

CenturyTel of Idaho, Inc. d/b/a CenturyLink
General Exchange
Catalog No. 1

Issued: 05-31-13

TITLE PAGE
Release 1
Effective: 07-02-13

SCHEDULE OF
RATES, CHARGES, AND TERMS AND CONDITIONS FOR SERVICE
GOVERNING THE FURNISHING OF
TELEPHONE SERVICE
IN THE STATE OF IDAHO
INCLUDING EXCHANGES AT
SALMON, NORTH FORK, AND LEADORE, IDAHO

Cancels and Replaces I.P.U.C. No. 7
CenturyTel of Idaho, Inc., d/b/a CenturyLink

Transmittal No. 13-02

Idaho Public Utilities Commission
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CenturyTel of Idaho, Inc. d/b/a CenturyLink
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Adoption Notice Page 1

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Effective July 28, 2009, CenturyTel of Idaho, Inc. registered the fictitious name CenturyLink. Effective October 19, 2009, CenturyTel of Idaho, Inc. d/b/a CenturyTel, began operating under the name CenturyLink. As such, CenturyTel of Idaho, Inc. d/b/a CenturyLink hereby adopts, ratifies, and makes its own, in every respect as if the same had been originally filed by it, all schedules, rules, notices, concurrences, schedule agreements, divisions, authorities or other instruments whatsoever, filed with the Idaho Public Service Commission, State of Idaho, by or adopted by CenturyTel of Idaho, Inc. d/b/a CenturyTel between July 9, 1998 and October 18, 2009.

By this notice, CenturyTel of Idaho, Inc. d/b/a CenturyLink also adopts and ratifies all supplements or amendments to any of the above schedules, etc., which CenturyTel of Idaho, Inc. d/b/a CenturyTel has heretofore filed with said Commission.

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¹ Grandfathered to existing customers at their present location.

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1. EXCHANGE RATES

1.1 RATES

Rural rates apply for service provided outside of the base rate area. Local Measured Service includes a 90 minutes monthly allowance, after which usage charges apply per minute for calls terminated within the local calling area.

	<u>Monthly Rate</u>	
a. BUSINESS ACCESS LINES*		
Flat Rated	39.77	
Rural, Flat Rated	43.27	
Local Measured	31.77	
Rural, Local Measured	35.27	
Payphone, Flat Rated	39.77	
Payphone, Rural, Flat Rated	43.27	
Payphone, Local Measured	31.77	
Payphone, Rural, Local Measured	37.77	
b. RESIDENCE ACCESS LINES		
Flat Rated	21.75	
Rural, Flat Rated	25.25	
Local Measured	16.75	(l)
Rural, Local Measured	19.25	(l)
c. LOCAL MEASURED USAGE CHARGE		
For each minute of use for calls terminated within the local calling area in excess of the 90 minute per month allowance, a charge of \$.03 per minute applies.		
d. BILLING DETAIL		
Measured Service Detail billing, per call	\$.01	
(Must be ordered in advance)		

*See Section 4, Page 9 for trunk hunting rates

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1. EXCHANGE RATES (Cont'd)

1.2 NONRECURRING CHARGES

Non-recurring charges from Section 6 apply for installation of access lines, change of class of service, and activation of billing detail. Customers will be allowed to switch to or from local measured service at no additional charge during the 90-day period following the original implementation of the local measured option. The nonrecurring charge for billing detail will not apply if activated at the same time service is installed.

1.3 IDAHO TELECOMMUNICATIONS SERVICE ASSISTANCE PROGRAM (ITSAP)

A surcharge assessed on all access lines to contribute toward funding the Idaho Telecommunications Service Assistance Program (ITSAP) or the State-Matching portion of the Lifeline program. The surcharge will remain in effect until otherwise modified, cancelled, or changed by the Commission.

1.4 UNIVERSAL SERVICE FUND SURCHARGE

A surcharge assessed on all access lines to contribute toward funding the Idaho Universal Service Fund (USF). The surcharge will remain in effect until otherwise modified, cancelled, or changed by the Commission.

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1. EXCHANGE RATES (Cont'd)

1.5. EXTENDED AREA SERVICE (EAS)

Local Exchange

EAS Exchanges

Leadore

Salmon
Northfork

Northfork

Salmon
Leadore
Shoup

Salmon

Leadore
Northfork
Shoup

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2. TELEPHONE ASSISTANCE PROGRAMS

(T)

2.1 Idaho Telephone Service Assistance Program (ITSAP)

2.1.1 Description

The Idaho Telephone Service Assistance Program (ITSAP) provides for a credit against the recurring monthly rate for the provision of Local Residential Service for certain low-income customers. Qualified recipients may also receive Lifeline, Link-Up and Tribal Lifeline credits.

2.1.2 Application

- a. The ITSAP credit, per Idaho code section 56-903, is only available to residence customers who meet eligibility requirements. To be considered eligible, the applicant must be the head of household and shall meet narrowly targeted eligibility criteria based solely on income or factors directly related to income established by the Idaho Department of Health and Welfare (IDHW). IDHW has established that ITSAP credit is available to customers whose gross income is "at or below 135% of the Federal Poverty limit".
- b. The monthly discount to eligible ITSAP customers will be \$2.50. The discount will be applied to a single residential telecommunication service at the principal residence of the eligible subscriber or head of household.

2.1.3 Funding

The total cost of providing this program shall be funded from a uniform monthly surcharge on each business and residential access line, excluding those residential access lines receiving ITSAP credit.

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2. TELEPHONE ASSISTANCE PROGRAMS (Cont'd) (T)

2.1 Idaho Telephone Service Assistance Program (ITSAP) (Cont'd)

2.1.4 Terms and Conditions

- a. The ITSAP credit will begin with the date the customer's application is approved or when new service is established for a qualifying customer. In no event will the application of the state ITSAP credit take the customer's billed amount below zero when combined with other Telephone Assistance Plan credits and/or other Company sponsored promotional discounts.
- b. The regular nonrecurring charges and terms and conditions applicable to the service offerings will apply. The nonrecurring charges to change to or from this program due to eligibility status will be waived.
- c. The credit is applicable only to a single residence line at the principal residence of the eligible head of household customer.
- d. Measured usage charges are not subject to the discount.

2.1.5 Assistance Credit

Credit applied to customer bill:

	MONTHLY CREDIT	
-	State Credit	\$2.50

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2. TELEPHONE ASSISTANCE PROGRAMS (Cont'd) (T)
- 2.2 Lifeline Assistance
- 2.2.1 Description
- The Lifeline Assistance Plan (Lifeline) assists qualified low-income applicants with reductions in their monthly local exchange service rate. The assistance applies for a single telephone line at the applicant's principal place of residence.
- 2.2.2 Eligibility Requirements
- a. To be eligible for assistance, an applicant, one or more dependents of the applicant, and/or a member of the applicant's household must participate in one of the following programs:
- Medicaid
 - Supplemental Nutrition Assistance Program (SNAP)
 - Supplemental Security Income (SSI)
 - Federal Public Housing Assistance or Section 8
 - Low-Income Home Energy Assistance Program (LIHEAP)
 - Temporary Assistance to Needy Family Program (TANF)
 - National School Lunch Program's free lunch program
- b. The Lifeline Program is also available when the household income of the applicant is at or below 135% of the Federal Poverty Guidelines.
- 2.2.3 Terms and Conditions
- a. An applicant may request telephone assistance through completion of a form provided by the Company.
- b. The Lifeline credit will apply to the following Local Exchange Service:
- Residence Flat Rated Service
 - Residence Rural Flat Rated Service
 - Residence Local Measured Service
 - Residence Rural Local Measured Service (T)

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2. TELEPHONE ASSISTANCE PROGRAMS (Cont'd)

(T)

2.2 Lifeline Assistance (Cont'd)

2.2.3 Terms and Conditions (Cont'd)

- c. The Lifeline Assistance Plan credit will begin with the first billing date after the Company is notified by applicants who qualify for benefits or when new service is established by a qualifying customer.
- d. Nonrecurring charges will not apply to establish this program on existing service.
- e. A customer is not eligible for Lifeline from the Company if he/she is currently receiving Lifeline credit for service provided by another Eligible Telecommunications Carrier. The program is limited to one federal benefit per household which includes both wireline and wireless service.

2.2.4 Assistance Credits

Credit applied to customer bill:

	<u>MONTHLY</u> <u>CREDIT</u>
- Federal Credit	\$9.25

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2. TELEPHONE ASSISTANCE PROGRAMS (Cont'd) (T)

2.3 Tribal Link Up (T)

Beginning April 1, 2012, non-Tribal Lifeline customers no longer receive Link Up support. Also beginning April 1, 2012, eligible residents of Federal Tribal Lands may receive Link Up support to cover 100% of the customary charges up to \$100.00 in connection with commencing telecommunications service to the qualifying customer's principal place of residence on tribal lands. Tribal Link Up applies to qualifying low-income residence customers of the Company who apply for basic residential service and who meet the eligibility criteria established by the Federal Communications Commission. The customer may defer payment on up to \$200.00 of the above charges without interest for a period not to exceed one year. The deferred charges do not include the deposit if required. (T)

An eligible resident of Tribal Lands may receive the benefit of the Tribal Link Up program for a second or subsequent time only for otherwise qualifying commencement of telecommunications service at a principal place of residence with an address different from the address for which Tribal Link Up assistance was provided previously. (T)

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2. TELEPHONE ASSISTANCE PROGRAMS (Cont'd)

(T)

2.4 Tribal Lifeline

2.4.1 Description

Tribal Lifeline provides additional lifeline support of up to \$25.00, for qualifying low-income individuals living on reservations as defined by the Bureau of Indian Affairs (BIA) regulations.

2.4.2 Eligibility

- a. Residents living on reservations are eligible for the Tribal Lifeline benefit if they participate in one or more of the following programs:
- Bureau of Indian Affairs (BIA) general assistance program
 - Tribally administered Temporary Assistance for Needy Families
 - Head Start programs (under income-qualifying standard)
 - National School Lunch Program's free lunch program
 - Medicaid
 - Supplemental Nutrition Assistance Program (SNAP)
 - Supplemental Security Income (SSI)
 - Federal Public Housing Assistance (Section 8)
 - Low Income Home Energy Assistance Program (LIHEAP)
 - Food Distribution Program on Indian Reservations
 - Temporary Assistance for Needy Families (TANF)
- b. The Lifeline Program is also available to applicants when the household income of the applicant is at or below 135% of the Federal Poverty Guidelines.

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2. TELEPHONE ASSISTANCE PROGRAMS (Cont'd) (T)
- 2.4 Tribal Lifeline (Cont'd)
- 2.4.3 Terms and Conditions
- a. The Company must obtain the customer's signature on a document in which the eligible customer certifies, under penalty of perjury, that such customer receives benefits from at least one of the programs above, and lives on a reservation. In addition to identifying the program or programs from which that customer receives benefits, the customer must also agree to notify the Company if that customer ceases to participate in the qualifying program or programs.
 - b. A customer is not eligible for Lifeline from the Company if he/she is currently receiving Lifeline credit for service provided by another Eligible Telecommunications Carrier. The program is limited to one federal benefit per household which includes both wireline and wireless service.
 - c. Tribal Lifeline benefits apply to the primary flat local residential access line, including Extended Area Service (EAS), mileage charges, zone charges, or other non-discretionary charges associated with basic residential service. The benefit may not bring the basic local residential access line rate below \$1.00 per month.
- 2.5 Application of Telephone Assistance Programs to Concessionable Accounts
- Description
- Concession groups: These individuals will receive 100% TAP benefits less the amount of concessionable discount. For example, if the person receives a 50% discount on their End User Common Line Charges, they will receive 50% of their TAP benefits. (T)

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3. CENTURYLINK LINE VOLUME PLAN (CLVP)

A. General

1. CenturyLink Line Volume Plan (CLVP) is available to business customers subscribing to 10 or more basic business lines, key lines or key trunks. A customer may have a maximum of 3,000 participating lines across all service territories served by CenturyLink incumbent local exchange carriers (each, a CenturyLink ILEC). Lines served by a CenturyLink competitive local exchange carrier (CLEC) are not contributory to or eligible for CLVP.
2. CLVP is offered as a tiered plan with each tier having a Minimum Line Requirement. Lines and/or key trunks provided by a CenturyLink ILEC which are already discounted under an existing term discount plan, line volume plan or any contractual arrangement which contains a volume and/or minimum term commitment, may contribute to the aggregate line count used for determining the applicable tier and rates for services under this CLVP, but are not eligible for additional discounts under this CLVP.
3. The terms, conditions, and application of rates for services in Qwest Corporation locations may differ from those contained herein, and are as described in the applicable tariffs, catalogs, and/or other local terms of service documents for those service locations.

B. Regulations

1. Qualifying CLVP services in locations other than those served by Qwest Corporation are defined as follows:
 - Flat rate business individual lines – local exchange service terminating into a single line instrument.
 - Flat rate key lines or key trunks – local exchange service terminating into any system classified as a key system pursuant to FCC Part 68 Rules and any hybrid system designed to function like a key system, e.g. an outbound line is manually selected, usually by pushing a button on the handset, rather than being selected automatically (usually by dialing 9).

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3. CENTURYLINK LINE VOLUME PLAN (CLVP) (Continued)

B. Regulations (Continued)

2. CLVP Feature Package, consisting of Customer's choice of any of the following features (where offered), is available in conjunction with any qualifying service:

Caller ID (includes Anonymous Call Rejection, where available)

Call Forwarding

Call Forward Busy

Call Forward No Answer

Call Forward-Remote Access

Call Waiting/Cancel Call Waiting

Three-Way Calling

Three-Way Calling with Transfer (Not currently available)

Call Return

Distinctive Ring

Message Waiting Indicator ^[1]

Voicemail ^[1]

3. The terms and conditions for qualifying services and optional features apply as specified in applicable CenturyLink tariffs, guidebooks, schedules, and/or other local terms of service documents, unless stated otherwise herein.
4. CLVP rates are based on line volume and a term commitment period of two, three, four or five years. Customers may not have more than one CLVP tier and term commitment period in effect across all CenturyLink service locations except as described in 5. following. Rates for qualifying services at new service locations will be charged based on the already established tier and commitment period. Any lines added after execution of the initial CLVP are contributory towards the Minimum Line Commitment but will not prompt a change in the assigned tier for the previously established lines.
5. Customers with a previously existing CLVP offered by Qwest Corporation may select a separate (second) CLVP for services in an eligible location other than Qwest Corporation. Lines in all CenturyLink ILEC service locations, including locations served by Qwest Corporation, may, at Customer's request, be contributory towards determining the tier for the second CLVP. Services in a Qwest Corporation service location are not eligible for the rates associated with the tier assigned for the second CLVP and will continue to be charged at the tier rates under the original CLVP offered by Qwest Corporation for the remainder of its term commitment period.

Alternatively, customers may discontinue a previously existing CLVP and establish a new CLVP as described in 10. following, in which instance a new tier will be established and will apply for all service locations.

^[1] This service is not regulated under this catalog.

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3. CENTURYLINK LINE VOLUME PLAN (CLVP) (Continued)

B. Regulations (Continued)

6. All qualifying services must be associated with the same customer. The Company may, at its discretion, provide this plan to Affiliates or Franchisees of Customer. An Affiliate or Franchisee is an entity whose operation of business is substantially associated with Customer's name, mark, or commercial symbol. When, at the Company's discretion, this plan is provided to Affiliates or Franchisees of Customer, Customer must designate the specific account to which Early Termination Charges and Shortfall Penalties will be applied.
7. Services subject to rates under this CLVP are not eligible for discounted rates under any other local voice discount plan. Only the qualifying services listed in B.1. preceding are both contributory to and eligible for the CLVP rates herein. However, a line or key trunk in any packaged service may contribute towards the minimum line requirement. PBX trunks are neither eligible for or contributory to CLVP for purposes of determining the appropriate rate tier and minimum line requirement.
8. Customers may select a CLVP tier lower than their actual quantity of contributory services.
9. Services receiving promotional or competitive response discounts or recurring charge waivers under other term commitment programs are not eligible for CLVP rates until the terms of those offers have been satisfied for those lines.
10. Additional business lines may be added at any time during Customer's term commitment period, but will not affect the tier and monthly discount levels established upon execution of the CLVP agreement unless Customer commits to a new agreement for a greater number of lines than the existing agreement. Rates applicable under the new agreement will not apply retroactively nor will the months accrued under the initial agreement apply towards the new commitment period.
11. Customer may move all or some of the lines under this CLVP to any eligible CenturyLink service location without incurring termination charges, as long as Customer maintains the overall minimum line requirement. The CLVP rates for relocated lines are as specified in the appropriate CenturyLink tariffs, guidebooks, schedules, and/or local terms of service documents for the new service location.

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3. CENTURYLINK LINE VOLUME PLAN (CLVP) (Continued)

C. Early Termination Liability

1. If CenturyLink terminates the Service(s) for cause, or if Customer terminates the Services(s) in whole without cause before expiration of the initial commitment period, the customer will pay termination charges of \$15.00 per line of the customer's Minimum Line Requirement multiplied by the remaining number of months left on the Term. For example: a customer terminating all service with 3 months remaining on the Term and a Minimum Line Requirement of 50 lines will pay $\$15.00 \times 50 \times 3 = \$2,250.00$.
2. If during an annual review of Customer's account, the account falls below the Minimum Line Requirement for the discount tier, the customer will pay a shortfall penalty of \$60.00 for each line below the Minimum Line Requirement. If the customer is charged a shortfall charge, the Company may subsequently conduct quarterly audits and apply shortfall charges until the customer meets the Minimum Line Requirement.
3. The optional CLVP Feature Package does not contribute to the discount tier and is not subject to termination charges or shortfall penalty.
4. Early Termination Liability charges will be waived for CLVP customers who commit to a new term agreement that includes the same or greater number of equivalent lines or similar services (e.g. channels within a 1.544 Mbps service) for the same or greater term than their existing agreement. Months accrued under the CLVP term commitment period will not apply towards the new commitment period.

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3. CENTURYLINK LINE VOLUME PLAN (CLVP) (Continued)

D Application of Rates

1. Touch Tone service charges and/or Extended Area Service charges normally billed in addition to the local exchange service rate are included in the rates specified herein. Charges for lines and key trunks in a hunting arrangement (a.k.a. rotary line service or rotary access service) that would otherwise apply as an incremental charge are also included in the rates specified herein.
2. Customers will not incur service charges or other nonrecurring charges when switching existing basic business line service to CLVP.
3. Nonrecurring charges and/or Service Charges will apply as specified in applicable CenturyLink tariffs, guidebooks, schedules, and/or local terms of service documents. Nonrecurring charges may be waived if customer moves future services from another telecommunications service provider to lines under the CLVP. However, such subsequently moved lines will not affect the tier and monthly discount level established upon execution of this agreement.
4. Qualifying services may be aggregated across the entire CenturyLink Incumbent LEC service territory to determine the applicable Tier (based on total number of lines). The monthly rate(s) in effect for each service location upon execution of a CLVP agreement will apply for the duration of the term commitment period, and are not subject to Company initiated rate increases.
5. At the end of the initial CLVP term commitment period, the CLVP term will automatically renew for up to two consecutive renewal periods unless either party provides thirty days written notice of its intention not to renew or Customer executes a new CLVP agreement. Each renewal period will be equal to the initial term commitment period for existing lines in place. During the renewal periods, Customer must retain the minimum number of lines required for the Tier assigned under the original agreement. Lines added during an auto-renewal period are eligible for the rates extended under the CLVP. If, at the end of the second auto-renewal period, Customer has not executed a new agreement, the rates for business individual lines and/or key lines/trunks, including lines/trunks in a hunting arrangement (a.k.a. rotary line service or rotary access service), and ala carte rates for optional features selected with CLVP Feature Package, if applicable, will revert to the non-contractual monthly rates in effect for those services as specified in CenturyLink's tariffs, guidebooks, schedules, and/or other local terms of service documents.

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3. CENTURYLINK LINE VOLUME PLAN (CLVP) (Continued)

D. Application of Rates (Continued)

6. If, at any time during an auto-renewal period(s), Customer's total number of qualifying services fall below the minimum number of lines required to receive the CLVP discounted rates, the lines/trunks will no longer qualify for CLVP rates and will be charged at the prevailing non-contractual monthly rates for business individual lines and/or key lines/trunks, including lines/trunks in a hunting arrangement (a.k.a. rotary line service or rotary access service), as specified in CenturyLink tariffs, guidebooks, schedules, and/or other local terms of service documents. Lines/trunks reverted to non-contractual monthly rates will no longer qualify for the CLVP Feature Package rate, and features associated with those lines will be charged at the prevailing non-contractual monthly ala carte feature rates. Early termination liability charges will not apply for any lines disconnected or reverted to monthly rates after expiration of the initial term commitment period.
7. The CLVP Feature Package rate applies in addition to the Flat Rate Business Service rate. When applicable, the Flat Rate Business Service and CLVP Feature Package will appear as a single line item on the customer's bill.

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3. CENTURYLINK LINE VOLUME PLAN (CLVP) (Continued)

E. Rates

- a. Flat Rate Business Service, per Individual Line, Key Line, and/or Key Trunk, per month ^[1]

Number of Lines (Tier)/Minimum Line Requirement	Two Year Term	Three - Five Year Terms
10 - 49	\$33.99	\$32.99
50 - 499	32.99	31.99
500 - 999	31.99	30.99
1000 - 3000	30.99	29.99

- b. Optional Services

LVP Feature Package, per line/ trunk, per month

Number of Lines (Tier)/Minimum Line Requirement	Two Year Term	Three - Five Year Terms
10 - 49	\$5.00	\$5.00
50 - 499	5.00	5.00
500 - 999	5.00	5.00
1000 - 3000	5.00	5.00

[1] Touch Tone service, Trunk Hunting and Extended Area Service, where applicable, are included in these rates.

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4. UNIVERSAL SERVICE DISCOUNT PLAN FOR SCHOOLS AND LIBRARIES (E-Rate)

A. General

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

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

B. Application for Support

1. E-Rate Program

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

2. Other Funding Sources

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

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4. UNIVERSAL SERVICE DISCOUNT PLAN FOR SCHOOLS AND LIBRARIES (E-Rate) (Cont'd)

C. Receipt of Support

1. E-Rate Program

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

2. Other Funding Sources

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

D. Failure to Obtain Support

1. The Customer will reimburse the Company if the FCC, SLD or Funding Sources fail to do so or if the FCC, SLD or Funding Sources reclaim any portion of Support sent to the Company on Customer's behalf. Customer will not be responsible for Support withdrawn due to the Company's material failure to provide Service.
2. The Company is not responsible for the Customer's compliance with FCC, SLD or Funding Source rules and regulations, the Customer's applications for Support, or any decisions or actions by the FCC, SLD or Funding Sources with respect to the Customer.
3. For Service agreements of more than one year, the Customer may not terminate the Agreement based solely on its failure to receive Support.

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EXPLANATION OF TERMS

ACCESS

Each connecting arrangement allowing connection to exchange facilities. See Main Station and Extension Service Access.

ACCESSORIES

The term "accessories" denotes devices which are mechanically attached to, or used with, the facilities and equipment furnished by the Telephone Company and which are independent of, and not electrically, acoustically, or inductively connected to the communications path of the telecommunications systems. These devices may not replace any of the component parts of the Telephone Company facilities or equipment nor be injurious to the telecommunications network.

ACOUSTICAL CONNECTION

A connecting arrangement without electrical connections that permits transmission of sound between a utility-provided telephone instrument and customer-provided equipment.

ADDITIONAL LISTING

Any listing of a name or information in connection with a customer's telephone number beyond that to which he is entitled without additional charge in connection with his regular service.

AUTHORIZED PROTECTIVE CONNECTING MODULE

The term "authorized protective connecting module" denotes a protective unit designed by the Telephone Company and manufactured under the control of Telephone Company quality assurance procedures, which unit is to be incorporated in a conforming Answering Device.

AUTHORIZED USER

A person, firm or corporation (other than the customer) on whose premises a telephone, private branch exchange, or private line service or channel is located and who may communicate over such channels in accordance with the terms of the catalog.

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AUTOMATIC DIALING AND ANNOUNCEMENT DEVICES

A device that can be programmed to automatically dial telephone numbers and when answered give a recorded message.

BASE RATE

A rate for urban trades of exchange service available to customers located within a base rate area.

BASE RATE AREA

The developed portion within each exchange service area as set forth in these catalogs, maps, or descriptions. Service within this area is furnished at uniform rates without mileage charges.

BUILDING

A building or buildings in which there is a free access between all parts of the structure by means of doors, open archways, elevators, stairways, or continuous corridors. Heating tunnels or passageways under or over a thoroughfare or other open space does not make two separate buildings the same building.

BUSINESS SERVICE

Telephone service furnished to customers where the actual or obvious use is principally or substantially of a business, professional, or occupational nature.

CENTRAL OFFICE

A switching unit in a telephone system which provides service to the general public, having the necessary equipment and operating arrangements for terminating the interconnecting customer lines and trunks or trunks only. There may be more than one central office in a building or exchange.

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CENTRAL OFFICE CONNECTING FACILITY

The term "central office connecting facility" denotes a facility furnished to an Other Common Carrier by the Telephone Company between the terminal location of the Other Common Carrier and a point of connection on the Telephone Company premises.

CENTRAL OFFICE LINE

A circuit connecting an individual line or party line, main telephone, order turret, or private branch exchange system with a central office.

CENTREX CONTROL SWITCHING EQUIPMENT

The term "centrex control switching equipment" denotes switching equipment, located on the Telephone Company's premises, used to provide Centrex service furnished in accordance with Centrex service provisions of the General and Local Exchange catalogs of the Telephone Company.

CHANNEL

A path of communication between two or more stations or Telephone Company offices, furnished in such a manner as the Telephone Company may elect whether by wire, radio, or a combination thereof and whether or not by a single physical facility or route.

CIRCUIT

A channel used for the transmission of electrical energy in the furnishing of telephone and other communications service.

CLASS OF SERVICE

The term used in describing exchange service with respect to the character of use to be made of such service, such as business and residence.

COMMON BATTERY SERVICE

The type of telephone service in connection with which electrical energy for talking and signaling is supplied from a central point.

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COMMUNICATION SYSTEMS

The term "communication systems" denotes channels or other facilities and equipment which are capable, when not connected by telecommunications service, or two-way communications between customer-provided terminal equipment or Telephone Company stations.

COMPOSITE DATA SERVICE

The term "composite data service" denotes the combined use of terminal and customer-provided data switching equipment with the use of communications services of the Telephone Company by a composite data service vendor to perform data switching for others.

COMPOSITE DATA SERVICE VENDOR

The term "composite data service vendor" denotes a customer who has been certified by the Federal Communications Commission pursuant to Section 214 of the Communications Act of 1934, as amended to acquire and operate facilities to perform data switching for others. A customer shall be classified as a composite data service vendor only with respect to use of those exchange services which are utilized for the provision of composite data service.

CONFORMANCE NUMBER

The term "conformance number" denotes an identifying number assigned by the telephone Company to a particular model of conforming answering device incorporating an authorized protective connecting module when that model of device is in conformance with the provisions set forth by the Telephone Company in its technical Reference for Conforming Answering Devices.

CONFORMING ANSWERING DEVICE

The term "conforming answering device" denotes a customer-provided device which automatically answers incoming calls; transmits a prerecorded voice message or appropriate audible signal to the calling party; records a voice message from the calling party if so designed and arranged; and automatically disconnects from the line in a prearranged manner on completion of the last of the functions for which it was designed and arranged as described in this paragraph. The conforming answering device may include remote interrogation and/or device function control. A conforming answering device must incorporate an authorized protective connecting module and must bear a valid conformance number.

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CONNECTING ARRANGEMENT

The term "connecting arrangement" denotes the equipment provided by the Telephone Company to accomplish the direct electrical connection of customer-provided facilities with the facilities of the Telephone Company.

CONNECTING COMPANY

A corporation, association, partnership, or individual owning or operating one more exchanges and with whom traffic is interchanged.

CONNECTION CHARGE - See "Service Charge"

CONSTRUCTION CHARGE

A separate nonrecurring charge made for the construction of facilities in excess of that contemplated under the rates quoted in the exchange catalogs.

CONTINUOUS PROPERTY

A continuous plot of ground, including any buildings thereon, which is used exclusively by the customer or by an authorized user of the customer's service and which is not separated by property occupied by others or by a public thoroughfare

CONTRACT

Refers to the agreement between a customer and the utility under which service and facilities are furnished in accordance with the applicable provisions of the catalogs.

COST

The cost of labor and materials, which includes appropriate amounts to cover the utility's general operating and administrative expenses.

CUSTOMER

The term "customer" denotes the person, firm or corporation responsible for the payment of charges and compliance with the general terms and conditions of the Telephone Company.

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CUSTOMER-PROVIDED TERMINAL EQUIPMENT

The term "customer-provided terminal equipment" denotes devices or apparatus and their associated wiring which are provided by a customer and when connected to the communications path of the telecommunications system, are so connected either electrically, acoustically, or inductively.

DATA ACCESS ARRANGEMENT

The term "data access arrangement" denotes a protective connecting arrangement for use with the network control signaling unit, or in lieu of the connecting arrangement to identify a central office line and protective facilities and procedures to determine compliance with criteria set forth in this catalog.

DATA SWITCHING

The term "data switching" as used in connection with composite data service denotes the switching of data (non-voice) messages by the interchange, controlling and routing of data messages between two or more stations, via communications facilities, wherein the information content of the message remains unaltered.

DIAL SWITCHING EQUIPMENT

A unit of electro-mechanical or electronic switching equipment used in a central office or in connection with a private branch exchange system.

DIGITAL SWITCHED SERVICE (DSS)

Digital Switched Service is local exchange service for Business users, and is an alternative to analog trunks.

DIRECT CONNECTION

Connection of terminal equipment to the telephone network by means other than acoustic and or inductive coupling.

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DIRECT ELECTRICAL CONNECTION

The term "direct electrical connection" denotes a physical connection of the electrical connection of the electrical conductors in the communications path.

DIRECT INWARD DIALING (DID)

A service provided to customers which permits both locally dialed and toll calls to be directed to terminating equipment without the assistance of an operator.

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DIRECTORY LISTING

A publication in the utility's alphabetical directory of information relative to a customer's name or other identification and telephone number.

DROP WIRE

That portion of a circuit between the pole line or cable distributing box and the building in which the station or switchboard is located.

EXCHANGE

A basic geographical unit established for the administration of telephone service in a specified area, called the "exchange area", which usually embraces a city, town, or village and its environs. It may consist of one or more central offices, together with the associated plant, equipment, and facilities used in furnishing communication service within that area.

EXCHANGE AREA

The territory included within the boundaries of an exchange.

EXCHANGE SERVICE - See Local Service

EXCHANGE TELEPHONE SERVICE LINE

A central office line which provides access to the exchange telephone network for local and long distance telephone service and includes the serving central office equipment and all outside plant facilities through and including the standard network interface.

EXTENDED AREA SERVICE

Interexchange telephone service furnished at flat or message rates between one more exchange areas.

EXTENSION AND PBX STATION MILEAGE

The charges made for the additional circuit required to furnish such stations beyond the allowable distance from the main station or PBX switchboard.

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EXTENSION BELL

A bell on the same circuit and operating in connection with the signaling device of the primary, extension, or private branch exchange station.

EXTENSION LINE

A circuit connecting a primary station with an extension station, or a circuit connecting a private branch exchange station with a private branch exchange switchboard. An extension line may terminate on a key in lieu of an instrument.

FLAT RATE SERVICE

Service furnished at a fixed monthly charge.

GRADE OF SERVICE

The term used in describing exchange service with respect to the number of main telephones which may be connected to a central office Line. (One-party, two party, and multi-party.)

GRANDFATHERED COMMUNICATIONS SYSTEMS

The term "grandfathered communications systems" denotes customer-provided communications systems (including their equipment, premises wiring, and protective circuitry, if any) connected at the customer's premises in accordance with the Telephone Company's Catalogs, and that are considered to be grandfathered under Part 68 of the Federal Communications Commission's Rules and Regulations because such systems are connected to the telecommunications network prior to January 1, 1980 and are of a type of system which was directly connected (i.e. without Telephone Company provided connecting arrangements) to the telecommunications network as of June 1, 1978.

GRANDFATHERED CONNECTIONS OF COMMUNICATIONS SYSTEM

The term "grandfathered connections of communications systems" denotes connections via Telephone Company provided connecting arrangements of customer-provided communications systems (including their equipment and premises wiring) at the customer's premises, in accordance with the Telephone Company's Catalog, and that are considered to be grandfathered under Part 68 of the Federal Communications Commission's Rules and Regulations because such connections to the telecommunications network are made via Telephone Company provided connecting arrangements prior to January 1, 1983 and such connecting arrangements are of a type of connecting arrangement connected to the communications network as of June 1, 1978.

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GRANDFATHERED TERMINAL EQUIPMENT

The term "grandfathered terminal equipment" denotes customer-provided terminal equipment (including protective circuitry, if any) connected at the customer's premises in accordance with the Telephone Company's Catalog, and that is considered to be grandfathered under Part 68 of the Federal Communications Commission's Rules and Regulations because such terminal equipment was connected to the telecommunications network prior to July 1, 1979 and is of a type of terminal equipment which was directly connected (i.e. without Telephone Company provided connecting arrangements) to the telecommunications network as of October 17, 1977.

GRANDFATHERED CONNECTIONS OF TERMINAL EQUIPMENT

The term "grandfathered connections of terminal equipment" denotes connections via Telephone Company provided connecting arrangements of customer-provided terminal equipment connected at the customer's premises in accordance with the Telephone Company's Catalogs, and that are considered to be grandfathered under Part 68 of the Federal Communications Commission's Rules and Regulations because such connections to the telecommunications network were made via Telephone Company provided connecting arrangements prior to July 1, 1979 and such connecting arrangements are the same type of connecting arrangement connected to the telecommunications network as of October 17, 1977.

HEADSET

The term "headset" denotes a hands-free, multi-wire device containing acoustic to-electric (transmitter) and electric-to-acoustic (receiver) transducers, normally worn on the head of the user for close talking, which provides for the transmission of human speech.

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INITIAL SERVICE PERIOD

The minimum length of time for which a customer is obligated to pay for service, facilities, and equipment, whether or not retained by the customer for such minimum length of time.

INSTALLATION CHARGE

A charge associated with certain installations, change or transfer of services, in addition to "Service Charge" as set forth in this catalog.

INTERFACE

The term "interface" denotes that point on the premises of the customer at which provision is made or connection of other than Telephone Company provided facilities provided by the Telephone Company.

KEY EQUIPMENT

An arrangement of equipment, using keys and associated wiring, to provide various supplemental services in connection with telephone stations.

KEY TELEPHONE SET

A telephone set equipped with keys or buttons in the mounting.

LOCAL SERVICE

Telephone service furnished between customers' stations located within the same local service area.

LOCAL SERVING AREA

The area within which telephone service is furnished under a specific schedule of rates and without the application of toll charges.

MAIN STATION

The first access station connected to the Telephone Company's central office line.

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MAINTENANCE OF SERVICE CHARGE

Charge applied when the use or customer-provided equipment or facilities causes impairment or harm to the Telephone Company's facilities.

MEASURED RATE SERVICE

A service for which charges are based upon minutes of use within the same local or message rate calling area.

MILEAGE

The measurement upon which charges are computed for extensions, ties, private lines, and for lines serving exchange stations located outside the base rate area or outside the central office area of the connecting central office.

MINIMUM CONTRACT PERIOD

The minimum length of time for which a customer is obliged to pay for service, facilities, and equipment, whether or not retained by the customer for such minimum length of time.

NETWORK CONTROL SIGNALING

The term "network control signaling" denotes the transmission of signals used in the telecommunications system which performs functions such as supervision (control, status, and charging signals), address signaling (e.g. dialing), calling and called number identification, audible tone signals (call progress signals indicating reorder or busy conditions, alerting, coin denominations, coin collect, and coin return tones) to control the operation of switching machines in the telecommunications system.

NETWORK CONTROL SIGNALING UNIT

The term "network control signaling unit" denotes the terminal equipment used for the provision of network control signaling.

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NONRECURRING CHARGE

A one time charge associated with certain installations, change, or transfer of services, either in lieu of or in addition to recurring monthly charges.

OPERATOR'S SET

A headset used by an operator at a switchboard or console consisting of a receiver, transmitter, and necessary cords.

PATRON

The term "patron" as used in connection with composite data service, denotes a customer to the data switching services of a composite data service vendor.

PAYPHONE SERVICE

Includes lines to which coin, coinless, card reader or a combination of coin/card reader telephones may be attached.

PARTY LINE

A single central office line designed to connect more than one primary station with the central office.

POINT OF DEMARCATION

- (1) For acoustic or inductive connections it is the Telephone Company provided telephone.
- (2) For equipment not requiring protective connecting arrangements it is the Telephone Company provided jack or jacks.
- (3) For equipment requiring protective connecting arrangements it is either the Telephone Company's protective connecting arrangement or the Telephone Company provided jack for use in connection with the customer provided connecting arrangement.

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PREMISES

The area occupied by a customer or authorized user in a building or buildings on continuous property (except railroad right-of-way, etc.) not separated by a public thoroughfare.

PREMISES INSIDE WIRE

Premises inside wire is defined as that wire which extends:

- (1) between the standard network interface and telephone station or jack locations on the customer premises, or
- (2) between telephone stations and/or jack locations on the customer's premises.

PRIVATE BRANCH

A "private branch exchange" or private branch exchange system is an arrangement of equipment situated on a customer's premises consisting of a switchboard with an operating telephone, telephones connected with the switchboard, and connected by trunks with a central office, providing for inter-communications between these telephones (except that inter-communication is not provided between "secretarial lines terminated on a secretarial switchboards) and for communication with the general exchange system and for toll service.

PRIVATE LINE SERVICE

Private line service is that of furnishing the facilities, including channels and telephone equipment to enable the customer and authorized users to communicate between specified locations for continuous use. It is furnished subject to the availability of such facilities and the requirements of the Telephone Company.

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REGISTERED EQUIPMENT

The term "registered equipment" denotes equipment which complies and has been approved within the registration provisions of Part 68 of the Federal Communications Commission's Rules and Regulations.

RESALE OF SERVICE

An activity wherein one entity subscribes to the communications services and facilities of another entity and then re-offers communications service and facilities to the public (with or without "adding value") for profit.

RESIDENCE SERVICE

Telephone service furnished to customers when the actual or obvious use is for domestic purposes.

RURAL AREA

The territory surrounding the base rate area in which rural service is furnished and in which graded services are furnished at established rates.

RURAL SERVICE

A type of party line service furnished to customers outside the base rate or special rate area(s), but within the exchange area.

SAME BUILDING

The term "same building" means a structure built as a unit. Abutting buildings are treated as the same building where there is free internal access between the buildings.

SAME CUSTOMER

In order for different services to be considered as furnished to the same customer, such services must be billed in the same manner.

Note: The business services of a customer, furnished in other than his own name, and his residence service qualify as being furnished to the same customer.

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SERVICE CHARGE

The charge a customer is required to pay at the time of the establishment of a class of telephone service or subsequent additions to that service.

SINGLE ENDED TERMINAL DEVICE

The term "single ended terminal device" denotes a terminal device which terminates only one line or channel at a given time (that is, headset).

STANDARD NETWORK INTERFACE

Company-provided wiring and standard jack normally located in close proximity to the protector or equivalent at the customer's premises and under the customer's control. All new premises services will connect to the telecommunications network through the standard network interface (beginning on the effective date of this catalog).

STATION

The term "station" denotes the network control signaling unit and the other equipment provided by the Telephone Company at the customer's premises which enables the customer to establish the communications connections and to effect communications through such connections.

TARIFF

The rates, charges, rules, and regulations adopted and filed by the Telephone Company and approved by the Public Service Commission.

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TELEPHONE

A telephone instrument consisting of a transmitter, receiver, and associated apparatus so connected as to permit the transmitting and receiving of telephone messages and which receives service from and through central office equipment and lines or other equipment and lines normally owned, maintained, and operated by the Telephone Company and provided as a part of the Telephone Company's service function. Service stations are not included under this classification.

- (1) Main telephone: A telephone connected by means of an individual with a central office or toll office.
- (2) Extension telephone: An additional telephone connected on the same channel as the main telephone and having the same telephone number as the main telephone.
- (3) Private Branch Exchange telephone: Any telephone (including operator's set or sets) connected directly or indirectly with a private branch exchange system.

TELEPHONE COMPANY

A person, firm, partnership, cooperative organization, or corporation engaged in the business of furnishing telephone service to the public under the jurisdiction of the Public Utilities Commission.

TERMINATION CHARGE

A charge applied under certain conditions when a contract for service is terminated by the customer before the expiration of the minimum period.

TIE TRUNK

A tie trunk is a voice grade communication channel between PBX systems, Centrex systems, or between PBX and Centrex systems.

TOLL MESSAGE

A message between stations in different exchange areas and furnished under the provisions of the applicable toll catalog.

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- (1) APPOINTMENT CALL TOLL MESSAGE - A toll message in which the user stipulates a desire for communication with a specified person or persons at a specified time only.
- (2) MESSENGER SERVICE TOLL MESSAGE - A toll message on which, at the request of the calling party, the Telephone Company arranges for a messenger to notify a person at the called address to go to a telephone.
- (3) PERSON TO PERSON TOLL MESSAGE - A toll message in which the user stipulates a desire for communication with a specified person or extension station at a specified toll point.
- (4) STATION TO STATION TOLL MESSAGE - A toll message in which the user stipulates a desire for communication only with a specified telephone or switchboard.
- (5) COLLECT MESSAGE - A toll message in which the user stipulates that the called party accept and pay all charges associated with the message.
- (6) THIRD NUMBER - A toll message in which associated charges are billed neither to the calling station nor to the called station, but rather to a station not involved in the message.
- (7) CREDIT CARD CALL - A toll message in which associated charges are billed to a credit card number assigned by a telephone company and issued to either the called or calling party.

TOLL RATE

The initial period charge prescribed for toll messages usually based upon the duration of the initial period and distance between exchanges.

TOLL SERVICE

Telephone service between exchanges or locations for which a toll rate is charged.

TRIP

A trip is a visit to a customers continuous property at which time certain work ordered by the customer is to be performed.

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EXPLANATION OF MARGINAL SYMBOLS

C to signify changed term and condition

D to signify discontinued rate or term and condition

I to signify increase

N to signify new rate or term and condition

R to signify reduction

T to signify a change or correction in text, but no change in rate or term and condition

TRADE NAMES, TRADEMARKS AND SERVICE MARKS USED IN THIS CATALOG

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GENERAL TERMS AND CONDITIONS

1. APPLICATION OF REGULATIONS

- 1.1 The regulations set forth herein apply to intrastate services and facilities furnished within the State of Idaho by CenturyTel of Idaho, Inc. hereinafter referred to as the Telephone Company.
- 1.2 When services and facilities are provided in part by the Telephone Company and in part by other telephone companies, the general terms and conditions of the Telephone Company apply to that portion of the service or facilities furnished by it.
- 1.3 The Telephone Company does not transmit messages, but offers the use of its facilities, where available, for communication between parties subject to the general terms and conditions specified in this catalog.

2. ESTABLISHMENT AND FURNISHING OF SERVICE AND FACILITIES

2.1 APPLICATION FOR SERVICE

- 2.1.1 Application for service and facilities made verbally or in writing become contracts upon the establishment of the service or facility.
- 2.1.2 Application for installation of telephone service for Salmon, North Fork, or Leadore may be made at the Salmon business office of the Telephone Company.

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2.2 SUPERSEDURE OF SERVICE

2.2.1 An applicant for service may supersede a customer who is discontinuing service when (1) a written request signed by both the applicant and the outgoing customer is presented to the Telephone Company prior to discontinuance of service; (2) the applicant accepts the service in place on the date of supersedure; and (3) when an arrangement acceptable to the Telephone Company is made for the applicant to assume all obligations and pay all unpaid amounts due in connection with the service of the outgoing customer.

2.3 APPLICATION OF BUSINESS AND RESIDENCE RATES

2.3.1 Business Rates apply if any one or more of the following criteria are met:

- a. In allocations of a business nature including clubs or lodges; public, private, or parochial schools or colleges; hospitals; libraries; churches; government buildings, and other similar institutions.
- b. Any location where the directory listing denotes association or affiliation with an enterprise of a commercial, social, or religious nature.
- c. When the telephone number is regularly advertised for business purposes.
- d. When the place of business and residence of the customer occupy the same premises and the business use of the service is more than incidental.
- e. In any residence location where the principal use is of a business, professional, or occupational nature.
- f. Then the service is provided by the customer primarily for the use of patrons, patients, or the general public.

2.3.2 Residence Rates apply if any one or more of the following criteria are met:

- a. In private residences, including the individual apartments of hotels, apartment buildings, boarding houses, and dormitory rooms where the service would not be classified under Paragraph 2.3.1 as a business service.

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b. In a residence of a person conducting business in the residence, providing the customer has other service at business rates.

2.3.3 Where it is determined that a customer with residence service is using the service in a manner that should he classified as business service, the Telephone Company may discontinue service if the customer refuses to pay the applicable business rate.

2.4 ADVANCE PAYMENTS

Unless provided elsewhere in this Catalog, advance payment of recurring and nonrecurring service charges for the minimum contract period will not be considered a pre-requisite to the establishment of service, except that payment of construction charges and special installation charges will normally be required in advance. An advance payment may be recommended as a means to reduce the amount of the initial bill which will include nonrecurring installation charges, local service charges to the bill date, and the current month's local service charges in advance plus applicable toll charges.

2.5 DEPOSITS AND TERMINATIONS

We adopt by reference the Rules and Regulations for All Telephone Companies under the Jurisdiction of the Idaho Public Utilities Commission promulgated in Order No. 15290 in Case No. P-300-6 by the Idaho Public Utilities Commission and all amendments to those rules which may be hereafter adopted by the Idaho Public Utilities Commission.

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- 2.6 A customer may use devices which service his convenience in his use of the facilities of the Telephone Company provided any such device so used will not:
- a. Endanger the safety of Telephone Company employees or the public.
 - b. Damage, require change in, or alteration of the equipment or other facilities of the Telephone Company.
 - c. Interfere with the proper functioning of such equipment or facilities.
 - d. Impair the operation of the telephone system.
 - e. Otherwise injure the public in its use of the Telephone Company's services.
- 2.7 Except as otherwise provided in this Catalog, nothing herein shall be construed as to permit the use of a recording device, or of a device to interconnect any line or channel of the Telephone Company with any other communication line or channel of the Telephone Company or of any other person.
- 2.8 CUSTOMER BILLING
- a. Bills are due 15 days after postmark date unless otherwise specified and may be paid at the Telephone Company's mail payment center, at any business office, or at any agency authorized to receive such payments.

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2.8 CUSTOMER BILLING (Cont'd)

- b. The customer is responsible for all charges in conjunction with the service furnished including collect toll messages which have been accepted at the customer's telephone.
- c. Monthly recurring charges are billed in advance and toll charges are billed in arrears. Special billing arrangements may be established for services provided to governmental agencies.
- d. Customers shall be billed for services in accordance with established rates for the exchange in which they are located.
- e. A 30-day month will be used in computing charges for a fractional part of a month.
- f. Retroactive billing adjustments will not be made for a period exceeding three years unless such incorrect billing can be substantiated from available records.

2.9 MINIMUM CONTRACT PERIOD

- a. Except as specified elsewhere in this Catalog, the minimum contract period is one month from the date service or additions to service are established and the minimum charge is the established rate for one month.
- b. Special contractual arrangements for special equipment or special assemblies of equipment are developed as required.

2.10 ABUSE OR FRAUDULENT USE OF SERVICE

Service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. Abuse or fraudulent use of service includes:

- a. The use of service or facilities of the Telephone Company to transmit a message or to locate a person or otherwise to give or obtain information, without payment of the charge applicable for the service used.

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2.10 ABUSE OR FRAUDULENT USE OF SERVICE (Cont'd)

- b. The obtaining, or attempting to obtain, or assisting another to obtain or attempt to obtain service, by rearranging, tampering with, or making connection with any facilities of the Telephone Company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular charge for such service.
- c. The use of service or facilities of the Telephone Company for call or calls, anonymous or otherwise, if in a manner reasonable to be expected to frighten, abuse, torment, or harass another.
- d. The use of profane or obscene language.
- e. The use of the service in such manner as to interfere unreasonably with the use of the service by one or more other customers.

2.11 TERMINATION OF SERVICE AT CUSTOMER REQUEST

- a. Contracts for service may be terminated prior to the expiration of the contract period provided advance notice is given to the Telephone Company and upon agreement to pay all charges due for the service furnished, plus any termination charges which might be applicable.
- b. Where a contract for service with a one-month minimum period is cancelled before establishment of the service is completed, a charge not to exceed the service charge specified, is applied if all or a portion of the facilities have been installed.
- c. No new minimum or termination charge will apply where a new customer takes over the service of the former customer, with the consent of the Telephone Company, for the remaining period, of the contract provided the service is to be furnished at the same location without interruption and that the new customer assumes all unpaid charges on the original contract. Minimum and termination charges will apply for any service furnished under the original contract which is not retained by the new customer. It is the responsibility of the Company to inform the new customer of all outstanding charges.

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2.11 TERMINATION OF SERVICE AT CUSTOMER REQUEST (Cont'd)

- d. No minimum or termination charge will apply in the event the service is terminated because of the condemnation, destruction, or damage to property by fire or other cause, beyond the control of the customer.

2.12 RESALE OF SERVICES

No service can be resold unless the service has been specifically identified as available for resale or authorized by the Idaho Public Utilities Commission.

2.13 TELEPHONE NUMBERS

- a. The customer has no property right to the telephone number nor any right to continuance of service through any particular central office.
- b. The Telephone Company reserves the right to change the customer's telephone number or the central office associated with such number, or both, as may be required for the proper conduct of its business.

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2.14 DIRECTORIES

- a. The Telephone Company will furnish to its customers, without charge, its directory as necessary for the efficient use of the service. Copies of other directories may be provided at a nominal charge.
- b. Directories regularly furnished to customers shall remain the property of the Telephone Company. No binder, holder, or auxiliary cover, except as provided or authorized by the Telephone Company, shall be used in conjunction with any directory furnished by the Telephone Company.

2.15 USE OF SERVICE

2.15.1 Business

Business telephone service is furnished only for use by the customer, his employees, representatives' patients, or guests except as permitted by other sections of this Catalog. The customer is responsible for the use of this service and all charges in conjunction with furnishing it.

2.15.2 Residence

Residence service is furnished only for use by the customer, his family, persons residing in his household, or guests. The customer is responsible for the use of this service and all charges in conjunction with furnishing it.

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2.16 SERVICE EXTENSION POLICY

2.16.1 General

On all new extensions of service either within or without the initial rate area, the Telephone Company may require an advance revenue deposit in a sum not to exceed the aggregate of one year's local exchange revenue plus applicable Federal and State taxes on such revenue. The amount so deposited shall be determined on the rates for the class and type of service furnished to the applicant, plus the applicable taxes in effect at the time the deposit is made. The amount of said deposit shall be applied monthly in payment of exchange service and all taxes thereon until exhausted, beginning with the first bill to the applicant. In the event the rates for the class and type of service or taxes in effect at the time the deposit is made should be changed, the monthly charge shall be adjusted from time to time, in keeping with the changed rates and taxes. In the event service is discontinued for any cause prior to the exhaustion of the said deposit, no refund will be made, but on proper application the Telephone Company will transfer the unused portion of the deposit to another customer in the same location.

2.16.2 Within the Initial Rate Area

The Telephone Company, subject to the provisions of Paragraph 2.16.1 above, and the installation or connection charge, assumes the obligation to supply telephone service within the initial rate area and will extend its facilities to applicants for service within said area. The Telephone Company reserves the right, depending on the facilities available, to determine the type of service to be supplied, either from its existing facilities or from additional facilities. When circuitous routing or special type of construction such as underground service, concealed wiring, etc., are provided at the customer's request, in place of facilities which would ordinarily be provided without construction charges to the customer, the excess cost of such special construction will be borne by the customer.

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2.16.3 Within the Exchange Area

When construction by the Telephone Company is necessary to provide service for one or more applicants, the Telephone Company will expend the cost of construction not less than five times the annual exchange revenue estimated to accrue from the applicant or applicants. The balance of such construction cost shall be charged to the applicant or applicants.

The right-of-way necessary for the construction of such facilities will be provided by the applicant or applicants at his or their expenses and such applicant or applicants may be required to clear the right-of-way. The applicant or applicants will pay the expense of rental charges for the privilege of attachment to the facilities of other individuals or companies.

The ownership of all facilities constructed as herein provided shall be vested in the Telephone Company and no portion of the cost paid by the applicant or applicants shall be refundable by the Telephone Company.

2.17 OBLIGATION OF THE TELEPHONE COMPANY

2.17.1 Furnishing of Service

- a. The Telephone Company's obligation to furnish service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment.
- b. Where facilities beyond those normally required are provided to satisfy customer requests, charges based on the additional costs incurred will apply.
- c. When the construction of certain facilities is necessary for the furnishing of a service, the ownership of such facilities will be vested in the Telephone Company, even though all or part of the cost of construction is borne by the customer.
- d. The Telephone Company will determine the type of facilities to be provided for the furnishing of a service.

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2.17.1 Furnishing of Service (Cont'd)

- e. The Telephone Company will be reimbursed for the costs associated with customer requests for relocation or rearrangement of facilities located on his premises.
- f. The rates and charges specified in the various sections of this Catalog contemplate that all work will be completed during normal working hours. If the customer interrupts work once begun or requests that work be performed outside of regular working hours the customer may be required to bear the additional costs incurred by the Telephone Company.
- g. An average amount of entrance and distribution facilities may be furnished by the Telephone Company provided the facilities are of the standard type normally furnished for the particular location or kind of service.
- h. If additional entrance or distribution facilities are required; if the conditions are such as to require special equipment, maintenance, or methods of construction; if the stability of the customer has not been established; if the installation is for a temporary or semi-permanent purpose or if for any other reason the construction costs are excessive as compared with the revenue to be derived, the applicant shall be required to pay the costs over and above those applicable for a normal installation.
- i. The customer will provide the Telephone Company without charge written permission for the placing of the Telephone Company's facilities on the property.
- j. When feasible conduit will be furnished by the Telephone Company at costs, or conduit may be provided by the applicant subject to the Telephone Company's specifications. Conduit used for Telephone Company facilities may not be used for any other purpose without the consent of the Telephone Company. The distance between the conduit and any electric light or power conduit or conductor shall be in accordance with the Telephone Company's specifications. The customer shall be required to pay the entire cost of maintenance of conduit including subsequent excavations and replacements necessary because of damage resulting from negligence on the part of the customer or his representative or from freezing or improper drainage.

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2.17.1 Furnishing of Service (Cont'd)

- k. The cost of relocating underground entrance facilities at the customer's request will be borne by him.

2.18 **PROVISIONING AGREEMENT FOR HOUSING DEVELOPMENTS**

(N) (M)

2.18.1 Description

A Provisioning Agreement for Housing Developments (PAHD) is a contractual arrangement between the Company and the Developer/Builder for the provision of facilities to and within new areas of residential development.

2.18.2 Terms and Conditions

a. A PAHD is required for the following:

- 1. Developments for the purpose of constructing single-family detached dwellings or two-family dwellings; multifamily dwellings; or a mix of single-family detached, two-family dwellings and multifamily dwellings.
- 2. Developments for mobile home lots that are individually owned. The Company will provide facilities to a post provided by the owner of the mobile home or mobile home park. The post shall meet the specifications of the Company.
- 3. RV parks platted for long-term residence. The Company will provide facilities to a post provided by the owner of the RV park. The post shall meet the specifications of the Company.

- b. For the purpose of 2.18, a dwelling is any building or portion thereof which is designed or used exclusively for residential purposes. A single-family detached dwelling is designed for and occupied by not more than one (1) family. A two-family dwelling contains two (2) attached dwelling units, designed for and occupied by not more than two (2) families (also called a duplex). A multifamily dwelling is a dwelling containing three (3) or more dwelling units, designed for and occupied by an equal number of families.

(M)

(N)

(M) Material previously shown on this page now appears on Section 3, Page 13.

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2.18 PROVISIONING AGREEMENT FOR HOUSING DEVELOPMENTS (Cont'd)

(N)

2.18.2 Terms and Conditions (Cont'd)

- c. The following do not fall under the provisions of 2.18.
 - 1. Developments containing less than four (4) single or two-family residential lots. These will be treated according to the terms set forth in the Company's service extension policy in effect at the time.
 - 2. Marinas.
 - 3. Mobile home parks, except as defined in 2.18.2.a.2.
 - 4. RV parks, except as defined in 2.18.2.a.3.
- d. The PAHD will include, but is not limited to: a description of the development; a requirement that the Developer/Builder provide the Company with an addressed, recorded plat; trench and backfill requirements; conduit requirements; reasonable and necessary or otherwise mutually agreed upon requirements for easements, rights-of-way and other similar rights to access the property; surface grading requirements; target dates and inspection schedules; and charges to be paid by the Developer/Builder.
- e. The terms and conditions of each PAHD may vary as appropriate and may include provisions that are different from or additional to those stated in 2.18.
- f. **Developer/Builders' Responsibilities and Charges**
 - 1. When a Developer/Builder requests that the Company construct facilities pursuant to a PAHD, the Developer/Builder will be required to disclose whether or not the Developer/Builder has an arrangement or agreement with another provider to provide communications facilities and services. If the Developer/Builder has entered into an arrangement or agreement with another provider, the Company will not be obligated to place facilities to and within the development or enter into a PAHD with the Developer/Builder. The Company may agree to place facilities within the development under mutually agreeable terms and conditions.

(N)

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2.18 PROVISIONING AGREEMENT FOR HOUSING DEVELOPMENTS (Cont'd)

(N)

2.18.2 Terms and Conditions (Cont'd)

f. (Cont'd)

2. If 2.18.2.f.1., preceding, does not apply, the following charges and responsibilities shall apply:

(a) The Developer/Builder will provide, without expense to the Company, trench and backfill based on the specifications provided by the Company for the facilities within the development. The Developer/Builder will also provide, as specified by the Company and without expense to the Company, conduit with adequate pull string for the service drop from the serving pedestal or property line to the dwelling. In areas where the Company has trench and backfill agreements with other utilities, the Developer/Builder is responsible for the Company's trench and backfill costs.

(b) The Developer/Builder shall provide at no cost to the Company a legally sufficient easement to accommodate the placing and maintenance of the facilities (e.g. distribution cables plus terminal pedestals or like devices and access point cabinets) throughout the development. The surface of the easements shall be brought to final grade prior to the installation of buried or underground facilities.

(c) Where the Company deems it necessary or desirable to use private and/or government right-of-way to place facilities to and within the development, such Developer/Builder shall be required to provide or pay the cost of providing such right-of-way in addition to any other applicable charges. The route established shall be determined by the Company.

(d) If in the opinion of the Company, construction to and within the development does not constitute a prudent investment, the Developer/Builder will assume that portion of the construction costs that exceed a prudent financial contribution by the Company. For the purpose of this section (d), construction costs are defined in 2.18.2.g., following.

(N)

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2.18 PROVISIONING AGREEMENT FOR HOUSING DEVELOPMENTS (Cont'd)

(N)

2.18.2 Terms and Conditions (Cont'd)

f. (Cont'd)

2. (Cont'd)

(e) The Developer/Builder may request an engineering quote to be performed to establish an estimated construction charge by the Company. For the purpose of 2.18, the Company will provide an engineering quote of the construction charges and an executable PAHD to the Developer/Builder for a fee of \$300.00. All quotes are valid for thirty (30) days from the date they are presented to the Developer/Builder. This fee is non-refundable.

(f) All costs payable by the Developer/Builder shall be paid prior to the start of any construction.

g. For the purpose of 2.18.2.f.2.(d), construction costs shall include all material, supplies, engineering, labor, supervision, transportation, and rights-of-way for placing and removal of distribution and feeder facilities, and all facilities necessary to provide service from the central office to and within the development, including but not limited to channel equipment, feeder, distribution, and drop facilities, and any applicable overhead, as determined by the Company.

h. For the purpose of 2.18, facilities means feeder facilities and distribution facilities, including but not limited to the communications cable, wire, standard network interfaces, pedestals and terminals necessary to enable end-users to arrange to have communications services to their living unit activated in the future from a standard network interface, as well as any necessary structures including but not limited to communications conduit, sleeveings, service drop and pull strings. Title to all facilities placed by or for the benefit of the Company to provide services to the development shall belong solely to the Company.

i. Facilities covered in the PAHD cannot be used for subsequent developments until they are covered by a new PAHD.

(N)

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2.18 PROVISIONING AGREEMENT FOR HOUSING DEVELOPMENTS (Cont'd)

(N)

2.18.2 Terms and Conditions (Cont'd)

- j. The Company shall not be required to provide facilities at the request of a Developer/Builder within new developments which meet any of the conditions listed in 2.18, absent the execution of PAHD.
- k. To the extent that the terms and conditions in 2.18 or the PAHD conflict with any terms and conditions of any other section in this Catalog, the terms and conditions set forth in 2.18, and/or the PAHD agreement shall control.

2.18.3 Developer Non-Participation

If a Developer/Builder does not enter into a PAHD, the Company, at its option, may accept requests for service from individual customers in the subdivision/development area as provided for in the Company's service extension policy in effect at that time.

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2.19 MAINTENANCE AND REPAIR

- a. The customer or authorized user may not rearrange, disconnect, or reconnect facilities of the Company or allow others to perform similar type functions, except as authorized elsewhere in this Catalog.
- b. Customer provided telephone terminal or station equipment complying with the provisions of Part 68 Part 68 Connection of Terminal Equipment to the Telephone Network (May 1976), of the Federal Communications Commission's Rules and Regulations may be connected to the lines of the Company as specified in such rules and regulations. The Company is not responsible for the maintenance, repair, or performance of customer provided equipment and may temporarily discontinue service, upon advance notice to equipment causing harm to the Company's facilities and equipment.

2.20 ALLOWANCE FOR INTERRUPTIONS

When basic local exchange service is interrupted for a period of at least twenty-four (24) hours and at the customer's request to the Company, the Company may provide a reasonable credit allowance as a gesture of goodwill to satisfy the residential customer for the inconvenience. Credit allowances will be limited to those service interruptions due to causes within the control of the Company; and, in any billing period shall not exceed the total charges for that period for the services which were rendered useless.

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(C)

3. SPECIAL EQUIPMENT OR SPECIAL ASSEMBLIES OF EQUIPMENT

Special equipment or assemblies of equipment, for which provision is not otherwise made in this Catalog, may be provided where practicable, if not detrimental to any of the services furnished by the Company. The charge for such facilities will be based upon "cost" as defined in the following paragraph.

The term "cost" means labor, materials, charges for supervision, and other applicable overhead expenses.

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- 4. CUSTOMER PREMISES INSIDE WIRE (T)
- 4.1 General (T)
- 4.1.1 Customer premises inside wire provided by the customer may be connected to residence single line and business single line basic exchange service furnished by the Telephone Company either at the Standard Network Interface or at any Telephone Company-provided miniature standard jack located elsewhere on the premises. (M)
- 4.1.2 The Standard Network Interface is provided as part of exchange telephone service at no additional monthly rate and will be installed inside the customer's premises at a location determined by the Company which is accessible to the customer. The location of the standard network interface shall be in close proximity to the protector or equivalent. (M)
- 4.2 Responsibility of the Customer
- 4.2.1 Where the customer elects to provide inside wire and jacks, the installation must be in accordance with technical standards as shown under Paragraph 4.4 herein.
- 4.2.2 In the event that the customer, or someone on the customer's behalf, provides, maintains, or attempts to provide or maintain inside wire, the customer shall indemnify and hold the Company harmless from any and all liability for damage to property or death of or injury to an person or persons directly or indirectly arising out of or caused, in whole or in part, by the customer's acts or those of anyone acting on the customer's behalf.
- 4.2.3 In those instances where the Telephone Company makes a repair visit to the customer's premises and the service difficulty or trouble results from customer-provided inside wire or jacks that are not installed or maintained in accordance with technical standards for such installations, the customer is responsible for the payment of the charge filed in Section 5 of this Catalog. If the customer elects to have the Telephone Company replace such inside wire or jacks after determining that the trouble is located therein, repairs will be made on a Time and Material basis.

(M) Material shown on this page previously appeared on Section 3, Page 13.

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- 4. CUSTOMER PREMISES INSIDE WIRE (Cont'd)
- 4.3 Violation of Regulations
 - 4.3.1 Where any customer provided inside wire and jacks have been installed or any inside wire and jacks have been maintained by the customer in violation of the technical standards referenced in Paragraph 4.4 herein, the Telephone Company will promptly notify the customer of the violation and will take such immediate action, including the disconnection of service, as is necessary for the protection of the telecommunications network and Telephone Company employees.
 - 4.3.2 The customer shall discontinue use of the customer-provided inside wire and jacks or correct the violation and notify the Company in writing within 10 days after receipt of such notice that the violation has been corrected.
 - 4.3.3 Failure of the customer to discontinue such use or to correct the violation will result in the suspension of the customer's service until such time as the customer complies with the provisions of the Catalog.
- 4.4 Standards for Customer Premises Inside Wire
 - 4.4.1 This section sets forth minimum technical, material and quality of work standards applicable to the provision of inside wiring. Wiring must be used only with FCC registered or grandfathered non-button and/or single button telephone sets and associated ancillary devices.

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- 4.4.2 The standards set forth in this section are subject to change as FCC policy, legislative or technological methods evolve.
- 4.4.3 Customer premises inside wiring must comply with applicable national, state or local building and electrical codes. Article 800 entitled Communication Circuits of the National Electrical Code and other relevant sections of that code are also hereby incorporated by reference and must be complied with in those areas where no other local building or electrical code exist.
- 4.4.4 This standard recognizes that the Telephone Company may have varying transmission and installation requirements that must be met.
- 4.4.5 All reference to customer premises inside wiring within these standards shall mean wiring within the same building structure. Where wiring facilities are to be extended to other structures, the customer should contact the Company for protection requirements to insure that extension of facilities meets industry standards for customer protection.
- 4.4.6 The specifications contained in this document apply to customer premises inside wiring on individual line basic exchange telephone service. For party line service contact the Telephone Company for detail connection instruction.
- 4.4.7 The adoption of these standards shall in no way preclude the Telephone Company from altering or amending them, in whole or part, or from requiring or authorizing rules containing other provisions whenever it shall be deemed in the public interest to do so.
- 4.4.8 A copy of these standards will be furnished by the Telephone Company to any customer who requests them.

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.5. PROMOTIONAL OFFERINGS

See [CENTURYLINK INCUMBENT LOCAL EXCHANGE CARRIER PROMOTIONAL OFFERINGS](#) for currently available promotions.

6. NATURAL DISASTER RELIEF FOR CUSTOMERS

In situations where customers' telecommunications services are interrupted by natural disasters, the Company may offer alternative telecommunications services to customers in the immediate affected area, and waive otherwise applicable charges for those services. The availability and details of the offers, including, but not limited to, the maximum duration of the offer or waiver of any applicable charges, will be determined by the Company in each instance of natural disaster.

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MISCELLANEOUS AND SUPPLEMENTAL EQUIPMENT AND SERVICES

1. COPY OF BILL

A printed additional copy of regular monthly billing may be provided to customers upon request where such information is available and facilities permit.

A nonrecurring charge applies for each printed copy furnished.

	<u>Residence</u>	<u>Business</u>
Charge per copy	\$ 4.00	\$ 7.00

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MISCELLANEOUS AND SUPPLEMENTAL EQUIPMENT AND SERVICES

2. DIRECTORY LISTINGS

2.1 Additional Listing

2.1.1 General

- a. Additional listings will be provided in alphabetical order in the telephone directory.
- b. The minimum choices of possible forms of residential listings for spouses with the same last name and address are as follows:

Jones, Mary F.		123 Park St.	123-4557
	or		
Jones, Mary F. (Mrs. John T.)		123 Park St.	123-4557
	or		
Jones, M. F.		123 Park St.	123-4567
	or		
Jones, M. F. (Mrs. J.T.)		123 Park St.	123-4567

2.1.2 Rates and Charges

	<u>Monthly Rate</u>
Additional listing, per listing	\$ 1.00

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3. NON-PUBLISHED SERVICE

3.1 Non-published service will be furnished to subscribers who request that their telephone number not be published in the Company's telephone directories or in information records. Exceptions are as follows:

Non-published service will not be furnished in connection with certain automatic announcement, automatic answering and recording, or recorder coupler services as outlined in the general terms and conditions portion of this Catalog.

3.2 When non-published service is provided, the Company will take reasonable precautions not to publish the subscriber's telephone number in any of its publicly distributed directories.

Calls to subscribers with non-published telephone numbers will be initiated by the Company only when the number is given by the calling party or when the call is of an emergency nature.

3.3 When non-published service is provided, the Company will not disclose the subscriber's telephone number to any person except as follows:

a. When presented a court order by duly authorized representatives of law enforcement agencies.

b. To the Company's own employees for use in compiling service records and billing information

3.4 Parties with non-published numbers forfeit the privacy afforded by the service to the extent that the telephone number is identified through activation of a Call Trace or Call Line Identifier procedure whereby the name and address of the subscriber will be provided to the authorized law enforcement agency upon request.

3.5 **A customer requesting non-published service due to personal safety concerns (stalking, domestic violence, sexual assault, etc.) will be provided non-published service free of charge. Customer may be required to provide documentation of eligibility. Examples of acceptable documentation are participation in a state-administered address confidentiality program or a court-ordered protective order.**

(N)
|
(N)

3.6 Rate*

Monthly Rate

\$6.00

(T)

* Service connection, move or change charge as applicable.

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4. NON-LISTED SERVICE

4.1 Non-listed service will be furnished subscribers who request that their telephone number not be published in the Company's telephone directories, but will be listed in the Company's directory assistance records and disclosed upon request.

4.2 When non-listed service is provided, the Company will take reasonable precautions not to publish the subscriber's telephone number in any of its publicly distributed directories.

Calls to subscribers with non-published telephone numbers will be initiated by the Company only when the number is given by the calling party or when the call is of an emergency nature.

4.3 **A customer requesting non-published service due to personal safety concerns (stalking, domestic violence, sexual assault, etc.) will be provided non-published service free of charge. Customer may be required to provide documentation of eligibility. Examples of acceptable documentation are participation in a state-administered address confidentiality program or a court-ordered protective order.**

(N)

(N)

4.4 Rate*

(T)

Monthly Rate

\$6.00

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(M)

* Service connection, move or change charge as applicable

(M) Material now appears on Page 5.

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5. VACATION NUMBER RESERVATION

5.1 Vacation Number Reservation provides for temporary suspension of service at customer request for a period of not less than one (1) month and not to exceed nine (9) months in a twelve (12) month period. Vacation Number Reservation applies only to residential and business access line rates. It does not apply to Key, PBX, Centrex lines, or Trunks, calling features or bundled services. The customer's account must be current to be placed on Vacation Number Reservation. After service has been restored, there will be a minimum of one (1) month's charge for full service before the service can again be put on Vacation Number Reservation.

5.2 Telephone service will be completely disconnected during the period of Vacation Number Reservation; there will be no dial tone.

5.3 If the customer has not requested that the service be restored after nine (9) months of Vacation Number Reservation, the service will revert back to the standard rate; however, full service (dial tone) will not be restored until the customer requests such by contacting the Telephone Company. The customer will be notified of the date of the discount expiration in advance.

5.4 There will be no charge to activate Vacation Number Reservation. Applicable nonrecurring charges will apply each time Vacation Number Reservation is restored to full service.

5.5 Rates

The charge for Vacation Number Reservation is Fifty (50) percent of the regular flat rated monthly access line rate.

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(M) Material previously appeared on Page 4.

(M1) Material now appears on Page 5.1.

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6. POWER POLE ATTACHMENTS

A charge of \$1.50 per year per attachment will be made for attachments to power poles from existing Telephone Company lines in the rural area made at the customer's request.

7. FOREIGN EXCHANGE SERVICE

7.1 Applicability

Applicable to Foreign Exchange Service

7.2 Territory

Within the exchange area of all exchanges as said areas are defined on maps as part of the Catalog schedules.

7.3 General

The exchange in which the telephone is located is referred to as the Local Exchange and the exchange in which the central office facilities are located is referred to as the Serving exchange.

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(M) Material previously appeared on Page 5.

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7.4	Rates	Service Charge	Monthly Rate
	Local Exchange terminating equipment	*	\$42.50
	Serving Exchange terminating equipment	*	\$53.50

* Installation charges will be based on actual cost (time and material).

8. CONCURRENCE MOUNTAIN BELL TELEPHONE RATES AND REGULATIONS

CenturyTel of Idaho, Inc. concurs in the filed rates, rules and regulations of Mountain Bell Telephone for other miscellaneous equipment and services not listed in this Catalog. CenturyTel of Idaho, Inc. extends this concurrence to any and all changes which may be made subsequent to this date by Mountain Bell.

CenturyTel of Idaho, Inc. expressly reserves the right to cancel and make void this statement of concurrence at any time as it appears that such cancellation is to the best interests of CenturyTel of Idaho, Inc. but only after compliance has been made with such order of the Idaho Public Utilities Commission as may be required in lieu of such cancellation.

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9. CUSTOM CALLING SERVICES

9.1 General

Custom Calling Services are available only in connection with individual line service in exchanges where the Telephone Company's central office is equipped with such services.

9.2 Feature Description

9.2.1 Call Forwarding - Permits the customer to have all incoming calls to his telephone transferred to another seven-digit telephone number. In addition to the charges specified herein, applicable long distance charges will apply to calls forwarded from the customer's telephone to telephones located outside of the local calling area and will be billed to the number initially called. The quality of transmission may vary depending on the distance and routing necessary to complete the call.

9.2.2 Call Forward Busy – Enables an incoming call to be automatically directed to a predetermined alternate telephone number if the intended call destination encounters a busy signal.

9.2.3 Call Forward No Answer – Enables an incoming call to be automatically directed to a predetermined telephone number if the intended call destination is not answered after a specified number of rings. A subscriber to this feature designates the number of rings to be received before an incoming call is routed to another number when the feature is installed.

9.2.4 Call Waiting - When a customer is talking on the telephone a short tone signals that call is waiting on the line. Depressing the receiver switchhook will "hold" the first call so that the waiting call can be answered. The customer can alternate between calls by depressing the receiver switchhook.

9.2.5 Call Transfer - Allows the customer to transfer calls to another number by entering a transfer access code followed by the transfer to dialing number. All calls, originating or terminating, can be transferred.

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9. CUSTOM CALLING SERVICES (Cont'd)
- 9.2 Feature Description (Cont'd)
- 9.2.6 Speed Call - Permits the customer to establish a group of eight or thirty separate seven or ten digit telephone numbers which may then be called by keying abbreviated codes rather than the complete telephone numbers.
- 9.2.7 3-Way Calling - Permits the customer to add a third party to an established connection without the aid of an operator. The quality of transmission on 3-Way calls may vary depending on the distance and routing necessary to complete the call.
- 9.2.8 Direct Line - Provides direct routing of a call to a predetermined telephone number without dialing. In addition, the direct line delay feature allows normal telephone services. The line is programmed to automatically route a call to a predetermined number when the station is off-hook for a specified time period. When the time delay is complete the programmed number is processed. If a number is dialed during the timing period the programmed number is canceled and the dialed number is processed.
- 9.2.9 Distinctive Ring - Enables a customer to add up to three additional directory numbers to the same telephone line. Each of the numbers may have a distinctive ring.
- 9.2.10 Home Intercom - Allows a customer to communicate between telephone instruments connected to the same single-party access line. The customer dialing a Home Intercom code and the telephone number hears a busy signal. After hanging up, all telephones on the line ring. When any telephone on the line is picked up, the ringing stops, letting the customer know the call has been answered.
- 9.2.11 Call Forward Remote Access - Allows activation and deactivation of Call Forwarding from another telephone served by the same central office. The remote activation feature charge is in addition to the charge for Call Forwarding.

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9. CUSTOM CALLING SERVICES (Cont'd)

9.2 Feature Description (Cont'd)

9.2.12 Make Set Busy - allows the customer to make their telephone lines appear busy to all incoming calls.

9.2.13 Wake Up Service – permits the customer to program a request for a wake up call at a preset time within the next 24 hours. Wake Up Service is activated or deactivated by dialing appropriate codes.

9.2.14 Outbound Call Block Feature - blocks all outbound dialing with the exception of abbreviated dialing for 211 (Community Information and Referral Service), 311 (Non-Emergency Governmental Services), 511 (Traffic and Transportation Information), 711 (Service for Telecommunications Relay Services), 811 (One-Call Notification Systems), and 911 (Emergency Reporting Services). In addition, all pay-per-use features are blocked. All other Custom Calling Service features and Advanced Calling Services features are prohibited with the use of this feature and lines equipped with this feature will not have a directory listing. This feature is subject to the availability of facilities and is only available to flat rate business and residence One-Party Local Exchange Service customers.

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9. CUSTOM CALLING SERVICES (Cont'd)

9.3 Rates and Charges

The following rates are in addition to the rates and charge for all services or equipment with which Custom Calling Services are associated. Service charges apply as shown in Section 5 of this catalog for the establishment of Custom Calling Services.

MONTHLY RATE PER FEATURE

Call Forwarding **	\$ 2.00
Call Forward No Answer	\$ 1.00
Call Forward Busy	\$ 1.00
Call Transfer	\$ 5.00
Call Waiting	\$ 3.50
Home Intercom	\$ 3.00
Make Set Busy	\$ 1.50
Trunk Hunting	\$ 1.50
Speed Call 8	\$ 1.50
Speed Call 30	\$ 2.00
3-Way Calling **	\$ 3.00
Wake Up Service	\$ 3.00
Direct Line	\$ 2.00 *
Distinctive Ring, per number	\$ 2.00
Call Forward Remote Access	\$ 2.00
Outbound Call Block Feature	\$ 5.00

Package Plan

A discount of \$.30 on each service feature will apply when 3 or more service features are ordered in a package. ^[1]

* Additional charges will apply for changing a predetermined programmed number.

** For usage sensitive features Rates and Conditions see Advanced Calling Services.

[1] Grandfathered to existing customers. No new service will be offered.

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10. LOCAL PRIVATE LINES

10.1 General

10.1.1 Local Private Line Service is the furnishing of Telephone Company facilities for a non-switched single or multi-point line (s) located wholly within an exchange furnished for the customer's own use for communications or signaling between points on that line. The service is furnished seven days per week, twenty-four hours per day for a minimum period of one month.

10.1.2 Hot Lines require loop (s) and signaling equipment. To activate the user simply places the telephone in an off-hook condition. The line is then automatically reported to one or more telephones or in the case of the handicapped, to the operator for assistance.

10.2 Rates

	<u>Installation Charge</u>	<u>Monthly Rate</u>
Local Private Line, Per loop	*	\$9.00
<u>Signaling Equipment</u> Equipment for common battery automatic signaling operation at exchanges where equipment is available (equipment is located at central office and line must be routed through the central office)	*	\$5.40

* Service connection, move or change as applicable

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11. DIRECTORY ASSISTANCE SERVICE

11.1 General

Customers may obtain assistance in determining telephone numbers by calling a Directory Assistance Operator subject to the regulations and charges shown herein.

11.2 Regulations

11.2.1 Charges apply for directory assistance service calls placed for numbers in the local calling area in which the customer receives Local Exchange Telecommunications Service and for numbers in all other exchanges within the state. No charge applies when the distant number is obtained by an operator who places and completes an operator station-to station or person-to-person call for which a charge is made.

11.2.2 Rates are for each main service, PBX Central Office trunk, and outward WATS access line. The application of rates are on a cumulative basis for the total number of main services, PBX Central Office trunks, and outward WATS access lines billed to the same account.

11.2.3 Call allowances are not transferable between separate accounts of the same or other customers.

11.2.4 Excepted from a charge for Directory Assistance Service are calls originating from accounts being used by certified visually or physically handicapped persons; from all Hospitals that equip patient rooms for telephone service and for patient residential service provided in health care facilities.

11.2.5 A maximum of two requested telephone numbers is provided with each directory assistance call request.

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11. DIRECTORY ASSISTANCE SERVICE (cont.)

11.3 Rates

The rates shown are in addition to all rates and charges applicable for service and equipment with which this service may be furnished.

Directory Assistance Calls
Per Month (or portion thereof)

Charge Per Call

Direct dialed

\$ 3.99**

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** **When customer dials "0" to reach directory assistance, the appropriate operator service charge applies in addition to this rate.**

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11. DIRECTORY ASSISTANCE SERVICE (cont.)

11.4 NATIONAL DIRECTORY ASSISTANCE SERVICE

11.4.1 Description

National Directory Assistance Service is provided to customers of the company for the purpose of requesting telephone numbers of individuals or businesses who are located outside the customer's local Directory Assistance service area.

11.4.2 Terms and Conditions

- a. There are no call allowances or exemptions for National Directory Assistance customers.
- b. If a customer dials Directory Assistance for the purpose of obtaining a National Directory Assistance listing, and also asks for a listing within their local Directory Assistance service area, the charge for National Directory Assistance applies.
- c. A maximum of two requested telephone numbers are allowed per call.
- d. Charges apply to each call placed to National Directory Assistance from a Public Access Line.
- e. In locations, including Public Access Lines, where the customer has the capability to dial National Directory Assistance but places a call to the National Directory Assistance service attendant via an operator, then Operator Service charges apply as appropriate in addition to the National Directory Assistance Charge.

11.4.3 Rates

	<u>Charge</u>	
Each call dialed directly by customer	\$ 3.99	(l)

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11. DIRECTORY ASSISTANCE SERVICE (cont.)

11.5 DIRECTORY ASSISTANCE CALL COMPLETION

11.5.1 Description

Where facilities permit, a customer calling for directory assistance may request the completion of local, intraLATA calls to the telephone number that was provided to that customer on the directory assistance call.

11.5.2 Terms and Conditions

- a. Directory Assistance Call Completion is available to residence, business, and Public Access Line customers.
- b. Directory Assistance Call Completion can be blocked at the originating customer's request.
- c. All Operator Service charges apply as appropriate.
- d. There are no call allowances; however, the charges and call allowances for Directory Assistance are not affected.

11.5.3 Rates

The following rate is in addition to the Directory Assistance charge and any charge for intraLATA toll or any local message charge, if applicable.

	<u>Charge</u>	
Each call completed	\$0.00	(R)

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12. SWITCHED DATA SERVICE

12.1 General

- a. Switched Data Service is a usage-sensitive, digital, central office switched service designed to provide access connectivity for data transport to users who do not require full time point-to-point dedicated services. This service provides for a connection capable of up to 64 Kbps digital transmission between the subscriber location and a suitably equipped end office via two wire subscriber loops. Switched Data Service provides asynchronous data access at speeds from 300 bps through 19.2 kbps and synchronous data access at speeds from 1200 bps through 64 kbps. The availability of all data transmission speeds up to 64 kbps depends on the technical limitations of the network and serving central office.
- b. This service permits direct dialing between lines connected to the service and the direct dialing of outgoing calls. Incoming calls are received through direct dialing into the Switched Data Service access lines.
- c. This service is not provided for the transmission of voice communications. Use of the service is limited to the transmission of data through digital signals.

12.2 Regulations

- a. Switched Data Service is provided subject to the availability of properly equipped facilities and central offices.
- b. The Company is under no obligation to provide Switched Data Service access at a distance from the central office that exceeds the technical limitations of the service.

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12. SWITCHED DATA SERVICE (Cont'd)

12.2 Regulations (Cont'd)

- c. The Company shall not be responsible if changes in any of its equipment, operations or procedures utilized in the provision of Switched Data Service render any facilities provided by a customer obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance. In such instance and when known in advance, the Company will notify customers of such changes.
- d. The Telephone Company makes no guarantee and assumes no liability for the accuracy, performance or non-performance of the Switched Data Service.
- e. Switched Data Service is not available for resale of service.
- f. Switched Data Service is offered on a tone signaling basis only.
- g. Vacation Number Reservation is not available for Switched Data Service.
- h. The minimum billing period for Switched Data Service is one month.
- j. Charges for Switched Data Service do not include equipment or other facilities which may be required at the customer premise and which must be compatible with company facilities.

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12. SWITCHED DATA SERVICE (Continued)

12.3 Rates and Charges

a. Service Connection Charges

In addition to the Line Connection Charge found below, a Service Order Charge as specified in SECTION 6 of this catalog applies.

Line Connection Charges	\$65.00
-------------------------	---------

b. Monthly Rates

Switched Data Line	\$55.00
--------------------	---------

Local Usage per minute	\$.02340
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c. Toll calls placed by the Switched Data Service line will be billed the appropriate message telecommunications service

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13. ADVANCED CALLING SERVICES

13.1 General

- a. Advanced Calling Services are a group of capabilities that use industry-standard protocols to efficiently manage call flow. This is accomplished by the central office deployment of a technology which routes the calling party's telephone number from the central office originating the call to the terminating central office serving the called party. That telephone number is held in network memory giving the called party options including identifying the called number, answering the call, and calling back to the originator.
- b. Advanced Calling Services can be provided on a stand along basis or as an enhancement to existing custom calling features to residential and business customers in central office switches having the generic capability to offer Advanced Calling Services.
- c. Customers may prevent the disclosure of their telephone number when placing calls to a party with service that reveals the calling party's number, by subscribing to either Per Call Blocking, or Per Line Blocking.
- d. Per Call Blocking and Per Line Blocking are provided according to the availability of facilities, features, and central office equipment in locations determined by the Company. The features described will only operate on calls originating and terminating within suitably-equipped offices, or similarly equipped offices of interconnecting Local Exchange Companies.

13.2 Regulations and Conditions

- a. Advanced Calling Services Features are provided subject to the availability of facilities. These features will operate only on calls originating and terminating within an Advanced Calling Service Office, or similarly equipped offices of interconnecting local telephone companies.

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13. ADVANCED CALLING SERVICES (Cont'd)

13.2 Regulations and Conditions (Cont'd)

- b. Advanced Calling Service Features will be offered on a subscription basis only, except for Call Trace *57 which will be billed on a per-successful-activation basis.
- c. Advanced Calling Services will be available to single party and multi-line residence and business customers having rotary dial or touch tone service.
- d. Advanced Calling Service information will not be sent for calls originating from equipment not suitable equipped for Advanced Calling Service features.
- e. To activate a feature, the subscriber must dial a company-designated code (except Caller ID).
- f. Busy Redial *66 and Call Return *69 features cannot be activated for numbers with an 800 or 900 prefix, or PBX station lines not equipped with Direct Inward Dial Service.
- g. Call Trace *57 will be based on the standard annoyance call procedure, and its use will conform with existing regulations concerning how to deal with annoying and harassing calls. Call Trace *57 will not replace existing procedures. Customers will not be provided with the traced number. The results of a customer-originated trace will only be released to legally constituted authorities upon proper request by them.
- h. Caller ID is available for multi-line customers equipped with hunting arrangements and all lines in the hunt group must be provisioned with Caller ID.

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13. ADVANCED CALLING SERVICES (Cont'd)

13.2 Regulations and Conditions (Cont'd)

- j. Advanced Calling Service Features will not be available on party line service, toll terminals, trunks or some remote switching locations.
- k. A Service Order Charge, as listed elsewhere in this catalog, to add Advanced Calling Services to eligible Residence or Business network access lines is waived for a period of sixty (60) days after a central office is equipped to provide Advanced Calling Services.
- l. The Company's liability arising out of the provision of any Advanced Calling Service feature, including, but not limited to the delivery or non-delivery of calling numbers, is limited as stated below.

The Company offers the use of its facilities when available for transmission of messages, but the Company will not transmit messages and will not be liable for errors in transmission or for failure to establish connections.

- m. Per Call Blocking will be provided to all customers at no charge.
- n. Per Line Blocking will be provided when requested by the customer at the charge indicated in 13.4.d.

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13. ADVANCED CALLING SERVICES

13.3 Definitions

a. Anonymous Call Reject *77

Permits the customer with or without Caller ID to automatically reject calls from “anonymous” callers who have blocked their name or telephone number through per-call blocking or per line blocking. When the customer activates this feature, the rejected call is routed to an announcement and disconnected. The customer must provide and connect their own compatible premise equipment (CPE) in order to reject calls.

b. Call Pickup

Allows a multiline subscriber to answer calls that are incoming to another line by dialing an access code and answering the call at a different location.

c. Call Waiting ID

Call Waiting ID, also called Spontaneous Call Waiting Identification (SCWID), when added to an access line that also has Call Waiting and Caller ID, allows the customer to view the name and directory number of a waiting call. The display appears between the first and second tones alerting the customer that another call is coming in. The charge for Call Waiting ID is in addition to those for Call Waiting and Caller ID.

d. Call Waiting Deluxe

- This feature, also called Deluxe Spontaneous Call Waiting Identification (DSCWID), is a Stored Program Control System feature. Subscribers can receive calling party information during Call Waiting and control the treatment of incoming calls with disposition options. The disposition options are available through soft keys on the customer premises equipment.

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13.3 Definitions (Cont'd)

d. Call Waiting Deluxe (DSCWID) (Cont'd)

- Incoming calls to the line, while idle, receive normal terminating treatment. When the line is busy, the system provides audible ringing to the calling party and alerts the DSCWID subscriber that a call is waiting.
- The charge for Call Waiting Deluxe is in addition to those for Call Waiting and Caller ID.

e. Caller ID Number Only

- This feature enables the customer to receive the calling directory number on incoming calls. The calling number will be delivered to the called party's Customer Premises Equipment (CPE).
- When Caller ID Number Only is activated on a customer's line, the Directory number of an incoming call will be sent to the display of the CPE during the first long silent interval of the ringing.
- If the incoming call is from a caller served by a PBX, only the main number of the PBX is transmitted and available for display.
- If the incoming call originates from a multi-line hunt group, the telephone number transmitted will always be the main number of the hunt group.
- A directory number will not be displayed for operator assisted calls, out of area calls, calls marked private by the originator, or calls originating from coin and party line stations.

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13. ADVANCED CALLING SERVICES (Cont'd)

13.3 Definitions (Cont'd)

e. Caller ID Number Only (Cont'd)

An originating caller's calling directory number may not be displayed at the called party under the following conditions:

- The calling number will not be displayed if the called party is off-hook. The called party must be on-hook to receive the caller's data. If the customer subscribes to both Call Waiting and Caller ID Number Only, and is on an existing call, a second incoming call will not be displayed. The called party of the second incoming call will receive a call waiting tone.
- The calling number will not be display if the called party answers the incoming call during the first ring interval.

f. Caller ID

1. Allows transmission of calling party's name and number to the customer's compatible premises equipment. When a line equipped with the Caller ID feature is on-hook, calling name and number are transmitted across the line during the silent interval between the first and second ring.
2. Rates for Caller ID Service do not include a telephone instrument or other customer premises equipment.

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13. ADVANCED CALLING SERVICES (Cont'd)

13.3 Definitions (Cont'd)

f. Caller ID (Cont'd)

3. The Company shall not be liable for any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a telephone number that the calling party:
 - has requested to be omitted from the telephone directory, or by the disclosure of such telephone number to any person;
 - or the Caller ID customer finds erroneous, offensive embarrassing or misleading for any reason;
4. The Company shall not be liable for any and all claims for damages caused by a telecommunications utility failure to transmit the privacy indicator to the calling party when such indicator has been passed on to the telecommunications utility by the Company.
5. Caller ID may not be used to compile and sell specific local call information without the affirmative consent or approval of the originating telephone customer. This doesn't restrict the Caller ID customer from:
 - verifying network performance or testing the provision of caller identification service;
 - compiling, using and disclosing aggregate Caller ID information;
 - complying with applicable laws or legal processes.

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13. ADVANCED CALLING SERVICES (Cont'd)

13.3 Definitions (Cont'd)

f. Caller ID (Cont'd)

6. Caller ID will not display if:

- the called party is off-hook;
- the called party answers during the first ring interval;
- the service with Caller ID also has distinctive ring;
- the calls are made from a central office that does not have appropriate facilities;
- the call is operator assisted
- the call is marked private by the originator;
- the call originates from coin or party-line stations;
- the call originates from a line that is blocked;
- the call originates from a specific station or extension served by a PBX, or a multi-line hunt group. The name and number transmitted is that of the main directory number for the PBX or multi-line hunt group.

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13. ADVANCED CALLING SERVICES (Cont'd)

13.3 Definitions (Cont'd)

g. Call Return *69

- This feature enables a customer to place a call to the telephone number associated with the most recent call received, whether or not the call was answered or the number is known. The customer can then dial a code to request the network to place the call.
- If the called line is not busy, the call is placed. If the called line is busy, a confirmation tone or announcement is heard, the customer hangs up, and a queuing process begins. For the next thirty (30) minutes, both the calling and the called lines are checked periodically for availability to complete the call. If during the queuing process the called line becomes idle the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone, the call will be placed automatically.

h. VIP Alert

Allows a customer to program up to thirty-one (31) directory numbers with distinctive tone or ring to alert customer of an incoming call from these numbers. The customer can modify the list by activating or deactivating numbers. VIP Alert functions if the telephone receiver is on hook or off.

i. Long Distance Alert

Provides a distinctive ring if the receiver is on hook to identify that an incoming call is long distance. Long Distance Alert delivers a distinctive tone if the receiver is off hook and the customer also subscribes to Call Waiting.

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13. ADVANCED CALLING SERVICES (Cont'd)

13.3 Definitions (Cont'd)

j. Call Trace *57

- This feature enables the customer to initiate an automatic trace of the last call received.
- Upon activation by the customer, the network automatically sends a message to Century Telephone of Idaho, Inc. (never the customer) indicating the calling and called numbers, the time the call was received, and the time the trace was activated. The customer using this feature is required to contact the local telephone company business office for further action. Under no circumstances will the customer be given the traced number. The results of a trace will be furnished only to legally constituted authorities upon proper request by them.
- This feature will not work if the incoming call is from a telephone number in a multi-line hunt group, unless the telephone number is the main telephone number in the hunt group. A traced call from a multi-line hunt group will result in the main billing number being recorded, rather than the directory number of the individual group member.
- If the customer receives another call after hanging up from the annoying call, prior to activating the trace, Call Trace *57 will not record the correct number.
- Call Trace *57 provides the directory number of the last incoming call. If the malicious call is interrupted by a waited call prior to trace activation, the waited call directory number is considered the last incoming call and is traced.

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13. ADVANCED CALLING SERVICES (Cont'd)

13.3 Definitions (Cont'd)

k. Per Call Blocking

Per Call Blocking enables customers to prevent the disclosure of their telephone number on a per call basis to the called party. The disclosure of the calling party's number can be prevented on a per call basis by dialing *67 on a touchtone phone before making a call. This action must be repeated each time a call is made to prevent the disclosure of the calling party's telephone number. If the called party has a display device, a privacy indication will appear instead of the calling party's telephone number.

l. Per Line Blocking

- Per Line Blocking prevents the disclosure of the customer's telephone number to the called party. Per Line Blocking is applicable on all outgoing calls placed from the customer's line. If the called party has a display device, a privacy indication will appear instead of the calling party's telephone number.
- Per Line Blocking will be available for subscription to all eligible customers at the rates in 13.4.d.
- Law enforcement, domestic shelters and other special agencies will be offered free Per Line Blocking.
- When a customer subscribes to Per Line Blocking, the customer's telephone number will not be sent to poison control centers, relatives, hospitals and others.
- When a customer subscribes to Per Line Blocking, the customer's telephone number will not be blocked when dialing 911 (In areas when dialing 911 calling is in service).
- Per Line Blocking may be deactivated on a per-call basis by dialing *82 prior to making a call.

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13. ADVANCED CALLING SERVICES (Cont'd)

13.3 DEFINITIONS (Cont'd)

m. Busy Redial *66

- When activated, this feature automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed.
- If the called line is busy, a confirmation tone or announcement is heard, the customer hangs up and a queuing process begins. For the next thirty (30) minutes, both the calling and called lines are checked periodically for availability to complete the call. If during the queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will be placed automatically.

n. Selective Call Accept *64

Permits the customer to screen incoming calls by creating a list of up to twelve (12) directory numbers from which the customer will accept calls. Calls from all directory numbers not on the list route to a rejection announcement. Selective Call Accept *64 is activated or deactivated by dialing the appropriate codes.

o. Selective Call Forward *63

- Permits the customer to call forward up to twelve (12) directory numbers to another telephone number. Only calls from the numbers on the Selective Call Forward *63 list will forward. Selective Call Forward *63 is activated or deactivated by dialing the appropriate codes.
- If the customer forwards to a long distance number, applicable toll charges apply for each completed call.

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13. ADVANCED CALLING SERVICES (Cont'd)

13.3 Definitions (Cont'd)

p. Selective Call Rejection *60

- Permits the customer to select a list of up to twelve (12) directory numbers from which calls are to be rejected. Calls from all directory numbers on the list route to a rejection announcement. Selective Call Rejection *60 is activated or deactivated by dialing the appropriate codes.
- Standard call completion will occur if a call originates from a central office that is not equipped for Advanced Calling Service Feature functions.

q. Subscriber Activated Blocking/PIN

This feature allows a customer to activate or deactivate call blocking, thereby restricting or allowing certain types of calls. If Subscriber Activated Blocking is active on a line, all calls originated on that line are screened for restricted calls. If a call is placed to a restricted number, the call is routed to a restriction announcement. The subscriber can enter a personal identification number (PIN) to override the blocked status and continue the call.

r. Privacy Protector

Privacy Protector works to intercept unidentified callers. Calls that can be identified by Caller ID are connected as normal calls. Calls that cannot be identified are intercepted and routed to an announcement, which states that the called number does not accept calls from telemarketers. Callers pressing 1 will have the call completed to the called number. The Privacy Protector feature can be activated and deactivated by the subscriber. This feature requires that the subscriber must be also subscribe to Caller ID.

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13. ADVANCED CALLING SERVICES (Cont'd)

13.4 Rates and Charges

- a. The rates and charges following are for Advanced Calling Services only and are in addition to the applicable Service Connection charges, monthly rates, and non-recurring charges for access lines and other services or equipment with which they are associated.
- b. Local or Message Toll Service calls established by using Busy Redial *66 and all Return *69 will be charged at the current cataloged rates.

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13. ADVANCED CALLING SERVICES (Cont'd)

13.4 Rates and Charges (Cont'd)

c. A Service Order Charge is applicable when adding Advanced Calling Services as stated in Section 5 of this catalog.

d. Rates

Advanced Calling Services	<u>Per Month Per Feature</u>
Anonymous Call Reject *77	\$ 1.50
Call Pickup	\$ 3.50
Call Return *69	\$ 2.75
Call Waiting ID	\$ 0.50
Call Waiting Deluxe (DSCWID)	\$ 3.00
VIP Alert	\$ 3.00
Long Distance Alert	\$ 3.00
Busy Redial *66	\$ 2.75
Selective Call Accept *64	\$ 3.00
Selective Call Forward *63	\$ 3.00
Selective Call Rejection *60	\$ 3.00
Subscriber Activated Blocking/Pin	\$ 2.50
Caller ID Number Only ¹	\$ 5.00
Caller ID	\$ 7.50
Privacy Protector - Residence	\$ 2.95
Privacy Protector - Business	\$ 3.95

The following rates apply to blocking options and are in addition to the rates and charges applicable to the associated services, equipment and facilities.

Customers may choose one of the following payment options for Per Line Blocking:

¹ Grandfathered to existing customers at their present location.

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13. ADVANCED CALLING SERVICES (Cont'd)

13.5 Usage Sensitive Calling Features

- a. Charges for usage sensitive calling features are in addition to any cataloged usage charges associated with the line. If applicable, such usage may include, but is not limited to, toll charges, local measured service charges, exception calling plan rates, etc. Terms and conditions of these charges are covered in catalog sections specific to that particular call type, and are not impacted by the application of a per use charge.
- b. The total monthly charge for each usage sensitive feature will not exceed \$6.00.
 1. Call Trace *57 permits the customer to initiate an automatic trace of the last completed incoming immediately after the call is terminated. Call Trace *57 is billed per successful trace invoked by the customer.
 - If the call originates from a station served by a PBX or multi-line hunt group, only the main number will be identified by the trace.
 - If the trace is successful, the Company's equipment will record the incoming call detail. Call detail does not include recording the telephone conversation. The Company will not provide any call detail which results from a trace to the customer subscribing to Call Trace*57. The Company will provide the call detail of a successful trace only to the appropriate law enforcement authorities when the Company receives a proper request.
 - If a customer wishes that further action be taken regarding a successful trace, the customer is responsible to initiate contact with the appropriate law enforcement agencies who, in turn, should contact the Company's business office during normal business hours to obtain the specific records for that customer.

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13. ADVANCED CALLING SERVICES (Cont'd)

13.5 Usage Sensitive Calling Features (Cont'd)

b. (Cont'd)

2. At its option, or upon receipt of a proper request from a law enforcement agency, the Company will set up a temporary tracing arrangement using Manual Call Tracing. This may occur when, in the judgement of the Company or law enforcement agency, the unwanted call(s) present a serious threat of bodily harm or destruction of property. When the customer is located in an exchange where Call Trace *57 not available or the unwanted calls originate from a central office that is not equipped for Advanced Calling Service Features or linked to appropriate facilities, Manual Call Tracing may be invoked.
3. 3-Way Calling- The per use charge is applied only when a second call is completed and bridged to the first call. Completed calls include, but are not limited to those calls terminated to telephones, voice messaging systems, answering machines, facsimile machines, modems, etc.

c. Rates

	<u>Minimum Charge Per Activation or Use</u>
Call Return *69	\$0.50 *
Call Forwarding	\$0.75 *
Busy Redial *66	\$0.50 *
3-Way Calling	\$0.75 *
Call Trace *57, per activation	\$1.00

* The total monthly charge for each usage sensitive feature will not exceed \$6.00.

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13. ADVANCED CALLING SERVICES (Cont'd)

13.6 Multiple Feature Discounts *

- a. Residence customers will receive a multiple feature discount when subscribing to two or more features. ^[1]

	Monthly Discount
Two features	\$.75
Three features	\$ 1.25

* Multiple Feature Discounts do not apply to Per Line Blocking, Per Call or usage sensitive services such as Call Trace.

^[1] Grandfathered to existing customers. No new service will be offered.

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14. PACKAGED SERVICES

14.1 SIMPLE CHOICE™ ONE ¹ AND SIMPLE CHOICE™ TWO ¹

A. Description

Simple Choice™ One ¹ and Simple Choice™ Two ¹ are packages of features available to both residential and business customers. Simple Choice™ One ¹ includes the features specified following and a flat rate access line. Simple Choice™ Two ¹ includes two access lines. Customers subscribing to Simple Choice™ One ¹ and Simple Choice™ Two ¹ are entitled to unlimited use of the service/features specified.

B. Features

Following are the eligible call features. All features may not be available in all areas:

- Caller ID
- Caller ID Number Only ¹
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Call Waiting Display Deluxe
- Call Forwarding
- Call Forward No Answer
- Call Forward Busy
- Call Forward Remote Access
- Call Return *69
- Call Forward Busy/No Answer
- Call Transfer
- Call Waiting
- 3- Way Calling
- Distinctive Ring
- VIP Alert
- Busy Redial *66
- Speed Call 8 or Speed Call 30
- Anonymous Call Reject *77
- Selective Call Accept *64
- Selective Call Forward *63
- Selective Call Rejection *60
- Long Distance Alert
- Message Waiting Indicator
- Home Intercom

C. Terms and Conditions

1. A customer may select an unlimited number of compatible services and features from the Features list. All terms and conditions as specified elsewhere in this catalog shall apply.

¹ Grandfathered to existing customers at their present location.

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14. PACKAGED SERVICES

14.1 SIMPLE CHOICE™ ONE ¹ AND SIMPLE CHOICE™ TWO ¹ (Cont'd)

C. Terms and Conditions (Cont'd)

2. Nonrecurring charges as specified elsewhere in this catalog do not apply for transactions involving additions, deletions, or changes to the services/features requested as part of Simple Choice™ One ¹ and Simple Choice™ Two ¹. However, appropriate nonrecurring charges do apply for installation of, moves, and changes to the access line.
3. Customers subscribing to the Simple Choice™ Two ¹ may select different features for each line. All lines must be billed to the same account and located at the same premise.
4. All recurring charges applicable to an access line apply to Simple Choice™ One ¹ and Simple Choice™ Two ¹. Among other things, these can include but are not limited to, EAS charges, surcharges, subscriber line charges, and taxes.
5. If access line rates for residence and business service, as listed elsewhere in this catalog, increase, Simple Choice™ One ¹ and Simple Choice™ Two ¹ rates may also increase (upon Commission approval).

D. Rates

	<u>Residence:</u>	<u>Business:</u>
Simple Choice™ One ¹	\$34.95	\$49.95
Simple Choice™ Two ¹	\$64.95	\$94.95

Nonrecurring:

A nonrecurring charge will not apply for installation of the features for Simple Choice™ One ¹ and Simple Choice™ Two ¹. Installation, moves, and changes to the access line(s) will incur the appropriate nonrecurring charges found in Section 5.

¹ Grandfathered to existing customers at their present location.

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14. PACKAGED SERVICES

14.2 VOICE MAIL COMPLEMENTARY SERVICES PACKAGE

A. Description

The Voice Mail Complementary Services Package provides a group of basic network services (generally used in conjunction with voice mail services) at one monthly rate. The package consists of the following services (where available):

Call Forward No Answer
Call Forward Busy
Message Waiting Indication - Audible or Visual

B. Terms and Conditions

1. All regulations and restrictions that normally apply to the services when they are individually provided also apply when they are provided as part of this package.
2. All services are provided only from central offices that have been arranged to provide these services. The services are provided subject to availability of facilities.
3. This package is available only to individual line residence and business customers.

C. Rates

	<u>Monthly Rate</u> <u>Per Line</u>
Residence	\$2.00
Business	\$3.00

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14. PACKAGED SERVICES

14.3 SIMPLE CHOICE™⁽¹⁾/BUSINESS ASSIST ADVANTAGE (C)

A. Description

Simple Choice™/Business Assist Advantage is a package of features available to both residential and business customers. This package is only available to Simple Choice™/Business Assist Advantage customers and includes the features specified following and a flat rate access line with touch calling. Customers subscribing to Simple Choice™/Business Assist Advantage are entitled to unlimited use of the service/features specified.

B. Features

Following are the eligible call features. All features may not be available in all areas:

- | | |
|--|---|
| <ul style="list-style-type: none">• Caller ID Number Only¹• Caller ID• Call Waiting/Cancel Call Waiting• Call Waiting ID• Call Waiting Display Deluxe• Call Forwarding• Call Forward No Answer• Call Forward Busy• Call Forward Busy/No Answer• Call Forward Remote Access• Call Transfer• Call Return *69• 3- Way Calling• Call Waiting | <ul style="list-style-type: none">• VIP Alert• Distinctive Ring• Home Intercom• Busy Redial *66• Message Waiting Indicator• Anonymous Call Reject *77• Selective Call Accept *64• Selective Call Forward *63• Selective Call Rejection *60• Long Distance Alert• Speed Call 8 or Speed Call 30• Privacy Protector (where available)• Voice Mail (where available)⁽²⁾ |
|--|---|
- (T)

⁽¹⁾ Grandfathered to existing customers at their present location.

⁽²⁾ **Deregulated service.** (N)

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14. PACKAGED SERVICES

14.3 SIMPLE CHOICE™ ⁽¹⁾ /BUSINESS ASSIST ADVANTAGE (Cont'd)

(C)

C. Terms and Conditions

1. A customer may select an unlimited number of compatible services and features from the Features list. All terms and conditions as specified elsewhere in this catalog shall apply
2. Nonrecurring charges as specified elsewhere in this catalog do not apply for transactions involving additions, deletions, or changes to the services/features requested as part of Simple Choice™/Business Assist Advantage. However, appropriate nonrecurring charges do apply for installation of, moves, and changes to the access line.
3. Simple Choice™/Business Assist Advantage features must be activated by the customer before they can be used without incurring usage charges.
4. All recurring charges applicable to an access line apply to Simple Choice™/Business Assist Advantage. Among other things, these can include but are not limited to, EAS charges, surcharges, subscriber line charges, and taxes.
5. If access line rates for residence and business service, as listed elsewhere in this catalog, increase, Simple Choice™/Business Assist Advantage rates may also increase (upon Commission approval).

⁽¹⁾ Grandfathered to existing customers at their existing location.

(N)

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14.3 SIMPLE CHOICE™ ⁽¹⁾ /BUSINESS ASSIST ADVANTAGE (Cont'd) (C)

D. Rates

	<u>Residence:</u>	<u>Business:</u>	
Simple Choice™ ⁽¹⁾			(C)
Inside the Base Rate Area	\$37.95	---	
Outside the Base Rate Area	\$39.95	---	
Business Assist Advantage			
Inside the Base Rate Area	---	\$57.95	
Outside the Base Rate Area	---	\$59.95	

Nonrecurring:

A nonrecurring charge will not apply for installation of the features for Simple Choice™/Business Assist Advantage. Installation, moves, and changes to the access line(s) will incur the appropriate nonrecurring charges found in Section 5.

⁽¹⁾ Grandfathered to existing customers at their existing location.

(N)

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14.4 CALLER ID EXTRA ⁽¹⁾ (C)

The Company will offer a feature plan to residential customers who subscribe to Caller ID, Call Waiting, Call Waiting ID and Call Forwarding for a package price of \$10.95 per month. In addition, all applicable nonrecurring charges will be waived.

14.5 CALLER ID PLUS ⁽¹⁾ (C)

The Company will offer a feature plan to residential customers who subscribe to Caller ID, Call Waiting and Call Waiting ID, where available, for a package price of \$8.95 per month. In addition, all applicable nonrecurring charges will be waived.

⁽¹⁾ **Grandfathered to existing customers at their existing location.** (N)

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14. PACKAGED SERVICES

14.6 PURE BROADBAND BUNDLE

A. Description

Pure Broadband Bundle includes flat rate Residence or Business One-Party Local Exchange Service and features as specified, and requires subscription to the Company's High Speed Internet (1.5 Mbps or greater).

B. Features

Outbound Call Block Feature
Non-published Service
Billed Number Screening (Optional)

C. Terms and Conditions

Pure Broadband Bundle is available to residential and business customers in all exchanges within the Company where technically feasible, subject to availability of facilities.

This bundle is only available with One-Party Local Exchange Service. Lines equipped with Pure Broadband Bundle will not have a directory listing and will not be included in the Company's directory assistance records. Extended Area Service (EAS) charges do not apply.

The bundle rate will include the Subscriber Line Charge.

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Service Charges or nonrecurring charges do not apply.

D. Rates

	Residence	Business
Per Bundle, per month	\$29.61**	\$47.63**

**Rates applicable for non-regulated High Speed Internet also apply.

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14. PACKAGED SERVICES

14.7 Residence Customer Referral Program

- A. Existing residence customers may be eligible for a one-time \$50 bill credit when they submit a referral via the Company's Internet website that results in the establishment of a new customer account for service that includes residential local exchange service. To be eligible, referred customers must establish a new customer account for service that includes residential local exchange service, and provide the Company with the billing account number of the Company's existing referring customer who generated the on-line referral under this program. Once confirmed, this one-time \$50 bill credit will be applied to the referring customer's account within sixty days. This bill credit is limited to one bill credit per customer referral and unused credits will roll over to future months. Each customer is limited to a maximum of \$600 in referral credits per calendar year.
- B. New residence customers may be eligible for a \$10 bill credit for six consecutive months. To be eligible, referred customers must establish a new customer account for service that includes residential local exchange service, and provide the Company with the billing account number of the Company's existing referring customer who generated the on-line referral under this program. Once confirmed, the \$10 bill credits will be applied to the referred customer's account during each of the referred customer's first six bill cycles with the Company. If the referred customer discontinues the local exchange service prior to the end of the six month period, no additional credits will be applied although the referred customer will not be required to refund the Company for previously acquired bill credits.

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14. PACKAGED SERVICES

14.8 CORE CONNECT

A. Description

1. CORE CONNECT is an optional enrollment plan that permits business customers who subscribe to qualifying products and services to receive Local Exchange Service and additional features and services for a flat monthly rate. (T)
2. CORE CONNECT bundles are available under a one-year, two-year or three-year term plans and are available on a month-to-month basis as specified in E. following.

B. Regulations

1. CORE CONNECT customers must also subscribe to the Company's non-regulated 1.5 Mbps or greater High-speed Internet at each CORE CONNECT location. In locations where 1.5 Mbps is not available, customers may alternatively subscribe to the Company's non-regulated 512 or 768 Kbps HSI. These qualifying services must be billed on the same invoice as CORE CONNECT, but may be provisioned on access lines or trunks other than CORE CONNECT.
2. Customers may subscribe to a maximum of ten (10) CORE CONNECT business lines at each customer location.
3. There is no minimum service period for CORE CONNECT. Customers who discontinue services within thirty days after establishment of service will be charged only for the number of days CORE CONNECT was in service. Early termination liability charges for customers who subscribe to CORE CONNECT under a Term Discount Plan are as specified in C. following.
4. CORE CONNECT lines cannot terminate into a PBX or other line trunking device except as otherwise indicated herein.
5. Components of CORE CONNECT will be converted to ala carte rates for the remaining services if customers remove any of the qualifying services. (T)

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14. PACKAGED SERVICES

14.8 CORE CONNECT (Cont'd)

B. Regulations (Cont'd)

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6. All terms and conditions specified elsewhere for the respective services/features requested as part of this plan shall apply.
7. Services selected as part of this plan can only be provided where technically available and compatible with other services the customer may choose to order.
8. CORE CONNECT cannot be combined with any other discounts unless otherwise specified.
9. This plan is not available to customers who are or become toll restricted. Service Connection Charges will not apply for those existing lines converted, in-place, to business exchange service due to company-initiated toll restrictions. Such customers will not be permitted to re-enroll in this plan until such time as all associated unpaid balances are satisfactorily paid in full.

C. Term Discount Plan

1. A Term Discount Plan (TDP) provides customers with discounts when the customer subscribes to CORE CONNECT under a one, two or three-year term agreement.
2. Any CORE CONNECT line(s) added subsequent to establishment of a TDP must be added under a separate TDP commitment period.
3. The rates and discounts in effect when customers subscribe to CORE CONNECT under a TDP will apply until expiration of that TDP. CORE CONNECT lines that are subsequently added under a separate TDP will receive the tariffed rates in effect when those lines are added.
4. Upon expiration of a TDP, the TDP discounts specified in E. following will expire, and the customer will be charged at the then prevailing monthly rate. If the customer renews the TDP or signs up for a new TDP, the tariffed rates then in effect will apply for the new or renewed TDP.
5. If the Company terminates service for cause or if the customer discontinues the service in whole or in part without cause prior to the expiration date, no termination liability charges will apply for the regulated portion(s) of CORE CONNECT. However, if customers remove any of the qualifying services prior to the TDP expiration date, the remaining components of CORE CONNECT will be converted to ala carte rates and the TDP discount will not apply.

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14.8 CORE CONNECT (Cont'd)

D. Application of Rates

1. The monthly rates include the Local Exchange Service, EAS, and features only. These rates do not include the monthly charges for HSI or for the qualifying long distance plan, if applicable.
2. Service Connection Charges, as described in Section 5 of the General Exchange Tariff apply for new and additional CORE CONNECT lines, and moves of existing lines. Service Connection Charges may be waived for customers who move services from another telecommunications service provider to CORE CONNECT under a one, two or three-year TDP.
3. Service Connection Charges do not apply when CORE CONNECT replaces existing Local Exchange Service. Service Connection charges do apply when Customers request a change from CORE CONNECT back to Local Exchange Service.

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14.8 CORE CONNECT (Cont'd)

E. Rates and Charges

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1. Core Connect 1 ⁽¹⁾

- Business Flat Rate One-Party or Key Line Service
- Hunting (optional)
- Choice of the following features and services:

Caller ID with Name (includes Anonymous Call Rejection)
 Call Forwarding
 Call Forward Busy
 Call Forward No Answer
 Call Forward Remote Access
 Call Waiting/
 Cancel Call Waiting
 Call Waiting ID
 Three-Way Calling
 Call Transfer
 Call Return
 Distinctive Ring
 Busy Redial
 Message Waiting
 Voice Mail ⁽²⁾

Per Location, Per Month				
Initial Bundle	2 nd through 10 th bundle			
All Terms	Month-to-Month	One Year Term	Two Year Term	Three Year Term
\$80.00	\$50.00	\$45.00	\$42.50	\$40.00

⁽¹⁾ Customers must also subscribe to the CenturyTel Long Distance, LLC Business Unlimited (Option 1) long distance plan for each Core Connect 1 line or trunk subscribed.

⁽²⁾ Deregulated service.

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14.8 CORE CONNECT (Cont'd)

E. Rates and Charges (Cont'd)

2. Core Connect 1 LITE

- Business Flat Rate One-Party or Key Line Service
- Hunting (optional)
- Choice of the following features and services:

Caller ID with Name (includes Anonymous Call Rejection)
 Call Forwarding
 Call Forward Busy
 Call Forward No Answer
 Call Forward Remote Access
 Call Waiting/Cancel Call Waiting
 Call Waiting ID
 Three-Way Calling
 Call Transfer
 Call Return
 Distinctive Ring
 Message Waiting
 Voice Mail ⁽¹⁾

Per Location, Per Month				
Initial Bundle	2 nd through 10 th bundle			
All Terms	Month-to-Month ⁽²⁾	One Year Term	Two Year Term	Three Year Term
\$80.00	\$50.00	\$45.00	\$42.50	\$40.00

⁽¹⁾ Deregulated service.

⁽²⁾ Core Connect 1 LITE customers must initially subscribe to a one-year, two-year or three-year term plan. Month-to-month rates are available upon expiration of a TDP when customers do not renew or select a new TDP option.

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14.8 CORE CONNECT (Cont'd)

E. Rates and Charges (Cont'd)

3. Core Connect 2 ⁽¹⁾

- Business Flat Rate One-Party or Key Line Service
- Hunting (optional)
- Choice of the following features and services:

Caller ID with Name (includes Anonymous Call Rejection)
 Call Forwarding
 Call Forward Busy
 Call Forward No Answer
 Call Forward Remote Access
 Call Waiting/Cancel Call Waiting
 Call Waiting ID
 Three-Way Calling
 Call Transfer
 Call Return
 Distinctive Ring
 Busy Redial
 Selective Call Rejection
 Message Waiting
 Voicemail ⁽²⁾

Per Location, Per Month				
Initial Bundle	2 nd through 10 th bundle			
All Terms	Month-to-Month	One Year Term	Two Year Term	Three Year Term
\$55.00	\$35.00	\$30.00	\$27.50	\$25.00

⁽¹⁾ Customers must also subscribe to the CenturyTel Long Distance, LLC Business Unlimited (Option 2) long distance plan for each Core Connect 2 line or trunk subscribed.

⁽²⁾ Deregulated service.

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14.8 CORE CONNECT (Cont'd)

E. Rates and Charges (Cont'd)

4. Core Connect 2 LITE

- Business Flat Rate One-Party or Key Line Service
- Hunting (optional)
- Choice of the following features and services:

Caller ID with Name (includes Anonymous Call Rejection)
Call Forwarding
Call Forward Busy
Call Forward No Answer
Call Forward Remote Access
Call Waiting/Cancel Call Waiting
Call Waiting ID
Three-Way Calling
Call Transfer
Call Return
Distinctive Ring
Selective Call Rejection
Message Waiting
Voice Mail ⁽¹⁾

Per Location, Per Month				
Initial Bundle	2 nd through 10 th bundle			
All Terms	Month-to-Month ⁽²⁾	One Year Term	Two Year Term	Three Year Term
\$60.00	\$35.00	\$30.00	\$27.50	\$25.00

⁽¹⁾ Deregulated service.

⁽²⁾ Core Connect 2 LITE customers must initially subscribe to a one-year, two-year or three-year term plan. Month-to-month rates are available upon expiration of a TDP when customers do not renew or select a new TDP option.

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14. PACKAGED SERVICES

14.9 SIMPLE CHOICE UNLIMITED ⁽³⁾

(C)

A. Description

Simple Choice Unlimited is a package of features available to residential customers which includes any technically available custom calling features and voicemail and a flat rate access line provided by the Company, and unlimited long distance voice usage provided by CenturyTel Long Distance, LLC.

B. Terms and Conditions

1. A customer may select an unlimited number of compatible services and features from the Custom Calling Features/Advanced Calling Services. All terms and conditions as specified herein shall apply.
2. Nonrecurring charges do not apply for transactions involving additions, deletions, or changes to the services/features requested as part of Simple Choice Unlimited. However, appropriate nonrecurring charges do apply for installation of, moves, and changes to the access line.
3. Customers subscribing to the Simple Choice Unlimited may select different features for each line. The customer must also subscribe to the CenturyTel Long Distance, LLC d/b/a CenturyLink Long Distance Simple Choice Unlimited Long Distance plan. All lines must be billed to the same account and located at the same premise.
4. Simple Choice Unlimited features must be activated by the customer before they can be used without incurring usage charges.
5. All recurring charges applicable to an access line apply to Simple Choice Unlimited. Among other things, these can include but are not limited to, surcharges, subscriber line charges, and taxes.
6. Call Detail will not be provided with this service plan.

C. Monthly Rates

	<u>Monthly Rate</u> ⁽¹⁾	
<u>Simple Choice Unlimited</u> ⁽³⁾		(C)
Local Exchange Service		
Choice of available Custom Calling Service or Advanced Calling Services	\$37.95 ⁽²⁾	

⁽¹⁾ Flat rate EAS charges (if applicable) are included in this rate. The rate for CenturyTel Long Distance, LLC d/b/a CenturyLink Long Distance Simple Choice Unlimited Long Distance plan applies in addition to this rate.

⁽²⁾ The monthly Simple Choice Unlimited rate will be discounted by \$5.00 when customers also subscribe to the Company's High Speed Internet (1.5M or higher).

⁽³⁾ **Grandfathered to existing customers at their existing location.** Idaho Public Utilities Commission^(N)

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14. PACKAGED SERVICES

14.10 PRIMARY RATE INTERFACE (PRI) BUNDLE - BUSINESS

A. GENERAL

1. PRI Bundle is an optional business service enrollment plan. This offering permits a customer to receive features and services for a flat monthly rate for each bundle provided. PRI Bundle includes the following ISDN-PRI II features and services:
 - a. ISDN-PRI Business Service consisting of 2-Way Primary Rate Interface and 24 Primary Rate Channels
 - b. Up to 100 Direct Inward Dialing (DID) Signaling (in blocks of 10) – Optional
 - c. ISDN PRI Business Service Standard Features
 - d. Incoming Call Identification (Caller ID Name and Number)

B. REGULATIONS

1. Unless specified otherwise in this section, the regulations for ISDN-PRI Business Service, including Line Connection Charges, set forth in Section 5; apply in addition to the regulations herein.
2. Unless specified otherwise in this section, the regulations for DID Service, including Non-recurring and Installation Charges, set forth in Section 6, apply in addition to the regulations herein.
3. Line Connection Charges do not apply when PRI Bundle replaces existing Local Exchange Service.

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14.10 PRIMARY RATE INTERFACE (PRI) BUNDLE - BUSINESS

B. REGULATIONS (Cont'd)

4. Customers may activate all 100 DID numbers included in the bundle rate concurrent with installation of service or may activate the numbers in blocks of 10. When a customer activates fewer than 100 numbers concurrent with establishment of service, Service Connection Charges do not apply for the initial or subsequent activations of 10-number blocks (up to 100 numbers).
5. Customers may order additional DID numbers, in excess of 100 for an individual PRI Bundle, subject to availability, at the rates specified in Section 6 of this catalog. Non-recurring and Installation Charges apply for subsequent activation of numbers beyond those included in the bundle.
6. The Optional Features available for ISDN-PRI Business Service are available with PRI Bundle at the rates specified in Section 12.
7. PRI Bundle is available under the term commitments of 2 years, 3 years, and 5 years. Termination Liability Charges set forth in Section 12 1.1. H.3. for Integrated Services Digital Network – Primary Rate Interface (ISDN-PRI) Business Service apply for PRI Bundle.
8. Unless terminated by the PRI Bundle customer or the Company, a customer will remain enrolled in the PRI Bundle, as amended from time to time, with any applicable changes in rate, for as long as the PRI Bundle continues to be offered by the Company. If any features or services in the bundle are discontinued by the customer, the remaining features and services will be charged the normal catalog rate or charge.

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14.10 PRIMARY RATE INTERFACE (PRI) BUNDLE - BUSINESS

B. REGULATIONS (Cont'd)

9. Customers enrolled in the bundle, who subsequently become subject to Company initiated toll restriction will have all existing PRI Bundle lines converted to the applicable **catalog** rates. Service Connection Charges will not apply for those existing lines converted, in-place, due to termination procedures. In addition, any optional services not affected by the termination procedures will convert to their applicable tariff rates. Such customers will not be permitted to re-enroll in this bundle until such time as all associated unpaid balances are satisfactorily paid in full. (T)

C. RATES AND CHARGES

Term Commitment Period	Monthly Rate	Nonrecurring Charge	
		Initial	Each Additional ⁽¹⁾
Two Year Term	\$900.00	\$250.00	\$ 0.00
Three Year Term	875.00	250.00	0.00
Five Year Term	850.00	250.00	0.00

⁽¹⁾ Additional PRI Bundles must be installed at the same customer designated premises on the same trip and placed on the same order.

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14. PACKAGED SERVICES

14.11 ECONOMY PACK

A. Description

The Company will provide residential customers with an access line, the Subscriber Line Charge, Caller ID and Call Waiting. Customers willing to have term commitments will have a \$5.00 reduction a month for a 12 month commitment.

B. Rates and Charges

	Residence <u>Monthly Rate</u>
Economy Pack (per line)	\$29.95

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14. **PACKAGED SERVICES**

14.12 HOME PHONE II

A. Description

1. Home Phone II is an optional enrollment plan that permits residence customers to receive Local Exchange Service and additional features and services for a flat monthly rate.
2. Home Phone II customers must subscribe to a qualifying long distance plan.
3. Home Phone II includes the following services and features:
 - Residence Flat Rate Access Line
 - Choice of the following features:
 - Anonymous Call Rejection
 - Busy Redial
 - Call Forward Busy
 - Call Forward No Answer
 - Call Forwarding
 - Call Forward Remote Access (where available)
 - Call Return
 - Call Waiting
 - Call Waiting ID
 - Caller ID
 - Cancel Call Waiting
 - Message Waiting Indication
 - Selective Call Accept
 - Selective Call Forward
 - Selective Call Rejection
 - 3-Way Calling
 - VIP Alert
 - Voice Mail ⁽¹⁾

⁽¹⁾ Deregulated service.

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14. **PACKAGED SERVICES**

14.12 HOME PHONE II (Cont'd)

B. **Regulations**

1. Home Phone II customers may terminate their enrollment in the plan at any time upon notice to the Company.
2. Unless terminated by the Home Phone II customer or the Company, a customer will remain enrolled in the plan, as amended from time-to-time, with any applicable changes in rate, for as long as the plan continues to be offered by the Company.
3. Home Phone II customers are not eligible for promotional offerings associated with the features included in the plan, unless specifically provided for in a promotional offering.
4. Components of Home Phone II will be converted to ala carte rates for the remaining services if customers remove any of the qualifying services.
5. All terms and conditions specified elsewhere for the respective services/features requested as part of this plan shall apply.
6. Services selected as part of this plan can only be provided where technically available and compatible with other services the customer may choose to order.
7. Home Phone II cannot be combined with any other discounts unless otherwise specified.

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14. **PACKAGED SERVICES**

14.12 HOME PHONE II (Cont'd)

C. Rates and Charges

1. The monthly rate includes the Local Exchange Service, flat rate EAS, Touch Calling Service, and features only. All other recurring charges applicable to an access line apply to Home Phone II. Among other things, these include but are not limited to, surcharges, subscriber line charges, and taxes. Also, the monthly rate does not include the recurring charges for the qualifying long distance plan.
2. Service Charges, as described in Section 5 apply for new and additional Home Phone II lines, and moves of existing lines.
3. Service Charges do not apply when Home Phone II replaces existing Local Exchange Service. Service Charges do apply when Customers request a change from Home Phone II back to Local Exchange Service.

	<u>Residence Monthly Rate</u>
Home Phone II ⁽¹⁾	\$38.95

⁽¹⁾ The customer must subscribe to either CenturyLink Communications, LLC Home Phone II Per Minute long distance plan or CenturyLink Communications, LLC Home Phone II Unlimited long distance plan to qualify for this bundle.

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14. PACKAGED SERVICES

14.13. CENTURYLINK BUSINESS BUNDLE

A. General

- 1) CENTURYLINK BUSINESS BUNDLE, an optional enrollment plan available to business customers with up to twenty-five access lines and/or key trunks across all service territories served by CenturyLink incumbent local exchange carriers (each, a CenturyLink ILEC), permits business customers who subscribe to qualifying products and services to receive Local Exchange Service and additional features and services specified in C. following for a flat monthly rate.
- 2) CENTURYLINK BUSINESS BUNDLE is available for a maximum of ten (10) business lines at each customer location.

B. Regulations

- 1) CENTURYLINK BUSINESS BUNDLE customers must also subscribe to the following services provided by the Company or a CenturyLink affiliate:
 - CenturyLink Business Bundle Unlimited long distance plan provided by CenturyLink Communications, LLC for the initial and each additional CENTURYLINK BUSINESS BUNDLE, and
 - Non-regulated 1.5 Mbps or greater High-speed Internet on a month-to-month basis or under a two-year term minimum commitment period at each CENTURYLINK BUSINESS BUNDLE location. In locations where 1.5 Mbps is not available, customers may alternatively subscribe to the Company's non-regulated 512 or 768 Kbps HSI. The qualifying High Speed Internet service must be billed on the same invoice as CENTURYLINK BUSINESS BUNDLE, but may be provisioned on access lines or trunks other than CENTURYLINK BUSINESS BUNDLE.
- 2) There is no minimum service period for the Local Exchange Service and features provided in CENTURYLINK BUSINESS BUNDLE. Customers who discontinue this service within thirty days after establishment of service will be charged only for the number of days of service.
- 3) CENTURYLINK BUSINESS BUNDLE lines cannot terminate into a PBX or other line trunking device except as otherwise indicated herein.

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14. PACKAGED SERVICES

14.13. CENTURYLINK BUSINESS BUNDLE

B. Regulations (Continued)

- 4) Components of CENTURYLINK BUSINESS BUNDLE will be converted to a la carte rates for the remaining services if customers remove any of the qualifying services. If the qualifying High Speed Internet service is discontinued at any CENTURYLINK BUSINESS BUNDLE location, components of all CENTURYLINK BUSINESS BUNDLES at that location will be converted to ala carte rates. No termination liability charges will apply for the regulated portion(s) of CENTURYLINK BUSINESS BUNDLE if a qualifying service is discontinued prior to the minimum service period or term commitment period for that qualifying service.
- 5) All terms and conditions specified elsewhere for the respective services/features requested as part of this plan shall apply.
- 6) Services selected as part of this plan can only be provided where technically available and compatible with other services the customer may choose to order.
- 7) CENTURYLINK BUSINESS BUNDLE cannot be combined with any other discounts unless otherwise specified.
- 8) This plan is not available to customers who are or become toll restricted. Service Connection Charges will not apply for those existing lines converted, in-place, to business exchange service due to company-initiated toll restrictions. Such customers will not be permitted to re-enroll in this plan until such time as all associated unpaid balances are satisfactorily paid in full.
- 9) An Activation Fee as specified in D. following will apply in lieu of any other Service Charge(s), except that if a premises visit is required in order to establish service, the nonrecurring charge normally applicable for a premises visit will apply in addition to the Activation Fee.

The Activation Fee will be waived when:

- customer migrates existing Local Exchange Service lines to CENTURYLINK BUSINESS BUNDLE, or
- customer orders CENTURYLINK BUSINESS BUNDLE additional lines subsequent to establishment of the initial line, or customer orders initial and/or additional lines and selects the two-year term commitment for the required High Speed Internet service.

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14. PACKAGED SERVICES

14.13. CENTURYLINK BUSINESS BUNDLE

C. Service Description

CENTURYLINK BUSINESS BUNDLE includes a flat rate One-Party Business Line or Key Line Service and the following optional services and features:

Rotary Hunt Service
Busy Redial (aka Repeat Dial)
Caller ID with Name (includes Anonymous Call Rejection)
Call Forwarding
Call Forward Busy - Fixed
Call Forward No Answer – Fixed
Call Forward Remote Activation
Call Waiting and Cancel Call Waiting
Call Waiting ID
Three-Way Calling
Three-Way Calling with Transfer
Return Call
Distinctive Ring
Selective Call Rejection
Selective Call Acceptance
Message Waiting
Voicemail ^[1]

D. Rates and Charges

1. Nonrecurring Charge

Activation Fee, Per Line \$50.00

2. Monthly Rates

Per Line, Per Location	Monthly Rate ^[2]
Initial Bundle	\$55.00
2 nd through 10 th Bundle	24.99

^[1] Deregulated service.

^[2] Rates for required long distance and/or non-regulated services specified in B.1) preceding apply in addition to the above listed rates for the local portion of this bundled service.

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15. DEDICATED DIGITAL DATA SERVICE

15.1 General

- a. Dedicated Digital Data Service provides a transmission path to connect customer designated premises directly through a Telephone Company's serving wire center.
- b. A Digital Data Channel is a channel for duplex four-wire transmission of synchronous serial data at the rate of 2.4, 4.8, 9.6 19.2, 56.0 or 64.0 kbps. The actual bit rate is a function of the channel interface selected by the customer. The channel provides asynchronous service with time provided by the Telephone Company through the Telephone Company's facilities to the customer in the received bit stream.

15.2 Regulations

- a. In addition to the following, appropriate regulations established in other catalogs of the Company will apply to Dedicated Digital Data Service.
- b. The minimum billing for Dedicated Digital Data Service is one month.
- c. The provision of Dedicated Digital Data Service and any associated features are subject to the availability of central office and outside plant facilities.
- d. As a result of any interface or technical change required of the Company due to FCC rules, the Company shall not be liable if changes in any of the equipment, operations or procedures of the Company utilized in the provision of Dedicated Digital Data Services, render any customer premises equipment provided by a customer obsolete or require modification or alternation of such equipment or systems or otherwise affect its use or performance.
- e. The Company makes no guarantee and assumes no liability for the accuracy, performance or non-performance of the Dedicated Digital Data Service.

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15.3 Rates and Charges

	Non-Recurring Charges	Monthly Rates
a. Channel Termination* per termination		\$ 62.70
b. Channel Mileage Facility* per airline mile		
1. 2.4, 4.8, 9.6, 19.2 kbps		\$ 2.42
2. 56 kbps, 64 kbps		\$ 4.83
c. Installation, per circuit	\$221.00	
d. Bridging		\$ 7.85

* Additional Channel Termination charges, Channel Mileage charges and Installation charges will apply whenever a spare channel is configured as a let to the customer designated premises.

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16. HIGH CAPACITY SERVICE

16.1 General

High Capacity Service consists of Two-Point digital channels and equipment which provides for simultaneous two-way isochronous transmission at a speed of 1.544 Megabits per second (Mbps). High Capacity Service may be used to connect:

- a. two customer premises
- b. a customer premises and the central office

16.2 Regulations

The regulations specified herein are in addition to the applicable regulations specified in this and other catalogs of this Company.

16.2.1. Termination charges

When service is terminated by the customer, or by the Telephone Company for any reason for which it may terminate such service under the provisions of this catalog, prior to the expiration of the initial contract period, the following termination charges apply in addition to all charges due for the service which has been furnished.

- a. Contract Period of One Month

In the case of services for which the initial contract period is one month, the termination charges will be charges due for the unexpired portion of a twelve month period.
- b. Availability of Service
 1. High Capacity Service can only be provided from central offices equipped for appropriate digital transmission.
 2. High Capacity Service is available on channels confined to the same building or continuous property on a cost incurred basis.

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16. HIGH CAPACITY SERVICE

16.2 Regulations (Cont'd)

16.2.1 Termination Charges (Cont'd)

c. Provision of Service

High Capacity Service is available only on a two-point basis.

16.2.2 Performance Criteria

a. High Capacity Service is designed to provide an average performance of at least 95% error-free seconds of transmission measured over a continuous 24 hour period.

b. Customer Signal Parameters

All signals generated by customer terminal equipment must meet the signal and format constraints described in Bell System Technical Reference Publication 43801 dated November, 1982, Bell System Technical Reference Publication 41451 dated January, 1983 and in Bell System Technical Reference Publication 62411 dated September, 1983.

16.2.3 Service Functions

a. Channelizations

1. Channelization equipment will be provided by the Telephone Company at the central office. If the customer wants the Channelization equipment located on their premises, the equipment must be provided by the customer.
2. The Telephone Company will provide Channelization equipment at the central office when the customer desires two-point premises to central office or central office services.
3. Telephone Company provided central office channelization equipment provides service for up to 24 voice grade channels.

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16. HIGH CAPACITY SERVICE

16.2 Regulations (Cont'd)

16.2.3 Service Functions (Cont'd)

b. Channel Plug-Ins

One Channel plug-in is required for each channel termination in the channelization equipment.

16.3 Rates and Charges

The following rates and charges apply for High Capacity Services in addition to the rates and charges for any associated service(s).

	Monthly Rate	Non-recurring Charge
a. Channel Terminations, per termination	\$176.25	\$232.00
b. Channel Mileage		
1. Channel Mileage Facility per mile	\$ 19.46	
c. Optional Multiplexing per arrangement		
1. DS1 to Voice	\$183.12	
2. DS1 to DSO	\$183.12	
3. DSO to Subrates:		
(1) Up to 20 2.4 kbps Services	\$398.30	
(2) Up to 10 4.8 kbps Services	\$287.90	
(3) Up to 5 9.6 kbps Services	\$251.15	

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17. TOLL LIMITATION

17.1 TOLL BLOCKING

17.1.1 General

- a. Toll Blocking denies the local exchange user access to the long distance telecommunications network while permitting the user access to the local exchange network.

17.1.2 Terms and Conditions

- a. The customer accepts full responsibility for the denial of access to the long distance telecommunications network and for the restriction on acceptance of any incoming "collect" long distance messages. The customer indemnifies and holds harmless the Company from the any and all claims, losses and damages caused by this restriction and the customers' long distance calling.
- b. A customer may request to have access to 800 numbers.
- c. Billed Number Screening is also available at no extra charge.

17.1.3 Rates and Charges

- a. The rate is in addition to regular charges for class and grade of service furnished. Service Ordering charges as specified in Section III of this catalog will apply for the installation of Toll Blocking Service.
- b. This service will be available only to low-income customers at no charge.

17.2 TOLL CONTROL

17.2.1 General

- a. Toll Control is a service which allows a customer to limit the toll charges incurred during a billing period to a preset amount. The Company shall not be liable for any and all claims for loss or damages caused by a customer subscribing to this feature. This feature was not technically feasible as of the date that it was added to the catalog, but was added so that it could be offered when it does become available.
- b. This feature will only be offered to low-income customers at no charge when it becomes available.

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18. TELECOMMUNICATIONS SERVICES PRIORITY

18.1 Description of the Service

The TSP System is a service that provides for the priority provisioning and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. The TSP System applies only to NSEP services, includes local exchange service, Foreign Exchange Service, and Private Line Service and Channels, and provides the Telephone Company with a guide to the sequence in which services are to be provisioned and/or restored.

All facilities that can be identified by a unique circuit identifier can be provisioned for TSP service by the Telephone Company.

18.2 Obtaining TSP System Service

The Executive Office of the President through the TSP Program Office is empowered with the authority to receive, evaluate and process requests for TSP services. The TSP Program Office makes the priority level assignments and issues the TSP authorization code reflecting the priority assignment associated with a request. The customer provides the TSP authorization code, in addition to all the other details necessary to complete the order to the Telephone Company to obtain TSP System service.

The TSP authorization code, assigned on a per order basis, consists of a 12-character field consisting of a nine-character control ID followed by a dash and a two-character field specifying the priority level assignment. Its structure is as follows:

TSPxxxxxn-yy

The "x"s represent a sequence of numbers unique to each TSP authorization code and the "n" is a one character alphanumeric check digit. The first "y" contains the provisioning priority level assignment and the second "y" contains the restoration priority level assignment.

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18. TELECOMMUNICATIONS SERVICES PRIORITY (Cont'd)

18.3 Provisioning Priority

If the customer requires service within a shorter time interval than the Telephone Company can provide, and the requested service qualifies for TSP, the customer may elect to invoke National Security Emergency Preparedness (NSEP) Treatment and obtain the appropriate provisioning priority assignment from the TSP Program Office. Acceptable assignment code values are: E, 1, 2, 3, 4, 5 and 0.

The assignment of the value "E" denotes Emergency Provisioning and implies the service has the most critical provisioning requirements and the Telephone Company will respond accordingly. The Telephone Company will take immediate action to provide the requested service at the earliest possible date.

The assignment values of 1, 2, 3, 4 and 5 are treated as essential service priorities and the Telephone Company will adjust its available resources to meet the customer's requested due date. The value "0" implies no provisioning priority.

18.4 Restoration Priority

A TSP authorization code for restoration priority classifies the service as being among the nation's most important NSEP telecommunications services. The Telephone Company will restore these services before services without restoration priority assignments in the order of priority assignments. Acceptable values are: 1, 2, 3, 4, 5 or 0 with the value "1" being the highest priority.

When the Telephone Company recognizes a TSP as being out of service, unusable or receives a trouble report, available resources will be dispatched to restore the service as quickly as practicable. A priority value of 1, 2, or 3 requires dispatch outside normal business hours if necessary to restore the service. A priority value of 4 or 5 only requires dispatch outside of normal business hours if the next business day is more than 24 hours away. If the value "0" has been assigned, then no restoration priority is applicable to this service.

The minimum period for service is one month.

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18. TELECOMMUNICATIONS SERVICES PRIORITY (Cont'd)

18.5 Obligations of the Customer

In all instances, the customer is responsible for obtaining the appropriate TSP authorization code and providing that code to the Telephone Company.

The TSP System service customer must also be the customer for the facilities with which TSP service is associated. Only the customer is allowed to order TSP System service.

All points of a multipoint service configuration must have the same restoration priority assignment and must satisfy the requirements of that assignment. In obtaining TSP System service, the customer consents to the release of certain information by the Telephone Company to the federal government in order to maintain and administer the TSP System. Such information includes: the customer's name, telephone number and mailing address, the TSP authorization code and the circuit or service ID number associated with the National Security Emergency Preparedness (NSEP) service.

When a customer invokes TSP Treatment, the Telephone Company will attempt to notify the customer of expected charges. However, the customer when invoking TSP Treatment must recognize that quoting charges beforehand may not be practicable. Therefore, the customer grants the Telephone Company the right to quote and bill charges after the provisioning of the service.

During certain emergencies, the customer may request TSP assignments verbally and the Telephone Company will accept such verbal notification. The customer must submit a written order to the Telephone Company within two working days following the verbal request. If the written order is not received within two working days, all applicable rates and charges accumulated to date to provision TSP System service, become immediately due and payable and the requested TSP priority is revoked.

The customer must request and justify revalidation of all priority level assignments at least every two years as required by the TSP Program Office.

Additionally, the NCS Manual 3-1-1, "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service User Manual", dated May 5, 2000 prescribes specific conditions which warrant TSP Treatment and related procedures.

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18. TELECOMMUNICATIONS SERVICES PRIORITY (Cont'd)

18.6 Obligations of the Telephone Company

The Telephone Company will allocate resources to ensure best efforts to provide National Security Emergency Preparedness (NSEP) services by the time required.

The Telephone Company will work TSP System services in the order of their priority level assignments. The priority sequence is as follows:

- Restore TSP services assigned restoration priority 1
- Provision TSP services assigned restoration priority E
- Restore TSP services assigned restoration priority 2, 3, 4 or 5 and
- Provision TSP services assigned provisioning priority 1, 2, 3, 4 or 5.

The Telephone Company will work cooperatively with other providers of TSP service when only a portion is provided by the Telephone Company to ensure "end-to-end" service.

Additionally, TSP System service will be provided in accordance with the guidelines set forth in NCS Handbook 3-1-2, "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service Vendor Handbook" dated December 10, 2000.

18.7 Rates and Charges

The following rates and charges are in addition to all other rates and charges that may apply for services offered under this catalog which operate in conjunction with the TSP System.

a. Establishment of TSP System Service

The establishment of TSP System service charge is a nonrecurring charge (NRC) which applies when an access line and/or circuit is ordered. If both (provisioning and restoration) are ordered at the same time, only one NRC is applicable. The NRC is also applicable for orders changing priority levels. There is no charge to remove a TSP assignment.

	Nonrecurring Charge
Per Access Line/Circuit	\$15.00

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18. TELECOMMUNICATIONS SERVICES PRIORITY (Continued)

18.7 Rates and Charges (Continued)

b. Provisioning Priority

There are two basic levels of priority provisioning, Emergency (provisioning priority "E") and Essential (provisioning priority 1, 2, 3, 4 or 5).

Emergency Provisioning

The Telephone Company will take immediate action to provide the requested service at the earliest possible date.

The Telephone Company will adjust its available resources to meet the customer's requested due date.

c. Restoration Priority

Restoration Priority is a monthly rate per access line and/or circuit for the ongoing administration and maintenance of the TSP System. This monthly rate only applies for all restoration circuits or lines.

	Monthly Rate
Per Access Line/Circuit	\$5.00

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19. BUSINESS UNLIMITED

19.1 Description

Business customers with 1-10 lines will be eligible for discounted unlimited calling services. **Subscription to the Business Unlimited bundle includes one line of unlimited local calling and choice of calling features offered by the Company and unlimited long distance calling provided by CenturyTel Long Distance, LLC.** Additional lines of unlimited local and long distance calling, up to a maximum of ten (10) lines, may be added. **The monthly rate for Business Unlimited does not include applicable taxes and surcharges.**

(T)

(T)

(D)

(D)

Metered/measured line services, PBX, Key, or Centrex accounts are not eligible for Business Unlimited. The customer must subscribe to the CenturyTel Long Distance, LLC Basic Business Unlimited Long Distance Bundle for each Business Unlimited line. Business Unlimited is for typical domestic voice usage only, and cannot be used for any purpose inconsistent with typical domestic voice usage. If usage under this plan is not consistent with typical domestic voice usage, as determined in the Company's sole discretion, the Company reserves the right to move customer to an alternative plan or may suspend, restrict or cancel customer's service.

(T)

(T)

(D)

(D)

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19. BUSINESS UNLIMITED (Cont'd)

19.3 Monthly Rates

The following rates apply in addition to the monthly rates applicable for companion long distance service provided by CenturyTel Long Distance, LLC.

(N)

(N)

(T)

Primary Access Line Charge	Additional Access Line Charge
\$40.00	\$40.00

(T)

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20. SATISFACTION GUARANTEE PROGRAM

20.1 General

- a. A Satisfaction Guarantee Program is available to business customers who subscribe to any of the following qualifying services:
- | | |
|--------------------------|-----------|
| Individual Business Line | Key Trunk |
| PBX Trunk | Centrex |
- b. When business customers notify the Telephone Company within thirty (30) days after installation of a qualifying service(s) that they are not satisfied with their service(s) and subsequently request disconnection of that service(s), they are eligible to receive a full credit of all nonrecurring charges directly associated with the establishment of the qualifying service(s) and the monthly charges billed for the service(s) through the date of disconnection.
- c. To receive credit, the customer must submit a cancellation notice to the Telephone Company via a web based on-line form within thirty days of the service installation date and at least 5 days before the Telephone Company receives a disconnection request from the customer or the customer's new service provider.
- d. When the last day of the thirty-day period falls on a weekend or legal holiday, the customer must submit the web-based cancellation notice no later than the first business day following the weekend or legal holiday, to be eligible for credit.
- e. Customers who request disconnection under this program will not be assessed an early termination fee or payment of any minimum service period amounts that would otherwise apply for early disconnection of the service(s).
- f. Reimbursements will be issued in the form of a bill credit or check. The customer is responsible for payment of all invoices issued prior to the date of disconnection and for payment of the final invoice rendered by the Telephone Company.

20.2 Limitations

- a. This program is not available to customers who cancel service(s) and replace the service(s) with another service provided by the Telephone Company. This program also is not available to customers for whom installation of the Telephone Company's cataloged services required special construction or special configurations.
- b. If the customer who cancels the service(s) provided by the Telephone Company obtains service from a local service provider, the Telephone Company will not reimburse the customer for any installation charges passed on by that provider to establish service.

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21. CALL LINE IDENTIFIER

A. Description

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

B. Rates and Charges

Nonrecurring Charge, Per Line	30-Day Period	12-Month Period
Initial	\$ 46.00	\$ 108.00
Renewal, Each	20.00	41.00

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1. SERVICE CHARGES

1.1 General

A service charge consisting of one or more of the charges shown in this section is applicable for the following activities undertaken at customer request:

- a. Connections
- b. Material omitted from this space has been removed from this catalog.
- c. Changes

1.2 Service charges are in addition to all other applicable rates and charges associated with the service being provided. The service charges in this Catalog section also apply for service connection, move or change of miscellaneous services and equipment that have non-recurring charges.

1.3 Payment of service charges:

Payment of service charges for the initial establishment of service may be required prior to the establishment of service.

1.4 The charges specified herein do not contemplate work begun being interrupted by the customer. If the customer interrupts work once begun, a charge in addition to the specified charges will be made equal to the additional cost involved.

1.5 For active duty members of the United States military and their dependents with valid military ID cards, all service charges typically applicable to central office reconnects will be waived when establishing local exchange access line service or transferring existing local exchange access line service from one location to another. Central office reconnects are defined as customer requests for service that do not require any physical work beyond the Company's central office.

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2. Definitions

2.1 Access Line

The term "access line" denotes the line between the serving central office and the customer's premises.

2.2 Change

The term "change" denotes the replacement at the customer's request by a different style, color or type of telephone or other terminal equipment, or a rearrangement of equipment or cordage, which does not involve a move of the instrument or other terminal equipment and its associated connecting apparatus.

2.3 Connection

The term "connection" denotes the establishment of telephone service. A move of existing service to a different premises requires a connection.

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3. SERVICE CHARGES AND APPLICATION

3.1 Service Ordering Charge

3.1.1 The service order activity is classified as either initial, subsequent or record change. An initial order charge is applicable for work done in receiving, recording, and processing information necessary to execute each customer request for connection of service. A subsequent order charge is applicable to each order for a move, change, addition to existing service or for restoration of service due to the suspension of service for non-payment of charges. A record change order charge applies to each requested change which only involves changing the Telephone Company's records. There is no charge for a change in billing address only.

3.1.2 A single service order will usually be issued for all work or service ordered to be performed or provided at the same time on the same premises. Service ordering charges apply separately where business and residence service are located on the same premises.

3.2 Central Office-Line Connection Charge

3.2.1 The line connection charge is applicable for work done in the central office and/or elsewhere in association with providing an access line from the central office to the customer's premises or making changes thereto. The line connection charge is applicable for work done in providing service between two points not within the same building. It is also applicable for work done in connection with restoring service after a subscriber's service has been disconnected/suspended for non-payment of charges.

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3. SERVICE CHARGES AND APPLICATION (Cont'd)

3.2 Central Office-Line Connection Charge (Cont'd)

3.2.2 One line connection charge is applicable to the provision of each access line in association with any of the following services:

Individual or Multi-Party Residence Service

Individual or Multi-Party Business Service

PBX Trunks, Residence or Business

Key System Trunks, Residence or Business

Information System Access Lines

Off-Premises Extensions

Telephone Answering Service Lines

Long Distance Terminals

Private Lines

Foreign Exchange Service

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3.3 Premises Visit Charge

3.3.1 A premises visit charge is applicable whenever a Telephone Company employee is dispatched to the customer's premises to connect, move, or change a service or equipment at the request of the customer.

3.3.2 No premises visit charge is applicable for subsequent visits required to complete an order to which a premises visit charge has been applied previously or for visits required for changes made at the option of the Telephone Company.

3.3.3 The premises visit charge is applicable on a per visit basis except as noted in 3.3.2 above.

4. CHARGES

	Normal Working Hours	After Hours	Sundays & Holidays
4.1 Service Ordering			
Initial – Business	\$ 23.25		
- Residence	14.50		
Subsequent - Business	23.25		
- Residence	14.50		
Record Charge - Business	23.25		
- Residence	14.50		
Central Office Number Change	8.50*		
4.2 Line Connection			
Business	25.00		
Residence	14.50		

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4. CHARGES (Cont'd)

	Normal Working Hours	After Hours	Sundays & Holidays
4.3 Premises Visit			
Leadore - Business & Residence	\$43.00		
North Fork - Business & Residence	34.50		
Salmon - Business & Residence	21.50		

- 4.4 Normal working hours are between 8:00 A.M. and 5:00 P.M., Monday through Friday. Increased charges are applicable when the customer specifically requests work be completed outside of the normal working hours. The after hours charges are applicable from 5: 00 P.M. to 8:00 A.M. on those days and Saturday. Increased charges are applicable on Sundays and days when the Telephone Company business offices are closed in observance of a Holiday.

Work scheduled to be done during normal working hours and not completed until after normal working hours, shall be considered as work performed during normal working hours.

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5. MAINTENANCE OF SERVICE CHARGE

A non-recurring charge as shown below will apply for each repair visit to a customer's premises in connection with a service difficulty when it is determined that the difficulty was due to a condition in customer-provided terminal equipment or a communications system which is arranged for connection to Telephone Company facilities.

	Normal Working Hours	After Hours	Sundays & Holidays
Residence.	\$43.00	\$51.50	\$60.25
Business.	51.50	60.25	68.75
Private Line.	51.50	60.25	68.75

6. RETURNED CHECK CHARGE

The Company will assess a non-recurring charge as shown below for each instance where a check is returned or otherwise dishonored by a bank or equivalent business.

Returned Check Charge \$25.00

7. LATE PAYMENT CHARGE

A Late Payment Charge of 4% on the entire unpaid balance or \$7.00, whichever is greater, will be assessed to all customer payments received after the due date.

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1. DIRECT INWARD DIALING (DID) TO PBX SYSTEMS
 - 1.1 General
 - 1.1.1 This service is furnished subject to central office capacity for facilities and telephone number availability and compatibility of PABX facilities.
 - 1.1.2 The service includes central office switching equipment necessary for in-dialing from the exchange and toll network directly to stations associated with customer premises located equipment.
 - 1.1.3 The customer must subscribe to a sufficient number of trunks to insure service standards as determined by the Telephone Company.
 - 1.1.4 The service must be provided on all lines in a trunk group arranged for inward service.
 - 1.1.5 Operational characteristics of interface signals between the Telephone Company provided connecting arrangements and the customer-provided equipment must conform to the rules and regulations the Telephone Company considers necessary to maintain proper standards of service.
 - 1.1.6 The Telephone Company shall not be responsible to the customer or authorized user or joint user if changes in protection criteria or in any of the facilities, operations or procedures of the Telephone Company render any facilities provided by a customer, authorized user or joint user obsolete or required modification or alteration of such equipment or system or otherwise affect its use or performance.
 - 1.1.7 Directory listings will be provided in accordance with the regulations of the "Directory Listings" section of this catalog for applicable associated exchange service. DID numbers furnished herein are not entitled to free directory listings.
 - 1.1.8 Customer-provided equipment must be arranged by the customer to provided for the intercepting of assigned but unused station numbers.
 - 1.1.9 Where DID is requested on more than one group of trunks of lines, each such group shall be considered a separate service.

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1. DIRECT INWARD DIALING (DID) TO PBX SYSTEMS (Cont'd)

1.1 General

1.1.10 The rates herein contemplate the use of standard equipment and serving arrangements and are in addition to rates and charges for the service with which it is furnished. When equipment or service of a special type is requested and provided, rates and charges are related to the costs involved to meet the individual requirements of each case.

1.1.11 The contract period for this service is five years from the date of installation. In case of discontinuance or reduction of service within the minimum contract period, a termination charge applies as shown below; this charge is reduced by 1/60 for each full month that the service is provided.

1.2 Rates and Charges

	Inst. Charge	Monthly Rate
Direct Outward Dialing Trunk, each		**
Digital		
DID Trunk (1 way), each	50.00	19.00*
Group of 20 numbers, each group	20.00	10.00

* In addition to the prevailing rates and installation charges for PABX trunks, WATS lines, tie lines, FX lines, etc.

**Prevailing rate and installation charge for a PABX trunk.

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1. DIGITAL SWITCHED SERVICE

1.1 General

Digital Switched Service (DSS) provides digital local exchange service for PBX users, and is an alternative to analog PBX trunks. The service provides a digital facility (1.544 Mbps) between the customer's customer premise equipment and the central office where it is multiplexed to interface and provide 24 voice grade channels. DSS includes a DS1 Facility, common equipment, local exchange switching and flat usage trunks for access to the local exchange and toll networks.

1.2 Definitions

DSS Facility and Common Equipment

This element includes the digital DS1 facility, transmitting at a rate of 1.544 Mbps, and the common equipment necessary to interface each of the 24 channels into the central office switch.

In-only Trunk

One-way trunk which only allows traffic from the central office to be transmitted to the customer's CPE.

In-only Trunk with Direct-Inward Dialing (DID)

In-only trunk with DID feature. Requires a DID trunk.

Out-only Trunk

One-way trunk which allows only traffic originating in the customer's CPE to be transmitted to the central office switch.

Two-Way Trunk

Trunk which allows for traffic to be transmitted from either the central office or the PBX.

Two-Way Trunk with DID and Answer Supervision

Two-Way trunk with DID and answer supervision features. Requires a DID trunk.

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1. DIGITAL SWITCHED SERVICE (Cont'd)

1.3 Conditions

DSS is provided subject to the availability of central office facilities.

- a. The minimum service period for the DSS facility and common equipment is one month.
- b. Each DSS facility enables the customer to add up to a maximum of 24 trunks per DS1 facility. The customer is billed for the actual number and types of trunks in service on each DSS facility. The customer must subscribe to a minimum of 8 trunks, per trunk group, per facility.
- c. Regulations, rates and charges, as described elsewhere in this Catalog apply as appropriate.
- d. When Outward WATS or 800 Service terminates on a DSS facility, the Outward WATS and 800 Service access lines are classified as basic trunks for the application of DS1 facility and common equipment rates and charges and are in addition to Outward WATS and 800 Service rates and charges that normally apply.

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1. DIGITAL SWITCHED SERVICE (Cont'd)

1.3 Conditions (Cont'd)

- e. The following services will not be provided within the DSS facility:
- Access Lines in Schedule 1
 - Feature Groups A, B, C, or D
 - Other private line/access services
 - Datapath, Dialan Service, Switched 56 Service
 - Joint User service
 - Foreign Exchange Service
 - Identified Outward Dialing
- f. Customers are required to provide muxing/demuxing, at the customer premises, for analog trunks riding the DS1 facility.
- g. Line Power option is not available with DSS
- h. The DSS facility cannot be purchased without a minimum of eight individual switched access trunks.
- i. Customers who wish to have incoming calls to a busy line overflow to other of the customer's lines which are not busy must subscribe to Call Forward Busy for each line that is to have the overflow capability
- j. Where more than one trunk group is requested on a DSS service, there will be a minimum of 8 trunks in each group.

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1. DIGITAL SWITCHED SERVICE (Cont'd)

1.4 Rates

	<u>Non-recurring Charge</u>	<u>Monthly Rate</u>
- DSS facility and common equipment, per 24 channel facility	\$500.00	\$100.00
- DSS loop transport, per facility Each mile over 3 miles	\$ 40.00	
- Trunks (Minimum of 8 Trunks Required, per Trunk group)		
- Trunks		
- In-only trunk	\$ 31.20	\$ 32.00
- Out-Only trunk	31.20	32.00
- Two-way trunk	31.20	32.00
- In-only trunk with DID (1)	31.20	32.00
- Two-way trunk with DID and answer supervision ⁽¹⁾	31.20	32.00

Individual Non-recurring Charges

The NRC's for individual trunks ordered with the initial Digital Switched Services order are waived. When additional trunks are ordered on an existing Digital Switched Services facility the normal non-recurring charges for trunks apply. The NRC for DID features is not waived with the initial order.

⁽¹⁾ Requires a DID monthly trunk rate from Section 7, Direct Inward Dialing (DID) Service.

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2. CONNECTIONS WITH CUSTOMER-OWNED EQUIPMENT

2.1 Regulations Governing All Customer- Provided Equipment

2.1.1 General

Customer-provided equipment may be connected and used with the facilities furnished by the Telephone Company for the purpose of securing telecommunications service subject to the provisions set forth in this Catalog.

2.1.2 Regulations

a. Responsibility of the Customer

1. Where telecommunications service is available under this Catalog for use in connections with customer-provided equipment, the operating characteristics of such equipment shall be such as not to interfere with any of the services provided by the Telephone Company. Such use is subject to the further provisions that the customer-provided equipment does not endanger the safety of the Telephone Company's employees or the public, damage or require change or alteration of the equipment or other facilities of the Telephone Company, interfere with the proper functioning of such equipment or facilities, impair the operation of the telecommunications system or otherwise injure the public in its use of the Telephone Company's services. Upon notice from the Telephone Company that the customer-provided equipment is causing or is likely to cause such hazard or interference, the customer-provided equipment shall be modified as necessary to remove or prevent such hazard or interference. The customer shall be responsible for the payment of all Telephone Company charges for visits by the Telephone Company's personnel to the customer's premises where a service difficulty or trouble report results from the use of customer-provided equipment, as provide in other portions of this Catalog.

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2. CONNECTIONS WITH CUSTOMER-OWNED EQUIPMENT (Cont'd)

2.1 Regulations Governing All Customer- Provided Equipment (Cont'd)

2.1.2 Regulations (Cont'd)

The customer will be solely responsible for any loss or damage or for any impairment or failure of the service arising from or in connection with the use of customer-provided equipment or facilities.

b. Responsibility of the Telephone Company

1. The Telephone Company shall not be responsible for the installation, operation, or maintenance of any customer-provided equipment. Telecommunications service is not represented as adapted to the use of customer-provided equipment and where such equipment is connected to Telephone Company facilities, the responsibility of the Telephone Company shall be limited the furnishing of facilities suitable for telecommunication service and to the maintenance and operation of such facilities in a manner proper for such telecommunications service. Subject to this responsibility, the Telephone Company shall not be responsible for (A) the through transmission of signals generated by the customer-provided equipment or for the quality of, or defects in such transmission, or (B) the reception of signals by the customer-provided equipment.
2. The Telephone Company shall not be responsible to the customer or otherwise if changes in any of the facilities, operations, or procedures of the Telephone Company render any customer-provided equipment obsolete or require modification alteration in such equipment or otherwise affect its use or performance.

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3. CONNECTION WITH AUTOMATIC DIALING AND ANNOUNCEMENT DEVICES (ADADs)

3.1 General

ADADs that comply with I.P.U.C. Order No. 19793 may be connected and used with the facilities furnished by the Telephone Company.

3.2 Regulations

3.2.1 The use of automatic dialing and announcement devices (ADADs) that do not automatically disengage the called party's line when the called party hangs up its receiver are absolutely prohibited, except for their use in security and alarm systems or other systems in which the called party has previously agreed to the ADAD's call and has consented to its line being engaged in this manner.

3.2.2 ADADs are prohibited from making unsolicited calls before 9:00 a.m. or after 9:00 p.m.

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- 3.2.3 ADADs are prohibited from calling public safety numbers such as police, fire and emergency services. ADADs are prohibited from calling unlisted, unpublished or inward WATS numbers. ADADs are prohibited from calling more than one number held by a given called party.
- 3.2.4 All customers operating ADADs must notify the local telephone company from which they purchase local exchange service of their connection of the ADAD and estimate how intensively the ADAD is expected to use the local access line.

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1. PAYPHONE SERVICE
 - 1.1 Conditions
 - 1.1.1 Payphone Service includes lines to which coin, coinless, card reader or a combination of coin/card reader telephones may be attached.
 - 1.1.2 Payphone Service is a business exchange access line composed of the serving central office line equipment, all outside plant facilities needed to connect the serving central office with the customer's premises, and the Network Interface Device (NID) at the demarcation point. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for long distance service and local calling.
 - 1.1.3 A maximum of one customer-provided instrument implemented pay telephone may be connected to any one instrument-implemented or CO-implemented payphone line.
 - 1.1.4 General Terms and Conditions found in this catalog are applicable to the provision of Payphone Service.
 - 1.1.5 Directory listings may be provided under the terms and conditions governing the furnishing of listings for business subscribers.
 - 1.1.6 A Network Interface Device will be installed at a location determined by the Company which is accessible to the customer. The Network Interface Device (NID) is a company-provided jack or its equivalent. It is the point of connection between the telephone company owned wiring and wiring owned by the Customer.
 - 1.1.7 Applicable Nonrecurring Charges will apply for the move or rearrangement of the Company's facilities which are made at the request of the customer.
 - 1.1.8 The Company shall not be liable for shortages of coins collected and deposited at the subscriber's equipment. The limit of the Company's liability for end user fraud of whatever nature occurring at or in association with the subscriber's equipment shall be governed by provisions of this catalog.
 - 1.1.9 Extensions to a payphone line are not permitted.
 - 1.1.10 The Multiline business Subscriber Line Charge, found in the interstate access catalog, is applicable to all Instrument-Implemented and CO-Implemented payphone lines.

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1. PAYPHONE SERVICE (Cont'd)
- 1.2 Responsibility of the Customer
 - 1.2.1 The customer, for the purposes of this catalog, is defined as the person subscribing to payphone service.
 - 1.2.2 The customer shall be responsible for the installation, operation and maintenance of the customer-provided instrument, plus all ancillary equipment, such as booths, shelves, lighting, directories, etc., used in connection with this service. The customer is responsible for complying with the requirements set forth in the Americans with Disabilities Act of 1990.
 - 1.2.3 The customer shall be responsible for the payment of charges for all local and toll messages originating from or accepted at this type of service, including any Directory Assistance Calls. The Customer is responsible for any federal, state, or local taxes on the Customer Owned Pay Telephone or calls made from that phone.
 - 1.2.4 The customer-provided instrument must be registered in compliance with Part 68 of the FCC's Registration program.
 - 1.2.5 Customers who elect not to subscribe to Selective Class of Call Screening will be fully responsible for all calls billed to customer's payphone access line. The Telephone Company shall have no responsibility to adjust any such charges and/or release customer from paying any such charges. Customer will hold the Telephone Company harmless from and against any liability or loss resulting from all calls billed to customer's exchange access line.
 - 1.2.6 The customer is responsible for compliance with the FCC's Rules and Regulations and the State Commission's Rules and Regulations regarding the use of pay telephones.
- 1.3 Violation of Regulations

Upon notification from the company that the customer-provided equipment or wiring is causing or is likely to cause harm, the customer shall make such changes as is necessary to remove such harm. Failure to make such changes will result in the disconnection of service until such change is completed to the satisfaction of the company.

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1. PAYPHONE SERVICE (Cont'd)

1.4 Instrument Implemented Payphone Service

Instrument-Implemented Payphone Service is an access line for use with a payphone instrument designed to perform various functions. Payphone instruments are to be provided by the customer.

1.5 Central Office (CO) Implemented Coin Line

1.5.1 Central Office-Implemented Coin Line Service is an access line for use with a coin supervision feature. Payphone instruments are to be provided by the customer.

1.5.2 Features are additives to the operation of a flat rate access line that provide for CO-Implemented Coin Line Service. The Company offers those features that are provided by the functionality of the Company's switches. These include coin monitoring, coin control (collect and return of coins, if applicable), and/or answer supervision. CO-Implemented Coin Line features that are implemented by the functionality of an operator service provider, such as coin rating, coin refund, repair referral, and operator call screening, are the responsibility of the Payphone service provider (Customer).

1.5.3 CO-Implemented Coin Line Service is provided by the Telephone Company per the technology available from the Company's facilities. It shall be the responsibility of the CO-Implemented Coin Line payphone owner to assure technical and operational compatibility with the coin line feature offered by the Telephone Company.

1.6 Features and Functions

1.6.1 CO Coin Line Signaling (Coin Supervision) provides the electrical signaling for:

Coin monitoring - indicating to an operator service provider the number and denomination of coins deposited based on information provided by the payphone;

Coin collection and return-- indicating to the payphone equipment to collect coin(s) from or return coin(s) to the calling party where applicable and offered by the Company, and;

Answer supervision - indicating to the payphone that the calling line has answered the call, where applicable and is technically feasible.

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1. PAYPHONE SERVICE (Cont'd)
- 1.6 Features and Functions (Cont'd)
 - 1.6.2 Selective Class of Call Screening treatment enables the customer to restrict outgoing operator-handled calls placed over the Telephone Company's network, from the service point to only those calls which are charged to a called telephone, a third number or a calling card. Selective Class of Call Screening will be provided where such facilities are available at the customer's option.
 - 1.6.3 Validation may be performed through Originating-Line Screening (OLS). OLS enables operator service providers to determine whether there are billing restrictions on the exchange access line from which a call originates. OLS service delivers codes on operator assisted calls to identify calls originating from privately owned payphones, inmate locations, and hotels/motels, etc. Rates for this service are found in the appropriate interstate access catalog, when facilities and service are available. The customer has the option to request Selective Class of Call Screening and/or OLS.
 - 1.6.4 CO-Implemented Coin Line features, including coin monitoring, coin collect and return (where applicable) and/or answer supervision, are provided by the Telephone Company per the technology available from the Company's facilities. It shall be the responsibility of the CO-Implemented Coin Line payphone owner to assure technical and operational compatibility with the coin line features offered by the Telephone Company.

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2. PAYPHONE SERVICE (Cont'd)

1.7 Rates

		<u>Monthly Rate</u>	<u>Non-Recurring Charge</u>
1.7.1	Payphone Service		
a.	Instrument Implemented	See Section 1	Applicable Non-recurring Charge
b.	Central Office Implemented	See Section 1	Applicable Non-recurring Charge
c.	Selective Class of Call Screening	\$ 2.00	
d.	Coin Supervision/ Transmission	\$ 2.75	

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1. REMOTE CALL FORWARDING

1.1 General

When a customer activates Remote Call Forwarding (RCF) on the customer's service, all incoming calls are automatically routed to another customer selected telephone number in the local calling area or a distant exchange.

1.2. Conditions

- a. Remote Call Forwarding is furnished only where adequate and suitable facilities are available. Central offices will be equipped for RCF at the discretion of the Company.
- b. Remote Call Forwarding is provided on the condition that the customer subscribe to sufficient RCF facilities to adequately handle calls to the RCF customer without interfering with or impairing any services offered by the Company. If, in the opinion of the Company, additional RCF features at the call forwarding location or facilities at the terminating telephone are needed, the customer will be required to subscribe for such additional RCF facilities.
- c. Transmission quality may vary depending on the distance and routing necessary to complete the forwarded call. Remote Call Forwarding is not suitable or recommended for satisfactory transmission of data.
- d. The Company cannot provide the customer with the telephone number of the originating call.
- e. The Company provides one free directory listing in the exchange where the RCF Central Office is located; however, at the customer's request, the listing may be omitted at no charge. Additional listings may be provided at rates and charges for business additional listings.

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1. REMOTE CALL FORWARDING (Cont'd)
- 1.2 Conditions (Cont'd)
 - f. Call Forwarding is not permitted at an RCF terminating location.
 - g. Directory assistance charges, or allowances, are not applicable to RCF services since this is an inward only calling arrangement.
 - h. The service is not offered where the terminating telephone is a public coin telephone.
 - i. Combined billing will be allowed on combinations of RCF and non-RCF lines where adequate and suitable facilities exist.
 - j. RCF service may be denied or may be subject to immediate disconnection if use of the service would constitute fraud or avoid toll charges with or without the use of the EAS Network.
 - k. The charges applicable to remotely forwarded calls shall be comprised of two separate elements; (a) a charge for that portion of the call from the calling telephone to the called number, and (b) a charge for that portion of the call from the called telephone to the remotely call forwarded terminating telephone. The respective charge for each such portion shall be as follows:
 1. Between the calling telephone and the called (RCF) location. The calling party is responsible for the payment of the charges applicable for the type of call involved with the exception of those calls which are placed collect and accepted by the RCF customer.
 2. Toll charges or other applicable charges will apply from the called telephone location to the terminating telephone if the terminating telephone is outside the local calling area. In those exchanges where measured service is available, measured usage charges will apply for calling within the calling area. These charges will be billed to the RCF customer.
 - l. Optional call screening and blocking service is available to prevent third number, credit card and collect calls from being billed to a RCF service number.

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1. REMOTE CALL FORWARDING (Cont'd)

1.3. Rates and Charges

1.3.1 The appropriate nonrecurring charge as specified below will apply for the installation of RCF service. Subsequent to the initial establishment of RCF service, the appropriate nonrecurring charge as specified in SECTION 5 will also apply to add or change one or more of the RCF numbers, to change a call forwarding telephone number and to restore service for Company initiated termination of service.

1.3.2 The following rates and charges are added to all rates and charges for associated service:

	<u>Monthly Residential Rates</u>	<u>Monthly Business Rates</u>	<u>Non- Recurring Charge</u>
Each Remote Call Forwarding (RCF) line arranged	\$24.95	\$43.95	\$31.20
Change of local RCF telephone number			*
Change of number of the terminating telephone at the call forwarding location			*

* A Business or Residential service ordering charge as set forth in Section 5 applies.

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1. EMERGENCY COMMUNICATIONS SERVICE (9-1-1)

1.1 Rates and Charges

The rates will be developed on an individual case basis.

1.2 General

1.2.1 Definition of Terms

- a. 9-1-1 is the three-digit telephone number designated throughout the United States as the emergency telephone number to be used by the public to obtain law enforcement, medical, fire, rescue, and other emergency services.
- b. 9-1-1 Service enables a caller dialing 9-1-1 from a station with access to the local exchange telephone network, arranged to provide 9-1-1 Service, to be automatically connected to the appropriate Public Safety Answering Point (PSAP). A PSAP is the communications facility, designated for a specific territory, to which 9-1-1 calls are routed for response. The Service, including non-regulated components, may be provided from any one of the following two categories:
 1. B9-1-1 (or Basic 9-1-1) Service automatically routes 9-1-1 calls to a PSAP but provides no information about the location or telephone number of the caller.
 2. C9-1-1 (or ANI-only 9-1-1) Service automatically routes 9-1-1 calls to a PSAP and provides the calling telephone number (through automatic number identification or ANI) to the PSAP attendant who answers the call. C9-1-1 Service is comprised of B9-1-1 Service plus ANI spill.
 3. E9-1-1 (or Enhanced 9-1-1) Service automatically routes 9-1-1 calls to a PSAP and provides the calling telephone number and address, and may also provide the name of the telephone access line subscriber and the names of the Emergency Response Agencies with responsibility for the caller's location. E9-1-1 will provide a PSAP with the location of the billing or lead telephone number in cases where a nonregulated telecommunication service provider (e.g., Private Branch Exchange (PBX), Shared Tenant Service (STS), etc.) has failed to provide the customer with their subscribers' names, addresses, and telephone numbers. E9-1-1 Service is comprised of C9-1-1 Service plus ALI provisioning.

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1. EMERGENCY COMMUNICATIONS SERVICE (9-1-1) (Cont'd)
 - 1.2 General (Cont'd)
 - 1.2.1 Definition of Terms (Cont'd)

Administrative Site - A location at which the responsibility for administration of end user records associated with one or more private switches is maintained. This location has the capability of creating and conveying Private Switch (PS) End User information to the Company's CENTURYTEL ALI ENTRY GATEWAY. The Private Switch (PS) 9-1-1 Site Administrator is responsible for the functioning of this location.

Automatic Location Identification (ALI) - A feature designed to permit information regarding the location of the calling party to be displayed on a display screen at a PSAP when a 9-1-1 call is received. Additional locations with the same number as the calling party's (secondary locations, off premise, etc.) will be identified with the address of the telephone number at the main premises.

ALI Database - A database of ALI records containing access line subscribers' names, addresses, telephone numbers, and ESNs to be used for 9-1-1 purposes. This database, once provided to the customer, may include additional information about that location.

Alternate Routing - A feature that will route a 9-1-1 call to a location other than the primary PSAP, should some temporary condition prevent the primary PSAP from answering the call.

Automatic Number Identification (ANI) - A feature designed to permit the telephone number of the calling party to be displayed on a display screen at a PSAP when a 9-1-1 call is received.

ANI Spill - A central office generated data stream that forwards the telephone number of the calling party.

Caller - An individual who places a 9-1-1 call in order to obtain emergency assistance. May also be referred to as an end user.

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- 1. EMERGENCY COMMUNICATIONS SERVICE (9-1-1) (Cont'd)
 - 1.2 General (Cont'd)
 - 1.2.1 Definition of Terms (Cont'd)

Customer - A municipality, state or local governmental unit or authorized agent of one or more of these units to whom authority has been lawfully delegated to the approved 9-1-1 plan of a county. The 9-1-1 customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to emergency calls.

Directory Number (DN) - A seven-digit number assigned in an area code to uniquely identify a telephone subscriber. In PS ALI applications, the ANI generated with each 9-1-1 call forwards the Direct Inward Dial (DID) Station line seven digit number to the PSAP.

Emergency Communications Service – Each service referenced in this Section 11, or any combination of such services.

Emergency Response Agency - For the purpose of this Catalog, an Emergency Response Agency (ERA) is a functional division of an agency authorized to respond to requests from the public to meet emergencies related to safety and/or health. The agency is prepared to provide its service(s) in response to a 9-1-1 call received at, or transferred from, a PSAP.

Emergency Service Number - An Emergency Service Number (ESN) is assigned by the customer to all subscribers served by each combination of Emergency Response Agencies (i.e., which police, fire, and ambulance service is responsible for that subscriber's location). Thus the service area of each PSAP and Secondary PSAP can be defined in terms of the ESNs for which it is responsible. The ESN is recorded in the ALI database (where established) to inform the PSAP attendant which ERA is responsible for each 9-1-1 caller's location and in the Selective Routing records (where Selective Routing is established) to assist in determining call routing to the correct PSAP.

End User - An individual who may place a 9-1-1 call in order to obtain emergency assistance. May also be referred to as a caller.

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- 1. EMERGENCY COMMUNICATIONS SERVICE (9-1-1) (Cont'd)
 - 1.2 General (Cont'd)
 - 1.2.1 Definition of Terms (Cont'd)

Host Provider - The telephone company that serves exchanges within the customer's serving area and provides 9-1-1 service to the Customer and, where applicable, acts as the coordinator of other regulated telephone companies which serve as Secondary Providers within the Customer's serving area.

Local Location Identification (LLI) - The process of locating the origin of calls to a 9-1-1 system by means of a periodically updated database located and maintained by the PSAP.

Master Street Address Guide (MSAG) - A perpetual database defining the geographic area of a 9-1-1 service, such as by an alphabetical list of the street names, high-low house number ranges, community names, PSAP identification codes, and Emergency Service Numbers (ESNs).

Nonlisted/Unlisted - Subscriber information that is not listed in the published phone directory but is made available via Directory Assistance Service.

Nonpublished - Subscriber information that is neither listed in the published phone directory nor available via Directory Assistance Service.

Point of Concentration - A network switch that enables the quantity of incoming trunks to be reduced to a smaller quantity of outgoing trunks, without degrading the quality of transmission. 911 Selective Routers and tandems perform the Point of Concentration function among others.

Private Switch (PS) - A private telephone switch serving a particular organization or business usually located on a customer's premises. The PS is connected by a common group of trunks to one or more Telephone Company central offices to provide Public Switched Network services to a number of station lines. A Private Switch can be a PBX or PABX.

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1. EMERGENCY COMMUNICATIONS SERVICE (9-1-1) (Cont'd)
 - 1.2 General (Cont'd)
 - 1.2.1 Definition of Terms (Cont'd)

Private Switch ALI Service Trunk - A Centralized Automatic Message Accounting (CAMA)-type trunk, dedicated to routing 911 calls from a PS to a Selective Router, to a Tandem, to a central office serving a PSAP or to a PSAP. The termination of this trunk is determined by the network configuration and PSAP terminating equipment. The Service Trunk is designed with the PS as an equivalent to an end office and transmits the voice and ANI of the 911 caller.

Private Switch End User (PSEU) - An individual authorized to use the telephone services of a private switch via a station line. Each station line is associated and identified with one individual.

Private Switch Provider (PSP) - A private entity that provides telephone service to end users via a private switch.

PSAP – the Public Safety Answering Point, either primary or secondary, is the communications facility designated for a specific territory, to which 9-1-1 calls are routed for response.

Primary PSAP - A primary PSAP is the initial answering point responsible for taking appropriate action on a 9-1-1 call by either providing the response itself from the Emergency Response Agencies dispatched from that center or by transferring the call to a secondary PSAP for action. A primary PSAP must be operated on a 24-hour (seven-days-a-week) basis.

Secondary PSAP - A secondary PSAP responds to 9-1-1 calls transferred from a primary PSAP by dispatching those Emergency Response Agency services under its authority. It may become the initial respondent to a 9-1-1 call in an alternate routing configuration where the primary PSAP is unable to answer the call.

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- 1. EMERGENCY COMMUNICATIONS SERVICE (9-1-1) (Cont'd)
- 1.2 General (Cont'd)
- 1.2.1 Definition of Terms (Cont'd)

Selective Router (SR) - Equipment located in the central office that has capability of routing incoming 9-1-1 calls to different PSAPs based on the callers' ANI and concentrating the number of incoming trunks to fewer outgoing trunks. This is an example of a Point of Concentration. Can also be referred to as a tandem.

Selective Routing - A service that routes calls to the correct PSAP based on the caller's ANI. This service is available when a C9-1-1 or E9-1-1 system is served by more than one PSAP or when a central office is split by a political boundary and one of the political areas does not subscribe to 9-1-1 services.

Subscriber - A person or business that orders access line service from a telephone company.

Serving Central Office - The central office that provides service to a PSAP.

Subscriber Records - Information consisting of subscriber's names, service addresses, and telephone numbers which are provided to a 911 customer pursuant to applicable law, for the sole purpose of creating and maintaining a data base that will be used in dispatching public safety agencies. The address information in subscriber records has not been verified with a Master Street Address Guide and the record does not include the Emergency Service Number (ESN) information. In some areas, service address may be Box Number, Rural Route, etc. not house number or street name. Additional charges, calculated on an individual basis, will apply for any format revision of data.

All other defined terms used in this section, but not expressly defined herein shall have the meaning ascribed to such terms in the Definitions section of this catalog.

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1. EMERGENCY COMMUNICATIONS SERVICE (9-1-1) (Cont'd)
- 1.2 General (Cont'd)
- 1.2.2 Conditions
 - a. 9-1-1 Service is restricted to one-way incoming emergency service only.
 - b. The Company shall not be required to provide 9-1-1 Service to less than an entire central office (switching entity). The Company does not undertake to answer and forward 9-1-1 Service calls, but furnishes the use of its facilities to enable the customer's personnel to accept such calls on the customer's designated premises.
 - c. 9-1-1 Service is provided solely for the benefit of the Customer; the provision of such service shall not be interpreted, construed, or regarded as being of the benefit of, or creating any Company obligation toward, or any right of action on behalf of any third person or other legal entity.

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1. EMERGENCY COMMUNICATIONS SERVICE (9-1-1) (Cont'd)
 - 1.2 General (Cont'd)
 - 1.2.2 Conditions (Cont'd)
 - d. Intercept service for any seven-digit emergency number(s) replaced by 9-1-1 Service will be provided for a period of time as negotiated between the Company and the customer; however, in no case shall intercept service be provided for more than one year or beyond the next directory issuance, whichever is longer.
 - e. 9-1-1 Service is limited to the use of central office telephone number 9-1-1 as the emergency telephone number. Only one 9-1-1 Service will be provided within any government agency's locality.
 - f. 9-1-1 calls originated from local exchange telephone network access facilities shall be completed to the appropriate PSAP without a charge being assessed to the end user by the Company. Calls from a pay telephone shall not require a coin to be deposited or payment of any charge.
 - g. Calls placed from all stations, including those with non-published or unlisted numbers, to a PSAP may display subscriber information associated with such numbers to emergency 9-1-1 responding personnel. The subscriber forfeits the privacy afforded by a nonlisted or nonpublished service upon placing a 9-1-1 call.
 - h. The main telephone directory listing for the PSAP must be a seven-digit administrative telephone number of a listed emergency number. A listing for the PSAP will also be provided under 9-1-1 at no additional charge.

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1. EMERGENCY COMMUNICATIONS SERVICE (9-1-1) (Cont'd)
- 1.2 General (Cont'd)
- 1.2.2 Conditions (Cont'd)
 - i. Information provided by the Company as part of the provision of C9-1-1 or E9-1-1 is to be used only for the purposes of answering and dispatching emergency calls.
 - j. Charges for customer-initiated changes and rearrangements affecting service address and ALI database records (e.g., street name and number changes, emergency services territorial or name change, jurisdictional boundary changes and rearrangements, etc.) other than those processed in normal daily updates will be based upon the actual costs for such changes and rearrangements. In such cases, a valid comparative listing of changes must be supplied providing direct and individual reference to existing designations.
 - k. Where a 9-1-1 call is placed by the calling party via interconnection with an interexchange carrier or operator service provider, the Company cannot guarantee the completion of said call, the quality of the call, or any features that may otherwise be provided with 9-1-1 Service. Because the addresses of these service providers' subscribers are not provided to the regulated telecommunications service providers, the customer must obtain them directly.
 - l. In Selective Routing configurations where the central office does not provide ANI due to ANI failure, garbled digits, etc., Default Routing will be utilized.

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1. EMERGENCY COMMUNICATIONS SERVICE (9-1-1) (Cont'd)
- 1.2 General (Cont'd)
- 1.2.3 Customer Obligation
 - a. Application for 9-1-1 Service must be executed in writing by each Customer and must be accompanied by satisfactory proof of authorization to provide 9-1-1 Service in the exchanges where service is requested. If application for service is made by an agent, the Company must be provided in writing with satisfactory proof of appointment of the agent by the Customer.
 - b. The Customer is responsible for dispatching the appropriate emergency service within the 9-1-1 service area, or will undertake to transfer all 9-1-1 Service calls received to the governmental agency with responsibility for dispatching such services, to the extent that 9-1-1 services are reasonably available.
 - c. The 9-1-1 Service applicant must submit to the Company written concurrence to the following terms and conditions by all participating agencies:
 1. The Customer shall have the sole responsibility for determining which public safety agencies will participate in (jointly) subscribing to a 9-1-1 Service offering, and for the control and staffing of the Primary PSAP.
 2. The Primary PSAP will answer all calls on a 24-hour, seven-days-a-week, basis.
 3. Each Primary PSAP must subscribe to sufficient 9-1-1 Service lines to adequately handle incoming calls in each PSAP's average busy hour so that no more than one call out of 100 (P.01 transmission grade of service) encounters a busy signal. In other words, the 9-1-1 Service network from each Central Office to the Central Office serving the Primary PSAP must provide a minimum of a P.01 transmission grade of service or two trunks, whichever is the higher standard.
 - d. The Customer shall promptly notify the Company in the event that any part of the system associated with the provision of 9-1-1 service is not functioning properly.

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1. EMERGENCY COMMUNICATIONS SERVICE (9-1-1) (Cont'd)
- 1.2 General (Cont'd)
- 1.2.3 Customer Obligation (Cont'd)
 - e. Because the Company serving boundaries and political subdivision boundaries may not coincide, the Customer must make arrangements to handle all calls received on its 9-1-1 Service lines that originate from all points served by Central Offices within the 9-1-1 Service area whether or not the calling telephone is situated on property within the geographical boundaries of the Customer's public safety jurisdiction.
 - f. 9-1-1 emergency telephone service information consisting of the name, address, and/or telephone number of telephone subscribers, regardless of whether or not this information is published in directories or listed in directory assistance offices, is Company proprietary and the Customer agrees to use such information only for the purpose of responding to 9-1-1 calls at the time such calls are placed. Any connecting company utilizing Company information while acting as the System Integrator of 9-1-1 service to the Customer which purchases Company services under this catalog must agree to abide by the terms and conditions which relate to the protection of the Company provided information. The Customer of any connecting company utilizing Company information shall take all reasonable efforts to safeguard the proprietary nature of Company-provided information.
 - g. Any terminal equipment used in connection with 9-1-1 Emergency Communications Service shall be configured to restrict the Customer from removing and/or changing the data provided by the Company.

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1. EMERGENCY COMMUNICATIONS SERVICE (9-1-1) (Cont'd)

1.2 General (Cont'd)

1.2.4 Liability

The following provisions of this Section 1.2.4 are not intended to modify the immunity and conditions of liability in tort for telecommunications providers making available emergency communications systems or services specified in Idaho Code Section 31-4812 as in effect on the effective date of this Section 1.2.4.

- a. The Company's entire liability to the Customer or any person for interruption or failure of any aspect of Emergency Communications Service shall be limited by the terms set forth in this section, the Terms and Conditions section of this Catalog, and in any sections of other catalogs which apply to the provision of Emergency Communications Service by the Company. This Emergency Communications Service is offered solely to assist the Customer in providing 9-1-1 emergency service in conjunction with applicable fire, police, and other public safety agencies. By providing this Emergency Communications Service to the Customer, the Company does not create any relationship or obligation, direct or indirect, to any third party other than the Customer.

- b. The Company shall not be liable for damages in any tort action to any person, corporation, or other entity for any loss or damage caused by any act or omission by the Company or any of its employees, directors, officers, contractors or agents in the design, development, installation, maintenance, or provision of any aspect of Emergency Communications Service unless the Company acts with malice or criminal intent or commits reckless, willful and wanton conduct, as defined below. The Company's liability for damages in any non-tort action, whether in contract or otherwise, to any person, corporation, or other entity for any loss or damage caused by any act or omission by the Company or any of its employees, directors, officers, contractors or agents in the design, development, installation, maintenance, or provision of any aspect of Emergency Communications Service shall not exceed an amount equal to the prorated allowance of the catalog rate for the service or facilities provided to the Customer for the time such interruption to service or facilities continues, after notice by the Customer to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the Customer.

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1. EMERGENCY COMMUNICATIONS SERVICE (9-1-1) (Cont'd)
- 1.2 General (Cont'd)
- 1.2.4 Liability (Cont'd)
 - c. The Customer shall indemnify and hold harmless the Company from any damages, claims, causes of action, or other injuries whether in contract, tort, or otherwise which may be asserted by any person, business, governmental agency, or other entity against the Company as a result of any act or omission of the Customer or any of its employees, directors, officers, contractors or agents in connection with designing, developing, adopting, implementing, maintaining, or operating any aspect of Emergency Communications Service or for releasing subscriber information, including nonpublished or unlisted information in connection with the provision of Emergency Communications Service.
 - d. The Company shall not be liable or responsible for any indirect, incidental, consequential, punitive, special, or exemplary damages associated with the provision of Emergency Communications Service when any 9-1-1 call originates from a system or line which makes the provision of specific location information impossible to provide for technical reasons. These technical reasons can include, but are not limited to, technical inability to provide subscriber information associated with multi-party lines, or private telecommunications services, such as PBXs or shared tenant services and calls originating over Centrex lines.
 - e. The Company accepts no responsibility for obtaining subscriber record information from private telecommunications systems, such as PBXs or shared tenant services. At the rates set forth herein, the Company will integrate any records provided to it by the Customer in a Company-standard format for inclusion in a 9-1-1 ALI Database. However, by doing so, the Company makes no representation or warranty regarding the accuracy of the data provided to it by a Customer and shall not be liable or responsible for any indirect, incidental, consequential, punitive, special, or exemplary damages associated with the provision of this data by the Customer, which may be asserted by any person, business, government agency, or other entity against the Company.

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1. EMERGENCY COMMUNICATIONS SERVICE (9-1-1) (Cont'd)

1.2 General (Cont'd)

1.2.4 Liability (Cont'd)

- f. The Company shall not be liable or responsible for any indirect, incidental, consequential, punitive, special, or exemplary damages associated with the provision of any aspect of Emergency Communications Service when there is a failure of or interruption in Emergency Communications Service due to the attachment of any equipment by a customer to Company facilities. The customer may, with the prior written consent of the Company, which consent shall not be unreasonably withheld, attach features, devices, or equipment of other vendors to the equipment or network facilities provided by the Company. Said attachments, devices, or equipment must meet all applicable federal and state registration or certification standards. The Company reserves the right to refuse attachments if the Company determines that said attachments will degrade the Emergency Communications Service ordered by the Customer, Company facilities or otherwise affect its telephone operations.
- g. The Company shall not be liable for any civil damages, whether in contract, tort, or otherwise, caused by an act or omission of the Company in the good faith release of information not in the public record, including nonpublished or nonlisted subscriber information to Emergency Response Agencies responding to calls placed to an Emergency Communications Service or Host Providers using such information to provide Emergency Communications Service.
- h. The Company shall have no liability whatsoever to any person arising from its provision of, or failure to provide, Emergency Communications Service to any subscriber to a nonregulated telephone service (e.g., shared tenant service). It is the obligation of the Customer to answer, respond to, transfer, terminate, dispatch, or arrange to dispatch emergency services, or otherwise handle all 9-1-1 telephone calls that originate from telephones within the Customer's service area. Neither the Customer nor the Company shall have any responsibility for 9-1-1 calls that carry foreign dial tone, whether they originate within or outside of the customer's service area or for calls originating from Voice Over Internet Protocol.
- i. The Company shall not be liable for any mistakes, omissions, interruptions, delays, errors or defects in transmission or service caused or contributed to by the act or omission of any person other than the Company, or arising from the use of Customer provided facilities or equipment.

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1. EMERGENCY COMMUNICATIONS SERVICE (9-1-1) (Cont'd)
- 1.2 General (Cont'd)
- 1.2.4 Liability (Cont'd)
 - j. "Reckless, willful and wanton conduct" shall mean intentional and knowing action, or failure to act, creating an unreasonable risk of harm to another, and which involves a high degree of probability that such harm will result.
- 1.3 Description of Service
- 1.3.1 B9-1-1 (Basic 9-1-1 Service)
 - a. B9-1-1 Service provides for routing all 9-1-1 calls originated by stations with given central office prefix codes to a single PSAP which is prepared to receive those calls via a 9-1-1 Service line.
 - b. Interoffice 9-1-1 service is provided via dedicated trunking. 9-1-1 service from the central office serving the PSAP is provided over dedicated lines or trunks.
 - c. The following rate elements apply to a typical B9-1-1 arrangement:
 1. 9-1-1 Central Office Enabling - Enables the central office to recognize 9-1-1 as a valid number and connect a 9-1-1 call to a 9-1-1 Service Line or dedicated 9-1-1 trunk.
 2. 9-1-1 Network Service - Dedicated network facilities, used for voice or data, connecting the PSAP and its serving central office, and/or connecting a central office to another central office (intra or interexchange). Rates and charges apply to each facility ordered. A minimum of two trunks is required on each interoffice route.
 - d. Additional 9-1-1 Features, as described in this Catalog, are available with 9-1-1 Service where conditions permit.

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1. EMERGENCY COMMUNICATIONS SERVICE (9-1-1)

1.3 Description of Service (Cont'd)

1.3.2 C9-1-1 (ANI-Only 9-1-1 Service)

a. The following rate elements apply to a typical C9-1-1 arrangement:

1. 9-1-1 Central Office Enabling - Enables the central office to recognize 9-1-1 as a valid number and to connect such calls to a 9-1-1 Service Line or dedicated 9-1-1 trunk. Also enables the central office to generate ANI for the caller's telephone number and provide it to the 9-1-1 Service Line or dedicated 9-1-1 trunk.
2. 9-1-1 Network Service - Same as B9-1-1 Service.

b. C9-1-1 Service includes ANI Spill which is the provision of the caller's telephone number to the PSAP. ANI Spill may not be provided from multi-party end users. For calls placed to a PSAP from off-premises stations and stations behind business systems, where ANI Spill is provided, it will provide the identity of the primary telephone service billing or lead number.

c. The PSAP's premises equipment used in conjunction with ANI Spill Service must be reviewed by the Company to determine the compatibility of the unity with the C9-1-1 Service requested. If changes are necessary to make this service compatible with the services offered herein, time and material charges will apply.

d. Selective Routing is available on an optional basis with C9-1-1 Service.

e. Additional 9-1-1 Features, as described in this Catalog, are available with C9-1-1 Service where conditions permit.

1.3.3 E9-1-1 (Enhanced 9-1-1)

a. The following rate elements apply to a typical E9-1-1 arrangement:

1. 9-1-1 Central Office Enabling - Same as C9-1-1 Service.
2. 9-1-1 Network Service - Same as C9-1-1 Service.

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1. EMERGENCY COMMUNICATIONS SERVICE (9-1-1) (Cont'd)
- 1.3 Description of Service (Cont'd)
- 1.3.3 E9-1-1 (Enhanced 9-1-1) (Cont'd)
 - a. (Cont'd)
 3. Automatic Location Identification (ALI) Database - An E9-1-1 database that contains subscriber names, telephone numbers, addresses and Emergency Service Numbers (ESNs), and is periodically updated by the Company. A per database charge is applicable to each database and a per record charge is applicable to all records in each database. When the Company is not responsible for the system's ALI database, a per record charge will apply to all Company records provided to the ALI database manager. The customer is responsible for the following:
 - a) Providing a correct set of addresses and ranges, known as a Master Street Address Guide (MSAG), with ESNs assigned to each address. This must include all Company and participating telecommunication service subscriber addresses and be based upon Company standards which are consistent with the National Emergency Number Association (NENA).
 - b) Advising the Company in a timely manner of any changes in the MSAG or ESN assignments.
 4. Third Party Frame Relay Access Device (FRAD) Connectivity - This service provides access to a non-Company controlled database to retrieve information for a given call emergency assistance. Upon receipt of a call at the PSAP location, a request is forwarded through the ANI/ALI Controller that first queries a Company-controlled database for specific caller information via a full period data circuit. If the information is unavailable with the Company-controlled database, software "broadcasts" a request for data through a Frame Relay network to Third Party-controlled databases to retrieve the data. Third Party FRAD Connectivity is composed of the two below components.

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1. EMERGENCY COMMUNICATIONS SERVICE (9-1-1) (Cont'd)
- 1.3 Description of Service (Cont'd)
- 1.3.3 E9-1-1 (Enhanced 9-1-1) (Cont'd)
 - a. (Cont'd)
 4. Third Party Frame Relay Access Device (FRAD) Connectivity (Cont'd)
 - a) FRAD Access establishes a Frame Relay connection at the Central Office as well as whatever data circuits are needed to gain access to the Frame Relay network provider. Data connectivity to the Third Party Frame Relay service is additional and must be coordinated by the Customer requiring service. The third Party record provider must provide the 56k circuit.
 - b) Steerable ALI Software is required for each Competitive Local Provider (CLP) or Wireless vendor or their agent for each Company-controlled database platform to which a Non-Call Associated Signaling (NCAS) connection is required. Steerable ALI is a Software product that provides a means of "broadcasting" a request for data across all active channels to retrieve the proper ANI/ALI information for a given request.
 - b. In the event that the customer requests to begin construction of an MSAG/ALI database prior to full application to C9-1-1 or E9-1-1 service, charges for ALI database construction and maintenance may apply from the beginning of construction.
 - c. The PSAP's premises equipment used in conjunction with ANI Spill Service must be reviewed by the Company to determine the compatibility of the unit with the E9-1-1 Service requested. If changes are necessary to make this service compatible with the services offered herein, time and material charges will apply.
 - d. Selective Routing is available on an optional basis with E9-1-1 Service.
 - e. Optional 9-1-1 Features, as described in this Catalog, are available with E9-1-1 Service where conditions permit.

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1. EMERGENCY COMMUNICATIONS SERVICE (9-1-1) (Cont'd)

1.3 Description of Service (Cont'd)

1.3.4 Optional Services

A. Selective Routing

1. Selective Routing Service routes calls to the correct PSAP based on the caller's ANI. This service is available when a C9-1-1 or E9-1-1 system is served by more than one PSAP or when a central office is split by a political boundary and one of the political areas does not subscribe to 9-1-1 services. The customer is responsible for the following:
 - a) Providing a correct set of addresses and ranges, known as a Master Street Address Guide (MSAG), with Emergency Service Numbers (ESN) assigned to each address. Each ESN must be assigned to a PSAP. This must include all Company and participating telecommunication service subscriber addresses and be based upon Company standards.
 - b) Verifying the accuracy of the call routing by participating in tests with the Company prior to service establishment, and subsequent to any ESN change, to ensure that calls from each ESN are correctly routed.
 - c) Advising the Company in a timely manner of any changes in the MSAG or ESN assignments.

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1. EMERGENCY COMMUNICATIONS SERVICE (9-1-1) (Cont'd)

1.3 Description of Service (Cont'd)

1.3.4 Optional Services (Cont'd)

A. Selective Routing (Cont'd)

2. The following rate elements apply to Selective Routing:

- a) Database Administration - The per database charge for database administration services (see Section 1.3.5.B. below).
- b) Database - The charge on a per record basis for database administration services (see Section 1.3.5.B. below). Database rate elements include monthly rates and nonrecurring charges for each database and for each record within each database.
- c) Class Marking - The hardware and software that provides selective routing assignment codes to a central office for a 9-1-1 call and connects the incoming 9-1-1 trunks to the central office that will route the calls.

Trunk termination charges do not apply to the end of any interoffice trunks that terminate on a Selective Router.

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1. EMERGENCY COMMUNICATIONS SERVICE (9-1-1) (Cont'd)

1.3 Description of Service (Cont'd)

1.3.4 Optional Services (Cont'd)

A. Selective Routing (Cont'd)

2. The following rate elements apply to Selective Routing:

- d) Database Selective Routing - Rates and charges per 1000 access lines to include hardware and software for selective routing equipment. Selective routing equipment provides routing assignment codes for 9-1-1 calls and routes those calls to the appropriate Public Safety Answering Point (PSAP). The charge is inclusive of the cost to update the selective router database, which contains telephone numbers matched to an Emergency Service Number (ESN).

Included in this rate element definition is an optional payment plan. The Company reserves the right to perform an annual true-up of access line counts.

- e) Selective Routing Port Charges for Connecting Companies - A monthly recurring and one-time charge per trunk to establish the hardware connection on the Selective Routing Switch that provides connectivity for incoming 9-1-1 circuits to enable Local Exchange Carriers, Local Switch Providers and Private Switch Providers (e.g. PBX users, Shared Tenant Services, ALEC's and Wireless Service Providers) access to the emergency services network. A Selective Router Port Connection is required for each individual trunk circuit.

In addition to the standard connectivity charge, a Wireless Service Additive is an additional monthly charge specifically for software/firmware required only by Wireless Service Providers to provide for multiple 10-20 digit streams using a Call Associated Signaling (CAS) arrangement.

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1. EMERGENCY COMMUNICATIONS SERVICE (9-1-1) (Cont'd)

1.3 Description of Service (Cont'd)

1.3.4 Optional Services

B. Alternate Network Routing (ANR)

1. Alternate Network Routing service is offered to provide options to E9-1-1 systems in order to provide another route path from the caller to the PSAP. The choices involve establishing a path that is not in the dedicated 9-1-1 network, such as routing via the Public Switched Telephone Network (PSTN) or cellular radio. The components offered in this catalog include terminating telephone network equipment and cellular radio transceivers.
2. The Alternate Network Routing Service path is actuated upon a signal reporting that a dedicated 9-1-1 network path is not available to handle a call. Thus, the call may be alternate network routed upon loss of a dedicated 9-1-1 trunk, failure of an intermediate central office in the dedicated 9-1-1 network path to the PSAP, or network overload such as All Trunks Busy (ATB).

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1. EMERGENCY COMMUNICATIONS SERVICE (9-1-1) (Cont'd)

1.3 Description of Services (Cont'd)

1.3.4 Optional Services (Cont'd)

B. Alternate Network Routing (ANR) (Cont'd)

3. In order to reroute the 9-1-1 call through the Public Switched Telephone Network, Sender equipment is installed in a central office on the outgoing side of a 9-1-1 trunk and Receiver equipment is installed on the PSAP premises, or at an intermediate switching point. Multiple telephone numbers may be programmed in the Sender equipment in case the primary Receiver is not available. When the cellular path is used, a cellular transceiver is installed at each end (i.e., at the originating central office and at the PSAP) to connect to the Sender/Receiver Units.

The Tellular Cellular Transceiver is available in a single channel (1M) or a four channel (4M) unit and is compatible with Teltone or Proctor equipment. The Proctor Transceiver, which is a single channel unit, is only compatible with Proctor equipment.

4. Alternate Network Routing Service is offered with two categories of Sender/Receiver terminal equipment:
- a) Without Monitoring -- The Sender Unit performs the functions of receiving the 9-1-1 call from the originating switch, storing the ANI, dialing the telephone number of the Receiver Unit to establish voice connection, and sending the caller's ANI to the Receiver Unit. The Receiver Unit will have an output connection to the network or the PSAP's E9-1-1 customer premises equipment to record the call information and to be used to retrieve the associated Automatic Location Information (ALI).

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1. EMERGENCY COMMUNICATIONS SERVICE (9-1-1) (Cont'd)
- 1.3 Description of Service (Cont'd)
- 1.3.4 Optional Services (Cont'd)
 - B. Alternate Network Routing (Cont'd)
 4. (Cont'd)
 - b) With Monitoring -- Similar functions and terminal equipment are provided as in subparagraph a. above, but with the addition of sensors to monitor the outgoing trunk to detect signalling problems. Upon detecting a problem it will seize control of the 9-1-1 call and establish an alternate path, over the Public Switched Telephone Network or a cellular network, to complete delivery of the voice and associated ANI.
5. Alternate Network Routing via Cellular Transceivers may be selected with either of the ANR services listed above, to add cellular path connectivity. This service requires a cellular transceiver to be installed at either or both ends of the path; one at the originating central office connected to a Sender; the other at the terminating PSAP connected to a Receiver. The Tellular Cellular Transceiver is available in a single channel (1M) or a four channel (4M) unit and is compatible with Teltone or Proctor equipment. A pair of one or four channel cellular transceivers and a cellular license must be purchased with each channel activated. The Proctor Transceiver, which is a single channel unit, is only compatible with Proctor equipment. If the PSAP or originating central office is outside the normal service area of a cellular radio cell, a directional antenna shall be installed to ensure adequate signal strength for radio communications.
6. Description of Teltone Switched Access System
 - a) Trunk Dial Unit (TDU) - Equipment installed in a central office that will be actuated by the switch upon failure of 9-1-1 trunk to complete a call. Upon being actuated, the Unit will receive the 9-1-1 call and ANI, store the ANI, and dial (send) the telephone number of its corresponding Call Answer Unit (CAU) over the telecommunications path that has previously been programmed. The path may be the Public Switched Telephone Network or a cellular radio.

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1. EMERGENCY COMMUNICATIONS SERVICE (9-1-1)
 - 1.3 Description of Service (Cont'd)
 - 1.3.4 Optional Services (Cont'd)
 - B. Alternate Network Routing (Cont'd)
 6. Description of Teltone Switched Access System (Cont'd)
 - b) Call Answer Unit (CAU) - Equipment installed at a PSAP that will accept (receive) calls from a Trunk Dial Unit, including the ANI of the 9-1-1 callers and pass that voice and ANI to the E9-1-1 system's customer premises equipment.
 - c) Call Transfer Unit (CTU) - Installed on the incoming trunk of a 9-1-1 selective router. The CTU answers the incoming call and after handshaking with the TDU, monitors the signaling of the router and requests ANI from the TDU when the selective router is ready.

Included are one 19 inch shelf (holds up to 12 circuit cards), one Call Transfer Unit (CTU) circuit card, relay rack, fuse panel and miscellaneous hardware needed for installation of the system in the Company central office.
 7. Description of Proctor Instant Network Backup System
 - a) Mini-Pac - Trunk with/without Monitoring - Compact rack mounted single trunk version of the system. Includes Mini-Pac unit with or without the monitoring option, relay rack, fuse panel and miscellaneous hardware needed to install the unit in the Company central office.
 - b) Mini-Pac - Additional Trunk with/without Monitoring - Each additional Mini-Pac unit with or without the monitoring option, installed in existing available relay rack space in the same Company central office.

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1. EMERGENCY COMMUNICATIONS SERVICE (9-1-1) (Cont'd)
- 1.3 Description of Service (Cont'd)
- 1.3.4 Optional Services (Cont'd)
 - B. Alternate Network Routing (Cont'd)
 7. Description of Proctor Instant Network Backup System (Cont'd)
 - c) Shelf System - Trunk with/without Monitoring - Consists of a 19 inch shelf, common control card, one Trunk Diverter Card (TDC) with or without the monitoring option, relay rack, fuse panel and miscellaneous hardware needed to install the system in the Telephone Company central office. Each shelf holds up to seven TDC cards, or three Line Switch and three TDC cards when the Line Switch option is used.
 - d) Shelf System - Additional Trunk with/without Monitoring - Each additional Trunk Diverter Circuit (TDC) card with or without the monitoring option, installed in existing main shelf.
 - e) Expansion Shelf - Consists of the Trunk Expansion Circuit (TEC) card installed in the Main Shelf, the Expansion Shelf and miscellaneous material needed to install the shelf in the Telephone Company central office. Each Expansion Shelf holds up to ten (10) additional TDU or five pairs of TDU/Line Switch circuit cards,

The following items of equipment interface Sender equipment with E9-1-1 services at the PSAP or another alternate answering facility. When the 9-1-1 call is answered, the ANI is received at the PSAP.
 - f) PSAP Responder - 1st - Consists of a single unit, mounting shelf (holds up to five PSAP Responder unit cards) and miscellaneous hardware needed for installation at the Public Safety Answering Point (PSAP). Each unit interfaces with two (2) central office ground start line circuits.

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1. EMERGENCY COMMUNICATIONS SERVICE (9-1-1) (Cont'd)

1.3 Description of Service (Cont'd)

1.3.4 Optional Services (Cont'd)

B. Alternate Network Routing (Cont'd)

7. Description of Proctor Instant Network Backup System (Cont'd)

- g) PSAP Responder - Additional - Each additional PSAP Responder unit installed at the customer premises in an available mounting shelf slot.
- h) Central Office (CO) Responder - 1st - Installed on the incoming trunk of the 9-1-1 selective router in the Telephone Company central office. Consists of a 19 inch shelf, one CO Responder circuit card, relay rack, fuse panel and miscellaneous hardware needed to install the system. Each shelf holds up to ten (10) CO Responder circuit cards.
- i) Central Office (CO) Responder - Additional - Each additional CO Responder circuit card installed in an available CO Responder shelf.

The following items of equipment allow the diverted 9-1-1 call to be forwarded via an alternate cellular path.

- j) Line Switch & 4/2-Wire Converter Card. Available only when the "with monitoring" feature is chosen. It provides two output ports from the CDU, one to divert calls to the PSTN, the other to divert calls to a cellular network. This card will also convert an incoming 4-wire E&M trunk to a 2-wire ground start line circuit (GSLC).
- k) Cellular Transceiver - A rack mounted cellular transceiver used with the Shelf system or the Mini-Pac unit to interface the Public Switched Network to the Cellular Network. Each unit interfaces with one 9-1-1 trunk. Includes the Cellular Transceiver Unit and miscellaneous material needed to install the equipment in the Company central office.

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1. EMERGENCY COMMUNICATIONS SERVICE (9-1-1) (Cont'd)
 - 1.3 Description of Service (Cont'd)
 - 1.3.4 Optional Services (Cont'd)
 - B. Alternate Network Routing (Cont'd)
 7. Description of Proctor Instant Network Backup System (Cont'd)
 - l) Cellular 3 dB Antenna - Omni-directional 3 dB antenna used with the cellular transceiver
 - m) Cellular 9 dB Gain Antenna. A cellular radio antenna to be used with a cellular transceiver in those locations where the standard 3 dB antenna does not offer sufficient gain to establish acceptable signal reception.
 8. Description of Cellular Phone Cell Services Equipment
 - a) 1M Transceiver - Single channel cellular unit used in the transmission of individual calls.
 - b) 4M Transceiver - Multi (four) channel cellular unit used in the transmission of simultaneous calls.
 - c) Cellular 3 dB Antenna - Standard indoor antenna used with the 1M or 4M units.
 - d) Cellular 12 dB Antenna - Optional antenna used in place of standard 3 dB gain antenna when additional antenna gain is needed for acceptable reception.
 9. Customer Obligation
 - a) The 9-1-1 Customer will need to subscribe to a business access line for each Sender Unit and business access line to each Receiver Unit, and will be responsible for all normal subscriber access line charges and toll calls billed to those circuits.

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1. EMERGENCY COMMUNICATIONS SERVICE (9-1-1) (Cont'd)
 - 1.3 Description of Service (Cont'd)
 - 1.3.4 Optional Services (Cont'd)
 - B. Alternate Network Routing (Cont'd)
 9. Customer Obligation (Cont'd)
 - b) Where the 9-1-1 Customer selects to establish a cellular radio circuit as the alternate network routing path, the 9-1-1 Customer will be responsible for obtaining the cellular service and pay for all charges related to its use.
 - C. Distribution Machine for the Address and Routing Control System (DMARCS)
 1. Requirement Criteria - Regarding ALI, the Company has obligations to meet the requirements of the Electronic Communications Privacy Act of 1986 (18 USC 2703), to take prudent action to protect the privacy expectations of its subscribers. The Company also has a common business need to protect its customer lists from unauthorized resale and protect its internal databases from hacking. When the company or another regulated telecommunications service provider provides the ALI controller services to a PSAP, those requirements are met by the direct control that the Company or other regulated provider retains over the ALI software and therefore over the ALI database. However, when a non-regulated provider of customer premises equipment (CPE) provides the PSAP ALI controller equipment, DMARCS is required as a replacement step in the ALI provisioning process to protect the Company and its subscribers. In downloading ALI to an on-premises computer, DMARCS replaces direct dialing to the Company's Database Management System with direct dialing to a protected database system.

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1. EMERGENCY COMMUNICATIONS SERVICE (9-1-1)
- 1.3 Description of Service (Cont'd)
- 1.3.4 Optional Services (Cont'd)
 - C. Distribution Machine for the Address and Routing Control System (DMARCS) (Cont'd)
 2. Purchase eligibility - An E9-1-1 Customer with a non-CENTURYTEL PSAP ALI controller may subscribe to DMARCS to obtain the Company's ALI. The ALI available from DMARCS is that for which the Company has a contract with the Customer to provide in accordance with that offering elsewhere in this catalog.
 3. Customer Obligations - Because the Company will entrust the Customer to protect the Company's proprietary database, the Customer is required to meet the following obligations:
 - a) The computer which will hold the ALI database must be maintained in a physically secure area, accessible only to authorized personnel.
 - b) The E9-1-1 software with control over the ALI database must:
 - 1) be on a computer that is operable only from terminals that are located within premises that require authorized access.
 - 2) have individual password requirements to access to the database. That is, no individual may be allowed to use another individual's password and that without the password, access to the database is denied.
 - 3) allow access to the ALI to retrieve a record only in response to a 9-1-1 call, with the exception that the 9-1-1 Customer's DMARCS Administrator may access the database for DMARCS operation, quality control or accuracy validation purposes. Manual retrievals by telecommunicators are allowed in cases where the 9-1-1 caller's ANI is not received.

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1. EMERGENCY COMMUNICATIONS SERVICE (9-1-1) (Cont'd)
- 1.3 Description of Service (Cont'd)
- 1.3.4 Optional Services (Cont'd)
 - C. Distribution Machine for the Address and Routing Control System (DMARCS) (Cont'd)
 3. (Cont'd)
 - b) (Cont'd)
 - 4) automatically log all manual retrievals of ALI and make the ALI Manual Retrieval Log available to the Company upon request. The automatic log must be generated by the E9-1-1 software and stored in an electronic file, available for printing on command. The Log must list the date and time of the retrieval, the password of the person accessing the record, and the telephone number and name of the subscriber.
 - 5) be capable of using a modem to dial into the Company's DMARCS computer and downloading record information.
 - c) The Customer must assign a person, titled "DMARCS Administrator" to be responsible for:
 - 1) Managing the Customer's obligations in operating the Customer's E9-1-1 System to work with the Company in downloading ALI via DMARCS and loading it in the Customer's ALI database.
 - 2) Educating all personnel who are or will be authorized to access or operate the E9-1-1 System's PSAP equipment to be informed of the proprietary nature of the ALI database and their obligations to prevent unauthorized disclosure.
 - 3) Replying to requests from the Company for a copy of their ALI Manual Retrieval Log.

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1. EMERGENCY COMMUNICATIONS SERVICE (9-1-1) (Cont'd)

1.3 Description of Service (Cont'd)

1.3.5 Additional Services

A. Additional 9-1-1 Features

1. A package of additional central office features is available where Selective Routing is not used. The following features are available only where operating conditions permit:

- a) Forced Disconnect - Enables the PSAP attendant to release a connection on a 9-1-1 call even if the calling party remains off-hook.
- b) Called Party Hold - Enables the PSAP attendant to hold a 9-1-1 connection even if the calling party hangs up.
- c) Emergency Ringback - Allows a PSAP attendant to ring back the caller's line.

B. Database Administration

Database administration includes the following services. The Company shall have no responsibility or liability for inaccurate, incomplete or inconsistent data or information provided by any 9-1-1 Customer, the Company, any other telephone company or any other person.

1. MSAG

With respect to the MSAG provided by the 9-1-1 Customer, the Company will perform the following services:

- a) Setup
 - 1) Conversion of data provided by the 9-1-1 Customer to NENA standard format.
 - 2) Assignment of ESNs based on information provided in the MSAG.
- b) Maintenance
 - 1) Assignment of ESNs to new or updated entries provided by the 9-1-1 Customer.
 - 2) Provision of discrepancy reports to the 9-1-1 Customer for records that do not validate in the MSAG.

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1. EMERGENCY COMMUNICATIONS SERVICE (9-1-1) (Cont'd)
- 1.3 Description of Service (Cont'd)
- 1.3.5 Additional Services (Cont'd)
 - B. Database Administration (Cont'd)
 2. ALI Database
 - a) Setup
 - 1) Conversion of data provided by the Company and other telephone companies to NENA standard format.
 - 2) Confirmation that ALI Database information is included within applicable MSAG ranges.
 - 3) Initial setup of connectivity with other telephone companies in the 9-1-1 Customer's Service Area to receive Subscriber Records.
 - b) Maintenance
 - 1) Entry of new or updated ALI data provided by the 9-1-1 Customer, the Company and other telephone companies.
 - 2) Downloading the ALI database to the 9-1-1 Customer's 9-1-1 database system.
 - 3) Subject to availability as determined by the Company, provision of standard 9-1-1 database comparisons requested by the 9-1-1 Customer. The 9-1-1 Customer shall be billed on an ICB basis for such database comparisons.

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1. EMERGENCY COMMUNICATIONS SERVICE (9-1-1) (Cont'd)

1.4 Private Switch (PS) 9-1-1 Service

1.4.1 Description

A. Private Switch ALI Service (PS 9-1-1 Service) is a service offering which enables either:

1. Automatic Number Identification (ANI) or
2. ANI and Automatic Location Identification (ALI) to be provided to a Public Safety Answering Point (PSAP) by 9-1-1 calls originating from Direct Inward Dial (DID) station lines assigned a Directory Number that is directly accessible to the Public Switched Network and served by a Private Switch.

Definitions of terms used with Private Switch ALI Service (PS 9-1-1 Service) are included with the definitions for Emergency Telephone Service.

1.4.2 Conditions

A. Availability of Options

1. The ANI-ONLY option is available if the 9-1-1 Customer has subscribed to ANI-ONLY (C9-1-1) service and has established dedicated routing from the central office serving the PS provider to a Point of Concentration or to the serving PSAP; and if the PS Provider:
 - a) Orders a block(s) of sequential Directory Numbers, from which PS End Users are assigned individual Directory Numbers.

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1. EMERGENCY COMMUNICATIONS SERVICE (9-1-1) (Cont'd)
- 1.4. Private Switch (PS) 9-1-1 Service (Cont'd)
- 1.4.2 Conditions (Cont'd)
 - A. Availability of Options (Cont'd)
 1. (Cont'd)
 - b) Orders two "PS 9-1-1 Service" trunks or that quantity necessary to provide P.01 Grade of Service, whichever is the higher standard, to connect the PS Provider's Private Switch to its serving central office; and
 - c) Has a Private Switch capable of forwarding the ANI of each PS End User's Directory Numbers to the 9-1-1 Service Trunk when either 9-1-1 or X-9-1-1 is dialed (where X is the access number for the public switched network).
 2. The ANI and ALI option is available if the 9-1-1 Customer subscribes to Enhanced 9-1-1 service and meets the same condition in 1.3.2.a.1, and the PS Provider uses the CENTURYTEL PS ALI ENTRY software to maintain and forward PS End User Directory Numbers and location information in the NENA Standard format to the Company, with updates as necessary to keep records current and responds to requests from the Company to make corrections to record errors by uploading the corrected records within one working day.

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1. EMERGENCY COMMUNICATIONS SERVICE (9-1-1) (Cont'd)
- 1.4 Private Switch (PS) 9-1-1 Service (Cont'd)
- 1.4.2 Conditions (Cont'd)
 - B. Service provisioning is dependent upon the type and configuration of the 9-1-1 network that is in place for the service area.
 1. Private Switch to serving Central Office: The basic requirement is to treat the Private Switch as if it were a Central Office, so that dedicated PS 9-1-1 Service trunks are required from the Private Switch to its serving Central Office. There must be a minimum of two PS 9-1-1 Service trunks or a quantity that will provide a minimum of P.01 Transmission Grade of Service, whichever is the higher standard. The cost for this local loop connection is the responsibility of the PS Provider for each Private Switch owned or controlled by the PS Provider. The PS Provider is also responsible for monitoring the performance of the PS 9-1-1 Service Trunks, by conducting manual operational tests, from the Private Switch to the PSAP. Any PS 9-1-1 Service Trunks found to be defective shall be immediately reported to the Company.

In the case of Private Switch tandem or Private Switch host/remote networks, dedicated PS 9-1-1 Service trunks are required from the Private Switch network concentration point (tandem or host) to its servicing Central Office. The PS Provider is responsible for making sure that:

 - a) all phones that are connected to a PS Provider point of concentration are in the area served by the same E9-1-1 system to ensure correct routing, and
 - b) that tandeming cause no more than a four (4) second delay in completion of the 9-1-1 call.

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1. EMERGENCY COMMUNICATIONS SERVICE (9-1-1) (Cont'd)
- 1.4 Private Switch (PS) 9-1-1 Service (Cont'd)
- 1.4.2 Conditions (Cont'd)
 - B. (Cont'd)
 2. Point of Concentration: The 9-1-1 Customer is required to order network facilities in order to provide a minimum of two E9-1-1 Service Trunks or that quantity which will provide a minimum of P.01 Transmission Grade of Service, whichever is the higher standard, from the PS Provider's serving Central Office to the PSAP. This may be done via dedicated trunking from the PS to the PSAP, or it may be done via a Point of Concentration. Thus, there may arise a need to install an E9-1-1 Selective Router or Tandem in order to handle the traffic from numerous PS Providers. If so, the cost for this network modification is the responsibility of the 9-1-1 Customer.
 3. Termination at the PSAP: If additional lines, trunks, or termination are required from the Point of Concentration to the PSAP to handle PS 9-1-1 Service, and/or if additional local loop connections or terminations are required at the PSAP end, regardless of whether there is a Point of Concentration or not, the cost of these additions is the responsibility of the 9-1-1 Customer.
 - C. The customer for this service may be any PS Provider whose participation in the 9-1-1 system is accepted by the 9-1-1 Customer.

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1. EMERGENCY COMMUNICATIONS SERVICE (9-1-1) (Cont'd)
- 1.4 Private Switch (PS) 9-1-1 Service (Cont'd)
 - 1.4.3 Application for Service
 - A. Service application for this service must be in writing from the 9-1-1 Customer. Each application for service will state that the PS Provider is authorized to join the 9-1-1 System and will include the following information:
 - 1) The business name and address of the PS Provider,
 - 2) The name, address, and telephone number of the PS Provider's Site Administrator,
 - 3) The PS Provider service locations by street address and connectivity arrangements to the Company's network, and
 - 4) The blocks and ranges of in-use and on-reserve Directory Numbers assigned to the PS End User.
 - 1.4.4 Customer Obligations
 - A. The 9-1-1 Customer is responsible for coordinating with the PS Provider so that the private switch provides full seven-digit ANI according to appropriate technical specifications. The private switch ANI function must be approved by the Company prior to implementation to ensure that the service will function properly. PS 9-1-1 Service will function properly only if ANI is in the proper format, if Directory Numbers are assigned for each station behind the PS, and if there is at least a pair of PS 9-1-1 Service Trunks to the central office, and if each station can be reached by dialing its Directory Number from the Public Switched Network.
 - B. The 9-1-1 Customer is responsible to ensure that the PS Provider meets the 9-1-1 Customer's standard of timeliness in reporting PS End User ALI updates to the company.

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1. EMERGENCY COMMUNICATIONS SERVICE (9-1-1) (Cont'd)
- 1.4 Private Switch (PS) 9-1-1 Service (Cont'd)
- 1.4.4 Customer Obligations (Cont'd)
 - C. When the PS Provider's Site Administrator has established a PS End User ALI record for each Directory Number, this Site Administrator will contact the 9-1-1 Customer to determine the correct street address and community name location as has been defined in the 9-1-1 Customer's Master Street Address Guide (MSAG). This information will be entered into the PS Provider's PS End User ALI record data base for transmission to the Company.
 - D. The 9-1-1 Customer is responsible for informing the PS Provider's Site Administrator of the correct street address nomenclature and community name location as used in the MSAG, and of changes when they occur. The 9-1-1 Customer will ensure that all PS Provider PS End User street addresses are included in the MSAG and that each address is assigned an ESN and PSAP ID.
 - E. The PS Provider is responsible for forwarding PS End User ALI record information to the Company according to the format and procedures established by the Company in the Company's "CENTURYTEL PS ALI ENTRY Users Guide," which may be obtained from a Company Account Executive. The PS Provider will assign a PS 9-1-1 Site Administrator with responsibility for these tasks. The Company will assign a password to the Site Administrator so that only authorized changes will be made to the PS Provider's ALI database at the Company's CENTURYTEL ALI ENTRY GATEWAY.
 - F. The 9-1-1 Customer is responsible for coordinating with the PS Provider so that the Private Switch is equipped with a minimum of two PS 9-1-1 Service trunks or a quantity that will provide a minimum of P.01 Transmission Grade of Service, whichever is the higher standard. The 9-1-1 Customer is responsible for dedicated trunking from the PS Provider's serving central office to the PSAP or point of concentration.

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1. EMERGENCY COMMUNICATIONS SERVICE (9-1-1) (Cont'd)
 - 1.4 Private Switch (PS) 9-1-1 Service (Cont'd)
 - 1.4.4 Customer Obligations (Cont'd)
 - G. Sublocation information: The PS Provider is responsible for assigning and maintaining current the Sublocation information in the PS End User ALI record. This Sublocation information will be stored in the 20-character Location Field in the ALI format.
 - H. PS 9-1-1 Service information consisting of the name, address and telephone number of the PS End Users is confidential. The PS End User forfeits the privacy afforded by nonlisted and nonpublished service to the extent that the telephone number, the address and name associated with the originating station location are furnished to the PSAP and to the Company. The PS End User (with published, nonlisted or nonpublished numbers) consents to the storage and retention of PS End User's name, telephone number and address in the database and also consents to access to this information by the PSAP and Emergency Response Agencies to which the call may be transferred for the sole purpose of responding to an emergency call.
 - I. The rates charged for PS 9-1-1 Service do not include, and the Company does not undertake, the tasks of inspection or constant monitoring to discover errors, defects and malfunctions in the service. The 9-1-1 Customer has the responsibility for reporting all known errors, defects and malfunctions to the Company. For example, if an attendant at the 9-1-1 Customer's PSAP learns from a 9-1-1 caller that the caller's address is not correct as is displayed in the ALI, that attendant must initiate action to notify the Company of the discrepancy. The 9-1-1 Customer and the Company will jointly establish procedures to facilitate this notification procedure.
 - J. Cancellation of the service in whole or in part by the PS Provider prior to establishment thereof, will require payment to the Company of an amount equal to the cost of engineering, manufacturer's billing resulting from equipment orders, installation, assembly, labor, cost of removal and any other costs incurred by the Company up to the time of cancellation resulting from the customer's order for service.

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1. EMERGENCY COMMUNICATIONS SERVICE (9-1-1) (Cont'd)

1.4 Private Switch (PS) 9-1-1 Service (Cont'd)

1.4.5 Liabilities

The following provisions of this Section 1.4.5 are not intended to modify the immunity and conditions of liability in tort for telecommunications providers making available emergency communications systems or services specified in Idaho Code Section 31-4812 as in effect on the effective date of this Section 1.4.5.

- A. The Company's liability for interruption, failure, errors, acts, omissions or other occurrences related to PS 9-1-1 Service shall be limited to the same extent as set forth in this catalog regarding 9-1-1 Service and in any other applicable section of the Company's catalogs, and in statute.
- B. PS 9-1-1 Service is provided solely for the benefit of the PS Provider. The provision of PS 9-1-1 Service shall not be interpreted, construed or regarded as being either expressly or impliedly for the benefit of, or creating any Company obligation toward any person or legal entity other than the PS Provider. The Company shall not be liable in tort unless the Company acts with malice or criminal intent or commits reckless, willful and wanton conduct, as defined below.
- C. The PS Provider is solely responsible for the PS End user ALI Record that is transmitted to the database. Neither the Company nor the 9-1-1 Customer will be responsible for the accuracy of the PS End User's ALI Record information beyond assigning the correct ESN and PSAP ID from the MSAG, and in transmitting each record as received from the PS Provider to the PSAP attendant's display upon receipt of a 9-1-1 call from the PS End User.
- D. Terminal equipment at the 9-1-1 Customer's sites that is used in connection with PS 9-1-1 Service, whether such equipment is provided by the Company or the customer, shall be configured so that it is unable to extract any information from the database other than as it relates to an emergency call. Any information obtained from the database in connection with an emergency call shall be used solely for the purpose of answering, handling and responding to emergency calls in a manner consistent with the nature of the emergency. Any permanent record associating a PS End User telephone number with his/her name or address shall be secured by the customer and disposed of in a manner that will retain the security.

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1. EMERGENCY COMMUNICATIONS SERVICE (9-1-1) (Cont'd)
- 1.4 Private Switch (PS) 9-1-1 Service (Cont'd)
- 1.4.5 Liabilities (Cont'd)
 - E. The PS Provider agrees to release, indemnify, defend and hold harmless the Company and the 9-1-1 customer from any and all loss, claims, demands, suits or other action or any liability whatsoever, to any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the customer or others.
 - F. The PS Provider agrees to release, indemnify, defend and hold harmless the Company and the 9-1-1 customer for any infringement or invasion of the right to privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of 9-1-1 service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing 9-1-1 service hereunder, and which arise out of the negligence or other wrongful act of the Company, the customer, its user, agencies or municipalities or the employees or agents of any one of them.
 - G. "Reckless, willful and wanton conduct" shall mean intentional and knowing action, or failure to act, creating an unreasonable risk of harm to another, and which involves a high degree of probability that such harm will result.

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1. N11 ABBREVIATED DIALING CODES

1.1 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 N11 codes, the first digit can be any digit other than 1 or 0 and the last two digits are both 1.

B. The following N11 abbreviated dialing codes were assigned for specific uses by FCC Decision Nos. 97-51 and 00-136, 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

811 – One-Call Notification Systems

1.2. Terms and Conditions

A. The offering of these abbreviated dialing codes can be delivered via regular exchange access lines (by individual business line, residential 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

Operator assisted calls will not be completed.

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1. N11 ABBREVIATED DIALING CODES
- 1.2 Terms and Conditions (Cont'd)
 - C. The Company will provide only the delivery of the calls. The entity that has been granted authorization to use the N11 abbreviated dialing code will be responsible for providing any announcements and services to the callers.
 - D. Directory listings may be provided for N11 services under the terms, conditions, and rates specified in this catalog.
 - E. The N11 subscriber is restricted from selling or transferring the N11 code to an unaffiliated entity, either directly or indirectly.
 - F. Calls to the N11 code that translate to a disconnected number will be routed to intercept for a maximum of 60 days when the N11 provider is a Company subscriber.
 - G. Disputes regarding geographic coverage by two or more N11 subscribers will be referred to the Idaho Public Utility Commission.
 - H. Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to-point number.
 - I. The N11 subscriber should work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach referral services provided by dialing N11.

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1. N11 ABBREVIATED DIALING CODES

1.2 Terms and Conditions (Cont'd)

J. N11 will be provided under the following conditions:

1. The N11 subscriber will subscribe to adequate telephone facilities initially and subsequently as may be required to adequately handle calls to N11 without impairing the Company's general telephone service or telephone plant.
2. The N11 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
3. The N11 subscriber will be liable for, and will indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.
4. Suspension of N11 Service is not allowed.
5. The N11 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via N11. If requested by the Company, the N11 subscriber will assist the Company in responding to complaints made to the Company concerning the subscriber's N11 service.

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1. N11 ABBREVIATED DIALING CODES

1.2. Terms and Conditions (Cont'd)

J. (Cont'd)

6. The Company will provide both oral and written notification when a N11 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of N11. The Company reserves the right once notification is made to institute protective measures up to and including termination at any time and without further notice. The Company may take protective measures when the N11 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

K. The following conditions apply if the N11 subscriber provides a pre-recorded announcement:

1. The N11 subscriber will provide the announcements. The Company will provide only delivery of the call.
2. The provision of access to the N11 network by the Company for the transmission of announcements or recorded program services is subject to the availability of such facilities and the requirements of the local exchange network.
3. The N11 subscriber assumes all financial responsibility for all costs involved in providing announcements or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
4. The N11 subscriber assumes all financial responsibility, according to other specific rates and charges under catalog, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.

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1. N11 ABBREVIATED DIALING CODES

1.2 Terms and Conditions (Cont'd)

L. The Company may take all legal and practical steps to disassociate itself from N11 subscribers whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.

M. The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties in Company facilities and equipment or on equipment owned or leased by the subscriber.

N. The Company, its employees, or its agents are not liable to any person for civil damages resulting from or caused by any act or omission in development, design, installation, operation, maintenance, performance or provision of N11 service, except for willful or wanton misconduct.

1.3 Rates

	<u>Nonrecurring Charge</u>
Initial Setup, Per Host Switch and/or Stand Alone Switch ⁽¹⁾	\$300.00
Subsequent Changes Per Host Switch and/or Stand Alone Switch ⁽¹⁾	\$ 50.00

(1) There is only one host switch for CenturyTel of Idaho, Inc. and this charge will only apply once per order.

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1. DIGITAL NETWORK SERVICES
- 1.1 INTEGRATED SERVICES DIGITAL NETWORK-PRIMARY RATE INTERFACE (ISDN-PRI) BUSINESS SERVICE
 - A. General
 1. Integrated Services Digital Network - Primary Rate Interface (ISDN-PRI) Business Service ("ISDN-PRI Business Service") is a local exchange offering supported by the ISDN architecture.
 2. ISDN-PRI Business Service provides a method of access to the telecommunications network called Primary Rate Access. Primary Rate Access is an ISDN based, DS1 access link to the telecommunications network and provides integration of multiple voice and data transmission channels on the same line. The service provides connectivity between an ISDN-PBX or other ISDN-compatible customer premises equipment ("CPE") and a serving central office. The basic structure for Primary Rate Access is comprised of twenty-three 64 Kbps B-Channels and one 64 Kbps D-Channel, referred to hereafter as "23-B+D". After subscribing to the original 23-B+D configuration, the customer may subscribe to additional ISDN-PRI Business Service arrangements as 23-B+D or as 24-B Channels. These channels may be used to connect the customer's CPE to the Public Network (i.e., inward/outward trunks, two-way trunks, WATS lines or toll free service).
 3. ISDN-PRI Business Service provides network communication paths that provide the end user with access to a variety of network services and features including data, voice and video which conforms to internationally developed, published, and recognized standards generated by the International Telecommunications Union (ITU).
 4. ISDN-PRI Business Service and its optional features and functions are provided within a local access and transport area ("LATA") from central offices where appropriate ISDN facilities are available as determined by the Company. Service inquiries will be necessary to determine availability. Charges applicable for special construction may apply as specified in Section 3 of this catalog.

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1. DIGITAL NETWORK SERVICES
- 1.1 INTEGRATED SERVICES DIGITAL NETWORK-PRIMARY RATE INTERFACE (ISDN-PRI) BUSINESS SERVICE (Cont'd)
 - B. Regulations
 1. The minimum service period for ISDN-PRI Business Service is six months. Term Discount Plan commitment periods of one, two, three and five years are available.
 2. ISDN-PRI Business Service is not offered in conjunction with Local Measured Service. No additional charges apply for calls to Local Exchange and Extended Area Service (EAS) exchanges.
 3. The customer is responsible for providing CPE that is compatible with ISDN-PRI Business Service.
 4. The Company will not be responsible if changes in any of the equipment, operations or procedures of the Company utilized in the provisioning of ISDN-PRI Business Service render any facilities provided by the customer obsolete, require modification or alteration of such equipment or system, or otherwise affect its use or performance.
 5. Digital transmission rates at speeds less than those indicated may be accomplished as a function of the particular CPE furnished by the user.

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 - 1.1 INTEGRATED SERVICES DIGITAL NETWORK-PRIMARY RATE INTERFACE (ISDN-PRI) BUSINESS SERVICE (Cont'd)
 - B. Regulations (Cont'd)
 6. Telephone numbers transmitted via the Optional or Standard Incoming Call Identification feature are intended solely for the use of the ISDN-PRI Business Service subscriber. Resale of this call identification information is prohibited.
 7. Non-Facility Associated Signaling (NFAS) provides the capability to serve multiple DS1's via a single D-Channel. This feature can be ordered where switch capabilities exist as determined by the Company. When NFAS is selected, the customer must order one ISDN-PRI Business Service arrangement as a 23-B+D arrangement. After the customer subscribes to the initial 23-B+D arrangement, the customer may subscribe to additional arrangements of either 23-B+D or 24 B-Channels. The D-Channel activated on the initial arrangement serves any additional ISDN-PRI Business Service arrangements with no D-Channel. The Company recommends that the number of B-channels supported by a single D-Channel not exceed 95.
 8. This service is available only from central offices which have the necessary facilities to provide ISDN-PRI on the standard network platform. In the event a customer is served by a non-ISDN capable central office, the Company may provide ISDN-PRI Business Service from an alternative serving central office, as designated by the Company. The subscriber may be required to accept a foreign NXX. When a foreign NXX is required, the rates for the interoffice facilities of an interexchange ISDN-PRI Business Service arrangement, as specified in G.1.a. of this Section, will apply in addition to the rates normally applicable for an ISDN-PRI Business Service arrangement. The local calling area may not be the same as the local calling area of the exchange in which the customer is located.

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- B. Regulations (Cont'd)

- 8. (Cont'd)

- If ISDN functionality becomes available from the central office that normally serves this subscriber, ISDN-PRI Business Service will be provided from that office and the subscriber may be required to accept a different NXX. If the subscriber chooses to continue ISDN-PRI Business Service from the alternative serving central office, the rates for the interoffice facilities of an interexchange ISDN-PRI Business Service arrangement will continue to apply in addition to the rates normally applicable for an ISDN-PRI Business Service arrangement.

- If a subscriber requests ISDN-PRI Business Service from an alternative serving central office other than that designated by the Company, the rates for the interoffice facilities of an interexchange ISDN-PRI Business Service arrangement will apply in addition to the rates normally applicable for an ISDN-PRI Business Service arrangement.

- Emergency 911 calls placed over an ISDN-PRI Business Service arrangement that is provisioned via a foreign central office will be identified as originating in the alternative serving central office NXX and not the non-ISDN capable central office NXX. The Company shall not be liable for any loss or damages arising from emergency calls placed from ISDN-PRI Business Service provisioned via an alternative serving central office.

- 9. ISDN-PRI Business Service is available only where the customer's service location is within the provisioning limitations as determined prior to installation of the service. Should the customer's service location exceed said limitations, service will be provided where the Company has electrically compatible facilities available, or where existing facilities can be made electrically compatible.

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1. DIGITAL NETWORK SERVICES
- 1.1 INTEGRATED SERVICES DIGITAL NETWORK-PRIMARY RATE INTERFACE (ISDN-PRI) BUSINESS SERVICE (Cont'd)
 - B. Regulations (Cont'd)
 - 10 One Directory Listing will be provided per D-Channel. Additional Directory Listings are available as specified in Section 4 of this catalog.
 11. Temporary Suspension of service at the customer's request (Vacation Number Reservation), as defined in Section 4 of this catalog, is not available for ISDN-PRI Business Service.
 12. In order to maintain the quality of ISDN-PRI Business Service, the Company reserves the right to perform preventative maintenance and software updates to the network. The Company has classified this maintenance as indicated below:
 - (a) Scheduled Maintenance - used to perform such functions as hardware and software upgrades and network optimization. The Company will perform these tasks in a maintenance window that is anticipated to minimize disruption of customer service and activity. The Company will provide advance notice of all scheduled maintenance.
 - (b) Demand Maintenance - may occur as a result of unexpected events and is used when ISDN-PRI network elements are in jeopardy. The Company will perform this type of maintenance at its discretion. Due to the nature of demand maintenance prior notification may not be possible.

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 - B. Regulations (Cont'd)
 13. Rotary hunt functionality is available with ISDN-PRI Business Service at no additional charge. This functionality increases the likelihood of an incoming call being completed over an ISDN-PRI B-channel by allowing calls made to a busy number to be completed to another idle line. This functionality is exclusively within the B-channels of a single ISDN-PRI Business Service arrangement or between multiple ISDN-PRI Business Service arrangements and is not allowed between ISDN-PRI Business Service arrangements and other services, including but not limited to, Business Individual Line Service. The total number of Primary Rate Interfaces in a single, standard hunting configuration may not exceed 50.
 14. Relocation of an ISDN-PRI Business Service arrangement to a new location with the same building or to a different location within the same central office serving area is considered a "move" and a Move Charge will apply for each ISDN-PRI Business Service arrangement that is relocated. Customer requested moves to a location in a different central office serving area are treated as disconnections at the existing location, and service establishment charges will apply for each ISDN-PRI Business Service arrangement established at the new location.

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1. DIGITAL NETWORK SERVICES

1.1 INTEGRATED SERVICES DIGITAL NETWORK-PRIMARY RATE INTERFACE
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C. Definitions

1. B-Channel - A bi-directional synchronous channel capable of supporting 64 Kbps of digital transmission.
2. D-Channel - A digital, signaling-only channel for call establishment that is capable of supporting 64 Kbps of digital transmission.
3. Primary Rate Access Line – The facility between the serving central office and the customer’s premises. Provides transport for up to twenty-four 64 Kbps.
4. Primary Rate Interface – The central office switching elements that are dedicated to a customer’s ISDN-PRI Business Service.
5. Primary Rate Channels – B-Channels or D-Channels, as defined above.
6. Rotary Hunt Functionality - A service arrangement which allows calls made to a busy number to be completed to another idle line in that rotary number group.

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1. DIGITAL NETWORK SERVICES

1.1 INTEGRATED SERVICES DIGITAL NETWORK-PRIMARY RATE INTERFACE
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D. Features

1. Standard Features

Clear Channel Capability – Allows all 64 Kbps on each B-Channel to be used for Customer information because the B-Channels on ISDN-PRI Business Service are clear as a result of all signaling and control functions being handled by a D-Channel.

D-Channel Control – Permits a single D-Channel to provide signaling and control for one or more ISDN-PRI Business Service arrangements when, after subscribing to an initial 23-B+D configuration, a customer requests additional arrangements consisting of 24 B-Channels.

Digital Voice Transmission - All voice calls are transmitted using digital signaling.

Direct Inward Dialing (DID) Signaling - Permits incoming dialed calls from the exchange network to reach a specific number served by CPE without the assistance of an attendant. The central office will output digits to the CPE that can further process the calls as desired. The rates and charges for DID telephone numbers are in addition to the ISDN charges and are provided in Section 6 of this catalog.

Dynamic Allocation of Bandwidth - Allows the voice and data services to share B-Channels and arrange them as a single trunk group. This allows incoming and outgoing voice and data calls to utilize B-Channels on a call by call basis. Without this capability, each service will have a dedicated B-Channel.

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- D. Features (Cont'd)

- 1. Standard Features

- Incoming Call Identification (Caller ID Number Only) – Provides a customer with the telephone number of the calling party. Incoming call identification is provided via the D-Channel associated with an incoming call on a B-Channel to a PBX and is subject to availability and provision by the originating call's carrier's facilities. Customer's CPE must be compatible with this feature.

- PBX Station ID Capability - Allows the station user's (calling party's) number to be transmitted over the ISDN-PRI D-Channel from Direct Inward Dialing equipped CPE PBXs that use ISDN-PRI. This number is provided by the originating station and must have an associated Direct Inward Dialing telephone number working in the central office.

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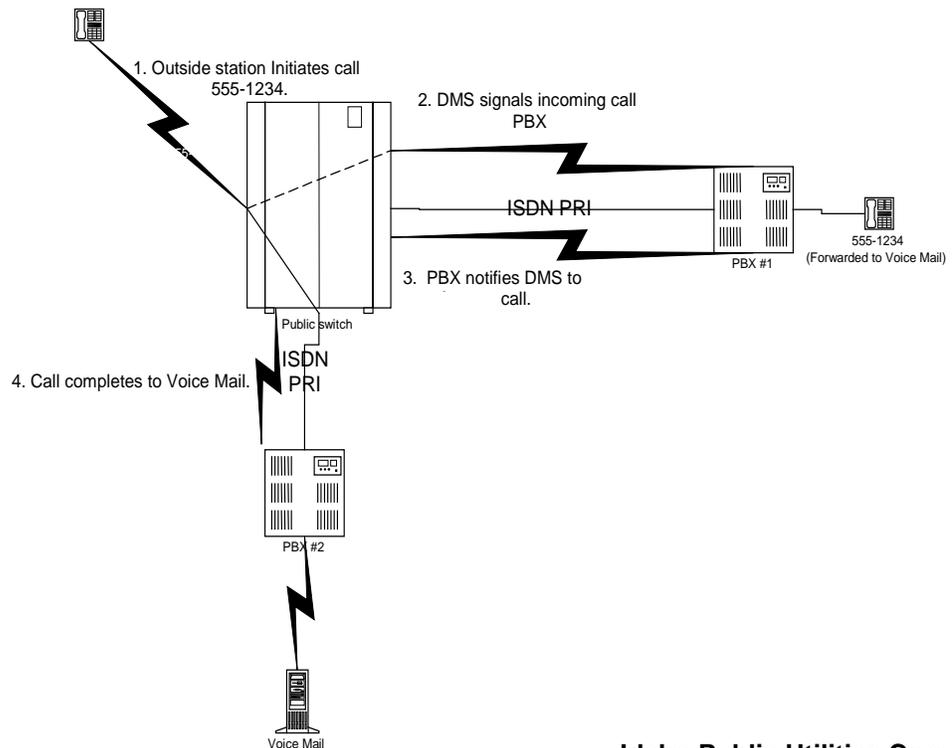
1. DIGITAL NETWORK SERVICES

1.1 INTEGRATED SERVICES DIGITAL NETWORK-PRIMARY RATE INTERFACE (ISDN-PRI) BUSINESS SERVICE (Cont'd)

D. Features (Cont'd)

2. Optional Features

2 B-Channel Transfer – Provides specific central office switching capabilities. For example, when a call terminates at a given location, but is then forwarded to another location, two trunks between the Central Office and the original device are typically employed for the duration of the forwarded call. 2 B-Channel Transfer allows the central office switch to establish the call directly to the final destination and release the trunks going in and out of the forwarding device. A common use of 2 B-Channel Transfer is illustrated below.



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- D. Features (Cont'd)

- 2. Optional Features (Cont'd)

Call-by-Call/Integrated Service Access Feature Capability - Allows the customer to dynamically allocate the use of channels for ISDN-PRI Business Service. The customer may also choose voice or data transmission on a per call basis. In addition, the customer may also choose to subscribe to more services than channels. The CPE signals the local central office as to which type of service (e.g., via inward/outward trunk, WATS lines, or toll free service lines) to access for each call. This feature is only available with two-way Primary Rate Interface.

Circular Hunt - Provides the most efficient hunting sequence available, and allows for much larger trunk groups than the standard ISDN-PRI Business Service packages. With circular hunt, an incoming call is completed to the next available trunk (bearer) in sequence starting from the last trunk selected. This can occur across multiple PRI facilities. The feature can support up to 220 Primary Rate Interfaces in a single hunting configuration. The standard limit is 50.

D-Channel Backup – Provides backup for the D-Channel for a customer with multiple ISDN-PRI Business Service arrangements by automatically switching signaling capability over to a back-up D-Channel if service to the primary D-Channel is interrupted.

E911 Call Screening - Provides for the transmission of PBX or Key System station information via the ISDN-PRI facility to local emergency services authorities. This provides for the possible identification of the specific location on a customer's premises where a 911 call originated. This option is available only in communities where local emergency authorities support the service in conjunction with the Company's Private Switch Database Service, associated with E911 Service. This service is only available in conjunction with National ISDN-2 Protocol.

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- D. Features (Cont'd)

- 2. Optional Features (Cont'd)

Incoming Call Identification (Caller ID Name and Number) - Provides the customer with the telephone number and name of the calling party, subject to availability and provision by the originating caller's carrier. Incoming call identification is provided via the D-Channel associated with an incoming call on a B-Channel to a PBX. The Customer's equipment must be compatible with this feature.

Main Number ID Capability – Available in lieu of the standard PBX Station ID Capability feature, this feature allows only the main number associated with an ISDN-PRI Business Service arrangement to be transmitted and available for display when a call is placed from any station associated with an ISDN-PRI Business Service arrangement.

National ISDN-2 Protocol - A communication protocol that governs interactions between the customer's equipment and the telephone network. This protocol is more advanced than the standard ISDN-PRI protocol. Most CPE is capable of using the ISDN-2 Protocol.

Network Ring Again - Enables the customer to complete calls to a busy station without continually redialing. Certain equipment restrictions may apply.

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1.1 INTEGRATED SERVICES DIGITAL NETWORK-PRIMARY RATE INTERFACE
(ISDN-PRI) BUSINESS SERVICE (Cont'd)

E. Service Components

1. Each ISDN-PRI Business Service arrangement consists of the following functional components:

- Primary Rate Access Line
- Primary Rate Interface
- Primary Rate Channels

(a) Primary Rate Access Line - Provides a four-wire access loop from the customer premises to the serving central office. The transmission via this loop supports Clear Channel Capability. One Primary Rate Access Line is provided for every 24 channels.

(b) Primary Rate Interface - Provides the multiplexing to support up to twenty-three B-Channels at 64 Kbps and one D-Channel for signaling also at 64 Kbps. When NFAS is ordered, the Primary Rate Interface can provide up to twenty-four B-Channels at 64 Kbps. Primary Rate Interfaces will be provisioned as two-way.

(c) Primary Rate Channels - The initial ISDN-PRI Business Service arrangement consists of a 23-B+D configuration, with unlimited usage that will allow either voice or data transmission up to 64 Kbps. Additional arrangements may be ordered as either 23-B+D or 24-B Channel arrangements.

(1) Voice calls may be completed to both ISDN and non-ISDN lines.

(2) Data Transmission on the B-Channels will be at 64 Kbps within the switch and between ISDN-PRI compatible central offices. ISDN-PRI interconnection to non-ISDN-PRI equipped central offices may be potentially subjected to analog transmission or sub-rated to 56 Kbps.

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E. Service Components

1. Cont'd

(c) Cont'd

(3) The customer may choose to subscribe to additional non exchange based services. Initial choices for these services will be WATS and 800/888 service. The subscription to these services is in addition to the charges for ISDN-PRI Business Service.

2. Each Primary Rate Access Line may be active with a corresponding number of services (e.g., inward/outward trunks, WATS lines, or toll free service) selected. The customer may also choose to subscribe to more services than channels. The CPE signals the local central office as to which type of service (inward/outward trunk, WATS lines, or toll free service) to access for each call.

F. Application of Rates

1. Nonrecurring charges will not be applicable for ISDN-PRI Business Service arrangements that are updated from an existing 1.544 Mbps service to ISDN-PRI Business Service.

2. The initial ISDN-PRI Business Service arrangement at any location must be configured as 23-B+D, after which additional arrangements may be ordered as either 23-B+D or as 24-B Channels.

3. Rates and charges for optional features and functions are applied to each ISDN-PRI Business Service arrangement for which a separate Primary Rate Interface is required. For example, when a customer has the initial 23-B+D arrangement and an additional arrangement configured as 24-B Channels, two Primary Rate Interfaces are provided. The feature charge applies for each Primary Rate Interface over which the optional feature is activated.

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G. Rates and Charges

1. ISDN-PRI Business Service Arrangement

An ISDN-PRI Business Service Arrangement is furnished between a serving central office and the customer's designated premises. The customer must initially subscribe to a 23-B+ D configuration per location, after which additional arrangements may be ordered as 23-B+D or 24-B Channels.

The rates, charges and regulations for the interoffice portion of a High Capacity DS1 Service, as specified in Section 17 of the Company's Access Service Catalog No. 4, apply in addition to the following rates for the interoffice facilities of an interexchange ISDN-PRI Business Service arrangement.

a. ISDN-PRI Business Service Arrangement with Two-Way Primary Rate Interface (23-B+D and 24-B Channels)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge (Initial)</u>	<u>Nonrecurring Charge (Add'l*)</u>
Month-to-month**	\$1,000.00	\$650.00	\$0.00
One Year	975.00	450.00	0.00
Two Years	950.00	250.00	0.00
Three Years	925.00	0.00	0.00
Five Years	900.00	0.00	0.00

* Additional facilities must be installed at the same customer designated premises on the same trip and placed on the same service order.

** Month-to-month customers must subscribe to ISDN-PRI Business Service for a minimum service period of six months.

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G. Rates and Charges (Cont'd)

2. Optional Features

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
(a) 2 B-Channel Transfer ⁽¹⁾ Per Primary Rate Interface	\$ 75.00	\$100.00
(b) Call-by-Call/Integrated Service Access Feature Capability Per Primary Rate Interface (Available with Two-Way Primary Rate Interface only)	50.00	35.00
(c) Circular Hunt ⁽¹⁾ Per Primary Rate Interface	25.00	0.00
(d) D-Channel Backup ⁽²⁾ each channel	50.00	20.00
(e) E911 Call Screening ⁽¹⁾ Per Primary Rate Interface (up to 100 station numbers)	125.00	0.00
(f) Incoming Call Identification (Caller ID Name and Number) Per Primary Rate Interface	100.00	0.00
(g) Main Number ID Capability	0.00	0.00
(h) National ISDN-2 Protocol ⁽¹⁾ Per Primary Rate Interface	0.00	0.00
(i) Network Ring Again ⁽¹⁾ Per Primary Rate Interface (Available with Two-Way Primary Rate Interface only)	160.00	0.00

⁽¹⁾ Certain equipment restrictions apply.

⁽²⁾ Available only to customers subscribing to more than one Primary Rate Interface.

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G. Rates and Charges (Cont'd)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
3. Optional Feature Packages		
(a) Premium Package, per Primary Rate Interface ⁽¹⁾	\$195.00	\$150.00
Includes:		
National ISDN-2 Protocol ⁽²⁾		
E911 Call Screening ⁽²⁾		
Incoming Call Identification (Callers ID Name and Number)		
Call-by-Call/Integrated Service		
Access Feature Capability		
2 B-Channel Transfer ⁽²⁾		

4. Service Charges

(a) Service Establishment Charges apply when a customer requests establishment of a new ISDN-PRI Business Service arrangement(s) Service Establishment Charges apply for each ISDN-PRI Business Service Arrangement that is separately ordered and/or installed. Service Establishment Charges consist of:

(1) An Initial Service Order Charge, as described in Section 5 of this catalog applies for each order placed, for receiving and recording information, and processing the necessary data in connection with a customer's request for service establishment; and

⁽¹⁾ Only available to customers subscribed to a Two-Way ISDN-PRI Business Service arrangement under a Term Discount Plan.

⁽²⁾ Certain equipment restrictions apply.

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G. Rates and Charges (Cont'd)

4. Service Charges (Cont'd)

(a) Cont'd

(2) The applicable Nonrecurring Charge for an ISDN-PRI Business Service Arrangement. This charge covers engineering design, common centralized testing and coordination. Nonrecurring charges do not apply for additional ISDN-PRI Business Service Arrangements installed at the same customer designated premises on the same trip and placed on the same service order.

(b) Premises Visit Charges are applicable per ISDN-PRI Business Service arrangement, for the termination of a channel at a customer's premises or for termination change at the same premises. Only one Premises Visit Charge applies when more than one channel service of the same type is terminated or moved at the same premises at the same time.

Premises Visit Charge, per ISDN-PRI Business Service Arrangement	\$125.00
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G. Rates and Charges (Cont'd)

4. Service Charges (Cont'd)

(c) Service Change Charges are applicable for receiving and recording information and/or taking action in connection with a customer's termination change at the same premises or transfer of service responsibility request, for processing the necessary data on an existing ISDN-PRI Business Service. A Service Change Charge is applicable for each ISDN-PRI Business Service associated with the customer request (in lieu of a Service Establishment Charge).

(1)	For termination change at the same premises, Physical, per ISDN-PRI Business Service arrangement	\$165.00
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(2)	For termination change at the same premises, Programming, per ISDN-PRI Business Service arrangement	\$35.00
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(d) Move Charges apply for each ISDN-PRI Business Service arrangement moved to a new location in the same building or to a different location within the same central office serving area. The Move Charge is equal to the sum of the Service Change Charges plus the Premises Visit Charge.

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 - H. Term Discount Plan (TDP)
 - 1. Description
 - (a) TDP commitment periods of one, two, three, and five years are available.
 - (b) A Customer may extend a TDP commitment period at any time during the term of a TDP. The number of months accrued under the current TDP will apply toward the commitment period of the new TDP. The rates under the new TDP will not apply retroactively toward the months accrued under the current TDP.
 - (c) At the end of the TDP service commitment period, the customer may subscribe to a new TDP at the then prevailing cataloged rates. If the customer does not select a new TDP, the prevailing rates applicable for the expired TDP will continue in effect for as long as the customer chooses to continue subscribing to the ISDN-PRI Business Service arrangements installed under the expired TDP. Additional ISDN-PRI Business Service arrangements installed after the TDP expiration date will not be eligible for the TDP rates and will be charged at the prevailing \ Month-to-month rates unless the customer selects a TDP for those services.

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1. DIGITAL NETWORK SERVICES

1.1 INTEGRATED SERVICES DIGITAL NETWORK-PRIMARY RATE INTERFACE
(ISDN-PRI) BUSINESS SERVICE (Cont'd)

H. Term Discount Plan (TDP)

2. Rate Changes

- (a) Rate increases or decreases will be automatically applied to the monthly TDP rates for the remaining term of a TDP.
- (b) If Company initiated rate increase(s) to any rate element or combination of rate elements causes the charges for the entire ISDN-PRI Business Service arrangement under the TDP to increase by 10% or more in any plan year, Customer may cancel the TDP without incurring Early Termination Liability Charges provided Customer notifies the Company within 30 days after the effective date of the rate increase. The first 12 months of a TDP commitment period constitute a plan year. Each subsequent 12 month increment constitutes an additional plan year.

3. Early Termination Liability

(a) Calculation of Early Termination Liability

If a TDP Customer disconnects all or a portion of the ISDN-PRI Business Service before the expiration of a TDP, then a Termination Liability Charge will apply to those services which are disconnected. The Termination Liability Charge will be a one-time charge equal to the sum of 50% of the payments remaining for the rest of the TDP. If charges applicable for special construction were applied to the service being terminated, any termination charges associated with the special construction charges and conditions will also apply.

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1. DIGITAL NETWORK SERVICES

1.1 INTEGRATED SERVICES DIGITAL NETWORK-PRIMARY RATE INTERFACE
(ISDN-PRI) BUSINESS SERVICE (Cont'd)

H. Term Discount Plan (TDP)

3. Early Termination Liability (Cont'd)

(b) Waiver of Early Termination Liability

(1) Customers will not be liable for Early Termination Liability under the following circumstances:

(i) Relocation within Central Office Serving Area

If a TDP Customer relocates an existing Service arrangement to a new location within the same building or to a different location within the same central office serving area prior to the expiration of a TDP, a Termination Liability Charge will not apply, and the number of months accrued at the prior location will carry over to the new location. Move Charges will apply for each arrangement relocated.

(ii) Relocation to Different Central Office Serving Area

If a TDP Customer relocates an existing Service arrangement to a location in a different central office serving area, a Termination Liability Charge will not apply if Customer converts to a new TDP commitment period that is equal to or greater than the original TDP commitment period. The number of months accrued at the prior location under the original TDP will not carry over to the new location. Service Establishment Charges will apply for the ISDN-PRI Business Service arrangement(s) installed at the new location.

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1. DIGITAL NETWORK SERVICES

1.1 INTEGRATED SERVICES DIGITAL NETWORK-PRIMARY RATE INTERFACE
(ISDN-PRI) BUSINESS SERVICE (Cont'd)

H. Term Discount Plan (TDP)

3. Early Termination Liability (Cont'd)

(b) Waiver of Early Termination Liability

(1) Cont'd

(iii) Technology Upgrade

(a) When a service or rate element under a TDP arrangement is disconnected prior to the expiration of the TDP commitment period as a result of a change in catalog jurisdiction and/or a customer requested upgrade to a next generation service offering, Termination Liability Charges will not apply under the following conditions:

The service period of the new TDP for the new service offering is a period equal to or exceeding the remaining service period of the disconnected TDP, and

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

The service orders to install the new service and disconnect the old service are for the same Customer at the same location.

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 - H. Term Discount Plan (TDP)
 - 3. Early Termination Liability (Cont'd)
 - (b) Waiver of Early Termination Liability
 - (1) Cont'd
 - (iii) Cont'd
 - (b) The Company will determine whether a replacement service qualifies as a next generation service offering.
 - (c) Nonrecurring charges and Service Charges for the new service will apply according to the requirements of the new service.

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1. COMPETITIVE RESPONSE PROGRAMS

1.1 \$5/\$10 Credit Offer

Existing business customers may be eligible for consecutive bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company.

Existing business customers may be eligible for consecutive bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company.

Eligible customers who are subscribed to any bundled service will receive a \$10.00 bill credit per bundle for six months when they agree to retain their bundled service(s) for a minimum of twelve additional months, or will receive a \$10.00 bill credit per bundle for twelve months when they agree to retain their service(s) for a minimum of twenty-four additional months. Customers may receive the credits for a maximum of ten bundles.

The credits will begin appearing on customer bills the first month bill following the customer's acceptance of this program. The benefits awarded under this program may not be combined with the benefits of other currently available programs or promotions.

If the customer discontinues service(s) prior to the twelve or twenty-four month commitment period, the credits issued under this promotion will be rescinded and charges for the credit amounts will be reflected on the customer's final bill. Customers are also liable for 50% of the remaining monthly recurring charges for the service(s) disconnected.