRC and MRC for a DS1 facility from Customer's frame relay switch location to CenturyLink's frame relay Network. In addition to the access facility, a 1.544 FRAP must be purchased.
  - (7) Utilization Reports. Where CenturyLink facilities permit, Customer may order reports that display certain circuit utilization statistics for PVC and FRAPs. The PVC report summarizes inbound and outbound packet discards and displays utilization as a percentage of CIR. CenturyLink will charge Customer a MRC and NRC for the reports.
- b. Additional Nonrecurring Charges. CenturyLink will charge Customer a NRC for the following:
  - (1) Administrative Charge. This charge applies to changes in Customer's network associated with existing PVCs or existing Gateway Service. Although multiple changes can be caused by such actions, only one administrative charge applies per customer request. The Administrative Charge does not apply when Customer moves an existing PVC to a new location within Customer's network. In this case, the appropriate nonrecurring charge will be applied to the new location.
  - (2) Other Service Charges. Charges described in the Service Charge section apply where applicable.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

ADVANCED COMMUNICATIONS SERVICES

I. FRAME RELAY SERVICE

A. Terms (Cont'd)

4. Responsibility of the Customer

- a. Customer's frame relay compatible terminal equipment is responsible for re-transmitting frames that are discarded due to errors or network congestion.
- b. Customer, upon request, must furnish such CPE information as may be required to permit CenturyLink to design and maintain the Service it offers and to assure that the service arrangement is in compliance with the terms and conditions contained herein.
- c. Upon service subscription, Customer must specify the CIR class and Excess Burst Size of each PVC ordered. The sum of all CIR on a single FRAP must not exceed two hundred (200) percent of the FRAP access rate.

5. Term Discount Plan (TDP)

- a. Term Discount Plans (TDPs) are available for FRALs (Frame Relay Access Lines), FRAPs (Frame Relay Access Ports) and PNLs (Private Network Links). Customer agrees to a minimum service commitment period for the Service when the TDP is established. Customer may disconnect or move PVCs and not be subject to termination liability charges. Customer must order a TDP in writing.
- b. If Customer disconnects any portion of the Service before the end of month 12, Customer is liable for 100% of the payments remaining for the first 12 months and 50% of the payments remaining under the TDP or 12 months, whichever is shorter. If Customer disconnects any portion of the TDP service after the end of the 12th month, Customer is liable for 50% of the payments remaining under the TDP or 12 months, whichever is shorter.
- c. TDP commitment periods can be extended by Customer at any time during the term of the plan, up to a maximum of 84 months.
- d. CenturyLink will waive Service Charges for 12 month, 24 month, 36 month and 60 month TDPs when Customer also subscribes to CenturyLink's nonregulated 1.5 Dedicated Internet Access Service.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

ADVANCED COMMUNICATIONS SERVICES

II. CENTURYLINK ATM SERVICE

Effective July 1, 2015, this Service is no longer available to new customers for new orders nor will new orders from existing customers be accepted except to the extent permitted by a Term Discount Plan. Existing customers may migrate to another Company-provided service at any time without incurring nonrecurring or service charges. Termination Liability Charges will not apply if customers with a Term Discount Plan migrate to another Company-provided service prior to expiration of the Term Discount Plan. "Company" refers to the CenturyLink local operating company providing the Service. Existing customers will be grandfathered as follows:

- As of July 1, 2015, month-to-month customers will no longer be able to subscribe to the Service.
- Customers with a Term Discount Plan that expires after July 1, 2015 may retain their Service covered by a Term Discount Plan until expiration of that Term Discount Plan. Existing Term Discount Plans will not be renewed.



LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

ADVANCED COMMUNICATIONS SERVICES

II. CENTURYLINK ATM SERVICE (Cont'd)

A. Order Term

The minimum term of any Order for Service issued during the Agreement Term ("Order Term") is one month. The initial Order Term for the Service will be stated on the Order and will begin on the first day of the billing month following the date Service are installed and available to Customer. At the end of the initial Order Term, the Service will renew on a month-to-month basis. Either party may terminate the Service by providing the other party 30 days' written notice of termination before the end of the initial Order Term or during any renewal Order Term.

B. Service Description

1. Asynchronous Transfer Mode (ATM) Service is a high speed, connection-oriented service. ATM Service support a broad range of applications including video, image, audio, high-speed data and multimedia. ATM Service is also designed to provide connectivity among different customer locations. ATM Service provides for sequence preserving, connection-oriented transfer of ATM cells between source and destination sites. Access from customer locations will be provided at an OC3 level with a maximum line rate (Access Port speed less ATM overhead) of 144 Mbps.
2. ATM Service provides simultaneous support for both "bursty" traffic and constant bit rate applications. The specific ATM applications are established by Customer's premise equipment.
3. ATM Service will be based on a Virtual Path (VP). No dynamic connection establishment or tear down is associated with a VP ATM. With VP ATM Service connections are permanent and are established through a provisioning process. A VP is assigned as an end-to-end circuit. VPs are established at the time Customer subscribes to ATM Service. Thus, the communications path between end points is pre-established, and no connection set-up procedures are required.
4. ATM Virtual Paths are classified as Virtual Path connection (VPCs) or Virtual Channel Connections (VCCs).

C. Service Components and Charges

CenturyLink will charge Customer a Nonrecurring Charge ("NRC") and a Monthly Recurring Charge ("MRC") for the Service. The primary service components included in the Service are as follows:

1. Port Connection
  - a. The Port Connection is a standard interface used to connect the end user to CenturyLink's ATM Network. One Port Connection is required per ATM Access.
  - b. A Port Connection NRC is applicable per port.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

ADVANCED COMMUNICATIONS SERVICES

II. CENTURYLINK ATM SERVICE

C. Service Components and Charges (Cont'd)

2. ATM Access. The ATM Access provides for fiber cable between Customer's on-premise equipment and the nearest ATM switch in CenturyLink's ATM Network.
3. Permanent Virtual Circuit
  - a. The Permanent Virtual Circuit (PVC) is established between two end points for the transfer of end-user information between two locations. Each PVC consists of a series of connected Virtual Path Connections (VPCs).
  - b. At least one PVC is required per Port Connection for ATM connectivity.
  - c. The VPC must be identified as one or more of the following:
    - (1) Constant Bit Rate Virtual Path Connection.
    - (2) Variable Bit Rate Virtual Path Connection.
    - (3) Unspecified Bit Rate Virtual Path Connection.
  - d. Customer may enhance the management of the VPC by subscribing to a VCC. The VCC must be identified as one or more of the following:
    - (1) Constant Bit Rate Virtual Channel Connection.
    - (2) Variable Bit Rate Virtual Channel Connection.
    - (3) Unspecified Bit Rate Virtual Channel Connection.
  - e. The initial quantity of bandwidth for use by Customer within the Port Connection is 4 Mbps.
4. Additional Charges
  - a. Additional bandwidth is available above the initial quantity in increments of 5 Mbps.
  - b. Monthly rates do not include detailed monthly billing.
  - c. Charges described in the *Local Terms of Service*: Service Charges apply where applicable.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

ADVANCED COMMUNICATIONS SERVICES

II. CENTURYLINK ATM SERVICE (Cont'd)

D. Term Discount Plan (TDP)

CenturyLink has the ability to raise rates on certain services on a Term Discount Plan.

1. ATM Service is only available at monthly TDP rates.
2. The TDP provides Customer with discounted rates for ATM Service. Customer agrees to a minimum service commitment period for ATM Service when the TDP is established. The minimum service commitment period will be identified in the Agreement. Customer must order a TDP in writing. Rate increases or decreases will automatically be applied to the monthly term plan rates for the remaining term of the TDP.
3. Customer must specify the length of the initial service period at the time service is ordered. If a CenturyLink-initiated rate increase causes the services under the TDP to increase by 10% or more annually, then Customer may cancel the TDP without incurring termination liability charges provided Customer notifies CenturyLink within 30 days after the effective date of the rate increase.
4. TDP commitment periods can be extended by Customer at any time during the term of the plan, up to a maximum of 60 months. The number of months accrued in the current plan will be applied toward the new plan selected.
5. At the end of the TDP service commitment period, Customer may subscribe to a new TDP at CenturyLink's prevailing rates.

LOCAL TERMS OF SERVICE FOR NON-BASIC LOCAL EXCHANGE SERVICE AND MTS

ADVANCED COMMUNICATIONS SERVICES

II. CENTURYLINK ATM SERVICE (Cont'd)

E. Early Termination Liability

1. Early termination of a TDP by Customer will be subject to the early termination liability described in the Standard Terms and Conditions for Communications Services.
2. Technology Upgrade
  - a. Charges will not apply when a service or rate element under a TDP is disconnected before the expiration of a selected service period as a result of a customer requested upgrade to a next generation service offering, under the following conditions:
    - (1) The service period of the new TDP for the new service offering is a period equal to or exceeding the remaining service period of the disconnected TDP, and
    - (2) The service orders to install the new service and disconnect the old service are related together, and there is no lapse in service between the installation of the new service and the disconnection of the old service, and
    - (3) The service orders to install the new service and disconnect the old service are for the same customer at the same location.
  - b. CenturyLink will determine whether the replacement service qualifies as a next generation service offering.
  - c. Nonrecurring charges and Service Charges for the new service will apply according to the requirements of the new service.