

Qwest Corporation d/b/a CenturyLink QC
PRICE LIST

(T)

**EXCHANGE AND NETWORK
SERVICES
UTAH**

SECTION 1
Page 3
Release 4

Issued: 9-2-2020
(A.L. 2020-P07)

Effective: 9-10-2020

1. APPLICATION AND REFERENCE

1.2 TABLE OF CONTENTS (Cont'd)

		PAGE	
2.3	PAYMENT FOR SERVICE	32	
2.3.1	CUSTOMER RESPONSIBILITY	32	
2.3.2	PAYMENT OF BILLS	32	
2.3.3	ADVANCE PAYMENTS AND DEPOSITS	35	
2.3.4	ADJUSTMENT OF CHARGES	40	
2.3.5	PAYMENT PLANS	41	
2.4	LIABILITY OF THE COMPANY	42	
2.4.1	SERVICE LIABILITIES	42	
2.4.2	MAINTENANCE AND REPAIR	43	
2.4.4	DIRECTORY ERRORS OR OMISSIONS	43	
2.4.5	HAZARDOUS OR INACCESSIBLE LOCATIONS	44	
2.5	RESPONSIBILITIES OF THE CUSTOMER	45	
2.5.1	LOST OR DAMAGED EQUIPMENT	45	
2.5.2	BUILDING SPACE AND ELECTRIC POWER SUPPLY	45	
2.5.3	USE OF TELEPHONE ALARM REPORTING DEVICES	45	
2.5.4	Multi-Line Telephone Systems	45.1	(N)
2.6	SPECIAL TAXES, FEES, CHARGES	46	
2.8	CABLE, WIRE AND SERVICE TERMINATION POLICY	47	
2.12	NATURAL DISASTER RELIEF FOR CUSTOMERS	52	
2.15	OBSOLETE SERVICES	52	
2.16	CONTRACTUAL SERVICE AGREEMENTS	52.1	

Qwest Corporation d/b/a CenturyLink QC
PRICE LIST

**EXCHANGE AND NETWORK
SERVICES
UTAH**

SECTION 1
Page 19
Release 8

Issued: 9-2-2020
(A.L. 2020-P07)

Effective: 9-10-2020

1. APPLICATION AND REFERENCE

1.3 SUBJECT INDEX (Cont'd)

	SECTION
Late Payment Charge.....	2
Liability of the Company.....	2
Lifeline Assistance Programs	5
Limitations.....	2
Limited Communication.....	2
<i>LINE VOLUME ADVANTAGE</i>	105
Line Volume Plan.....	5
Listing Services	5, 105
Local Calling Areas (List of Central Office and)	5
Local Exchange Service	5
Obsolete	105
Local Exchange Service Options Offered in an Exchange Area	5
Local Service Options.....	5
Local Voice Discount Plans.....	5
Lost or Damaged Equipment	2
Maintenance and Repair	2
Maps	5
<i>MARKET EXPANSION LINE (MEL) Service</i>	5
Measured Rate Resale/Sharing Access Trunk	5
Message Delivery Service	10
Message Rate Service	5
Obsolete	105
Message Rate Trunks	5
Message Waiting Indication - Audible	10
Message Waiting Indication - Visual	10
Miscellaneous Central Office Services	10
Miscellaneous Nonrecurring Charges	3
Miscellaneous Service Offerings	10
Obsolete	110
Miscellaneous Switched Digital Service Offerings	15
Obsolete	115
Miscellaneous Switching Arrangements	10
Mobile Radio Patron Directory Listings	5
Multi-Line Telephone Systems	2
Multiline Terminating Systems and Communications Systems	110
Multiparty Line Service.....	105
Multiple Line Control Arrangement	10

(N)

Qwest Corporation d/b/a CenturyLink QC
PRICE LIST

(T)

**EXCHANGE AND NETWORK
SERVICES
UTAH**

SECTION 2
Index Page 2
Release 3

Issued: 9-2-2020
(A.L. 2020-P07)

Effective: 9-10-2020

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

SUBJECT	PAGE	
Late Payment Charge	34	
Liability of the Company	42	
Limitations	42	
Limited Communication	18	
Lost or Damaged Equipment	45	
Maintenance and Repair	43	
Multi-Line Telephone Systems	45.1	(N)
Natural Disaster Relief For Customers	52	
Obligation to Furnish Service	16	
Obsolete Services	52	
Payment For Service	32	
Payment of Bills	32	
Payment Plans	41	
Promotional Offerings	26	
Refusal	14	
Resale of Service	18	
Resale/Sharing Security	38	
Responsibilities of the Customer	45	
Restriction of Service	16	
Service Liabilities	42	
Special Services	26	
Special Taxes, Fees, Charges	46	
Suspension of All Services (SUS)	24	
Suspension of Service	23	
Telephone Numbers	19	
Temporary Suspension of Service - Customer Initiated	23	
Termination Liability/Waiver Policy	29	
Termination of Service	27	
Termination of Service - Company Initiated	20	
Transfer of Service Between Customers	16	
Transmission	42	
Universal Service Fund Surcharge	47	
Use of Service	15	
Use of Telephone Alarm Reporting Devices	45	

Qwest Corporation d/b/a CenturyLink QC
PRICE LIST

(T)

**EXCHANGE AND NETWORK
SERVICES
UTAH**

SECTION 2
Page 43
Release 2

Issued: 9-2-2020
(A.L. 2020-P07)

Effective: 9-10-2020

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.4 LIABILITY OF THE COMPANY

2.4.1 SERVICE LIABILITIES (Cont'd)

D. Customer Premises

The Company shall not be liable for any defacement of, or damage to, customer's premises resulting from the existence of the Company's instruments, apparatus, or wiring, on such premises, or caused by the installation or removal, when such defacement or damage is not the result of the negligence of the Company.

The customer is required to provide adequate building space, lighting and atmospheric control for the proper installation, operation and maintenance of the telephone equipment and facilities on their premises.

The customer is required to provide adequate commercial power, wiring and electrical outlets necessary for the proper operation of the telephone equipment on their premises.

E. Multi-Line Telephone Systems

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.

(N)

(N)

2.4.2 MAINTENANCE AND REPAIR

All ordinary expense of maintenance and repair in connection with service provided by the Company is borne by the Company unless otherwise specified.

2.4.4 DIRECTORY ERRORS OR OMISSIONS

1. The Company's liability arising from errors in or omissions of directory listings shall be limited to and satisfied by a refund not exceeding the amount of the charges for such of the customer's service as is affected during the period covered by the directory in which the error or omission occurs.
2. The Company, in accepting listings as prescribed by applicants or customer, will not assume responsibility for the result of the publication of such listings in its directories, nor will the Company be a party to controversies arising between customers or others as a result of such publication.

Qwest Corporation d/b/a CenturyLink QC
PRICE LIST

(T)

**EXCHANGE AND NETWORK
SERVICES
UTAH**

SECTION 2
Page 45.1
Release 1

Issued: 9-2-2020
(A.L. 2020-P07)

Effective: 9-10-2020

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.5 RESPONSIBILITIES OF THE CUSTOMER

(N)

2.5.4 MULTI-LINE TELEPHONE SYSTEMS

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:

- **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 2.4.1.E.

(N)

2.5.3 USE OF TELEPHONE ALARM REPORTING DEVICES

Devices that automatically dial a predetermined telephone number and transmit a prerecorded message may be used only after authorization has been obtained from the party to whom the called telephone number is assigned or that party's agent. In those cases where the number dialed is assigned to a public emergency agency, written authorization is required.

Qwest Corporation d/b/a CenturyLink QC
PRICE LIST

(T)

**EXCHANGE AND NETWORK
SERVICES
UTAH**

SECTION 5
Page 51
Release 2

Issued: 9-2-2020
(A.L. 2020-P07)

Effective: 9-10-2020

5. EXCHANGE SERVICES

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

A. General - PBX Trunks

1. PBX Service is not provided on a one-way basis. Therefore, in-only, out-only, and/or two-way trunks must be used in combinations which provide for two-way service for the PBX system.
2. Customers may subscribe to all two-way trunks. However, when a customer subscribes to a combination of in-only, out-only and/or two-way trunks, the two-way trunks must be physically arranged by the Company and publicized by the customer for both inward and outward calling. The Company can immediately change two-way trunks to out-only trunks if studies indicate that the two-way trunks are being used by the customer primarily for outward calling. The applicable one-time charges for trunk rearrangements will be billed to the customer in addition to the current charges for network traffic studies.
3. See 5.4.11, for terms, conditions, rates and charges applicable to Hunting Service.
4. Nonrecurring Change Charge

The following nonrecurring change charge applies, at the customer's request, unless otherwise specified:

**NONRECURRING
CHARGE**

- When changing the directionality or the type of service, i.e., flat to message or vice versa, per trunk

- In-only	\$44.16
- Two-way	44.16
- Out-only	32.00
- Toll	54.72

5. Multi-Line Telephone Systems

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 2.5.4.

(N)

(N)

Qwest Corporation d/b/a CenturyLink QC
PRICE LIST

(T)

**EXCHANGE AND NETWORK
SERVICES
UTAH**

SECTION 8
Page 1
Release 2

Issued: 9-2-2020
(A.L. 2020-P07)

Effective: 9-10-2020

**8. CONNECTIONS OF PREMISES EQUIPMENT TO
TELECOMMUNICATIONS SERVICES**

**8.1 CONNECTIONS OF EQUIPMENT, COMMUNICATION SYSTEMS AND PREMISES
WIRE**

A. General

Equipment (including protective circuitry), communications systems, and premises wiring connected to telecommunications services furnished by the Company are generally subject to Title 47, Telecommunication, of the Code of Federal Regulations, Part 68, Connection of Terminal Equipment to the Telephone Network (47 CFR 68), commonly known as the FCC's Registration Program.

Equipment and systems not subject to 47 CFR 68 which are connected to telecommunications services furnished by the Company must meet the minimum protection criteria specified in 47 CFR 68.

B. Customer Responsibility

1. The customer shall be responsible for the installation, operation and maintenance of any customer equipment or system. No combinations of customer equipment or systems shall require change in or alteration of the equipment or services of the Company, cause electrical hazards to Company personnel, damage to Company equipment, malfunction of Company billing equipment, or degradation of service to persons other than the user of the subject equipment or system, his calling or called party. Upon notice from the Company that a customer equipment or system is causing such hazard, damage, malfunction or degradation of service, the customer shall make such changes as shall be necessary to remove or prevent such hazard, damage, malfunction or degradation of service.
2. The customer shall be responsible for the payment of a Maintenance of Service Charge (Premises Work Charge) for visits by a Company employee to the customer's premises when a service difficulty or trouble report results from the use of customer equipment or system.
3. **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 2.5.4 (Multi-Line Telephone Systems).**

(N)
|
(N)

Qwest Corporation d/b/a CenturyLink QC
PRICE LIST

**EXCHANGE AND NETWORK
SERVICES
UTAH**

SECTION 109
Index Page 1
Release 4

Issued: 9-2-2020
(A.L. 2020-P07)

Effective: 9-10-2020

109. OBSOLETE CENTRAL OFFICE SERVICES

SUBJECT	PAGE	
Airport Intercommunicating Service	26	
Call Management Systems	191.9	
Central Office Alarm Services.....	55	
Central Office-Automatic Call Distribution (CO-ACD)	191.15	
Centrex Plus Service.....	107	
Centrex 21.....	173	
Centrex Service.....	1	
<i>CENTRON</i> 6 and 30 Service.....	90	
<i>CENTRON</i> 300 Service	40	
<i>CENTRON</i> Custom Service	99	
Class of Service Restrictions	12	(N)
Customized Call Management Service/Centron I Service	32	
Dial Switching Systems	1	
Electronic Switching System (ESS) Service	66	
Emergency Preparedness Network	191.1	
Emergency Reporting Service	191.1	
Uniform Call Distribution.....	191.9	
<i>VERSANET</i> Service	192	

Qwest Corporation d/b/a CenturyLink QC
PRICE LIST

(T)

**EXCHANGE AND NETWORK
SERVICES
UTAH**

SECTION 109
Page 12
Release 2

Issued: 9-2-2020
(A.L. 2020-P07)

Effective: 9-10-2020

109. OBSOLETE CENTRAL OFFICE SERVICES

109.1 DIAL SWITCHING SYSTEMS

109.1.1 CENTREX SERVICE

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

Centrex Service

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

Class of Service Restrictions^[1]

- 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, DID, and WATS. The following options are available:

Fully Restricted Service – Allows intragroup dialing only. The station user must dial 9

Toll Restricted Service – Allows intragroup and local dialing only. The station user must dial 9

Unrestricted Service – Allows full access to all facilities. The station user must dial 9

Unrestricted Assume Dial 9 – Same as unrestricted; however, the station user cannot utilize abbreviated dialing.

Note: 900 and 976 block are available with all options.

^[1] **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 2.5.4 (Multi-Line Telephone Systems).**

(M) Material moved to Page 13, Release 2.

UT2020-11

(M)
(N)

(N)

Qwest Corporation d/b/a CenturyLink QC
PRICE LIST

(T)

**EXCHANGE AND NETWORK
SERVICES
UTAH**

SECTION 109
Page 13
Release 2

Issued: 9-2-2020
(A.L. 2020-P07)

Effective: 9-10-2020

109. OBSOLETE CENTRAL OFFICE SERVICES

109.1 DIAL SWITCHING SYSTEMS

109.1.1 CENTREX SERVICE

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

Extension Stations

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

Indication Of Camp-On

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

Main Station Line

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

Restriction From Outgoing Calls

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

Trunk Answer-Any Station Line

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

Unattended Centrex System

A Centrex system which does not have an attendant position.

(M)

(M)

(M) Material moved from Page 12, Release 1.