

**Qwest Corporation d/b/a CenturyLink QC
PRICE LIST**

(T)

**EXCHANGE AND NETWORK
SERVICES
UTAH**

**SECTION 2
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Release 2**

**Issued: 5-15-2017
(A.L. 2017-P06)**

Effective: 5-22-2017

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (Cont'd)

Customer

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

Drop Wire

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

Demarcation Point

The point of interconnection between the Company's regulated telecommunications facilities and terminal equipment, protective apparatus or wiring at a premises. The demarcation point location will be within twelve inches (12") of the protector, or when there is no protector, within twelve inches (12") (or as close as practicable) of the point at which the cable/wire enters the customer's premises.

Design Service

A 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).

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Entrance Facilities

Those facilities from the property line to the point at which the cable terminates at the protector.

Exchange

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

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2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (Cont'd)

Service Terminating Arrangement

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

Special Design Service

See Design Service

Station

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

Standard Network Interface (SNI)

A standard F.C.C. registration jack or its equivalent, which is provided, installed, owned and maintained by the Company at the customer's premises. The SNI is placed at the point on the customer's premises where all premises services are connected to the telecommunication's network via Company or customer owned facilities/wire.

Supporting Structure

Consisting of, but not limited to, pipes, conduits, poles, trenches, backboards, plenum spaces, etc.: as required for the physical placement, protection and support of telephone facilities. These structures are furnished, installed and maintained at the expense of the premises owner for use by the Company in terminating regulated facilities.

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2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.1 APPLICATION FOR SERVICE (Cont'd)

B. Cancellations and Deferments

These cancellation and deferment provisions apply to **all Private Line and Design Services and also apply to** requests for 5 or more analog or digital exchange access lines, or 1 or more DS1 facilities with common equipment, such as Digital Switched Service, ISDN Primary Rate Service, Integrated T-1 Service, or Uniform Access Solution Service.

1. Service Date Change

Service dates for the installation of services or rearrangements of existing services may be changed, but the new service date may not exceed the original service date by more than sixty (60) calendar days.

When for any reason, the customer wishes to change the service date, the customer should notify the Company before the original service date, to request a different service date.

If the customer requested service date is more than sixty (60) calendar days after the original service date, the order will be cancelled by the Company and reissued with the appropriate cancellation charges applied, unless the customer indicates that billing for the service should commence. Failure 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 as set forth in Section 13.2 of the Utah Services Catalog.

A new service date may be established that is prior to the original service date if the Company determines it can accommodate the customer's request without delaying service dates for orders of other customers.

If the service is changed to an earlier date, the customer will be notified by the Company that an Expedited Order Charge may apply.

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2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

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2.2.1 APPLICATION FOR SERVICE

B. Cancellations and Deferments (Cont'd)

2. Cancellation of Application for Service

A customer may cancel an order for the installation of service at any time prior to notification by the Company that service is available for use. The cancellation date is the date the Company receives written or verbal notice from the customer that the order is to be canceled. The verbal notice must be followed by written confirmation within ten (10) days. If a customer is unable to accept service within 30 calendar days after the latest agreed upon service date, the following will occur:

- The order will be canceled and cancellation charges will apply if the service has not been fully provisioned; or
- The order will be completed and billing for the service will commence if the service has been fully provisioned or the customer has indicated that billing for the service should begin.

Cancellation charges are based on the estimated costs incurred by the Company at the time the order is cancelled, unless defined otherwise for a specific service.

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2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

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2.2.1 APPLICATION FOR SERVICE (Cont'd)

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C. Use of Service

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

1. In business establishments for communications by the customer, his immediate family, or by employees and representatives upon the customer's business except as the use of the service may be extended to joint users or where regular flat rate PBX or Centrex Service is provided to hospitals where patient room telephones are required or to customers who resell/share intraLATA Local Exchange Service.
2. In residences, for communications by the customer, the members of the immediate family, employees, and roomers, boarders, roommates, or others residing in the close circle of the customer's household or persons renting, leasing, or subletting a customer's entire residential premises for a period of less than one year.
3. The Company reserves the right to refuse to install flat, measured or message rate customer service or to permit such service to remain on premises of a public or semipublic character when the instrument will be or is so located as to be accessible for use by the public in general or by patrons of the customer, except as provided in the Public Access Line Service Tariff.

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2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.1 APPLICATION FOR SERVICE

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D. Restriction of Service

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

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

E. Transfer of Service Between Customers

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

2.2.2 OBLIGATION TO FURNISH SERVICE

1. The Company's obligation to furnish service or to continue to furnish service is dependent on its ability to obtain, retain, and maintain suitable rights and facilities, without unreasonable expense, and to provide for the installation of those facilities required incident to the furnishing and maintenance of that service.
2. Such connections are also subject to the availability of required facilities.
3. When such connections are requested and facilities to provide the required connections at the CO normally designated to serve the premises are inadequate, facilities may be furnished from another CO to provide the requested interconnection. Under such circumstances additional monthly rates and installation charges will apply.

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14. INTEGRATED SERVICES DIGITAL NETWORK

14.1 GENERAL

C.1. (Cont'd)

- f. A customer may cancel an order for the installation of service at any time prior to notification by the Company that service is available for the customer's use **as set forth in Section 2.2.1.B.** Cancellation charges will apply as discussed below. Cancellation charges will be determined based on estimated costs incurred in conjunction with the provision of an order.

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Service date intervals are associated with the provisioning of an order. Certain critical dates are used by the Company to monitor the service order provisioning progress. Cancellation charges are based on the estimated costs incurred by the Company at the time the order is cancelled. The Company monitors which critical date was last scheduled and determines what percentage of the Company's provisioning costs have been incurred as of that critical date. A cancellation charge will not apply if the scheduled Service Date has not been provided to the customer.

Costs incurred in conjunction with the provision of an order start on the Application Date. The Application Date is the date the customer provides a firm commitment and sufficient information to the Company for order placement. The Application Date is the date the Company enters the order into the Company's order distribution system(s). This is sometimes referred to as the order date. When a customer cancels an order prior to the Application Date, no charges shall apply. When a customer cancels an order or part of an order, on or after the Application Date, a charge equal to the estimated costs incurred by the Company shall apply.

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14. INTEGRATED SERVICES DIGITAL NETWORK

14.3 PRIMARY RATE SERVICE OFFERING

14.3.1 PRIMARY RATE SERVICE

C. Terms and Conditions (Cont'd)

14. Cancellation of Application For Service

- a. A customer may cancel an order for the installation of service at any time prior to notification by the Company that service is available for the customer's use **as set forth in Section 2.2.1.B.**

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- b. Certain Critical Dates as specified in c., following, are used by the Company to monitor the service order provisioning process. Cancellation charges are based on the estimated costs incurred by the Company at the time the order is cancelled. The Company monitors which Critical Date was last scheduled and determines what percentage of the Company's provisioning costs have been incurred as of that Critical Date. A list of Critical Dates and the number of days between each date is found in the Service Interval Guide.

Costs incurred in conjunction with the provision of Primary Rate Service start on the Application Date as defined in c., following. When the customer cancels an order prior to the Application Date, no charges shall apply. When the customer cancels an order on or after the Application Date, a charge determined as specified in d. and e., following shall apply. When a customer cancels an order or part of an order, on or after the original Service Date, the Cancellation Charge will apply as set forth in d., and e., following.

- c. The Critical Dates monitored by the Company for the purpose of calculating a Cancellation Charge are as follows:
- Application Date (APP): The date the customer provides a firm commitment and sufficient information to the Company for order placement. The APP Date is the date the Company enters the order into the Company's order distribution system(s). This is sometimes referred to as the order date.
 - Design Layout Report Date (DLRD): The date the Design Layout Report which contains the design for the service(s) ordered is forwarded to the customer.
 - Plant Test Date (PTD): The date acceptance testing is performed with the customer.
 - Service Date (DD): The date the service is due to be made available to the customer. This is sometimes referred to as the Due Date.