

Qwest Corporation d/b/a CenturyLink QC
PRICE LIST

**EXCHANGE AND NETWORK
SERVICES
UTAH**

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1. APPLICATION AND REFERENCE

1.7 TRADEMARKS, SERVICE MARKS AND TRADE NAMES

Trade names, trademarks and/or service marks which may be used for services offered in this Price List are owned by **Lumen Technologies, Inc. (formerly CenturyLink, Inc.)** or a subsidiary of **Lumen Technologies, Inc.** and are used by the Company with express permission. Trademark and service mark designations will not be listed hereafter in this Price List. However, the laws regarding trademarks and service marks are applicable. (C)
(C)

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CENTURYLINK
CENTURYLINK® (C)
(D)

Additional marks are identified in the text throughout this document in all caps and italics, unless trademarked as all lower case letters. Service names which are preceded by *QWEST*® or “*Qwest*,” and services which include “*Qwest*” as part of the service marked or trademarked product name, may also be marketed and/or billed under the trade or brand name *CenturyLink*, or may be marketed and/or billed without any trade or brand name. A mark identified in the text of this document is in all caps and italics:

MARK

CALLER ID WITH PRIVACY +SM
COMMAND A LINKSM
CONSULTLINESM
CONVENIENCEPAKTM
CORE CONNECTTM
CUSTOMCHOICE®
CUSTOMCHOICE-COMPLETETM

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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

1. 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. (T)

2. **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)

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. (M)

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2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.4 LIABILITY OF THE COMPANY (Cont'd)

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.

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2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.5 RESPONSIBILITIES OF THE CUSTOMER

2.5.4 MULTI-LINE TELEPHONE SYSTEMS

A. 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 2.4.1.E.1. (T)

B. 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; (N)

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2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.5 RESPONSIBILITIES OF THE CUSTOMER

2.5.4 MULTI-LINE TELEPHONE SYSTEMS

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

- 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;
- 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 2.4.1.E.2.

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2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.5 RESPONSIBILITIES OF THE CUSTOMER

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.

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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

- 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 2.5.4.A.** (T)

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5. EXCHANGE SERVICES

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

A. General - PBX Trunks

5. Multi-Line Telephone Systems (Cont'd)

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 2.5.4.B. 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)

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5. EXCHANGE SERVICES

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

5.3.4 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 2.5.4.B.

(N)
|
(N)

A. Description

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

B. Terms and Conditions

1. This feature may be provided, in addition to regular, FCO or FX trunk rates and charges, where CO facilities are available and the PBX system or customer-provided switching equipment capabilities permit.
2. One primary directory listing in the main directory of the serving CO is provided for each PBX system. An additional listing of each *DID* number may be provided subject to the terms and conditions, rates, and charges as specified in 5.7.1.
3. The provision of this feature requires that the customer subscribe to a sufficient number of trunk facilities to adequately handle the volume of incoming calls.
4. *DID* Service is available to new and existing customers from non ESS offices if the office is equipped for *DID* Service and has sufficient *DID* capacity available.
5. Upon request, a power failure channel may be provided subject to the terms and conditions, rates and charges specified in the Private Line Transport Services Price List.

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**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.A. (Multi-Line Telephone Systems). (T)
4. **Multiline telephone systems ("MLTS") required to comply with 3. preceding must be capable of conveying the dispatchable location of a 911 caller to a public safety answering point ("PSAP") as described in Section 2.5.4.B.** (N)
| (N)