

**RULES, REGULATIONS, AND  
SCHEDULE OF RATES AND CHARGES  
APPLICABLE TO END USERS**

**LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES**

**FURNISHED BY  
METROPOLITAN TELECOMMUNICATIONS OF COLORADO, LLC  
WITHIN THE STATE OF COLORADO**

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CHECK SHEET

The Title Page and pages listed below are inclusive and effective as of the date shown. Original and revised pages as named below contain all changes from the original Product Guide that are in effect on the date shown on each page. \*Indicates pages included in this revision.

Page Number	Revision	Page Number	Revision	Page Number	Revision	Page Number	Revision
1	Original	41	Original	78	1 <sup>st</sup> Revised	113	Original
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11	Original	51	Original	88	7 <sup>th</sup> Revised		
12	Original	52	Original	88.1	Original		
13	Original	53	Original	88.2	3 <sup>rd</sup> Revised		
14	Original	54	Original	89	2 <sup>nd</sup> Revised		
15	Original	55	Original	89.1	Original		
16	Original	56	Original	89.2	2 <sup>nd</sup> Revised*		
17	Original	57	Original	89.3	Original		
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EXPLANATION OF SYMBOLS

The following symbols shall be used in this Product Guide for the purpose indicated below:

- (C) To signify changed regulation.
- (D) To signify discontinued rate and regulation.
- (I) To signify increased rate.
- (M) To signify a move in the location of text.
- (N) To signify new rate or regulation.
- (R) To signify reduced rate.
- (S) To signify reissued matter.
- (T) To signify a change in text but no change in rate or regulation.

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**APPLICATION OF PRODUCT GUIDE**

This Product Guide sets forth the service offerings, rates, terms and conditions applicable to the local exchange telecommunications services provided by Metropolitan Telecommunications of Colorado, LLC, d/b/a MetTel, to customers within the state of Colorado.

**SECTION 1.0 - DEFINITIONS**

For the purpose of this Product Guide, the following definitions will apply:

**Access Line** - An arrangement which connects the Customer's location to a carrier's switching center or point of presence.

**Account Codes** - Optional, Customer-defined digits that allow the Customer to identify the individual user, department or client associated with a call. Account Codes appear on the Customer bill.

**Advance Payment** - Part or all of a payment required before the start of service.

**Authorized User** - A person, firm, corporation, or any other entity authorized by the Customer to communicate utilizing the Company's service.

**Business** - A class of service provided to individuals engaged in business, firms, partnerships, corporations, agencies, shops, works, tenants of office buildings, and individuals practicing a profession or operating a business who have no offices other than their residences and where the use of the service is primarily or substantially of a business, professional or occupational nature.

**Commission** - Colorado Public Utilities Commission.

**Company or Carrier** - Metropolitan Telecommunications of Colorado, LLC, d/b/a MetTel, unless otherwise clearly indicated by the context.

**Customer** - The person, firm, corporation or other entity which orders, cancels, amends or uses service and is responsible for payment of charges and compliance with the Company's Product Guide.

**Deposit** - Refers to a cash or equivalent of cash security held as a guarantee for payment of the charges.

SECTION 1.0 - DEFINITIONS (CONT'D)

**DID Trunk** - A form of local switched access that provides the ability for an outside party to call an internal extension directly without the intervention of the Company operator.

**Dial Pulse (or "DP")** - The pulse type employed by rotary dial station sets.

**Dual Tone Multi-Frequency (or "DTMF")** - The pulse type employed by tone dial station sets.

**End User** - Any person, firm, corporation, partnership or other entity which uses the services of the Company under the provisions and regulations of this Product Guide. The End User is responsible for payment unless the charges for the services utilized are accepted and paid for by another Customer.

**End Office** - With respect to each NPA-NXX code prefix assigned to the Company, the location of the Company's "end office" for purposes of this Product Guide shall be the point of interconnection associated with that NPA-NXX code in the Local Exchange Routing Guide ("LERG"), issued by Telcordia.

**Hearing Impaired** - Those persons with communication impairments, including those hearing impaired, deaf, deaf/blind, and speech impaired persons who have an impairment that prevents them from communicating over the telephone without the aid of a telecommunications device for the deaf.

**Hunting** - Routes a call to an idle station line in a prearranged group when the called station line is busy.

**In-Only** - A service attribute that restricts outward dial access and routes incoming calls to a designated answer point.

**IXC or Interexchange Carrier** - A long distance telecommunications services provider.

**SECTION 1.0 - DEFINITIONS (CONT'D)**

**LATA** - A Local Access and Transport Area established pursuant to the Modification of Final Judgement entered by the United States District Court for the District of Columbia in Civil Action No. 82-0192; or any other geographic area designated as a LATA in the National Exchange Carrier Association, Inc. Tariff F.C.C. No. 4.

**LEC** - Local Exchange Company

**Minimum Point of Presence ("MPOP")** - The main telephone closet in the Customer's building.

**Monthly Recurring Charges** - The monthly charges to the Customer for services, facilities and equipment, which continue for the agreed upon duration of the service.

**Multi-Frequency or ("MF")** - An inter-machine pulse type used for signaling between telephone switches, or between telephone switches and PBX/key systems.

**Non-Recurring Charge ("NRC")** - The initial charge, usually assessed on a one-time basis, to initiate and establish service.

**Other Telephone Company** - An Exchange Telephone Company, other than the Company.

**PBX** - Private Branch Exchange

**Premises** - A building or buildings on contiguous property.

**Recurring Charges** - The monthly charges to the Customer for services, facilities and equipment which continue for the agreed upon duration of the service.

(D)  
(D)

SECTION 1.0 - DEFINITIONS (CONT'D)

**Service commencement Date** - The first day following the date on which the Company notifies the Customer that the requested service is available for use, unless extended by the Customer's refusal to accept service which does not conform to standards set forth in the Service Order and this Product Guide, in which case the Service Commencement Date is the date of the Customer's acceptance. The Company and Customer may mutually agree on a substitute Service Commencement Date.

**Service Order** - The written request for services executed by the Customer and the Company in the format devised by the Company. The signing of an Order by the Customer and acceptance by the Company initiates the respective obligations of the parties as set forth therein and pursuant to this Product Guide, but the duration of the service is calculated from the Service Commencement Date.

**Telecommunications Company or Provider** - Used throughout this Product Guide to mean Metropolitan Telecommunications of Colorado, LLC, or "MetTel," unless clearly indicated otherwise by the text.

**TBD** - To Be Determined.

**Two Way** - A service attribute that includes outward dial capabilities for outbound calls and can also be used to carry inbound calls to a central point for further processing.

**Usage Based Charges** - Charges for minutes or messages traversing over local exchange facilities.

**User or End User** - A Customer, Joint User, or any other person authorized by a Customer to use service provider under this Product Guide.

**SECTION 2.0 - RULES AND REGULATIONS**

**2.1 Undertaking of the Company**

**2.1.1 Scope**

The Company undertakes to furnish communications service pursuant to the terms of this Product Guide in connection with one-way and/or two-way information transmission originating from points within the State of Colorado, and terminating within a local calling area as defined herein.

The Company is responsible under this Product Guide only for the services and facilities provided hereunder, and it assumes no responsibility for any service provided by any other entity that purchases access to the Company network in order to originate or terminate its own services, or to communicate with its own Customers.

**2.1.2 Shortage of Equipment or Facilities**

- (A) The Company reserves the right to limit or to allocate the use of existing facilities, or of additional facilities offered by the Company, when necessary because of lack of facilities, or due to some other cause beyond the Company's control.
- (B) The furnishing of service under this Product Guide is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities as well as facilities the Company may obtain from other carriers to furnish service from time to time as required at the sole discretion of the Company.

SECTION 2.0 - RULES AND REGULATIONS (CONT'D.)

**2.1 Undertaking of the Company (Cont'd.)**

**2.1.3 Terms and Conditions**

- (A) Service is provided on the basis of a minimum period of at least one month, 24 hours per day. For the purpose of computing charges in this Product Guide, a month is considered to have thirty (30) days.
- (B) Customers may be required to enter into written service orders which shall contain or reference a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in this Product Guide. Customers will also be required to execute any other documents as may be reasonably requested by the Company.
- (C) Except as otherwise stated in the Product Guide, at the expiration of the initial term specified in each Service Order, or in any extension thereof, service shall continue on a month to month basis at the then current rates unless terminated by either party upon proper. Any termination shall not relieve the Customer of its obligation to pay any charges incurred under the service order and this Product Guide prior to termination. The rights and obligations which by their nature extend beyond the termination of the term of the service order shall survive such termination.
- (D) Service may be terminated upon written notice to the Customer if:
  - (1) the Customer is using the service in violation of this Product Guide; or
  - (2) the Customer is using the service in violation of the law.
- (E) This Product Guide shall be interpreted and governed by the laws of the State of Colorado without regard for its choice of laws provision.

SECTION 2.0 - RULES AND REGULATIONS (CONT'D.)

**2.1 Undertaking of the Company (Cont'd.)**

**2.1.3 Terms and Conditions (Cont'd.)**

- (F) Any Other Telephone Company may not interfere with the right of any person or entity to obtain service directly from the Company. No person or entity shall be required to make any payment, incur any penalty, monetary or otherwise, or purchase any services in order to have the right to obtain service directly from the Company.
- (G) To the extent that either the Company or any Other Telephone Company exercises control over available cable pairs, conduit, duct space, raceways, or other facilities needed by the other to reach a person or entity, the party exercising such control shall make them available to the other on terms equivalent to those under which the Company makes similar facilities under its control available to its Customers. At the reasonable request of either party, the Company and the Other Telephone Company shall jointly attempt to obtain from the owner of the property access for the other party to serve a person or entity.
- (H) The Company hereby reserves its rights to establish service packages specific to a particular Customer. These contracts may or may not be associated with volume and/or term discounts.

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D.)**

**2.1 Undertaking of the Company (Cont'd.)**

**2.1.4 Limitations on Liability**

- (A) Except as otherwise stated in this section, the liability of the Company for damages arising out of either: (1) the furnishing of its services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these services or (2) the failure to furnish its service, whether caused by acts or omission, shall be limited to the extension of allowances to the Customer for interruptions in service as set forth in Section 2.7.
- (B) Except for the extension of allowances to the Customer for interruptions in service as set forth in Section 2.7, the Company shall not be liable to a Customer or third party for any direct, indirect, special, incidental, reliance, consequential, exemplary or punitive damages, including, but not limited to, loss of revenue or profits, for any reason whatsoever, including, but not limited to, any act or omission, failure to perform, delay, interruption, failure to provide any service or any failure in or breakdown of facilities associated with the service.
- (C) The liability of the Company for errors in billing that result in overpayment by the Customer shall be limited to a credit equal to the dollar amount erroneously billed or, in the event that payment has been made and service has been discontinued, to a refund of the amount erroneously billed.

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D.)**

**2.1 Undertaking of the Company (Cont'd.)**

**2.1.4 Limitations on Liability (Cont'd.)**

- (D) The Company shall be indemnified and saved harmless by the Customer from and against all loss, liability, damage and expense, including reasonable counsel fees, due to:
- (1) Any act or omission of: (a) the Customer, (b) any other entity furnishing service, equipment or facilities for use in conjunction with services or facilities provided by the Company; or (c) common carriers or warehousemen, except as contracted by the Company;
  - (2) Any delay or failure of performance or equipment due to causes beyond the Company's control, including but not limited to, acts of God, fires, floods, earthquakes, hurricanes, or other catastrophes; national emergencies, insurrections, riots, wars or other civil commotions; strikes, lockouts, work stoppages or other labor difficulties; criminal actions taken against the Company; unavailability, failure or malfunction of equipment or facilities provided by the Customer or third parties; and any law, order, regulation or other action of any governing authority or agency thereof;
  - (3) Any unlawful or unauthorized use of the Company's facilities and services;
  - (4) Libel, slander, invasion of privacy or infringement of patents, trade secrets, or copyrights arising from or in connection with the material transmitted by means of Company-provided facilities or services; or by means of the combination of company-provided facilities or services;
  - (5) Breach in the privacy or security of communications transmitted over the Company's facilities;

SECTION 2.0 - RULES AND REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.4 Limitations on Liability (Cont'd.)

(D) (cont'd)

- (6) Changes in any of the facilities, operations or procedures of the Company that render any equipment, facilities or services provided by the Customer obsolete, or require modification or alteration of such equipment, facilities or services, or otherwise affect their use or performance, except where reasonable notice is required by the Company and is not provided to the Customer, in which event the Company's liability is limited as set forth in paragraph (A) of this Subsection 2.1.4.
- (7) Defacement of or damage to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof;
- (8) Injury to property or injury or death to persons, including claims for payments made under Workers' Compensation law or under any plan for employee disability or death benefits, arising out of, or caused by, any act or omission of the Customer, or the construction, installation, maintenance, presence, use or removal of the Customer's facilities or equipment connected, or to be connected to the Company's facilities;
- (9) Any non-completion of calls due to network busy conditions;
- (10) Any calls not actually attempted to be completed during any period that service is unavailable;
- (11) And any other claim resulting from any act or omission of the Customer or patron(s) of the Customer relating to the use of the Company's services or facilities.

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D.)**

**2.1 Undertaking of the Company (Cont'd.)**

**2.1.4 Limitations on Liability (Cont'd.)**

- (E) The Company does not guarantee nor make any warranty with respect to installations provided for use in an explosive atmosphere.
- (F) The Company makes no warranties or representations, EXPRESS OR IMPLIED, either in fact or by operation of law, statutory or otherwise, including warranties of merchantability or fitness for a particular use, except those expressly set forth herein.
- (G) Failure by the Company to assert its rights pursuant to one provision of this Product Guide does not preclude the Company from asserting its rights under other provisions.

**2.1.5 Notification of Service-Affecting Activities**

The Company will provide the Customer reasonable notification of service-affecting activities that may occur in normal operation of its business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventative maintenance. Generally, such activities are not specific to an individual Customer but affect many Customers' services. No specific advance notification period is applicable to all service activities. The Company will work cooperatively with the Customer to determine the reasonable notification requirements. With some emergency or unplanned service-affecting conditions, such as an outage resulting from cable damage, notification to the Customer may not be possible.

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D.)**

**2.1 Undertaking of the Company (Cont'd.)**

**2.1.6 Provision of Equipment and Facilities**

- (A) The Company shall use reasonable efforts to maintain only the facilities and equipment that it furnishes to the Customer. The Customer may not nor may the Customer permit others to rearrange, disconnect, remove, attempt to repair, or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.
- (B) The Company may substitute, change or rearrange any equipment or facility at any time and from time to time, but shall not thereby alter the technical parameters of the service provided by the Customer.
- (C) Equipment the Company provides or installs at the Customer Premises for use in connection with the services the Company offers shall not be used for any purpose other than that for which the equipment is provided.
- (D) Except as otherwise indicated, Customer provided station equipment at the Customer's premises for use in connection with the service shall be so constructed, maintained and operated as to work satisfactorily with the facilities of the Company.
- (E) The Company shall not be responsible for the installation, operation, or maintenance of any Customer provided communications equipment. Where such equipment is connected to the facilities furnished pursuant to this Product Guide, the responsibility of the Company shall be limited to the furnishing of facilities offered under this Product Guide and to the maintenance and operation of such facilities. Subject to this responsibility, the Company shall not be responsible for:
  - (1) the through transmission of signals by Customer provided equipment or for the quality of, or defects in, such transmission; or

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D.)**

**2.1 Undertaking of the Company (Cont'd.)**

**2.1.6 Provision of Equipment and Facilities (Cont'd.)**

- (2) the reception of signals by Customer-provided equipment; or
- (3) network control signaling where such signaling is performed by Customer-provided network control signaling equipment.

**2.1.7 Non-Routine Installation**

At the Customer's request, installation and/or maintenance may be performed outside the Company's regular business hours or in hazardous locations. In such cases, charges based on cost of the actual labor, material, or other costs incurred by or charged to the Company will apply. If installation is started during regular business hours but, at the Customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

**2.1.8 Special Construction**

Subject to the agreement of the Company and to all of the regulations contained in this Product Guide, special construction or facilities may be undertaken on a reasonable efforts basis at the request of the Customer. Special construction is construction undertaken:

- (A) where facilities are not presently available, and there is no other requirement for the facilities so constructed;
- (B) of a type other than that which the Company would normally utilize in the furnishing of its services;
- (C) over a route other than that which the Company would normally utilize in the furnishing of its services;

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D.)**

**2.1 Undertaking of the Company (Cont'd.)**

**2.1.8 Special Construction (Cont'd.)**

- (D) in a quantity greater than that which the company would normally construct;
- (E) on an expedited basis;
- (F) on a temporary basis until permanent facilities are available;
- (G) involving abnormal costs; or
- (H) in advance of its normal construction.

**2.1.9 Ownership of Facilities**

Title to all facilities provided in accordance with this Product Guide remains in the Company, its partners, agents, contractors or suppliers.

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D.)**

**2.2 Prohibited Uses**

- 2.2.1** The services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.
- 2.2.2** The Company may require applicants for service who intend to use the Company's offerings for resale and/or for shared use to file a letter with the Company confirming that their use of the Company's offerings complies with relevant laws and the Colorado Commission's regulations, policies, orders, and decisions.
- 2.2.3** The Company may block any signals being transmitted over its Network by Customers which cause interference to the Company or other users. Customer shall be relieved of all obligations to make payments for charges relating to any blocked Service and shall indemnify the Company for any claim, judgment or liability resulting from such blockage.
- 2.2.4** A Customer, joint user, or authorized user may not assign, or transfer in any manner, the service or any rights associated with the service without the written consent of the Company. The Company will permit a Customer to transfer its existing service to another entity if the existing Customer has paid all charges owed to the Company for regulated communications services. Such a transfer will be treated as a disconnection of existing service and installation of new service, and non-recurring installation charges as stated in this Product Guide will apply.

SECTION 2.0 - RULES AND REGULATIONS (CONT'D.)

**2.3 Obligations of the Customer**

**2.3.1 General**

The Customer shall be responsible for:

- (A) the payment of all applicable charges pursuant to this Product Guide;
- (B) damage to or loss of the Company's facilities or equipment caused by the acts or omissions of the Customer; or the noncompliance by the Customer, with these regulations; or by fire or theft or other casualty on the Customer Premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company;
- (C) providing at no charge, as specified from time to time by the Company, any needed equipment, space and power to operate Company facilities and equipment installed on the premises of the Customer, and the level of heating and air conditioning necessary to maintain the proper operating environment on such premises;
- (D) obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduit necessary for installation of fiber optic cable and associated equipment used to provide Communications Services to the Customer from the cable building entrance or property line to the location of the equipment space described in Section 2.3.1(C). Any and all costs associated with the obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company provided facilities, shall be borne entirely by, or may be charged by the Company, to the Customer. The Company may require the Customer to demonstrate its compliance with this section prior to accepting an order for service.

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D.)**

**2.3 Obligations of the Customer (Cont'd.)**

**2.3.1 General (Cont'd.)**

- (E) providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees and agents shall be installing or maintaining the Company's facilities and equipment. The Customer may be required to install and maintain Company facilities and equipment within a hazardous area if, in the Company's opinion, injury or damage to the Company employees or property might result from installation or maintenance by the Company. The Customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material (e.g., friable asbestos) prior to any construction or installation work;
- (F) complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of Company facilities and equipment in an Customer premises or the rights-of-way for which Customer is responsible under Section 2.3.1(D); and granting or obtaining permission for Company agents or employees to enter the premises of the Customer at any time for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or equipment of the Company;
- (G) not creating or allowing to be placed any liens or other encumbrances on the Company's equipment or facilities; and
- (H) making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the Customer. No allowance will be made for the period during which service is interrupted for such purposes.

SECTION 2.0 - RULES AND REGULATIONS (CONT'D.)

**2.3 Obligations of the Customer (Cont'd.)**

**2.3.2 Liability of the Customer**

- (A) The Customer will be liable for damages to the facilities of the Company and for all incidental and consequential damages caused by the negligent or intentional acts or omissions of the Customer, its officers, employees, agents, invites, or contractors where such acts or omissions are not the direct result of the Company's negligence or intentional misconduct.
- (B) To the extent caused by any negligent or intentional act of the Customer as described in (A), preceding, the Customer shall indemnify, defend and hold harmless the Company from and against all claims, actions, damages, liabilities, costs and expenses, including reasonable attorneys' fees, for (1) any loss, destruction or damage to property of any third party, and (2) any liability incurred by the Company to any third party pursuant to this or any other Product Guide of the Company, or otherwise, for any interruption of, interference to, or other defect in any service provided by the Company to such third party.
- (C) The Customer shall not assert any claim against any other Customer or user of the Company's services for damages resulting in whole or in part from or arising in connection with the furnishing of service under this Product Guide including but not limited to mistakes, omissions, interruptions, delays, errors or other defects or misrepresentations, whether or not such other Customer or user contributed in any way to the occurrence of the damages, unless such damages were caused solely by the negligent to intentional act or omission of the other Customer or user and not by any act or omission of the Company. Nothing in this Product Guide is intended either to limit or to expand Customer's right to assert any claims against third parties for damages of any nature other than those described in the preceding sentence.

SECTION 2.0 - RULES AND REGULATIONS (CONT'D.)

**2.4 Customer Equipment and Channels**

**2.4.1 General**

A user may transmit or receive information or signals via the facilities of the Company. The Company's services are designated primarily for the transmission of voice-grade telephonic signals, except as otherwise stated in this Product Guide.

A user may transmit any form of signal that is compatible with the Company's equipment, but the Company does not guarantee that its services will be suitable for purposes other than voice-grade telephonic communication except as specifically stated in this Product Guide.

**2.4.2 Station Equipment**

(A) Terminal equipment of the user's premises and the electric power consumed by such equipment shall be provided by and maintained at the expense of the user. The user is responsible for the provision of wiring or cable to connect its terminal equipment to the Company MPOP.

(B) The Customer is responsible for ensuring that Customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The magnitude and character of the voltages and currents impressed on Company-provided equipment and wiring by connection, operation, or maintenance of such equipment and wiring shall be such as not to cause damage to the Company-provided equipment and wiring or injury to the Company's employees or to other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense, subject to prior Customer approval of the equipment expense.

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D.)**

**2.4 Customer Equipment and Channels (Cont'd.)**

**2.4.3 Interconnection of Facilities**

- (A) Local Traffic Exchange provides the ability for another local exchange provider to terminate local traffic on the Company's network. In order to qualify for Local Traffic Exchange the call must: (a) be originated by an end user of a company that is authorized by the Commission to provide local exchange service; (b) originate and terminate within a local calling area of the Company.
- (B) Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing Communications Services and the channels, facilities, or equipment of others shall be provided at the Customer's expense.
- (C) Communications Services may be connected to the services or facilities of other communications carriers only when authorized by, and in accordance with, the terms and conditions of the other communications carriers which are applicable to such connections.
- (D) Facilities furnished under this Product Guide may be connected to Customer provided terminal equipment in accordance with the provisions of this Product Guide. All such terminal equipment shall be registered by the Federal Communications Commission pursuant to Part 68 of Title 47, Code of Federal Regulations; and all user-provided wiring shall be installed and maintained in compliance with those regulations.

SECTION 2.0 - RULES AND REGULATIONS (CONT'D.)

**2.4 Customer Equipment and Channels (Cont'd.)**

**2.4.4 Inspections**

- (A) Upon suitable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer is complying with the requirements set forth in Section 2.4.2(B) for the installation, operation, and maintenance of Customer-provided facilities, equipment, and wiring in the connection of Customer-provided facilities and equipment to Company-owned facilities and equipment.
- (B) If the protective requirements for Customer-provided equipment are not being complied with, the Company may take such action as it deems necessary to protect its facilities, equipment, and personnel. The Company will notify the Customer promptly if there is any need for further corrective action. Within ten days of receiving this notice, the Customer must take this corrective action and notify the Company of the action taken. If the Customer fails to do this, the Company may take whatever additional action is deemed necessary, including the suspension of service, to protect its facilities, equipment and personnel from harm.
- (C) If harm to the Company's network, personnel or services is imminent, the Company reserves the right to shut down Customer's service immediately, with no prior notice required.

SECTION 2.0 - RULES AND REGULATIONS (CONT'D.)

**2.5 Customer Deposits and Advance Payments**

**2.5.2 Deposits**

Company shall determine credit worthiness in an equitable and nondiscriminatory manner. The decision to require a deposit shall be based solely on the customer's or applicant's credit history and shall not be based upon location, income level, source of income, occupation, race, creed, sex, national origin, marital status, or number of dependents. The Company shall use the following criteria to determine whether to require a deposit, a guarantee, or other payment as a condition of new or continued service:

(a) Company may require existing customers to make deposits if their payment records show substantial nonpayment for jurisdictional services provided by the Company in any two of the last six months, or three of the last twelve months. A deposit may be required even if such customers have paid a part of the amount owed before the date of service disconnect for nonpayment. The Company must give the customer written notice of the amount of the deposit that is required. The written notice shall inform the customer that the deposit payment must be received in 15 calendar days.

(b) Company may require an existing commercial customer to make a deposit if the Company has reason to believe the customer's credit worthiness is in jeopardy. Company shall keep on file the information or reason for this credit judgement and make the information available to the customer upon request. Unless the Company can reasonably demonstrate that the commercial enterprise is likely to cease operation, information which would lead the Company to change its judgment of the customer's credit worthiness shall be limited to bad debt records or tax liens.

(c) Existing customers may be required by a Company to pay a deposit in full without the notice requirements of 4 CCR 723-8.2.1(a) before service is restored whenever the denied service has been disconnected for non-payment of outstanding charges.

SECTION 2.0 - RULES AND REGULATIONS (CONT'D.)

2.5 Customer Deposits and Advance Payments (Cont'd.)

2.5.2 Deposits (Cont'd.)

(d) A deposit is not required if the applicant or customer furnishes, to the Company's satisfaction, a third-party guarantor to secure payment of the customer's bills for jurisdictional services provided by the Company. The guarantee must be in writing. The amount of the guarantee cannot exceed the maximum amount of the deposit which would otherwise have been required. The guarantee shall remain in effect until terminated in writing by the guarantor, or until the customer has achieved a satisfactory payment record for jurisdictional services for 12 consecutive months. Company shall terminate the guarantee five working days after receiving the written notice from the guarantor or five working days after the 12 months satisfactory payment record ends.

(e) A deposit is not required if the applicant has been a customer of the Company for a similar type of service within a preceding 12 consecutive month period, and applicant's credit was satisfactory and is not otherwise impaired.

SECTION 2.0 - RULES AND REGULATIONS (CONT'D.)

**2.5 Customer Deposits and Advance Payments (Cont'd.)**

**2.5.2 Deposits (Cont'd.)**

The amount of the deposit which may be required of a customer or applicant for the purpose of establishing credit shall not exceed three times the average monthly bill for jurisdictional services provided by the Company for the same class of customers served by the Company. However, an estimate of the monthly bill for toll services furnished by another provider can be included in the estimated total monthly bill for jurisdictional services furnished by the Company when there is a binding contractual relationship between the Company and the toll service provider under the conditions described in paragraph 9.3.3 of Rule 3 of Section C. An estimate of monthly billing may be used for the purpose of determining a deposit if the Company can reasonably demonstrate that the customer's usage may be substantially different than the average usage for the same class of service.

Any applicant or existing customer who is required by the Company to pay a deposit for jurisdictional services may elect to pay the deposit in full, prior to receiving service, or enter into a written installment agreement for payment of the deposit.

Company shall pay interest at an annual rate of .63% on customer deposits.

Company shall keep a record of each deposit until the deposit is returned. The record shall show the following:

- (a) The name of each customer making a deposit;
- (b) The premises occupied by the customer when making the deposit and each successive premises occupied while the deposit is retained by the Company;
- (c) The amount and date of making the deposit; and
- (d) A record of each transaction, such as the payment of interest, interest credited, etc., concerning the deposit.

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D.)**

**2.5 Customer Deposits and Advance Payments (Cont'd.)**

**2.5.3 Refund of Deposits**

Upon discontinuance of service, or when a customer establishes credit by other means, the Company shall promptly refund any deposit, plus accrued simple interest, or the balance, if any, in excess of the unpaid bills for the jurisdictional services furnished by the Company. A transfer of service from one location to another within the area served by the Company shall not be deemed a discontinuance of service with the Company if the character of the service remains unchanged.

When a deposit, with any associated interest, is applied to the liquidation of unpaid bills, the Company will mail, or otherwise deliver to the customer, a statement showing the amount of the original deposit, plus any accrued interest, the amount of unpaid bills liquidated by the deposit, plus any interest and the balance remaining due either to the customer or the Company.

Unless the Company has obtained sufficient factual information to determine that a customer is an unsatisfactory credit risk, the Company will promptly refund a customer's deposit, plus interest, upon satisfactory payment of all proper charges for 12 consecutive months.

The Company will annually review accounts of customers with deposits and will refund deposits. At the option of the Company, a deposit plus accrued interest may be refunded in whole or in part at any time earlier than the times prescribed the previous paragraph.

In any event, if there is a balance due the customer after service is discontinued and a final bill is rendered by the Company, that balance shall then be due and payable within 10 working days to the customer without demand or notice from the customer. When a refund of the deposit cannot be made on the first attempt, the Company will make a reasonable effort to make the refund.

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D.)**

**2.5 Customer Deposits and Advance Payments (Cont'd.)**

**2.5.3 Refund of Deposits (Cont'd.)**

Upon customer request when a deposit is refunded, the Company will render to the depositor a statement showing the amount of the deposit, the period the deposit was held, and the amount of interest refunded.

**2.6 Payment Arrangements**

**2.6.1 Payment for Services**

The Customer is responsible for the payment of all charges for facilities and services furnished by the Company to the Customer.

The Customer is responsible for the payment of federal excise taxes, state and local sales and use taxes and similar taxes imposed by governmental jurisdictions, all of which shall be separately designated on the Company's invoices. Any taxes imposed by a local jurisdiction (e.g., county and municipal) will only be recovered from those Customers residing in the affected jurisdictions.

Certain telecommunications services, as defined in the Colorado Administrative Code, are subject to state sales tax at the prevailing tax rates, if the services originate, or terminate in Colorado, or both, and are charged to a subscriber's telephone number or account in Colorado.

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D.)**

**2.6.2 Billing and Collection of Charges**

The Customer is responsible for payment of all charges incurred by the Customer or other users for services and facilities furnished to the Customer by the Company.

- (A) Non-recurring charges are due and payable within at least 10 days after the date of the bill issuance or five days after the date of mailing, whichever is later. A Customer's bill is past due if not paid within 30 days of the due date.
- (B) The Company shall present invoices for recurring charges monthly to the Customer, in advance of the month in which service is provided, and recurring charges shall be due and payable within at least 10 days after the date of the bill issuance or five days after the date of mailing, whichever is later. When billing is based upon Customer usage, usage charges will be billed monthly for the preceding billing period.
- (C) When service does not begin on the first day of the billing period, or end of the last day of the billing period, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have thirty (30) days.
- (D) Billing of the Customer by the Company will begin on the Service Commencement Date, which is the day on which the Company notifies the Customer that the service or facility is available for use, except that the Service Commencement Date may be postponed by mutual agreement of the parties, or if the service or facility does not conform to standards set forth in this Product Guide or the Service Order. Billing accrues through and includes the day that the service, circuit, arrangement or component is discontinued.

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D.)**

**2.6 Payment Arrangements (Cont'd.)**

**2.6.2 Billing and Collection of Charges (Cont'd.)**

- (E) If any portion of the payment is not received by the Company within 30 days of billing date of the bill, or if any portion of the payment is received by the Company in funds which are not immediately available upon presentment, then a late payment charge of 1.5% for business accounts per month shall be due to the Company. A late payment charge is not applicable to subsequent rebilling of any amount to which a late payment charge has already been applied. Late payment charges are to be applied without discrimination.

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D.)**

**2.6 Payment Arrangements (Cont'd.)**

**2.6.2 Billing and Collection of Charges (Cont'd.)**

- (G) The Customer should notify the Company of any disputed items on an invoice within ninety (90) days of receipt of the invoice. If the Customer and the Company are unable to resolve the dispute to their mutual satisfaction, the Customer may file a complaint with the Commission in accordance with the Commission's rules and procedure. The address and phone number of the Commission and the Company is as follows:

Colorado Public Utilities Commission  
1560 Broadway  
Suite 250  
Denver, CO 80202  
303-894-2070 or 800-456-0858 (within Colorado only)

Metropolitan Telecommunications of Colorado, LLC  
55 Water Street Floor 32  
New York, New York 10041  
(877) 638-8351

- (H) If service is disconnected by the Company (in accordance with Section 2.6.3 following) and later re-installed, re-installation of service will be subject to all applicable installation charges. If service is suspended by the Company (in accordance with Section 2.6.3 following) and later restored, restoration of service will be subject to the rates in Section 3.3.
- (I) If a customer pays or is willing to pay all current charges and enters into a payment arrangement, service cannot be disconnected.

SECTION 2.0 - RULES AND REGULATIONS (CONT'D.)

2.6 Payment Arrangements (Cont'd.)

2.6.3 Discontinuance of Service for Cause

The Company may discontinue service for the following reasons provided in this Section 2.6.3. Customers will be provided ten (10) days written notice prior to discontinuance unless otherwise indicated. Notice will be provided via First Class U.S. Mail.

The Company may discontinue or suspend service without incurring any liability for the following reasons:

- (A) Upon nonpayment of any amounts owing to the Company.
- (B) Violation or non-compliance with the Commission's Rules and Regulations governing application for and supply of services by providers.
- (C) Obtaining service by subterfuge which includes, but is not restricted to, an application for service at a location in the name of another party by a customer whose account is delinquent and who continues to reside at the premises.
- (D) Violation of any rule of the LEC or toll service provider which may adversely affect the safety of the customer or other persons or the integrity of the provider's service. (C)  
(C)
- (E) Failure to comply with municipal ordinances or other laws pertaining to telecommunications service which may adversely affect the safety of the customer or other persons or the integrity of the provider's service.

(D)

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D.)**

**2.6 Payment Arrangements (Cont'd.)**

**2.6.3 Discontinuance of Service for Cause (Cont'd.)**

The Company may discontinue service without notice:

- (1) If a condition immediately dangerous or hazardous to life, physical safety, or property exists;  
or
- (2) Upon order by any court, the Commission, or any other duly authorized public authority; or
- (3) If service was obtained fraudulently or without the authorization of the provider or is being used for, or suspected of being used for, fraudulent purposes.

**2.6.4 Notice to Company for Cancellation of Service**

Customers desiring to terminate service shall notify the Company of their desire to terminate service. If special construction is involved, the required notice shall be written.

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D.)**

**2.6 Payment Arrangements (Cont'd.)**

**2.6.5 Cancellation of Application for Service**

- (A) When the customer cancels an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below.
- (B) Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs the Company incurred, less net salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of services ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service begun.
- (C) Where the Company incurs any expense in connection with special construction, or where special arrangements of facilities or equipment have begun, before the Company receives a cancellation notice, a charge equal to the costs incurred, less net salvage, may apply. In such cases, the charge will be based on such elements as the cost of the equipment, facilities, and material, the cost of installation, engineering, labor, and supervision, general and administrative expense, other disbursements, depreciation, maintenance, taxes, provision for return on investment, and any other costs associated with the special construction or arrangements.
- (D) The special charges described in 2.6.5(A) through 2.6.5(C) will be calculated and applied on a case-by-case basis.

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D.)**

**2.6 Payment Arrangements (Cont'd.)**

**2.6.6 Changes in Services Requested**

If the Customer makes or requests material changes in circuit engineering, equipment specifications, service parameters, premises locations, or otherwise materially modifies any provision of the application for service, the Customer's installation fee shall be adjusted accordingly.

**2.6.7 Bad Check Charge**

A service charge of \$35.00 (I) will be assessed for all checks returned by a bank or other financial institution for: Insufficient or uncollected funds, closed account, apparent tampering, missing signature or endorsement, or any other insufficiency or discrepancy necessitating return of the instrument at the discretion of the drawee bank or other financial institution.

**2.7 Allowances for Interruptions in Service**

**2.7.1 General**

- (A) A credit allowance will be given when service is interrupted, except as specified in Section 2.7.2 following. A service is interrupted when it becomes inoperative to the Customer, e.g., the Customer is unable to transmit or receive, because of a failure of a component furnished by the Company under this Product Guide.
- (B) An interruption period begins when the Customer reports a service, facility or circuit to be inoperative or when discovered by the company, whichever occurs first. An interruption period ends when the service, facility or circuit is operative.

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D.)**

**2.7 Allowances for Interruptions in Service (Cont'd.)**

**2.7.1 General (Cont'd.)**

- (C) If the Customer reports a service, facility or circuit to be interrupted but declines to release it for testing and repair, or refuses access to its premises for test and repair by the Company, the service, facility or circuit is considered to be impaired but not interrupted. No credit allowances will be made for a service, facility or circuit considered by the Company to be impaired.
- (D) The Customer shall be responsible for the payment of service charges as set forth herein for visits by the Company's agents or employees to the premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.

**2.7.2 Limitations of Allowances**

No credit allowance will be made for any interruption in service:

- (A) Due to the negligence of or noncompliance with the provisions of this Product Guide by any person or entity other than the Company, including but not limited to the Customer;
- (B) Due to the failure of power, equipment, systems, connections or services not provided by the Company;
- (C) Due to circumstances or causes beyond the reasonable control of the Company;
- (D) During any period in which the Company is not given full and free access to its facilities and equipment for the purposes of investigating and correcting interruptions;

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D.)**

**2.7 Allowances for Interruptions in Service (Cont'd.)**

**2.7.2 Limitations of Allowances (Cont'd.)**

- (E) A service will not be deemed to be interrupted if a Customer continues to voluntarily make use of the service. If the service is interrupted, the Customer can get a service credit, use another means of communications provided by the Company (pursuant to Section 2.7.3), or utilize another service provider;
- (F) During any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements;
- (G) That occurs or continues due to the Customer's failure to authorize replacement of any element of special construction; and
- (H) That was not reported to the Company within thirty (30) days of the date that service was affected.

**2.7.3 Use of Another Means of Communications**

If the Customer elects to use another means of communications during the period of interruption, the Customer must pay the charges for the alternative service used.

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D.)**

**2.7 Allowances for Interruption in Service (Cont'd.)**

**2.7.4 Application of Credits for Interruptions in Service**

- (A) Credits for interruptions in service that is provided and billed on a flat rate basis for a minimum period of at least one month, beginning on the date that billing becomes effective, shall in no event exceed an amount equivalent to the proportionate charge to the Customer for the period of service during which the event that gave rise to the claim for a credit occurred. A credit allowance is applied on a pro rata basis against the rates specified hereunder and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit.
- (B) For calculating credit allowances, every month is considered to have thirty (30) days.
- (C) In the event the customer's jurisdictional service from a Company is interrupted and remains out of order for 8 or more hours during a continuous 24 hour period after being reported by the customer, or found to be out of order by the Company, (whichever occurs first) appropriate adjustments shall be automatically made by the Company to the customer's bill.

The adjustment will be, at a minimum, a credit on the monthly bill for jurisdictional Company services proportional to the duration of the service interruption, with each occurrence of the loss of service for 8 hours during the 24 hours time period counting as one day. For the purpose of administering this rule, every month is considered to have 30 days.

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D.)**

**2.7 Allowances for Interruption in Service (Cont'd.)**

**2.7.4 Application of Credits for Interruptions in Service (Cont'd.)**

- (D) Company will not be required to provide an adjustment for the loss of service during time periods due to the following conditions:
- (a) the negligence or willful act of the customer; or
  - (b) a malfunction of facilities other than those under the control of the LEC; or
  - (c) natural disasters or other events affecting large numbers of customers such as described in Rule 16.1.4; or
  - (d) the inability of the LEC to gain access to the customer's premises when required.
- (E) In the event the Company misses a service call (i.e., an appointment for a premise visit associated with installation of new service) by more than four hours, the Company shall make a credit to the monthly bill of the customer in the amount of one-third the rate that was to be charged. This credit shall also apply when the Company misses scheduled installation work to be done in the central office.

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D.)**

**2.7 Allowances for Interruption in Service (Cont'd.)**

**2.7.5 Limitations on Allowances**

No credit allowance will be made for:

- (A) interruptions due to the negligence of or noncompliance with the provisions of this Product Guide by the Customer, authorized user or joint user;
- (B) interruptions due to the negligence of any person other than the Company, including but not limited to the Customer;
- (C) interruptions of service during any period in which the Company is not given full access to its facilities and equipment for the purpose of investigating and correcting interruptions;
- (D) interruptions of service during a period in which the Customer continues to use the service on an impaired basis;
- (E) interruptions of service during any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements;
- (F) interruption of service due to circumstances or causes beyond the reasonable control of Company; and
- (G) that occur or continue due to the Customer's failure to authorize replacement of any element of special construction.

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D.)**

**2.8 Cancellation of Service/Termination Liability**

If a Customer cancels a service order or terminates services before the completion of the term for any reason other than a service interruption (as defined in Section 2.7.1) or where the Company breaches the terms in the service contract, Customer may be requested by the Company to pay to Company termination liability charges, which are defined below. These charges shall become due and owing as of the effective date of the cancellation or termination and be payable within the period set forth in Section 2.6.2.

**2.8.1 Termination Liability**

Customer's termination liability for cancellation of service shall be equal to:

- (A) all unpaid non-recurring charges reasonably expended by Company to establish service to Customer, plus;
- (B) any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by Company on behalf of Customer, plus;
- (C) all recurring charges specified in the applicable Service Order for the balance of the then current term discounted at the prime rate announced in the *Wall Street Journal* on the third business day following the date of cancellation;
- (D) minus a reasonable allowance for costs avoided by the Company as a direct result of Customer's cancellation.

**2.9 Transfers and Assignments**

Neither the Company nor the Customer may assign or transfer its rights or duties in connection with the services and facilities provided by the Company without the written consent of the other party, except that the Company may assign its rights and duties to a) any subsidiary, parent company or affiliate of the Company; b) pursuant to any sale or transfer of substantially all the assets of the Company; or c) pursuant to any financing, merger or reorganization of the Company.

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D.)**

**2.10 Notices and Communications**

- 2.10.2** The Customer shall designate on the service order an address to which the Company shall mail or deliver all notices and other communications, except that Customer may also designate a separate address to which the Company's bills for service shall be mailed.
- 2.10.3** The Company shall designate on the service order an address to which the Customer shall mail or deliver all notices and other communications, except that Company may designate a separate address on each bill for service to which the Customer shall mail payment on that bill.
- 2.10.4** Except as otherwise stated in this Product Guide, all notices or other communications required to be given pursuant to this Product Guide will be in writing. Notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the third business day following placement of the notice, communication or bill with the U.S. Mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.
- 2.10.5** The Company or the Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the procedures for giving notice set forth herein.

**SECTION 3.0 – SERVICE CHARGES AND SURCHARGES**

**3.1 Service Order and Record Order Charges**

Non-recurring charges apply to processing Service Orders for new service, for changes in service. Move or change existing service and equipment or add new or additional service and equipment other than access lines. This includes adding/changing/deleting features, custom calling features, ancillary features, Toll-Call Restriction, 900/700 blocking and telephone number change per order.

Qwest Area

	<u>Business</u>
New Line/Move (C) Each Line	\$200.00
Record Order Charge Each Line	\$24.00
Custom Calling Feature Add/Change Charge Per order	\$24.00
Change of Service Charge Each Line	\$50.00 (I)
Disconnection Order Charge Each Line	\$50.00 (I)

**3.1.1 Service Order and Record Order Charges – CenturyTel of Colorado, Inc. dba CenturyLink and CenturyTel of Eagle, Inc. dba CenturyLink Areas**

New Line/Move	\$200.00
Service Order	\$25.00
Central Office Line Connection	25.00
Feature Add/Change Charge - per order	24.00
Change of Service Charge - per line	\$50.00 (I)
Disconnection Order Charge - per line	\$50.00 (I)
Facilities and Network Interface Device	43.75
Billing Rearrangement and Number Release	25.00
Copy of Bill	8.75
Ground Start arrangement for PABX Trunk, per Trunk	62.50

**3.1.2 Maintenance of Service – All Areas**

Trouble Reported and No Trouble is Found or No Access to customer premise per line reported	350.00 (I)
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**SECTION 3.0 – SERVICE CHARGES AND SURCHARGES (CONT'D.)**

**3.2 Reserved for Future Use**

(T)

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**3.3 Restoration of Service**

A restoration charge applies to the restoration of suspended service and facilities because of nonpayment of bills and is payable at the time that the restoration of the suspended service and facilities is arranged. The restoration charge does not apply when, after disconnection of service, service is later re-installed.

	<u>Business</u>
Qwest Area – per Line	\$40.00
CenturyTel Area	
1 <sup>st</sup> Line	\$50.00
Each Additional Line	\$25.00

## SECTION 4.0 – NETWORK SERVICES DESCRIPTIONS

### **4.1 General**

#### **4.1.1 Services Offered**

The following Services are available to business Customers:

Standard Business Line Service  
PBX Trunk Service  
Direct Inward Dial (DID) Service  
Optional Calling Features

The following services are available to business Customers as of the effective date of this page.

Listing Services (including Non Published and Non Listed Services)  
Miscellaneous Services

#### **4.1.2 Application of Rates and Charges**

All services offered in this Product Guide are subject to service order and change charges where the Customer requests new services or changes in existing services, as well as indicated Non-Recurring and Monthly Recurring Charges. Charges for local calling services may be assessed on a measured rate basis and are additional to monthly recurring charges shown for Business lines, PBX Trunks, DID Trunks and Digital/DS1 service.

**SECTION 4.0 - NETWORK SERVICES DESCRIPTIONS (CONT'D)**

**4.1 General (Continued)**

**4.1.3 Emergency Services Calling Plan**

Access (at no additional charge) to the local operator or emergency services bureau by dialing 0- or 9-1-1 is offered at no charge to the Customer.

Message toll telephone calls, to governmental emergency service agencies as set forth in (A) following, 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 as set forth in (B) following are offered at no charge to Customers:

Governmental fire fighting, Colorado State Highway Patrol, 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) twenty-four (24) hour basis, three hundred sixty-five (365) days a year, including holidays.

An emergency is an occurrence or set of circumstances in which conditions pose immediate threat to human life, property, or both and necessitate that prompt action be taken. An emergency call is an originated call of short duration to a governmental emergency services agency in order to seek assistance for such an emergency.

**SECTION 4.0 - NETWORK SERVICES DESCRIPTIONS (CONT'D)**

4.2

**4.3 Standard Business Line**

The Standard Business Line provides a Customer with a single, analog, voice-grade telephonic communications channel, with unlimited local calling, which can be used to place or receive one call at a time. Standard Business Lines are provided for the connection of Customer-provided wiring. An optional per line Hunting feature is available for multi-line Customers which routes a call to an idle station line in a prearranged group when the called station line is busy (see Section 9.2 for rates).

**4.4 PBX Trunk Service**

Basic PBX Trunk Service provides a Customer with a single, voice-grade telephonic communications channel, which can be used to place or receive one call at a time. Basic Trunks are provided for connection of Customer-provided private branch exchanges (PBX) to the public switched telecommunications network. Each Basic PBX Trunk is provided with touch-tone signaling and may be configured into a hunt group at no additional charge with other Company-provided Basic PBX Trunks. The signal is an analog signal at the DS0 level.

**4.5 Direct Inward Dialing (DID) Service**

Direct Inward Dialing ("DID") permits calls incoming to a PBX system or other Customer Premises Equipment to be routed to a specific station without the assistance of an attendant. DID calls are routed directly to the station associated with the called number. DID service as offered by the Company provides the necessary trunks, telephone numbers, and out-pulsing of digits to enable DID service at a Customer's location. DID service requires special PBX software and hardware not provided by the Company. Such hardware and software is the responsibility of the Customer.

**SECTION 4.0 - NETWORK SERVICES DESCRIPTIONS (CONT'D)**

**4.6 Optional Calling Features**

The features listed in Section 5 are offered by the Company to Business Customers. Refer to Rates in Section 5 of this Product Guide for specific features offered with each type of local exchange service.

**4.6.1 Features Descriptions**

- (A) **Abbreviated Access - One Digit & Two Digits (Shared List):** Allows a customer to place a call to a predetermined telephone number by dialing an abbreviated code. Two arrangements are available, namely, Abbreviated Access, one-digit or Abbreviated Access, two-digit. The customer shares a speed call list with their Abbreviated Access provider and the provider controls the speed call list and informs clients of the digit(s) to dial to reach the predetermined telephone number.
- (B) **Call Forwarding - Busy Line (Expanded):** Allows a customer to have incoming calls forwarded to another predetermined number in a different central office switch if the called number is busy.
- (C) **Call Forwarding - Busy Line (Overflow):** Allows a customer to have incoming calls forwarded to another predetermined number within the same central office switch if the called number is busy.
- (D) **Call Forwarding - Busy Line (Programmable):** Allows a customer to have incoming calls forwarded to another number when the called number is busy. The customer can activate and deactivate the forwarding feature by dialing a code as well as establish or change the number to which calls will be forwarded.
- (E) **Call Forwarding - Busy Line/Don't Answer (Expanded):** Allows a customer to have incoming calls forwarded to another predetermined number in a different central office switch if the called number is busy or if the customer does not answer after a preset number of ringing cycles.

SECTION 4.0 - NETWORK SERVICES DESCRIPTIONS (CONT'D)

4.6 Optional Calling Features (Cont'd.)

4.6.1 Features Descriptions (Cont'd.)

- (F) **Call Forwarding - Busy Line/Don't Answer (External):** Allows a customer to have incoming calls forwarded to another predetermined number outside the customer's system but within the same central office switch if the called number is busy or to any number within the same central office switch if the called number does not answer (where available).
- (G) **Call Forwarding Don't Answer (Basic):** Permits the forwarding of incoming calls when the end-user's line remains unanswered after a pre-designated ringing interval. The ringing interval before forwarding and the forward-to number are fixed by the service order.
- (H) **Call Forwarding Don't Answer (Expanded):** Allows a customer to have incoming calls forwarded to another predetermined number in a different central office switch if the customer does not answer after a preset number of ringing cycles.
- (I) **Call Forwarding Don't Answer (Programmable):** Allows a customer to have incoming calls forwarded to another number if the customer does not answer after a preset number of ringing cycles. The customer can activate and deactivate the forwarding feature by dialing a code as well as establish or change the number to which calls will be forwarded.
- (J) **Call Forwarding Variable:** Permits the end-user to automatically forward (transfer) all incoming calls to another telephone number, and to restore it to normal operation at their discretion. The end-user must dial an activation code from his/her exchange line along with the forward-to number in order to turn the feature on. A separate code is dialed by the end-user to deactivate the feature.

**SECTION 4.0 – NETWORK SERVICES DESCRIPTIONS (CONT'D)**

**4.6 Optional Calling Features (Cont'd.)**

**4.6.1 Features Descriptions (Cont'd.)**

- (K) Call Rejection:** Enables a customer to reject call attempts from up to 15 numbers of calling parties by dialing a code and the telephone numbers of calls to be rejected. Any call attempts to the customer from these numbers will be prevented from terminating to the customer and will instead be connected to an announcement informing the caller that the call is not presently being accepted by the called party. A customer may also reject future calls from the most recent call received by dialing a code after completing the call.
- (L) Call Trace:** Allows a called party to initiate an automatic trace of the last call received. Call Trace is available on a usage basis only. After receiving the call which is to be traced, the customer dials a code and the traced telephone number is automatically sent to the Company for further action. The customer originating the trace will not receive the traced telephone number. The results of a trace will be furnished only to legally constituted law enforcement agencies or authorities upon proper request by them. The Company is not liable for damages if, for any reason, the Call Trace attempt is not successful. After three successful traces to the same number, the customer may request the Company take deterrent action. In extenuating circumstances, such as life and death threats, obscene or harassing calls, the Company will take appropriate deterrent action after one activation of Call Trace.
- (M) Call Transfer:** Enables a customer to transfer an incoming call to a third party or add a third party to an existing call, forming a three-party connection, and then to leave the connection without disconnecting the call.

**SECTION 4.0 – NETWORK SERVICES DESCRIPTIONS (CONT'D)**

**4.6 Optional Calling Features (Cont'd.)**

**4.6.1 Features Descriptions (Cont'd.)**

- (N) Call Waiting - Basic:** Call Waiting provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in. It permits the Customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting is provided with the feature and allows a Call Waiting end-user to disable the Call Waiting feature for the duration of a single outgoing telephone call. Cancel Call Waiting is activate by dialing a special code prior to placing a call, and is automatically deactivated when the Customer disconnects from the call.
- (O) Caller ID - Number:** Permits the end-user to view a Directory Number of the calling party on incoming telephone calls. Information is displayed on a specialized CPE not provided by the Company. The feature also provides the date and time of each incoming call. It is the responsibility of the Customer to provide the necessary CPE.
- (P) Caller ID - Name & Number:** Allows for the automatic delivery of a calling party's name and telephone number (including nonpublished and nonlisted telephone numbers) to the called customer, which gives the called customer an opportunity to decide whether to answer the call immediately or not. The name and number are displayed on customer provided equipment.
- (Q) Caller ID - With Privacy+:** Includes the Caller Identification - Name and Number functionality and, in addition, provides the customer with the ability to screen private and unidentified calls that are placed to their number.
- (R) Continuous Redial:** Allows a customer to dial a code that will cause the feature to automatically redial the last number the customer dialed. If the called number is busy, the feature will redial the called number for a limited period of time. A tone alerts the customer when the called number becomes available. This service is available on a usage or subscription basis.

**SECTION 4.0 – NETWORK SERVICES DESCRIPTIONS (CONT'D)**

**4.6 Optional Calling Features (Cont'd.)**

**4.6.1 Features Descriptions (Cont'd.)**

- (S) Dial Call Waiting:** Allows a customer with a line equipped with the feature to direct a Call Waiting tone or a Distinctive Alert signal to a line equipped with Distinctive Alert. The feature is activated by dialing a preset access code and the telephone number of the line to which the signal is directed.
- (T) Directed Call Pickup:** Allows a customer to answer a call, during the ringing cycle, that is directed to another line by dialing a preset access code and the telephone number of the line to be answered. Both the originating line and the line to be answered must be equipped with the feature.
- (U) Distinctive Alert:** Allows a customer to receive an audible Call Waiting tone or Distinctive Ringing signal from a line equipped with Dial Call Waiting. If the called line is idle, a Distinctive Ringing signal will be heard. If the called line is busy, the called line receives a Call Waiting tone.
- (V) Hot Line:** Hot Line service allows a customer to establish a switched connection to a predetermined number when the customer's telephone goes off-hook. No dialing is required and the call is processed automatically to the predetermined telephone number.
- (W) Warm Line:** Warm Line Service allows a customer to establish a switched connection to a predetermined number if the customer does not dial a number within a specified length of time after going off-hook. When the customer's telephone goes off-hook and dialing begins within a specified time delay period, the call will proceed normally as dialed. If dialing has not started before the end of the predefined time delay period, a predetermined stored number is automatically dialed by the central office switching equipment.

SECTION 4.0 – NETWORK SERVICES DESCRIPTIONS (CONT'D)

4.6 Optional Calling Features (Cont'd.)

4.6.1 Features Descriptions (Cont'd.)

- (X) **Last Call Return:** Allows a customer to dial a code that will cause the feature to automatically redial the number of the last incoming call to that line, whether the call was answered or not. The customer does not have to know the number of the calling party. If the calling party's number is blocked, by the calling party, the service will not return the call. If the called number is busy, the feature will redial the called number for a limited period of time. A tone alerts the customer when the called line is available. This service is available on a usage or subscription basis.
  
- (Y) **Priority Call:** Allows a customer to assign a maximum of 15 callers' telephone numbers to a special list. The customer will hear a distinctive ring at his/her location when calls are received from callers' telephone numbers on that list.
  
- (Z) **Receptionist - Name & Number:** Allows a Customer to assign a maximum of 15 telephone numbers to a special list. The Customer will hear a distinctive ring when calls are received from telephone numbers on that list.
  
- (AA) **Selective Call Forwarding:** Allows a customer to specify a special list of a maximum of 15 telephone numbers. Incoming calls placed to the customer from telephone numbers on that list will automatically be forwarded to a predefined telephone number. All other calls will be handled normally.
  
- (BB) **Three Way Calling:** Permits the end-user to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The end-user initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming calls.

**SECTION 4.0 - NETWORK SERVICES DESCRIPTIONS (CONT'D)**

**4.7 Listing Services**

For each Customer of Company-provided Exchange Service(s), the Company shall arrange for the listing of the Customer's main billing telephone number in the directory(ies) published by the dominant Local Exchange Carrier in the area at no additional charge. At a Customer's option, the Company will arrange for additional listings for an additional charge.

**4.7.1 Non-Published Service**

This optional service provides for suppression of printed and recorded directory listings. A Customer's name and number do not appear in printed directories or Directory Assistance Bureau records.

**4.7.2 Non-Listed Service**

This optional service provides for suppression of printed directory listings only. Parties may still obtain the Customer's number by calling the Directory Assistance Bureau.

**4.8 Miscellaneous Services**

**4.8.1 Presubscription Services**

This service provides for the Presubscription of local exchange lines provided by the Company to the intraLATA and interLATA long distance carrier(s) selected by the Customer.

**4.8.2 Hunting Service**

Hunting Service is an optional arrangement available to customers with two or more individual line or trunk services. For more specifics, please refer to Section 9.2.

**SECTION 5.0 - LOCAL EXCHANGE SERVICES RATES**

**5.1 General**

Local Exchange Services are provided through the use of resold facilities obtained from Other Telephone Companies and the Company's facilities.

The rates, terms and conditions set forth in the section are applicable where the Company provides specified local exchange services to Customers.

All rates set forth in this Section are subject to change.

**SECTION 5.0 - LOCAL EXCHANGE SERVICES RATES (CONT'D.)**

**5.3 Standard Business Local Exchange Service**

Local exchange service lines and trunks are provided on a single party (individual) basis only. No multi-party lines are provided. Service is available on a flat rate (unlimited local calling), measured rate or message rate basis depending on the service plan selected by the Customer. Not all service plans will be available in all areas.

Recurring charges for Standard Business Local Exchange Service are billed monthly in advance. Usage charges, if applicable are billed in arrears. Usage charges may apply for calls placed from the Customer's line. No usage charges will apply to calls received by the Customer. Non-recurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

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**SECTION 5.0 - LOCAL EXCHANGE SERVICES RATES (CONT'D.)**

**5.3 Standard Business Local Exchange Service (Cont'd.)**

**5.3.1 Monthly Recurring Charges**

Qwest Area

The following charges apply to Standard Business Local Exchange Service lines per month. The rates and charges below apply to service provided on a month-to-month basis.

SERVICE TYPE	
Flat Rate*	Measured Rate <sup>1</sup>
\$68.75 (I)	Message Rate <sup>1</sup>
	\$58.75 (I)

\*Rate discounted by 19% for 12 month term plan, 24% for 24 month term plan and 28% for 36 month term plan.

<sup>1</sup>Message Rate and Measured Services are grandfathered and only available to existing customers.

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**SECTION 5.0 - LOCAL EXCHANGE SERVICES RATES (CONT'D.)**

**5.3 Standard Business Local Exchange Service (Cont'd.)**

**5.3.2 Usage Sensitive Charges and Allowances**

**(A) Flat Rate Service**

Customers may place an unlimited number of local calls.

**(B) Message Service <sup>1</sup>**

Customers subscribing to Message Service will receive a monthly usage allowance of fifty (50) outgoing calls. This allowance is applied to local calls placed from the Customer's line. Local usage in excess of the allowance will be billed in arrears. Local usage is billed on a per call basis.

Per Local Call over the allowed 50 calls \$0.11

**(C) Measured Rate Service <sup>1</sup>**

Customers subscribing to Measured Rate Service will pay a recurring service charge and a local usage per minute charge. The Measured Rate Service per minute rate will be applied to local calls placed from the Customer's line.

Time Period	First Minute	Additional Minute
Daytime	\$0.05	\$0.02
Evening	\$0.0375	\$0.015
Night	\$0.025	\$0.01

<sup>1</sup>Message Rate and Measured Services are grandfathered and only available to existing customers. (C)

SECTION 5.0 - LOCAL EXCHANGE SERVICES RATES (CONT'D.)

5.3 Standard Business Local Exchange Service (Cont'd.)

(D)

(D)

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SECTION 5.0 - LOCAL EXCHANGE SERVICES RATES (CONT'D.)

5.3 Standard Business Local Exchange Service (Cont'd.)

(D)

(D)

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**SECTION 5.0 - LOCAL EXCHANGE SERVICES RATES (CONT'D.)**

5.3 Standard Business Local Exchange Service (Cont'd.)

(D)  
|  
|  
|  
|  
(D)

**SECTION 5.0 - LOCAL EXCHANGE SERVICES RATES (CONT'D.)**

**5.3 Standard Business Local Exchange Service (Cont'd.)** (N)

**5.3.3 MetPak Plus Bundled Service Plan**

**Description**

MetPak Plus Bundled Plan is a package of features available to business customers in conjunction with an individual flat rate or additional flat rate access line. Business customers subscribing to the package are entitled to unlimited use of the services/features specified below

(A) Standard Features

- Caller ID Family
  - Anonymous Call Rejection
  - Caller ID - Name and Number
- Call Forwarding Family
  - Call Forwarding Busy Line
  - Call Forwarding Busy Line/Don't Answer
  - Call Forwarding Variable
  - Remote Access Forwarding
- Call Transfer
- Call Waiting Family
  - Call Waiting
  - Call Waiting ID
  - Selective Call Waiting
  - Long Distance Alert
- Custom Ringing
- Dial Lock
- Easy Access (Star 98)
- Last Call Return
- Message Waiting Indication - Audible or Audible/Visual
- Series Hunting
- Three-Way Calling

(B) In addition to choosing services or features from the list in the preceding, a customer may also select services or features at the rates and charges specified elsewhere in this guide.

**Terms and Conditions**

(A) All terms and conditions specified elsewhere for the respective services/features requested part of this package shall apply

(B) A customer choosing Caller ID - Name and Number will automatically be provided with Anonymous Call Rejection

(C) A customer may choose one or more compatible features in the Call Forwarding Family as one of their selections.

(N)

## SECTION 5.0 - LOCAL EXCHANGE SERVICES RATES (CONT'D.)

### 5.3 Standard Business Local Exchange Service (Cont'd.)

#### 5.3.3 MetPak Plus Bundled Service Plan

##### Terms and Conditions (Continued)

(D) A customer may choose Call Waiting, Call Waiting ID or Selective Call Waiting from the Call Waiting Family as one of their selections. They may add Long Distance Alert as part of that selection.

(E) All services or features selected in the package can only be provided where technically available and compatible with other features the customer may choose to order.

##### Rates and Charges

(A) The monthly rate that follows includes a business individual flat rate or additional flat rate line as specified in the Exchange and Network Services section of this Tariff.

(B) Normal nonrecurring charges associated with the line as specified in the Exchange and Network Services portion of this Tariff apply where MetPak Plus Bundled Plan is provided in association with the installation of a new business individual or additional flat rate line or the move of a business individual or additional flat rate line from one location to another.

(C) Services or features specified in 5.15.1 (A), preceding may be added to or changed in the package without a nonrecurring charge.

(D) Recurring rates and nonrecurring charges specified elsewhere apply to add or change any feature or service not specified in 5.15.1 (A), preceding, when added to the Metpak Plus service.

(E) Any mandated charges or special surcharges, e.g., 911, TDD, EUCL, Telephone Assistance Plan, will apply to each flat rate business line as part of the MetPak Plus Bundle.

(F) MetPak Plus Bundled Plan will be provided at the following rate:

MTM Rate Per individual or additional flat rate business line \$64.00 (I)

##### Term Agreement Pricing

A discount will be applied to the monthly rates specified in 5.15.3 (F) when a customer agrees to subscribe to one or more MetPak Plus Line packages for a specific term. The discounts and required terms are as follows

##### DISCOUNTS

12 M - 10%

24 M - 15 %

36 M - 20%

**SECTION 5.0 - LOCAL EXCHANGE SERVICES RATES (CONT'D)**

**5.3 Standard Business Local Exchange Service (Cont'd.)**

(N)

**5.3.3 MetPak Plus Bundled Service Plan**

**Term Agreement Pricing (Cont'd)**

(B) The discount(s) will apply when a customer agrees to subscribe to one or more package for 12, 24, or 36 months.

(C) The discounts specified above apply for each MetPak Plus Line package subscribed to by the customer under the Term Agreement Pricing Plan.

(D) All qualifying packages must be at the same location, for the same customer, on the same billed account.

(E) Any MetPak Plus Line package added after the establishment of the initial term agreement discount period may be added either to the initial term period or may be added under a new term period.

(F) Customers may initiate a renewal of the term agreement either prior to or at the conclusion of the initial term period. If initiated prior to the conclusion of the initial term period, the new term must be equal to or greater than the initial term period. For example customer who originally opted for a 12month term may renew for 12 months or may renew for 24 or 36 months.

(G) If the customer terminates the service in whole or in part prior to the expiration date, the customer will pay a termination fee as follows:

<b>TERM</b>	<b>TERMINATION FEE</b>
12 months	Balance of remaining monthly charge
24 months	Balance of remaining monthly charge
36 months	Balance of remaining monthly charge

(H) The termination fee applies to each MetPak Plus Line package provided under the Term Agreement Pricing plan. By way of example, a customer who has three packages under a 36 month term agreement and disconnects in month 15 would pay the remaining monthly charges for 3 packages times 9 months as termination fees.

(N)

**SECTION 5.0 - LOCAL EXCHANGE SERVICES RATES (CONT'D.)**

**5.4 Business PBX Trunk Service**

PBX Trunk service provides a Customer with a single, voice-grade telephonic communications channel which can be used to place one call at a time. Trunks are provided for connection of Customer-provided private branch exchanges (PBX) or other station equipment to the public switched telecommunications network.

PBX Trunks are available to Business Customers as Inward, Outward or Two-Way combination trunks where services and facilities permit.

Each PBX Trunk is provided with Touchtone signaling at no additional charge. An optional per trunk Hunting feature is available for Customers which routes a call to the next idle trunk in a prearranged group (see Sections 5.2, 5.3 and 9.2).

PBX Trunks may also be equipped with Direct Inward Dialing (DID) capability and DID number blocks for additional charges (see Section 5.4.4). (T)

Qwest Area

5.4.1 Flat Rate Service

\$55.20 per month, per Flat Rate 2- Way/Outward/Inward Trunk	I
\$79.05 per month, per Flat Rate 2- Way, 4 Wire Trunk, In-Only Analog	I
\$65.64 per month, per Flat Rate 1- Way In w/Hunting	I

5.4.2 Measured Rate Service

\$41.25 per month, per Flat Rate 2- Way/Outward/Inward Measured Rate Trunk	I
\$51.25 per month, per In- Only for DID	I

Plus Usage Charges:

	<u>Day</u>	<u>Evening</u>	<u>Night</u>
First Minute	\$0.05	\$0.0375	\$0.025
Additional Minute	\$0.02	\$0.015	\$0.01

5.4.3 Message Rate Service

53.75 per month, per In- Only for DID	(I)
---------------------------------------	-----

**SECTION 5.0 – LOCAL EXCHANGE SERVICES RATES (CONT'D.)**

**5.4 Business PBX Trunk Service (Cont'd.)**

**5.4.2 Direct Inward Dialing (DID) Service**

Direct Inward Dialing (“DID”) permits calls incoming to a PBX system or other Customer Premises Equipment to be routed to a specific station without the assistance of an attendant. DID calls are routed directly to the station associated with the called number. DID service as offered by the Company provides the necessary trunks, telephone numbers, and out-pulsing of digits to enable DID service at a Customer’s location. DID service requires special PBX software and hardware not provided by the Company. Such hardware and software is the responsibility of the Customer.

The following charges apply to Customers subscribing to DID service provided by the Company. These charges are in addition to recurring and non-recurring charges for PBX Trunks as shown in Section 5.5 of this Product Guide. The Customer will be charged for the number of DID numbers utilized out of the available 20 numbers.

	<u>Installation Charge</u>	<u>Monthly Recurring</u>
Establish Trunk Group and Provide 20 DID Numbers	\$20.00	\$3.20
Each Additional DID Number	\$1.00	\$0.16
DID Trunk Termination: Per Trunk	\$35.00	\$52.50
Dual Tone Multifrequency Pulsing Option, Per Trunk	N/A	\$TBD
Automatic Intercept Service, Per Number Referred	\$TBD	N/A

**5.5 MetPath Flat Rate ISDN BRI Service**

ISDN BRI consists of two 64 Kbps B (Bearer) channels and one 16 Kbps D (Data) channel. Each B channel has the ability to integrate voice, data, image and video. The B channels may be kept separate or bonded together to deliver 128 Kbps.

	<u>Monthly</u>
ISDN BRI Single / Multi-Line - Flat Rate ** (N)	\$74.74
ISDN BRI Additional Directory Number (each)	\$1.25 (N)
ISDN BRI Add'l. Call Appearance-PDN	\$1.25 (N)
ISDN BRI Calling Number ID/Calling Name ID	\$13.13 (N)

\*\*Effective June 1, 2023, Single Line ISDN Service is grandfathered and will no longer be available to new customers.

**SECTION 5.0 – LOCAL EXCHANGE SERVICES RATES (CONT'D.)**

**5.6 Optional Calling Features**

The features in this section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability. Certain features may not be available with all classes of service. Transmission levels for calls forwarded or calls placed or received using optional calling features may not be acceptable for all some uses in some cases.

**5.6.1 Features Offered on a Usage Sensitive Basis**

The following features are available to all local exchange Business line Customers where facilities and services permit. Customers may utilize each feature by dialing the appropriate access code. The Customer will be billed the Per Feature Activation Charge shown in the following table each time a feature is used by the Customer. Customers may subscribe to these features on a monthly basis at their option to obtain unlimited use of these features for a fixed monthly charge.

Qwest Area

<b>Optional Calling Features</b>	<b>Business</b>
Three-Way Calling, Per Activation	\$1.50 (I)
Call Return, Per Activation	\$1.50 (I)
Repeat Dialing, Per Activation	\$1.50 (I)
Call Trace, Per Activation	\$1.00

Denial of per call activation for Three-Way Calling, Call Return and Repeat Dialing from any line or trunk is available to Customers upon request at no additional charge.

**SECTION 5.0 - LOCAL EXCHANGE SERVICES RATES (CONT'D.)**

**5.6 Optional Calling Features (Cont'd.)**

**5.6.2 Features Offered on a Monthly Basis**

The following optional calling features are offered to Customers on a monthly basis. Customers are allowed unlimited use of each feature. No usage sensitive charges apply. Multiline Customers must order the appropriate number of features based on the number of lines which will have access to the feature.

Qwest Area

<b>Optional Calling Feature</b>	<b>Business</b>
Anonymous Rejection	\$2.95
Call Forwarding Variable	\$14.00 (I)
Call Forwarding - Busy Line (Expanded)	\$11.00 (I)
Call Forwarding - Busy Line (Overflow)	\$11.35 (I)
Call Forwarding - Busy Line (Programmable)	\$9.00 (I)
Call Forwarding - Don't Answer	\$12.00 (I)
Call Forwarding - Don't Answer (Expanded)	\$12.00 (I)
Call Forwarding - Don't Answer (Programmable)	\$4.50
Call Forwarding - Busy Line/Don't Answer (Expanded)	\$15.00 (I)
Call Forwarding - Busy Line (External) / Don't Answer	\$15.00 (I)
Call Forwarding - Busy Line (Overflow) / Don't Answer	\$17.35 (I)
Call Waiting	\$16.00 (I)
Three Way Calling	\$11.00
Call Rejection (aka) Select Call Block	\$14.00 (I)
Distinctive Ringing- First Number <sup>(1)</sup>	\$10.45 (I)
Distinctive Ringing- Second Number <sup>(1)</sup>	\$8.25 (I)
Speed Calling 30 Code	\$9.00 (I)
Speed Calling 8 Code	\$8.00 (I)
Ultra-Call Forward	\$17.00 (I)

(1) Grandfathered as of 12/18/2020.

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**SECTION 5.0 - LOCAL EXCHANGE SERVICES RATES (CONT'D.)**

**5.6 Optional Calling Features (Cont'd.)**

**5.6.2 Features Offered on a Monthly Basis (Cont'd.)**

Qwest Area

<b>Optional Calling Feature</b>	<b>Business</b>
Abbreviated Access - One Digit (Shared List) Each line arranged	\$20.00 \$1.43
Abbreviated Access - Two Digits (Shared List) Each line arranged	\$30.00 \$1.43
Caller ID - Number	\$15.00
Caller ID - Name & Number	\$18.00 (I)
Caller ID - Deluxe	\$18.00 (I)
Three Way Calling w/Call Transfer	\$7.00
Continuous Redial	\$13.00(I)
Dial Call Waiting <sup>(1)</sup>	\$5.00
Directed Call Pickup	\$3.00
Distinctive Alert <sup>(1)</sup>	\$3.00
Hot Line <sup>(1)</sup>	\$8.00 (I)
Warm Line <sup>(1)</sup>	\$5.00
Last Call Return	\$13.50 (I)
Priority Call	\$8.00 (I)
Selective Call Forwarding	\$9.00(I)
Call Intercept Privacy Manager	14.68
Remote Call Forwarding	\$42.50 (I)

<sup>(1)</sup> Grandfathered as of 8/3/2020.

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**SECTION 5.0 – LOCAL EXCHANGE SERVICES RATES (CONT'D.)**

**5.6 Optional Calling Features (Cont'd.)**

**5.6.4 Listing and Operator Related Services - CenturyTel of Colorado, Inc. dba CenturyLink and CenturyTel of Eagle, Inc. dba CenturyLink Areas**

**Century Tel Areas**

Monthly Rates

Additional Listings	\$18.75 (I)
Non-Published Service	\$16.25 (I)
Non-Listed Service	\$16.25 (I)
Foreign Listings	\$12.50 (I)

**5.6.4.1 QWEST Areas**

Non-Published Service	\$14.50 (I)
Non-Listed Service	\$14.00 (I)
Additional & Foreign Listings	\$17.00 (I)
Foreign Listings (N)	\$12.00(I)

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**SECTION 5.0 – LOCAL EXCHANGE SERVICES RATES (CONT'D.)**

**5.7 Product Services**

**5.7.1 MetTel ISDN PRI Service with Unlimited Local Calling**

ISDN PRI offers an array of value-added features, such as calling number identification and call-by-call selection that enhance productivity. ISDN PRI is configured with 23 64 Kbps bi-directional B (Bearer) channels and one 64 Kbps D (Data) channel. Unique to ISDN PRI is its ability to designate the D channel to handle all of the signaling and call control requirements and leave the remaining 23 B channels free for any mix of circuit-switched voice and data.

Each of these products is offered under a 12, 24 or 36 month term agreement. Rates include unlimited local calling for sent-paid, directly dialed calls. Rates do not include calling card calls, information type calls to Time and Weather, 555, 700, 900, 976 Services, Directory Assistance or any other type of Operator Handled call.

MetTel ISDN PRI includes the following non-optional Feature Package: Inbound Calling Line ID-Name & Number and Call by Call Selection.

Regional Toll and Long Distance Services must be PIC'd to the Company. These rates are in addition to ISDN PRI and DS1 rates below.

Recurring Charges

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
Qwest Area (T)	ICB	ICB	ICB
CenturyTel Area (T)	ICB	ICB	ICB

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**SECTION 5.0 - LOCAL EXCHANGE SERVICES RATES (CONT'D.)**

**5.7 Product Services**

**5.7.1 MetTel ISDN PRI Service with Unlimited Local Calling (Cont'd.)**

Non-Recurring Charges

	Non-Recurring Charge		
	12 Months	24 Months	36 Months
Qwest Area (T)			
First Line	ICB	ICB	ICB
Each Add'l Line	ICB	ICB	ICB
CenturyTel Area (T)			
First Line	ICB	ICB	ICB
Each Add'l Line	ICB	ICB	ICB
Expedite Service Charge <sup>1</sup>	Per PRI		
Qwest Area (T)	ICB		
CenturyTel Area (T)	ICB		
Order Supplement Charge <sup>2</sup>	First Change	Subsequent Change	
Qwest Area (T)	ICB	ICB	
CenturyTel Area (T)	ICB	ICB	
Order Cancellation Charge	Per PRI		
Qwest Area (T)	ICB		
CenturyTel Area (T)	ICB		

<sup>1</sup> Expedite Service Charges apply when customer requests installation of service in less time than normal installation interval of 30 business days.

<sup>2</sup> Order Supplement Charges apply when a change of the Requested Service Date is requested by customer. A change of requested service date must be within 30 days of the previous requested service date. In no event will the Company be obligated to accept more than three (3) changes to a requested service date. The service will be deemed canceled upon the fourth (4) such request and applicable Order Cancellation Charges will apply.

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**SECTION 5.0 - LOCAL EXCHANGE SERVICES RATES (CONT'D.)**

**5.7 Product Services**

**5.7.2 MetTel Digital DS-1 PBX Service with Unlimited Local Calling**

This service provides a trunk side DS1 electrical interface from the customer's digital PBX system to a MetTel digital port on a local Company switch for the origination and termination of calls. Traffic to and from the digital PBX can be received or dialed directly from any PBX station without the need for an attendant.

These digital trunks deliver a high-speed DS1 (T1) connection between your PBX and the Company network. There are up to 24 channels on one facility, each of which can be used to place or receive calls. This multi-channel capability dramatically reduces the need for additional PBX circuit cards.

Each of these products is offered under a 12, 24 or 36 month term agreement. Rates include unlimited local calling for sent-paid, directly dialed calls. Rates do not include calling card calls, information type calls to Time and Weather, 555, 700, 900, 976 Services, Directory Assistance or any other type of Operator Handled call.

Regional Toll and Long Distance Services must be PIC'd to the Company. These rates are in addition to ISDN PRI and DS1 rates below.

Monthly Recurring Charges

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
Qwest Area (T)	ICB	ICB	ICB
CenturyTel Area (T)	ICB	ICB	ICB

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**SECTION 5.0 - LOCAL EXCHANGE SERVICES RATES (CONT'D.)**

**5.7 Product Services**

**5.7.2 MetTel Digital DS-1 PBX Service with Unlimited Local Calling (Cont'd.)**

Non-Recurring Charges

	Non-Recurring Charge		
	12 Months	24 Months	36 Months
Qwest Area (T)			
First Line	ICB	ICB	ICB
Each Add'l Line	ICB	ICB	ICB
CenturyTel Area (T)			
First Line	ICB	ICB	ICB
Each Add'l Line	ICB	ICB	ICB
Expedite Service Charge <sup>3</sup>	Per DS1		
Qwest Area (T)	ICB		
CenturyTel Area (T)	ICB		
Order Supplement Charge <sup>4</sup>	First Change	Subsequent Change	
Qwest Area (T)	ICB	ICB	
CenturyTel Area (T)	ICB	ICB	
Order Cancellation Charge	Per DS1		
Qwest Area (T)	ICB		
CenturyTel Area (T)	ICB		

<sup>3</sup> Expedite Service Charges apply when customer requests installation of service in less time than normal installation interval of 30 business days.

<sup>4</sup> Order Supplement Charges apply when a change of the Requested Service Date is requested by customer. A change of requested service date must be within 30 days of the previous requested service date. In no event will the Company be obligated to accept more than three (3) changes to a requested service date. The service will be deemed canceled upon the fourth (4) such request and applicable Order Cancellation Charges will apply.

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**SECTION 5.0 – LOCAL EXCHANGE SERVICES RATES (CONT'D.)**

**5.7 Product Services**

**5.7.3 MetTel ISDN PRI Service with Unlimited Local Calling and Bundled Toll/LD Service**

ISDN PRI offers an array of value-added features, such as calling number identification and call-by-call selection that enhance productivity. ISDN PRI is configured with 23 64 Kbps bi-directional B (Bearer) channels and one 64 Kbps D (Data) channel. Unique to ISDN PRI is its ability to designate the D channel to handle all of the signaling and call control requirements and leave the remaining 23 B channels free for any mix of circuit-switched voice and data.

This product is offered under a 12, 24 or 36 month term agreement. Rates include unlimited local calling for sent-paid, directly dialed calls. Rates do not include calling card calls, information type calls to Time and Weather, 555, 700, 900, 976 Services, Directory Assistance or any other type of Operator Handled call.

The Unlimited Local Calling and Bundled Toll/LD Service Products are offered with six different increments of Toll/LD Minutes of Use: 5,000, 10,000, 15,000, 30,000, 50,000 and 100,000. Installation charges are included in the monthly recurring charges. Regional Toll and Long Distance Services must be PIC'd to the Company.

**MetTel ISDN PRI with Unlimited Local and Bundled 5,000 Long Distance MOU**

This package includes unlimited local and 5,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number & Call-by-Call Selection (ISDN PRI) long distance usage @ 5,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
Qwest Area (T)	ICB	ICB	ICB
CenturyTel Area (T)	ICB	ICB	ICB

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**SECTION 5.0 – LOCAL EXCHANGE SERVICES RATES (CONT'D.)**

**5.7 Product Services**

**5.7.3 MetTel ISDN PRI Service with Unlimited Local Calling and Bundled Toll/LD Service (Cont'd.)**

MetTel ISDN PRI with Unlimited Local and Bundled 10,000 Long Distance MOU

This package includes unlimited local and 10,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number & Call-by-Call Selection (ISDN PRI) long distance usage @ 10,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
Qwest Area (T)	ICB	ICB	ICB
CenturyTel Area (T)	ICB	ICB	ICB

MetTel ISDN PRI with Unlimited Local and Bundled 15,000 Long Distance MOU

This package includes unlimited local and 15,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number & Call-by-Call Selection (ISDN PRI) long distance usage @ 15,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
Qwest Area (T)	ICB	ICB	ICB
CenturyTel Area (T)	ICB	ICB	ICB

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**SECTION 5.0 – LOCAL EXCHANGE SERVICES RATES (CONT'D.)**

**5.7 Product Services**

**5.7.3 MetTel ISDN PRI Service with Unlimited Local Calling and Bundled Toll/LD Service (Cont'd.)**

MetTel ISDN PRI with Unlimited Local and Bundled 30,000 Long Distance MOU

This package includes unlimited local and 30000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number & Call-by-Call Selection (ISDN PRI) long distance usage @ 30,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
Qwest Area (T)	ICB	ICB	ICB
CenturyTel Area (T)	ICB	ICB	ICB

MetTel ISDN PRI with Unlimited Local and Bundled 50,000 Long Distance MOU

This package includes unlimited local and 50,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number & Call-by-Call Selection (ISDN PRI) long distance usage @ 50,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
Qwest Area (T)	ICB	ICB	ICB
CenturyTel Area (T)	ICB	ICB	ICB

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**SECTION 5.0 - LOCAL EXCHANGE SERVICES RATES (CONT'D.)**

**5.7 Product Services**

**5.7.3 MetTel ISDN PRI Service with Unlimited Local Calling and Bundled Toll/LD Service (Cont'd.)**

MetTel ISDN PRI with Unlimited Local and Bundled 100,000 Long Distance MOU

This package includes unlimited local and 100,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number & Call-by-Call Selection (ISDN PRI) long distance usage @ 100,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
Qwest Area (T)	ICB	ICB	ICB
CenturyTel Area (T)	ICB	ICB	ICB

**5.7.4 MetTel Digital DS-1 PBX Service with Unlimited Local Calling and Bundled Toll/LD Service**

This service provides a trunk side DS1 electrical interface from the customer's digital PBX system to a MetTel digital port on a local Company switch for the origination and termination of calls. Traffic to and from the digital PBX can be received or dialed directly from any PBX station without the need for an attendant.

These digital trunks deliver a high-speed DS1 (T1) connection between your PBX and the Company network. There are up to 24 channels on one facility, each of which can be used to place or receive calls. This multi-channel capability dramatically reduces the need for additional PBX circuit cards.

Each of these products is offered under a 12, 24 or 36 month term agreement. Rates include unlimited local calling for sent-paid, directly dialed calls. Rates do not include calling card calls, information type calls to Time and Weather, 555, 700, 900, 976 Services, Directory Assistance or any other type of Operator Handled call.

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**SECTION 5.0 – LOCAL EXCHANGE SERVICES RATES (CONT'D.)**

**5.7 Product Services**

**5.7.4 MetTel Digital DS-1 PBX Service with Unlimited Local Calling and Bundled Toll/LD Service (Cont'd.)**

The MetTel Digital DS-1 PBX Service with Unlimited Local Calling and Bundled Toll/LD Service Products are offered with six different increments of Toll/LD Minutes of Use: 5,000, 10,000, 15,000, 30,000, 50,000 and 100,000. Installation charges are included in the monthly recurring charges. Regional Toll and Long Distance Services must be PIC'd to the Company.

MetTel ISDN DS1 with Unlimited Local and Bundled 5,000 Long Distance MOU

This package includes unlimited local and 5,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number and long distance usage @ 5,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
Qwest Area (T)	ICB	ICB	ICB
CenturyTel Area (T)	ICB	ICB	ICB

MetTel ISDN DS1 with Unlimited Local and Bundled 10,000 Long Distance MOU

This package includes unlimited local and 10,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number and long distance usage @ 10,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
Qwest Area (T)	ICB	ICB	ICB
CenturyTel Area (T)	ICB	ICB	ICB

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**SECTION 5.0 – LOCAL EXCHANGE SERVICES RATES (CONT'D.)**

**5.7 Product Services**

**5.7.4 MetTel Digital DS-1 PBX Service with Unlimited Local Calling and Bundled Toll/LD Service (Cont'd.)**

MetTel ISDN DS1 with Unlimited Local and Bundled 15,000 Long Distance MOU

This package includes unlimited local and 15,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number and long distance usage @ 15,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
Qwest Area (T)	ICB	ICB	ICB
CenturyTel Area (T)	ICB	ICB	ICB

MetTel ISDN DS1 with Unlimited Local and Bundled 30,000 Long Distance MOU

This package includes unlimited local and 30000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number and long distance usage @ 30,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
Qwest Area (T)	ICB	ICB	ICB
CenturyTel Area (T)	ICB	ICB	ICB

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**SECTION 5.0 – LOCAL EXCHANGE SERVICES RATES (CONT'D.)**

**5.7 Product Services**

**5.7.4 MetTel Digital DS-1 PBX Service with Unlimited Local Calling and Bundled Toll/LD Service (Cont'd.)**

MetTel ISDN DS1 with Unlimited Local and Bundled 50,000 Long Distance MOU

This package includes unlimited local and 50,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number and long distance usage @ 50,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
Qwest Area (T)	ICB	ICB	ICB
CenturyTel Area (T)	ICB	ICB	ICB

MetTel ISDN DS1 with Unlimited Local and Bundled 100,000 Long Distance MOU

This package includes unlimited local and 100,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number and long distance usage @ 100,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
Qwest Area (T)	ICB	ICB	ICB
CenturyTel Area (T)	ICB	ICB	ICB

**5.7.5 MetTel ISDN BRI Service - Qwest Area (T)**

MetTel ISDN BRI (Basic Rate Interface) uses standard “twisted pair” cables and is nearly three times faster than a 56K dial up line. MetTel ISDN PRI (Primary Rate Interface) uses a 1.544 Mbps digital transport facility (T1). Both services provide the superior clarity of digital transmission, a high-speed data interface and sufficient bandwidth capacity to fulfill your current and future communication needs.

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**SECTION 5.0 – LOCAL EXCHANGE SERVICES RATES (CONT'D.)**

**5.7 Product Services**

**5.7.5 MetTel ISDN BRI Service (Cont'd.)**

ISDN BRI consists of two 64 Kbps B (Bearer) channels and one 16 Kbps D (Data) channel. Each B channel has the ability to integrate voice, data, image and video. The B channels may be kept separate or bonded together to deliver 128 Kbps.

Monthly Recurring Charges

Qwest Area	Monthly Recurring Charge <sup>5</sup>
ISDN Basic Exchange Flat Rate Single & Multi-Line Digital Line, each	\$74.74 (I)
ISDN Basic Exchange Circuit Switched Voice	
First Line	n/a
Second Line	n/a (T)
ISDN Basic Exchange Circuit Switched Data, each	n/a (T)
ISDN Basic Exchange Alternate Circuit Switched Voice/Data,each	n/a (T)

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<sup>5</sup> These ISDN BRI rates are a supplement individual Message Rate Service.

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**SECTION 5.0 – LOCAL EXCHANGE SERVICES RATES (CONT'D.)**

**5.7 Product Services**

**5.7.6 MetTel Digital Centrex Service**

MetTel Digital Centrex Service delivers superior performance, PBX-like functionality including abbreviated dialing, and is compatible with many telephone sets. Each user has a unique seven-digit direct telephone number and customized features. The service is affordable, power failure safe and provides a scalable platform for future growth and technology.

Monthly Recurring Charges – Qwest

Contract Length	Monthly Recurring Charge
MTM	62.50 (1)

**NOTES FOR ALL:** Availability of services must be verified with the Company based on customer address and NPA-NXX. Rates do not include FCC End User Charge, FCC Port Charge, or other surcharges and taxes. Minimum service period is 12 months. If service is cancelled prior to the end of the contract, a termination charge will be calculated as follows: a. The average of the sum of all line charges on three previous Company invoices to the customer (excluding taxes) multiplied by the number of months remaining in the term agreement.

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**SECTION 5.0 - LOCAL EXCHANGE SERVICES RATES (CONT'D.)**

**5.8 Local Exchange Services - CenturyTel of Colorado, Inc. dba CenturyLink and CenturyTel of Eagle, Inc. dba CenturyLink Areas**

**5.8.1 Business Access Lines - Monthly Rates**

	<u>RG I</u>	<u>RG II</u>	<u>RG III</u>	<u>RG IV</u>
Flat Rate Single-Line Service	\$73.13 (I)	\$73.13 (I)	\$73.13 (I)	\$73.13 (I)
Measured Rate Service* *(Grandfathered for Business as of 9/1/2021) See following for Usage Charges	\$73.13 (I)	\$70.63 (I)	\$70.63 (I)	\$70.63 (I)
Message Rate Service (Grandfathered for Business)	\$73.13 (I)	-	-	-
PABX Trunk Measured See Description for Usage Charges	\$73.13 (I)		-	
Flat Rate	\$73.13 (I)	\$73.13 (I)	\$73.13 (I)	\$73.13 (I)
DID Trunk	\$64.74	\$49.14	\$49.14	\$49.14

Block of 100 DID Station Numbers (all Rate Groups) \$6.25 per month, \$93.75 to install.  
 Block of 20 DID Station Numbers (all Rate Groups) \$1.25 per month, \$31.25 to install.  
 Each Individual DID Number (all Rate Groups) \$.06 per month, \$1.25 to install.

**5.8.2 Business Access Lines - Detailed Billing and Usage**

Detail billing, per call	<u>RGI Charge</u> .01
Measured Service Local Usage Charges The following usage charges apply for calls placed within the local calling area for measured service.	
- First minute or fraction thereof, each call	<u>RGI Charge</u> \$0.0625
- Each additional minute or fraction thereof	\$0.0250

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**SECTION 5.0 - LOCAL EXCHANGE SERVICES RATES (CONT'D.)**

**5.8 Local Exchange Services - CenturyTel of Colorado, Inc. dba CenturyLink and CenturyTel of Eagle, Inc. dba CenturyLink Areas (Cont'd)**

**5.8.2 Business Access Lines - Detailed Billing and Usage (Cont'd)**

Rate Discount and Application Period

Time Period	<u>Discount</u>
Evening:	
Sun through Fri 5:00 PM to 11:00 PM	25%
Weekend:	
Sat 8:00 AM to 11:00 PM	50%
Sun 8:00 AM to 5:00 PM	50%
Night:	
ALL DAYS 11:00 PM to 8:00 AM	50%

Message Service\*  
 Message Unit Allowance

Local messages in excess of the monthly allowance during any billing period will be billed at the specified rate for each additional local message. Messages not used in any one billing period will not be credited to the allowances for succeeding billing periods.

	<b>RG 1</b>	<b>RG 1</b>
	Message Unit	Charge for Each
	<u>Allowance</u>	<u>Additional Unit</u>
- Business*	50	0.1375 (I)

\* Message Rate Service is not available to new customers. The service is grandfathered to existing customers on the same premises for the same customer.

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**SECTION 5.0 – LOCAL EXCHANGE SERVICES RATES (CONT'D.)**

**5.8 Local Exchange Services – CenturyTel of Colorado, Inc. dba CenturyLink and CenturyTel of Eagle, Inc. dba CenturyLink Areas (Cont'd)**

**5.8.3 Business Access Lines – Optional Features**

	Monthly Rates
Anonymous Call Reject *77	\$16.25 (I)
Busy Redial *66	\$16.25 (I)
Call Return *69	\$16.25 (I)
Caller ID Number Only [5]	\$12.50
Caller ID	\$22.50 (I)
Call Waiting Deluxe [3]	\$20.00 (I)
Call Waiting ID [3]	\$2.50
VIP Alert	\$11.25(I)
Selective Call Accept *64	\$10.00 (I)
Selective Call Forward *63	\$10.00 (I)
Selective Call Rejection *60	\$16.25 (I)
Privacy Protector Business	\$6.25

  

CASUAL CALLING FEATURES [1][2]	PER ACTIVATION OR USE
Busy Redial *66	\$2.50
Call Return *69	\$2.50
Call Trace *57	\$2.10
3-Way Calling [4]	\$2.50

[1] Casual Calling Features do not carry a monthly rate. The customer is charged each time the feature is activated. The total monthly charge for Casual Calling Feature activation will not exceed two times the monthly charge for the service.

[2] All features may not be available in all exchanges

[3] Requires Caller ID and Call Waiting

[4] See Schedule 10 for flat-rated 3-Way Calling

[5] Grandfathered to existing customers at their present location.

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**SECTION 5.0 - LOCAL EXCHANGE SERVICES RATES (CONT'D.)**

\$12,50

**5.8.3 Business Access Lines - Optional Features (Cont'd)**

	<u>Monthly Rate - All RGs</u>
Call Waiting, each line	\$20.00 (I)
Call Forwarding, each line	\$16.25 (I)
Enhanced Call Forwarding (Includes Call Forward Busy and Call Forward No Answer)	\$12.50
Three-Way calling, each line	\$12.50
Direct Line (Warm Line) (T)	\$6.25
Hot Line	\$6.25
Home Intercom, each line	\$6.25
Distinctive Ring, each number assigned	\$11.25 (I)
Hunting	\$2.19
Outbound Call Block Feature	\$6.25
Remote Call Forwarding, per path	\$40.00 (I)

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**SECTION 5.0 - LOCAL EXCHANGE SERVICES RATES (CONT'D.)**

**5.9 Directory Assistance**

	<u>Qwest Area</u>	<u>CenturyTel Area</u>	
Local Directory Assistance	\$6.99	\$6.99	(I)
National Directory Assistance	\$6.99	\$6.99	(I)

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SECTION 5.0 - LOCAL EXCHANGE SERVICES RATES (CONT'D)

**5.10 Subscriber Intrastate Access Service**

**5.10.1 General Description**

The Subscriber Intrastate Access Service provides interconnected access to the local public switched telephone network so that local exchange customers can make and receive calls to and from the customers of other carriers within the state.

**5.10.2 Limitations**

(A) A telephone number is not provided with Subscriber Intrastate Access Service.

(B) Detail billing is not provided with Subscriber Intrastate Access Service.

(C) Directory listings are not included with Subscriber Intrastate Access Service.

(D) Intercept arrangements are not included with Subscriber Intrastate Access Service

**5.10.3 Undertaking of the Company**

The Company will provide Subscriber Intrastate Access Service to each Customer that subscribes to its local exchange service.

**5.10.4 Term of Service**

Subscriber Intrastate Access Service shall be coterminous with the Company's local exchange service, and the Subscriber Access Charge shall apply for each telephone line or service as defined herein for all periods in which Customer subscribes to local exchange service from the Company.

**5.10.5 Rate Regulations**

(A) The Subscriber Access Charge shall not apply to Lifeline customers.

(B) If Customer is eligible to receive prorated credit for their associated local exchange service, such as for network outages or suspension or termination of service, the Subscriber Access Charge will be prorated or credited in the same manner consistent with the terms of this tariff and any contract. No other credits are available for Subscriber Intrastate Access Service.

(C) When Customer is provided more than one local business exchange service in a state, the Subscriber Access Charge Multi-line Business Subscriber rates are assessed for each line.

**SECTION 5.0 – LOCAL EXCHANGE SERVICES RATES (CONT'D.)**

**5.10 Subscriber Intrastate Access Service, continued**

**5.10.5 Rate Regulations, continued**

(D) The Subscriber Access Charge, as set forth in 5.10.6 following, will be billed to the end user subscriber of the associated local exchange service, including, where applicable, a reseller of the associated local exchange service, in which case the reseller shall be deemed an end user for purposes of application of such charges.

(E) For each local exchange service provided as remote call forwarding business Service under the Local Exchange Service Tariff or Product Guide, the Subscriber Access Charge does not apply.

**5.10.6 Rates**

(D)  
|  
|  
(D)

<b>Business Customer Service Type</b>	<b>ILEC AREA/OCN</b>	
	<b>Qwest / 5102</b>	<b>CenturyLink / 2185, 2208</b>
Single Line Local Exchange Service	7.50	7.50
Multi-line Local Exchange Service	10.20	10.20
Centrex	10.20	10.20
Trunk	10.20	10.20
PRI	51.00	51.00
T-1/Digital PBX	244.80	244.80
BRI	8.00	7.50

**SECTION 5.0 - LOCAL EXCHANGE SERVICES RATES (CONT'D)**

**5.11 Local Telecom Surcharge**

5.11.1 Rate Regulations,

(A) Telecommunications rules and regulations allow Incumbent Local Exchange Carriers to increase rates to wholesale providers in the form of a surcharge per line. As a result of these rate increases, the Company will assess the Local Telecom Surcharge on all local exchange service lines provided by the Company. See table in paragraph 5.16 following for rates.

**5.12 Carrier Access Recovery Charge**

5.12.1 Rate Regulations,

(A) Customers assessed a Subscriber Intrastate Access Charge as specified in paragraph 5.10 preceding will be assessed a flat-rated, monthly Carrier Access Recovery Charge (CARC). CARCs will be billed to the associated end user or reseller of the local exchange services except for those customers who participate in the Lifeline Assistance Program. See table in paragraph 5.16 following for rates.

**5.13 Regulatory Recovery Fee-State**

5.13.1 Rate Regulations,

(A) Regulatory Recovery Fee-State (RRF-S) is a charge assessed to recover the costs of state and local regulatory activities, including costs associated with compliance filings, payments to industry organizations for required services, legal expenses and employee salaries related to those Company regulatory activities. See table in paragraph 5.16 following for rates.

**5.14 End User Port Charge**

5.14.1 Rate Regulations,

Certain local exchange services provided under the general and/or local exchange service tariffs are subject to End User Port Charges. These services include:

- Business Lines, Centrex Lines
- Integrated Services Digital Network (ISDN) - Basic Rate and Primary Rate
- T-1 Digital PBX Services
- PBX Trunks

See table in paragraph 5.17 following for rates.

SECTION 5.0 - LOCAL EXCHANGE SERVICES RATES (CONT'D)

5.15 Local Portability Charge

5.15.1 Rate Regulations,

(A) Telecommunications rules and regulations require all local phone companies to provide "service provider number portability," which allows customers to retain their local phone number when switching companies to provide their local phone service. The Local Portability Charge (LPC) is used by telephone companies to recover the costs associated with the development, implementation, and operability of service provider number portability.

(B) The Company will assess the Local Portability Charge (LPC) on all local exchange services. The LPC, as set forth below, applies to all local exchange service lines provided by the Company. See table in paragraph 5.16 following for rates.

5.16 Rate Table (LTS, CARC, RRF-S and LPC) applies to all service areas:

Monthly Per Line or Per Trunk\*

Services	Business			
	Local Telecom Surcharge	Carrier Access Recovery Charge	Regulatory Recovery Fee-State	Local Portability Charge
Single Line Local Exchange Svc.	\$5.00	\$4.50	\$4.99 (I)	\$1.99(I)
Multi-line Local Exchange Svc.	\$5.00	\$4.50	\$499 (I)	\$1.99(I)
Lifeline customer	-	-	-	-
ISDN BRI	\$5.00	\$4.50	\$4.99 (I)	\$1.99(I)
ISDN PRI (rates per svc.)	-	\$22.50	\$24.95 (I)_	\$89.55 (I)
Foreign Exchange-Single Line	\$5.00	\$4.50	\$4.99 (I)	\$1.99(I)
Foreign Exchange-Multi-Line	\$5.00	\$4.50	\$4.99 (I)	\$1.99(I)
Remote Call Forward	\$5.00	-	\$4.99 (I)	\$1.99(I)
Centrex	\$5.00	\$4.50	\$4.99 (I)	\$1.99(I)
Trunks	\$5.00	\$4.50	\$4.99 (I)	\$17.91(I)
T-1/Digital PBX (rates per svc.)	-	\$22.50	\$24.95 (I)_	\$89.55 (I)

\*Unless otherwise noted

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SECTION 5.0 - LOCAL EXCHANGE SERVICES RATES (CONT'D)

5.17 End User Port Charge Rate Table

Services	Century Link (f Qwest) COLORADO OCN 5102	CenturyTel COLORADO OCNs 2185 & 2208
Single Line Local Exchange Svc.	-	-
Multi-line Local Exchange Svc.	-	-
Lifeline customer	-	-
ISDN BRI	\$1.58	\$2.23
ISDN PRI (rates per svc.)	\$15.53	\$23.51
Foreign Exchange-Single Line	-	-
Foreign Exchange-Multi-Line	-	-
Remote Call Forward	-	-
Centrex	-	-
Trunks	-	-
T-1/Digital PBX (rates per svc.)	\$28.18	\$23.51

\*Unless otherwise noted

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**SECTION 7.0 - TELECOMMUNICATIONS RELAY SERVICE**

**7.1 Telecommunications Relay Service**

The Company contributes to the Colorado Telephone Relay System as required under 4 Code of Colorado Regulations 723-2-2820. A surcharge for the Telephone Relay Services will appear as a line item on all monthly bills and is assessed on each line.

**7.2 Surcharge**

Monthly Charge Per Access Line                      \$0.06 (I)

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**SECTION 8.0 - COLORADO HIGH COST SUPPORT MECHANISM**

**8.1 Colorado High Cost Support Mechanism**

A. General Description

The Colorado High Cost Support Mechanism (CHCSM) was established by the Commission in Decision No. C90-232 in Docket No. 89R-60T. The purpose of the CHCSM is to promote competition and to guarantee the affordability of basic telephone service by providing assistance for three components of the cost of basic local service: 1) high loop costs; 2) high local switching costs; and 3) high exchange trunk costs. In addition, the local rates of high cost Local Exchange Carriers (LECs) are capped, and the excess is included in the CHCSM.

B. Undertaking of the Company

- 1) The company will collect a CHCSM surcharge in its local exchange serving area.
- 2) The company will, in order to promote competition and guarantee the affordability of basic local telephone service to the end user in its local service area, make use of the CHCSM if and when it qualifies for funding.
- 3) For uniformity and clarity, the high cost rate element on the customer's bill shall be identified as the "Colorado Universal Service Charge", or an acceptable abbreviation.

C. Rate

The following services and revenues are subject to the Colorado High Cost Support Mechanism: all intrastate retail telecommunications revenues, including DSL service, custom calling features, advanced calling, inside wire, intrastate toll, and pay phones.

The following services and revenues are not subject to the CHCSM surcharge: voice mail; burglar alarm; cable television; and customer premise equipment sales.

The CHCSM surcharge is 2.6% (R)

**SECTION 9.0 - MISCELLANEOUS SERVICES**

**9.1 Carrier Presubscription**

**9.1.1 General**

Carrier Presubscription is a procedure whereby a Customer designates to the Company the carrier which the Customer wishes to be the carrier of choice for intraLATA and interLATA toll calls. Such calls are automatically directed to the designated carrier, without the need to use carrier access codes or additional dialing to direct the call to the designated carrier. Presubscription does not prevent a Customer who has presubscribed to an IntraLATA or InterLATA toll carrier from using carrier access codes or additional dialing to direct calls to an alternative long distance carrier on a per call basis.

**9.1.2 Presubscription Options** - Customers may select the same carrier or separate carriers for intraLATA and interLATA long distance. The following options for long distance Presubscription are available:

- Option A:** Customer may select the carrier other than the Company for both intraLATA and interLATA toll calls subject to presubscription.
- Option B:** Customer may select two different carriers, neither being the Company for intraLATA and interLATA toll calls. One carrier to be the Customers' primary intraLATA interexchange carrier. The other carrier to be the Customer's primary interLATA interexchange carrier.
- Option C:** Customer may select a carrier other than the Company for no presubscribed carrier for intraLATA toll calls subject to presubscription which will require the Customer to dial a carrier access code to route all intraLATA toll calls to the carrier of choice for each call.

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**SECTION 9.0 - MISCELLANEOUS SERVICES (CONT'D.)**

**9.1 Carrier Presubscription (Cont'd.)**

**9.1.3 Rules and Regulations**

Customers of record will retain their primary interexchange carrier(s) until they request that their dialing arrangements be changed.

Customers of record or new Customers may select either Options A, B, or C for intraLATA Presubscription.

Customers may change their selected Option and/or presubscribed toll carrier at any time subject to charges specified in 9.1.5 below:

**9.1.4 Presubscription Procedures**

A new Customer will be asked to select intraLATA and interLATA toll carriers at the time the Customer places an order to establish local exchange service with the Company. The Company will process the Customer's order for service. All new Customers initial requests for intraLATA toll service presubscription shall be provided free of charge.

If a new Customer is unable to make selection at the time the new Customer places an order to establish local exchange service, the Company will read a random listing of all available intraLATA and interLATA carriers to aid the Customer in selection. If selection is still not possible, the Company will inform the Customer that he/she will be given 90 calendar days in which to inform the Company of his/her choice for primary toll carrier(s) free of charge. Until the Customer informs the Company of his/her choice of primary toll carrier, the Customer will not have access to long distance services on a presubscribed basis, but rather will be required to dial a carrier access code to route all toll calls to the carrier(s) of choice. Customers who inform the Company of a choice for toll carrier presubscription within the 90-day period will not be assessed a service charge for the initial Customer request.

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**SECTION 9.0 - MISCELLANEOUS SERVICES (CONT'D.)**

**9.1 Carrier Presubscription (Cont'd.)**

**9.1.4 Presubscription Procedures (Cont'd.)**

Customers of record may initiate an intraLATA or interLATA presubscription change at any time, subject to the charges specified in 9.1.5 below. If a Customer of record inquires of the Company of the carriers available for toll presubscription, the Company will read a random listing of all available intraLATA carriers to aid the Customer in selection.

**9.1.5 Presubscription Charges**

**(A) Application of Charges**

After a Customer's initial selection for a presubscribed toll carrier and as detailed in Paragraph 9.1.4 above, for any change thereafter, a Presubscription Change Charge, as set forth below will apply. Customers who request a change in intraLATA and interLATA carriers with the same order will be assessed a single charge per line.

**(B) Nonrecurring Charges**

Per business line, trunk, or port

Qwest Areas	\$5.00
CenturyTel Areas	\$6.25

(I)

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**SECTION 9.0 – MISCELLANEOUS SERVICES (CONT'D.)**

**9.2 Hunting Services**

Hunting Service is an optional arrangement available to customers with two or more individual line or trunk services. Where facilities permit, such lines will be arranged so that incoming calls to a busy line/trunk will overflow to other available lines/trunks for that customer.

The increment for each individual line/trunk arranged for Hunting Service is in addition to the regular access line/trunk rate. The nonrecurring charge applies to establish, change to or from, or to rearrange companion line service.

Qwest Area	<u>Monthly</u> (N)
Hunting-Rotary Service per Line or Trunk	\$7.93 (N)

**9.3 N-1-1 Abbreviated Dialing Codes**

**9.3.1 Description**

- A. Abbreviated dialing codes enable callers to connect to a location in the phone network that otherwise would be accessible only via a seven or ten-digit telephone number. The network must be pre-programmed to translate the three-digit code into the appropriate seven or ten-digit telephone number and route the call accordingly. For N-1-1 codes, the first digit can be any digit other than 1 or 0 and the last two digits are both 1.

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**SECTION 9.0 - MISCELLANEOUS SERVICES (CONT'D.)**

**9.3 N-1-1 Abbreviated Dialing Codes (Cont'd.)**

**9.3.1 Description (Cont'd.)**

- B.** The following N-1-1 abbreviated dialing codes were assigned for specific uses by FCC Decision Nos. 97-51 and 00-256, issued in CC Docket 92-105:

211 - Community Information and Referral Services  
311 - Non-Emergency Governmental Services  
511 - Traffic and Transportation Information  
711 - Telecommunications Relay Service

**9.3.2 Terms and Conditions**

- A.** The offering of these abbreviated dialing codes can be delivered via regular exchange access lines (by individual business line, PBX trunks, etc.)

- B.** Access to these abbreviated dialing codes is not available through the following dialing arrangements:

1+  
0+, 0- (credit card, third-party billing, collect calls)  
101XXXX

In addition, operator assisted calls will not be completed.

- C.** The Company will provide only the delivery of the calls. The entity that has been granted authorization to use the N-1-1 abbreviated dialing code will be responsible for providing any announcements and services to the callers.

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**SECTION 10.0 – PROMOTIONAL OFFERINGS / CONTRACT & ICB**

**10.1 Special Promotions**

The Company may from time to time engage in special promotional trial service offerings of limited duration (not to exceed ninety days on a per Customer basis for non-optional, recurring charges) designed to attract new subscribers or to increase subscriber awareness of a particular Product Guide offering.

**10.2 Contract Rates / Individual Case Basis (ICB) Arrangements**

In lieu of the rates otherwise set forth in this Product Guide, rates and charges, including minimum usage, installation, special construction and recurring charges for Carrier's services may be established at negotiated rates on an individual case basis (ICB). ICB rates, terms and conditions will be set forth in individual Customer contracts. However, unless otherwise specified, the terms, conditions, obligations and regulation set forth in this Product Guide shall be incorporated into, and be part of, said contract, and shall be binding on Carrier and Customer. Specialized rates or charges will be made available to similarly situated customers on a non-discriminatory basis.

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**SECTION 11.0 – EXCHANGE AREAS**

**11.1 Exchange Areas**

The 303/720 Local Calling Area, hereinafter referred to as, the “Greater Denver LCA”, consists of the following exchanges and zones: Allenspark, Arvada, Aurora, Bailey, Boulder, Brighton, Broomfield, Castle Rock, Central City, Coal Creek Canyon, Deckers, Denver, Elbert, Elizabeth, Englewood, Erie, Evergreen, Fort Lupton, Frederick, Georgetown, Golden, Hudson, Idaho Springs, Keenesburg, Kiowa, Lafayette-Louisville, Lakewood, Littleton, Longmont, Lookout Mountain, Lyons, Morrison, Nederland, Parker, Sullivan, Ward; Byers and Deer Trail wire centers of Bijou Telephone Co-op Association, Inc.; Bennett wire center of Eastern Slope Rural Telephone Association, Inc.; Strasburg wire center of Strasburg Telephone Company, Inc.

<b>EXCHANGE AREA</b>	<b>EXCHANGE, ZONE OR WIRE CENTER INCLUDED IN THE LOCAL CALLING AREA</b>
Aguilar	Trinidad, Walsenburg; Branson and Weston wire centers of CenturyTel of Eagle
Alamosa	Del Norte, Monte Vista, South Fork; Blanca wire center of Blanca Telephone Company; Crestone and Mosca wire centers of Columbine Telephone Company; Antonito, Center, Creede, La Jara, Manassa and San Luis wire centers of CenturyTel of Eagle
Allenspark	Greater Denver LCA, Estes Park, Mead
Aspen	Basalt, Carbondale, Glenwood Springs
Bailey	Greater Denver LCA, Fairplay, Woodland Park wire center of the Colorado Springs Exchange
Basalt	Aspen, Carbondale, Allison, Pagosa Springs, Pagosa West wire centers of CenturyTel of Colorado; Ignacio wire center of CenturyTel of Eagle Glenwood Springs
Bayfield	Durango, Silverton;

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**SECTION 11.0 - EXCHANGE AREAS (CONT'D.)**

**11.1 Exchange Areas (Cont'd.)**

<b>EXCHANGE AREA</b>	<b>EXCHANGE, ZONE OR WIRE CENTER INCLUDED IN THE LOCAL CALLING AREA</b>
Berthoud	Eaton-Ault, Estes Park, Fort Collins, Gilcrest, Greeley, Johnstown-Milliken, Longmont, Loveland, Mead, Platteville, Windsor
Boulder	Greater Denver LCA
Breckenridge	Dillon, Fairplay, Leadville, Vail
Brighton	Greater Denver LCA; Roggen wire center of Roggen Telephone Cooperative Company
Broomfield	Greater Denver LCA
Brush	Fort Morgan, Hillrose, Sterling, Weldona; Willard wire center of Willard Cooperative Telephone Company; Woodrow wire center of Eastern Slope Rural Telephone Association; Akron wire center of CenturyTel of Eagle
Buena Vista	Fairplay, Leadville, Salida
Calhan	Peyton; Air Force Academy, Black Forest, East, Gatehouse, Main, Pikeview and Security wire centers of the Colorado Springs Exchange; Simla wire center of Big Sandy Telecommunications, Inc.
Canon City	Florence; Main, Sunset, Vineland and West wire centers of the Pueblo Exchange; Howard, Pike Trails and Westcliffe wire centers of CenturyTel of Eagle
Carbondale	Aspen, Basalt, Glenwood Springs, New Castle, Parachute, Rifle, Silt
Castle Rock	Greater Denver LCA
Central City	Greater Denver LCA

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**SECTION 11.0 - EXCHANGE AREAS (CONT'D.)**

**11.1 Exchange Areas (Cont'd.)**

**EXCHANGE AREA**

**EXCHANGE, ZONE OR WIRE CENTER  
INCLUDED IN THE LOCAL CALLING AREA**

Coal Creek Canyon

Greater Denver LCA

Colorado Springs

Exceptions

- Air Force Academy wire center of the Colorado Springs Exchange  
Calhan, Peyton
- Black Forest wire center of the Colorado Springs Exchange  
Calhan, Peyton; El Paso wire center of El Paso County Telephone Company; Simla wire center of Big Sandy Telecommunications, Inc.
- East, Gatehouse, Main, and Pikeview centers of the Colorado Springs Exchange  
Calhan, Cripple Creek-Victor, Peyton; El Paso and Rush wire centers of El Paso County Telephone Company; Simla wire center of Big Sandy Telecommunications, Inc.; Lake George wire center of CenturyTel of Eagle
- Green Mountain Falls and Manitou Springs wire centers of the Colorado Springs Exchange  
Cripple Creek-Victor; Lake George wire center of CenturyTel of Eagle

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**SECTION 11.0 - EXCHANGE AREAS (CONT'D.)**

**11.1 Exchange Areas (Cont'd.)**

<b>EXCHANGE AREA</b>	<b>EXCHANGE, ZONE OR WIRE CENTER INCLUDED IN THE LOCAL CALLING AREA</b>
<ul style="list-style-type: none"><li>• Security wire center of the Colorado Springs Exchange</li><li>• Woodland Park wire center of the Colorado Springs Exchange</li></ul>	Calhan, Cripple Creek-Victor, Peyton; El Paso, and Rush wire centers of El Paso County Telephone Company; Lake George wire center of CenturyTel of Eagle
Cortez	Durango, Mancos, Mesa Verde; Rico wire center of Rico Telephone Company; Pleasant View wire center of Farmers Telephone Co., Inc; Dolores and Dove Creek wire centers of CenturyTel of Eagle
Craig	Hayden, Meeker, Oak Creek, Steamboat Springs, Yampa; Dinosaur, Maybell and Rangely wire centers of CenturyTel of Eagle
Crested Butte	Gunnison, Montrose; Arrowhead wire center of the Nucla-Naturita Telephone Company
Cripple Creek-Victor	East, Gatehouse, Green Mountain Falls, Main, Manitou Springs, Pikeview, Security and Woodland Park wire centers of Colorado Springs Exchange; Lake George wire center of, CenturyTel of Eagle
De Beque	Fruita, Grand Junction, Palisade, Parachute; Collbran and Mesa wire centers of CenturyTel of Eagle
Deckers	Greater Denver LCA, Fairplay; Woodland Park wire center of the Colorado Springs Exchange

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**SECTION 11.0 - EXCHANGE AREAS (CONT'D.)**

**11.1 Exchange Areas (Cont'd.)**

<b>EXCHANGE AREA</b>	<b>EXCHANGE, ZONE OR WIRE CENTER INCLUDED IN THE LOCAL CALLING AREA</b>
Del Norte	Alamosa, Monte Vista; Center, Creede and Saguache wire centers of CenturyTel of Eagle
Delta	Fruita, Grand Junction, Montrose, Olathe; Cedaredge, Crawford, Eckert, Hotchkiss, Paonia and Somerset wire centers of Delta County Co-op Telephone Company
Dillon	Breckenridge, Fairplay Georgetown, Kremmling, Vail
Durango	Bayfield, Cortez, Mancos, Mesa Verde, Silverton; Allison, Marvel, Pagosa Springs, Pagosa West wire centers of CenturyTel of Colorado; Dolores and Ignacio wire centers of CenturyTel of Eagle
Eaton-Ault	Gilcrest, Greeley, Johnstown-Milliken, La Salle, Platteville, Windsor; Nunn wire center of the Nunn Telephone Company; Briggsdale and Grover wire centers of Wiggins Telephone Association
Elbert	Greater Denver LCA
Elizabeth	Greater Denver LCA
Erie	Greater Denver LCA
Estes Park	Allenspark, Fort Collins, Loveland, Lyons
Evergreen	Greater Denver LCA
Fairplay	Bailey, Breckenridge, Buena Vista, Cripple Creek, Deckers, Dillon; Hartsel wire center of South Park Telephone Company; Lake George and Pike Trails wire centers of CenturyTel of Eagle

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**11.1 Exchange Areas (Cont'd.)**

<b>EXCHANGE AREA</b>	<b>EXCHANGE, ZONE OR WIRE CENTER INCLUDED IN THE LOCAL CALLING AREA</b>
Florence	Canon City; Main, Sunset, Vineland and West wire centers of the Pueblo Exchange; Westcliffe wire center of CenturyTel of Eagle
Fort Collins	Berthoud, Estes Park, Loveland, Windsor; Nunn, wire center of the Nunn Telephone Company; Red Feather Lakes and Walden wire centers of CenturyTel of Eagle
Fort Lupton	Greater Denver LCA, Platteville
Fort Morgan	Brush, Hillrose, Sterling, Weldona; Woodrow wire center of Eastern Slope Rural Telephone Association; Hoyt, New Raymer and Wiggins wire centers of Wiggins Telephone Association; Stoneham wire center of Stoneham Cooperative Telephone Company; Willard wire center of Willard Cooperative Telephone Company; Akron wire center of CenturyTel of Eagle
Fraser	Granby, Grand Lake, Hot Sulphur Springs, Kremmling
Frederick	Greater Denver LCA
Fruita	De Beque, Delta, Grand Junction, Montrose, Qlathe, Palisade, Parachute
Georgetown	Greater Denver LCA, Dillon
Gilcrest	Berthoud, Eaton-Ault, Greeley, Jobstown-Milliken, La Salle, Mead, Platteville, Windsor
Glenwood Springs	Aspen, Basalt, Carbondale, New Castle, Parachute, Rifle, Silt; Gypsum, Eagle and McCoy wire centers of CenturyTel of Eagle

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**SECTION 11.0 - EXCHANGE AREAS (CONT'D.)**

**11.1 Exchange Areas (Cont'd.)**

<b>EXCHANGE AREA</b>	<b>EXCHANGE, ZONE OR WIRE CENTER INCLUDED IN THE LOCAL CALLING AREA</b>
Granby	Fraser, Grand Lake, Hot Sulphur Springs, Kremmling
Grand Junction	De Beque, Delta, Fruita, Montrose, Olathe, Palisade, Parachute; Gateway, Nucla-Naturita and Paradox wire centers of Nucla-Naturita Telephone Company; Cedaredge, Crawford, Eckert, Hotcbkiss, Paonia and Somerset wire centers of Delta County Co-op Telephone Company; Collbran and Mesa wire centers of CenturyTel of Eagle
Grand Lake	Fraser, Granby, Hot Sulphur Springs, Kremmling
Greeley	Berthoud, Eaton-Ault, Gilcrest, Hudson, Johnstown-Milliken, Keenesburg, La Salle, Mead, Platteville, Weldona, Windsor; Roggen wire center of Roggen Telephone Cooperative Company; Nunn wire center of the Nunn Telephone Company; Briggsdale, Grover, Hoyt, New Raymer and Wiggins wire centers of Wiggins Telephone Association; Stoneham wire center of Stoneham Cooperative Telephone Company
Gunnison	Crested Butte, Montrose; Lake City wire center of CenturyTel of Eagle; Arrowhead wire center of the Nucla-Naturita Telephone Company
Hayden	Craig, Oak Creek, Steamboat Springs, Yampa
Hillrose	Brush, Fort Morgan, Sterling, Weldona; Willard wire center of Willard Cooperative Telephone Company; Akron wire center of CenturyTel of Eagle
Hot Sulphur Springs	Fraser, Granby, Grand Lake, Kremmling

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**SECTION 11.0 - EXCHANGE AREAS (CONT'D.)**

**11.1 Exchange Areas (Cont'd.)**

<b>EXCHANGE AREA</b>	<b>EXCHANGE, ZONE OR WIRE CENTER INCLUDED IN THE LOCAL CALLING AREA</b>
Hudson	Greater Denver LCA, Greeley, La Salle
Idaho Springs	Greater Denver LCA
Johnstown-Milliken	Berthoud, Eaton-Ault, Gilcrest, Greeley, La Salle, Loveland, Mead, Platteville, Windsor
Julesburg	Sterling; Crook wire center of Haxtun Telephone Company
Keenesburg	Greater Denver LCA, Greeley, La Salle; Roggen wire center of Roggen Telephone Cooperative Company
Kiowa	Greater Denver LCA
Kremmling	Dillon, Fraser, Granby, Grand Lake, Hot Sulphur Springs
Lafayette-Louisville	Greater Denver LCA
La Salle	Eaton-Ault, Gilcrest, Greeley, Hudson, Johnstown-Milliken, Keenesburg, Mead, Platteville, Windsor
Leadville	Breckenridge, Buena Vista, Dillon, Salida, Vail
Limon	Arriba, Genoa, Hugo, and Karval wire centers of Eastern Slope Rural Telephone Association; Simla wire center of Big Sandy Telecommunications, Inc.; Agate wire center of Agate Mutual Telephone Company
Longmont	Berthoud, Greater Denver LCA, Mead, Platteville
Lookout Mountain	Greater Denver LCA
Loveland	Berthoud, Estes Park, Fort Collins, Johnstown-Milliken, Mead

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**SECTION 11.0 - EXCHANGE AREAS (CONT'D.)**

**11.1 Exchange Areas (Cont'd.)**

<b>EXCHANGE AREA</b>	<b>EXCHANGE, ZONE OR WIRE CENTER INCLUDED IN THE LOCAL CALLING AREA</b>
Lyons	Greater Denver LCA, Estes Park, Mead
Mancos	Cortez, Durango, Mesa Verde; Dolores wire center of CenturyTel of Eagle
Mead	Allenspark, Berthoud, Gilcrest, Greeley, Johnstown-Milliken, La Salle, Longmont, Loveland, Lyons, Platteville
Meeker	Craig; Dinosaur, Maybell and Rangely wire centers of CenturyTel of Eagle
Mesa Verde	Cortez, Durango, Mancos; Rico wire center of Rico Telephone Company; Pleasant View wire center of Farmers Telephone Co., Inc; Dolores and Dove Creek wire centers of CenturyTel of Eagle
Monte Vista	Alamosa, Del Norte; Mosca wire center of Columbine Telephone Company; Center, Creede, La Jara and Saguache wire centers of CenturyTel of Eagle
Montrose	Crested Butte, Delta, Fruita, Grand Junction, Gunnison, Olathe, Ouray, Ridgway, Silverton, Telluride; Norwood wire center of CenturyTel of Eagle; Arrowhead, Nucla-Naturita and Paradox wire centers of Nucla-Naturita Telephone Company
Morrison	Greater Denver LCA
Nederland	Greater Denver LCA
New Castle	Carbondale, Glenwood Springs, Parachute, Rifle, Silt
Oak Creek	Craig, Hayden, Steamboat Springs, Yampa
Olathe	Delta, Fruita, Grand Junction, Montrose

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**SECTION 11.0 - EXCHANGE AREAS (CONT'D.)**

**11.1 Exchange Areas (Cont'd.)**

<b>EXCHANGE AREA</b>	<b>EXCHANGE, ZONE OR WIRE CENTER INCLUDED IN THE LOCAL CALLING AREA</b>
Ouray	Montrose, Ridgway, Silverton, Telluride
Palisade	De Beque, Fruita, Grand Junction, Parachute; Collbran and Mesa wire centers of CenturyTel of Eagle
Parachute	Carbondale, De Beque, Fruita, Glenwood Springs, Grand Junction, New Castle, Palisade, Rifle, Silt
Parker	Greater Denver LCA
Peyton	Calhan; Air Force Academy, Black Forest, East, Gatehouse, Main, Pikeview, and Security wire centers of Colorado Springs Exchange; Simla wire center of Big Sandy Telecommunications, Inc.
Platteville	Berthoud, Eaton-Ault, Ft. Lupton, Gilcrest, Greeley, Johnstown-Milliken, La Salle, Longmont Mead, Windsor
Pueblo	
• Avondale wire center of the Pueblo exchange	Walsenburg; Fowler, Gardner and Manzanola wire centers of CenturyTel of Eagle
• Main, Sunset, Vineland and West wire centers of the Pueblo Exchange	Canon City, Florence, Walsenburg; Beulah wire center of Pine Drive Telephone Company; Colorado City and Rye wire centers of Rye Telephone Company; Fowler, Gardner and Manzanola wire centers of CenturyTel of Eagle

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**SECTION 11.0 - EXCHANGE AREAS (CONT'D.)**

**11.1 Exchange Areas (Cont'd.)**

<b>EXCHANGE AREA</b>	<b>EXCHANGE, ZONE OR WIRE CENTER INCLUDED IN THE LOCAL CALLING AREA</b>
Ridgway	Montrose, Ouray, Silverton, Telluride; Norwood wire center of CenturyTel of Eagle
Rifle	Carbondale, Glenwood Springs, New Castle, Parachute, Silt
Salida	Buena Vista, Leadville; Howard and Saguache wire centers of CenturyTel of Eagle
Silt	Carbondale, Glenwood Springs, New Castle, Parachute, Rifle
Silverton	Bayfield, Durango, Montrose, Ouray, Ridgway
Steamboat Springs	Craig, Hayden, Oak Creek, Yampa; Walden wire center of CenturyTel of Eagle
Sterling	Brush, Fort Morgan, Hillrose, Julesburg; Crook, Fleming and Haxtun wire centers of Haxtun Telephone Company; Akron wire center of CenturyTel of Eagle, Peetz wire center of Peetz Cooperative Telephone Company; Stoneham wire center of Stoneham Cooperative Telephone Company; Willard wire center of Willard Cooperative Telephone Company; New Raymer wire center of Wiggins Telephone Association; Holyoke wire center of the Phillips County Telephone Company; Otis wire center of CenturyTel of Eagle
Telluride	Montrose, Ouray, Ridgway; Rico wire center of Rico Telephone Company; Norwood wire center of CenturyTel of Eagle
Trinidad	Aguilar, Walsenburg; Kim wire center of Rye Telephone Company; Branson and Weston wire centers of CenturyTel of Eagle

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SECTION 11.0 - EXCHANGE AREAS (CONT'D.)

11.1 Exchange Areas (Cont'd.)

EXCHANGE AREA	EXCHANGE, ZONE OR WIRE CENTER INCLUDED IN THE LOCAL CALLING AREA
Vail	Breckenridge, Dillon; Gypsum, Edwards, Eagle and McCoy wire centers of CenturyTel of Eagle
Walsenburg	Aguilar, Trinidad, Pueblo; Gardner and La Veta wire centers of CenturyTel of Eagle
Ward	Greater Denver LCA
Weldona	Brush, Fort Morgan, Greeley, Hillrose; Wiggins wire centers of Wiggins Telephone Association
Windsor	Berthoud, Eaton-Ault, Fort Collins, Gilcrest, Greeley, Johnstown-Milliken, La Salle, Platteville
Yampa	Craig, Hayden, Oak Creek, Steamboat Springs

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**SECTION 11.0 - EXCHANGE AREAS (CONT'D.)**

**11.2 Exchange Areas - CenturyTel of Colorado, Inc. dba CenturyLink and CenturyTel of Eagle, Inc. dba CenturyLink Areas**

**A. Rate Groups**

Rates for certain services as provided in this Product Guide may vary by groups of exchanges.

**RATE GROUP I (RG1)**

Akron	Antonito	Branson	Bristol Granada
Burlington	Campo	Center	Cheraw
Cheyenne Wells		Collbran	Creede Dolores
Fowler	Gardner	Holly	Ignacio La Jara
La Junta	Lake George	Lamar (Wiley)	Las Animas La Veta
Manassa	Manzanola	Maybell	Mesa Norwood
Ordway	Otis	Rangely (Dinosaur)	
Red Feather Lakes		Rocky Ford	Saguache San Luis
Springfield	Stratton	Two Buttes	Walden Walsh
Westcliffe	Weston	Wray	Yuma

**RATE GROUP II (RGII)**

Cotopaxi	Edwards	Lake City	Dove Creek	Gypsum
McCoy	Eagle	Howard	Pike Trails	

**RATE GROUP III (RGIII)**

Marvel	Pagosa West
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**RATE GROUP IV (RGIV)**

Allison	Pagosa Springs
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**SECTION 11.0 - EXCHANGE AREAS (CONT'D.)**

**11.2 Exchange Areas - CenturyTel of Colorado, Inc. dba CenturyLink and CenturyTel of Eagle, Inc. dba CenturyLink Areas**

**B. Exchange and Calling Areas**

The Community of Interest Calling Plan (CICP) is established between various contiguous exchanges. This service is not provided for the transmission of data. The following toll free calling arrangements are available in conjunction with the Community of Interest Calling Plan:

<b><u>Exchange</u></b>	<b><u>Exchange Availability</u></b>
Akron	Brush, Fort Morgan, Hillrose, Otis, Sterling; Anton and Cope wire centers of Plains Cooperative Telephone Company; Woodrow wire center of Eastern Slope Rural Telephone Association
Antonito	Alamosa, La Jara, Manassa, San Luis
Allison	Pagosa Springs, Pagosa West, Bayfield, Durango, Ignacio
Branson	Aguilar, Trinidad, Weston; Kim wire center of Rye Telephone Company.
Bristol-Granada	Holly, Lamar; Hartman wire center of Sunflower Telephone Company.
Burlington	Cheyenne Wells, Stratton; Flagler wire center of Eastern Slope Rural Telephone Association; Idalia, Kirk and Vona - Seibert wire centers of Plains Cooperative Telephone Association.
Campo	Springfield, Two Buttes, Walsh
Center	Alamosa, Del Norte, Monte Vista, Saguache; Mosca wire center of Columbine Telephone Company
Cheraw	Fowler, La Junta, Las Animas, Manzanola, Ordway, Rocky Ford
Cheyenne	Burlington; Kit Carson wire center of Eastern Slope Rural Telephone Association; Sheridan Lake wire center of Sunflower Telephone Co.

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**SECTION 11.0 - EXCHANGE AREAS (CONT'D.)**

**11.2 Exchange Areas - CenturyTel of Colorado, Inc. dba CenturyLink and CenturyTel of Eagle, Inc. dba CenturyLink Areas (Cont'd)**

**B. Exchange and Calling Areas (Cont'd)**

<b><u>Exchange</u></b>	<b><u>Exchange Availability</u></b>
Collbran	De Beque, Grand Junction, Mesa, Palisade
Creede	Alamosa, Del Norte, Monte Vista
Dolores	Cortez, Durango, Mancos; Rico wire center of Rico Telephone Company; Pleasant View wire center of Farmers Telephone Co., Inc.
Dove Creek	Cortez, Pleasant View, Rico, Dolores
Eagle	Vail, Avon, Minturn, Glenwood Springs, Gypsum, Edwards, McCoy
Edwards	Vail, Avon, Minturn, Eagle, Gypsum, McCoy
Fowler	Cheraw, La Junta, Manzanola, Ordway, Rocky Ford, Pueblo
Gardner	La Veta, Walsenburg, Pueblo
Gypsum	Vail, Avon, Minturn, Glenwood Springs, Eagle, Edwards, McCoy
Holly	Bristol-Granada, Lamar; Hartman and Towner wire center of Sunflower Telephone Company
Howard	Pike Trails, Salida, Canon City
Ignacio	Bayfield, Durango; Allison wire center of Universal Telephone Company of Colorado
La Jara	Alamosa, Antonito, Manassa, Monte Vista, San Luis
La Junta	Cheraw, Fowler, Las Animas, Manzanola, Ordway, Rocky Ford; Kim wire center of Rye Telephone Company

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**SECTION 11.0 - EXCHANGE AREAS (CONT'D.)**

**11.2 Exchange Areas - CenturyTel of Colorado, Inc. dba CenturyLink and CenturyTel of Eagle, Inc. dba CenturyLink Areas (Cont'd)**

**B. Exchange and Calling Areas (Cont'd)**

<b><u>Exchange</u></b>	<b><u>Exchange Availability</u></b>
Lake City	Gunnison, Arrowhead
Lake George	Cripple Creek-Victor; East, Gatehouse, Green Mountain Falls, Main, Manitou Springs, Pikeview, Security and Woodland Park wire centers of Colorado Springs Exchange; Fairplay; Hartsel
Lamar	Bristol-Granada, Holly, Las Animas; Eads and Haswell wire centers of Eastern Slope Rural Telephone Association; Hartman, Sheridan Lake and Towner wire centers of Sunflower Telephone Company; Two Buttes
Las Animas	Cheraw, La Junta, Lamar
La Veta	Gardner, Walsenburg
Manassa	Alamosa, Antonito, La Jara, San Luis
Manzanola	Cheraw, Fowler, La Junta, Ordway, Rocky Ford, Pueblo
Marvel	Durango
Maybell	Craig, Meeker, Rangely
McCoy	Vail, Avon, Minturn, Eagle, Gypsum, Edwards, Glenwood Springs
Mesa	Collbran, De Beque, Grand Junction, Palisade
Norwood	Montrose, Ridgway, Telluride; Nucla-Naturita and Paradox wire centers of Nucla-Naturita Telephone Company
Ordway	Cheraw, Fowler, La Junta, Manzanola, Pueblo, Rocky Ford

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**11.2 Exchange Areas - CenturyTel of Colorado, Inc. dba CenturyLink and CenturyTel of Eagle, Inc. dba CenturyLink Areas (Cont'd)**

**B. Exchange and Calling Areas (Cont'd)**

<u>Exchange</u>	<u>Exchange Availability</u>
Otis	Akron, Yuma, Sterling
Pagosa Springs	Allison, Pagosa West, Bayfield, Durango
Pagosa West	Pagosa Springs, Allison, Bayfield, Durango
Pike Trails	Canon City, Cripple Creek, Fairplay, Howard
Rangely	Craig, Maybell, Meeker
Red Feather Lakes	Fort Collins, Walden
Rocky Ford	Cheraw, Fowler, La Junta, Manzanola, Ordway
Saguache	Center, Del Norte, Monte Vista, Salida; Crestone wire center of Columbine Telephone Company
San Luis	Alamosa, Antonito, La Jara, Manassa; Blanca wire center of Blanca Telephone Company
Springfield	Campo, Two Buttes, Walsh; Kim wire center of Rye Telephone Company
Stratton	Burlington; Flagler wire center of Eastern Slope Rural Telephone Association; Joes, Kirk and Vona-Seibert wire centers of Plains Cooperative Telephone Association
Two Buttes	Campo, Springfield, Walsh, Lamar
Walden	Fort Collins, Red Feather Lakes, Steamboat Springs

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**11.2 Exchange Areas - CenturyTel of Colorado, Inc. dba CenturyLink and CenturyTel of Eagle, Inc. dba CenturyLink Areas (Cont'd)**

**B. Exchange and Calling Areas (Cont'd)**

<b><u>Exchange</u></b>	<b><u>Exchange Availability</u></b>
Walsh	Campo, Springfield, Two Buttes
Westcliffe	Canon City, Florence
Weston	Aguilar, Branson, Trinidad
Wray	Yuma; Eckley, Idalia, Joes, and Kirk wire centers of Plains Cooperative Telephone Company
Yuma	Otis, Wray; Cope, Eckley, Joes, and Kirk wire centers of Plains Cooperative Telephone Company

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