

CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: June 21, 2021

Preface  
2nd Revised Page 1

---

This *Local Terms of Service* contains the terms, conditions and rates for services formerly found in the CenturyTel of Wyoming, Inc. Price Schedule for Competitive Services, effective August 1, 2014.

CenturyTel of Wyoming, Inc. d/b/a CenturyLink is referred to with this *Local Terms of Service* as "CenturyLink" or "Company".

TRADE NAMES, TRADEMARKS AND SERVICE MARKS

The following list of trade names, trademarks and/or service marks which may be used for services offered herein are owned by **Lumen Technologies, Inc. (formerly CenturyLink, Inc.)** or a subsidiary of **Lumen Technologies, Inc.** and are used by **CenturyTel of Wyoming, Inc.** with express permission. Trademark and service mark designations will not be listed hereafter in this Local Terms of Service. However, the laws regarding trademarks and service marks are applicable. Trade names, trademarks and service marks that are owned by **Lumen Technologies, Inc.** or a subsidiary of **Lumen Technologies, Inc.** cannot be used by another party without authorization.

CENTURYLINK®  
CORE CONNECT®  
SIMPLE CHOICE®

CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: 10-08-2021

Preface  
1st Revised Page 1.1

---

URLS FOR LINKS TO DOCUMENTS

URLs for hyperlinks used throughout this document are listed below and will direct you to the applicable terms and conditions for the specified services. If you are unable to open a document by selecting those links, the following URLs may be used:

Section 24.18 – Simply Unlimited Business

[http://www.centurylink.com/tariffs/LTOS\\_Business\\_Simply\\_Unlimited\\_Bundle.pdf](http://www.centurylink.com/tariffs/LTOS_Business_Simply_Unlimited_Bundle.pdf)

Section 24.19 – Simply Unlimited Phone for Residence

[http://www.centurylink.com/tariffs/LTOS\\_Residence\\_Simply\\_Unlimited\\_Phone.pdf](http://www.centurylink.com/tariffs/LTOS_Residence_Simply_Unlimited_Phone.pdf)

(N)

(N)

CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: 08-16-2021

Preface  
3rd Revised Page 2

---

TABLE OF CONTENTS

<u>SECTION</u>	<u>SUBJECT</u>	
Preface	Title Page, <b>URLs for Links to Documents</b> , and Table of Contents	(N)
1	Definitions	
2	General Terms and Conditions	
3	Voice Messaging	
4	Off-Premise Extension Service	
5	Local Operator Service Charges	
6	Payphone Services	
7	Centrex Service	
8	Advanced Calling Services	
9	Custom Calling Service	
10	Direct Inward Dialing Service	
11	Foreign Exchange Service	
12	Directory Service	
13	Directory Assistance Service	
14	Number Hold Service	
15	Secretarial Bureau Service	
16	Local Private Line Service	
17	Personal Signaling Service	
18	Special Equipment and Assemblies	
19	Vacation Number Reservation	
20	Selective Blocking Service	
21	Toll Restriction Service	
22	Remote Call Forwarding Service	
23	Digital Switched Service	
24	Packaged Service	
25	Promotions	
26	N11 Abbreviated Dialing Codes	
27	Telecommunications Service Priority (TSP) System	
28	Residence Customer Referral Program	
29	Satisfaction Guarantee Program	
30	Competitive Response Programs	
31	Integrated Services Digital Network – Primary Rate Interface (ISDN-PRI)	
32	Miscellaneous Service Arrangements	
33	Customer Premises Wire and Maintenance Plans	

CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: August 1, 2014

Section 1  
Original Page 1

---

DEFINITIONS

ACCESS LINE

Serving central office line equipment and all outside plant facilities needed to connect the serving central office with the customer premises. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the offering selected by the customer.

ACTUAL COST

The cost of materials, labor and necessary overhead actually incurred by the Company to complete a particular project or task.

ADDITIONAL LISTING

Any listing of a name or information in the directory or Company's information records in connection with a customer's telephone number beyond that to which he is entitled in connection with his regular service.

APPLICANT

An individual or concern making application to the Company for telephone service.

BASE RATE AREA

An area within an exchange that usually contains the most compact development and where basic exchange access line rates apply without any additional mileage charges. An exchange boundary and the base rate area may be identical.

BASIC EXCHANGE ACCESS SERVICE

The furnishing of telecommunications service to single and party line business and residence customers within a specified geographical area for local calling and access to and from the telecommunications network for message toll service.

BASIC TERMINATION CHARGE

A non-recurring charge which applies if service or equipment is not retained for a specified period. A basic termination charge reduces each month that service is retained in an amount proportionate to the total number of months in the specified period.

BATTERY POWER

Direct current electrical energy furnished on the customer's premises by means of a circuit from the central office or other source of supply to a private branch exchange system or other equipment requiring separate electrical energy.

CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: August 1, 2014

Section 1  
Original Page 2

---

DEFINITIONS

BILLING DATE - The latest of:

1. Date stated on billing.
2. Date billing was placed in the mail.

BUSINESS SERVICE

Business service is basic exchange access service furnished to customer whose actual or obvious use of the service is for conducting a business, trade, or profession or whose use of the service is obviously not confined to domestic use.

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 and interconnecting customer access lines and trunks.

CHANNEL

A path for communication between two or more customer station locations, furnished in such a manner as the company may elect, whether by wire, radio, carrier or a combination thereof.

CLASS OF SERVICE

The various categories of service generally available to the customer - business, residence, public and semi-public.

COMMUNICATIONS SYSTEMS

Denotes channels or other facilities which are capable, when not connected to the local exchange network, of communications between customer-provided terminal equipment or stations.

COMPANY

CenturyTel of Wyoming, Inc. d/b/a CenturyLink

CONNECTING ARRANGEMENT

The equipment used to accomplish the direct electrical connection of certain customer-provided facilities with the facilities of the Company.

CONTIGUOUS EXCHANGES

Two exchanges which share a common boundary.

---

DEFINITIONS

CONTINUOUS PROPERTY

Property owned or leased and occupied by a customer, which is not separated by public thoroughfare or by property occupied by others.

CONTRACT

The service agreement between a customer and the Company under which service and/or facilities are furnished in accordance with the provisions of the applicable Price Schedule and/or Local Terms of Service and under special conditions.

CONTRACTUAL AGREEMENT

A specific contract between the information provider and that Company detailing the actual price that the information provided will charge for the calls to its 976 telephone number.

COST

The words "Cost" or "Actual Cost", as used in this price list, are intended to cover the actual cost of material, labor, vehicles, and incidentals, plus a charge for administration.

CUSTOM CALLING SERVICES

- Call Forwarding

A function which allows incoming calls to be advanced to another telephone number in the same or different exchange. The number the calls are advanced to may be changed as required by the customer.

- Call Waiting

A tone provided to the party using the telephone to indicate another call is waiting on the line. Successive transfers between calling parties can be accomplished through switchhook operation.

- Speed Calling

A feature allowing a telephone user to reach frequently called numbers by abbreviated dialing.

- Three-Way Calling

A feature providing the capability to add a third party to an existing conversation.

CUSTOMER

Anyone who subscribes to or uses the services of the Telephone Company. (Also see Subscriber.)

---

DEFINITIONS

**CUSTOMER PREMISES EQUIPMENT (CPE)**

Telecommunication devices, equipment and associated wiring located on the customer's side of the protector/Network Interface Device (NID).

**CUSTOMER PREMISES INSIDE WIRING (CPIW)**

Wire for telecommunications purposes which is on the customer's premises. Customer Premises Inside Wire begins on the customer's side of the Protector Network Interface Device (NID).

**DATA ACCESS ARRANGEMENT**

A protective connecting arrangement for use with the network control signaling unit, or in lieu of the connecting arrangement, an arrangement to identify a central office line and protective facilities and procedures to assure compliance with criteria set forth in this price list.

**DATE OF PRESENTATION**

For Company purposes, the U S Postal Service postmark on the envelope containing the telephone bill or notice will be considered the date of presentation to the customer unless delivered to the customer by other than the U. S. Mail in which case the date of presentation will be the actual date of delivery to the customer.

**DEMARCATION POINT (AKA SERVICE POINT)**

The point of interconnection between Company communications facilities and terminal equipment, protective apparatus or wiring at a customer's premises. The network interface or demarcation point shall be located on the customer's side of the Company's protector or the equivalent thereof where a protector is not employed, as provided for under the Company's reasonable and non-discriminatory standard operating practices.

**DEPOSIT**

A cash payment made by the customer to establish or reestablish credit with the Company.

**DEREGULATED SERVICE AND/OR EQUIPMENT**

Service and/or equipment no longer included in a tariff or Price Schedule and not requested by the Wyoming Public Service Commission.

**DESIGN SERVICE**

**A service that is not immediately available for provisioning and requires treatment, equipment or engineering design (e.g. ISDN-PRI, DS1, Private Line, Foreign Exchange Service).**

(N)  
|  
(N)

**DIGITAL SWITCHED SERVICE (DSS)**

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

## DEFINITIONS

### DIRECT ELECTRICAL CONNECTION

Denotes a physical connection of the electrical conductors in the communications path.

### DROP WIRE

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

### DIRECT INWARD DIALING

A service provided to customers which permits both locally-dialed and toll calls to be directed to stations.

### DIRECTORY LISTINGS

Essential information in the telephone directory or information records of the Company whereby telephone users may ascertain the telephone number and service address of a listed customer.

### DISCONNECT

Discontinuance of service made at the request of the customer or at the option of the Company for nonpayment of service.

### END USER

A client of an interstate carrier taking service offered in combination with telephone companies and other carriers.

### EXCHANGE

An exchange is a specified area established for the furnishing of telecommunications service. It usually embraces a city, town, village or unincorporated community and environs thereto and may consist of one or more central offices, together with the associated plant used in furnishing service within that area.

### EXCHANGE AREA

An area within which the Company holds itself out to render exchange telecommunications service from the central office or offices serving that area in accordance with the provisions of the Price Schedule and/or Local Terms of Service.

### EXCHANGE BOUNDARY

The limiting lines as specified on exchange maps or otherwise which defines the bounds of an exchange.



---

DEFINITIONS

EXCHANGE SERVICE

Telecommunications service furnished between customer stations located within the same local service area. (See Basic Exchange Access Service.)

EXCHANGE SYSTEM USED BY INTEREXCHANGE SERVICES (ESIS)

An unlimited local exchange service which allows users not located in the Company serving area to access the public switched network of the Company.

EXTENDED AREA SERVICE

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

FACILITIES

Supplemental equipment, apparatus, wiring, poles, cables and other materials and mechanisms necessary to, or furnished in connection with telephone service.

FLAT RATE SERVICE

Service furnished at a fixed monthly charge.

FOREIGN EXCHANGE

Any exchange other than that in which the customer is located.

FOREIGN EXCHANGE DIRECTORY LISTING

An alphabetical listing in the directory of an exchange other than the exchange other than the exchange in which a customer is provided local service.

FOREIGN EXCHANGE SERVICE

Exchange service furnished a customer from a central office located in an exchange other than that in which the customer or their primary service is located; or off-premises station service furnished a customer in an exchange other than that in which the customer's primary station is located.

GRANDFATHERED EQUIPMENT

Equipment classified by the FCC as having been directly connected to the network by a telephone company. Its use may be continued as long as the equipment remains serviceable and the circuitry is not revised.

GRANDFATHERED SERVICE

Existing service not available to new customers.

---

DEFINITIONS

HUNTING LINE

An exchange access line arranged to select when busy, an available line of a customer's group of hunting lines.

INDIVIDUAL LINE SERVICE

A grade of exchange service furnished by means of a central office access line arranged to serve one primary station only, although additional stations may be connected to the line as extensions.

INSTALLATION CHARGE (AKA NON-RECURRING CHARGE)

A one-time charge covering installation of facilities accomplished at customer request. The charge may be based on either a flat rate or on a time and material rate (T&M) basis.

INTERCONNECTION

The method by which telecommunications facilities of a utility are arranged to transmit to or receive information from customer-provided equipment.

INTERFACE

The point of interconnection between terminal equipment and Company communications facilities.

LINE EXTENSION

The outside plant required in addition to existing facilities to render telecommunications service in areas without service.

LOCAL EXCHANGE

The exchange in which the primary exchange access line is provided and its main telephone instrument is located.

LOCAL EXCHANGE ACCESS SERVICE

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

LOCAL MESSAGE

A communication between a calling station and any other exchange station within the local service area of the calling station.

LOCAL PRIVATE LINE

A line not providing access to the switched network and located wholly within an exchange, furnished for the customer's use for communication or signaling between points on that line.

---

DEFINITIONS

LOCAL SERVICE AREA

The area within which telephone service is furnished under a specific schedule of rates. This area may include one or more exchanges without the application of toll charges.

LOCALITY RATE AREA

An area located outside and remote from the base rate area but within the exchange area and within which urban grades of service are furnished at incremental rates.

MESSAGE

A completed telephone call.

MESSAGE TOLL SERVICE (MTS)

Telecommunications service between exchanges for which a toll rate is charged.

MILEAGE CHARGES

Additional recurring rates based on distance measurement as provided in Schedule 3.

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 into the telephone network which performs functions such as supervision (control, status, and charge signals), address signaling (dialing), calling and called number identification, audible tone signals (call progress signals indicating re-order or busy conditions, alerting, coin denominations, coin collect and coin return tones) to control the operation of switching machines in the telephone system.

NON-CONTIGUOUS EXCHANGES

Exchanges whose boundaries do not adjoin.

NON-LISTED TELEPHONE NUMBER SERVICE

The omission of the customer's name, address and telephone number at his request from the telephone directory, but including the name and number in "Directory Assistance" listings.

---

DEFINITIONS

NON-PUBLISHED TELEPHONE NUMBER SERVICE

The omission of the customer's name, address and telephone number at his request from both the telephone directory and the "Directory Assistance" listings.

NONRECURRING CHARGES

(See Installation Charge.)

OFF-PREMISE LINES AND EXTENSIONS

Off-premises lines are additional appearances of a one-party access line at a location other than the premises where the primary access line is located.

ONE-PARTY SERVICE

A grade of exchange service furnished by means of an exchange access central office line arranged to serve one primary station only, although additional stations may be connected to the line as extensions.

OTHER COMMON CARRIERS (OCC's)

Specialized common carriers, domestic and international record carriers and domestic satellite carriers providing services as may be authorized by the FCC.

PAYPHONE SERVICES

Payphone services provide telephone service to the customer-leased or owned payphone with or without coin collecting services.

PERMANENT DISCONNECT

A service is permanently disconnected when the customer's service has been totally discontinued.

PREMISES

The property used and occupied as a customer's residence or in the conduct of the customer's business. Adjoining or adjacent buildings will be considered as part of that customer's premises if they (a) are located on the same continuous property, (b) are not more than 300 feet from the main building, and (c) not separated from the main building by a public thoroughfare.

---

DEFINITIONS

PRIVATE LINE

A circuit provided to furnish communication only between two or more locations directly connected to it, and not having connection with the local exchange or toll network.

PUBLIC TELEPHONE SERVICE

A non-listed, exchange station installed for the convenience of the public at a location chosen or accepted by the Company. A coin collecting device or a coinless station is normally provided for collection of charges.

RATE CENTER

The geographic location in an exchange which is established as the point from which distance is measured for the computation of message toll rates and interexchange mileage rates.

REGISTERED TERMINAL EQUIPMENT

Terminal equipment which is registered in accordance with FCC rules and regulations set forth in Part 68, Subpart C, CC Docket 19528.

RESIDENCE SERVICE

A class of basic exchange access service furnished to an individual at a residence or place of dwelling where the actual or obvious use of the service is for social or domestic purposes.

ROUTE MILEAGE

The distance measured along the route of the circuit between any two or more given points on that circuit.

SERVICE CONNECTION CHARGE

(See Installation Charge.)

SERVICE POINT

(See Demarcation Point)

**SPECIAL DESIGN SERVICE**

(N)

**See "Design Service"**

(N)

STATION

F.C.C. approved network control signaling unit at the customer's premises.

## DEFINITIONS

### TEMPORARY DISCONNECT

The abridgement or suspension of telephone service on the initiative of the Company without permanent disconnect of service.

### TEMPORARY SERVICE

Basic exchange access service to premises or enterprises, the temporary nature of which can be determined in advance from the known limited duration of the contemplated operations, such as construction or exploration projects with their related housing and miscellaneous camp service facilities, summer or winter resorts, amusement or sports concerns, fairs, exhibit structures or places, and other enterprises of like limited duration.

### TERMINATION CHARGE

The charge applicable when an agreement for service is terminated by the customer before the expiration of the minimum agreement period.

### TOLL MESSAGE

A completed call between two exchange stations located in different local service areas, between two toll stations, or between a toll station and an exchange station.

### TOLL RATE

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

### TOLL RESTRICTION SERVICE

A blocking service which restricts a customer's access to the long distance network. When customers dial 1+, 0- or 0+ from a restricted line, the call will be diverted to a Company provided intercept announcement.

### TRUNK

A telecommunications circuit between two central office units.

### VOICE MAIL

Voice Mail is a service that provides unattended answering of incoming calls placed to the customer's telephone line when the called number is busy or does not answer.

### ZONE

A portion of an exchange area.

---

GENERAL TERMS AND CONDITIONS

2.1 APPLICATION OF REGULATIONS

The regulations set forth herein apply to intrastate services and facilities furnished within the State of Wyoming by CenturyTel of Wyoming, Inc. hereinafter referred to as the Company, subject to the jurisdiction of the Wyoming Public Service Commission.

No officer, employee or agent of the Company has authority to change, amend, or waive any rate or regulation approved or prescribed by the Commission. Rates and regulations may be changed or cancelled only with the consent or approval of the Commission.

The Company furnishes exchange access service throughout the territory it serves, as shown by its filed rates, regulations and maps.

The Company does not transmit messages, but offers the use of its facilities, where available, for communication between parties subject to the terms and conditions specified in this price list.

2.2 DESCRIPTION OF SERVICE

A. General

1. Exchange service is available through facilities owned and maintained according to the standards of the Company, and in multi-office exchanges, is operated from the central office designated by the Company.
2. Each exchange area is generally divided into a base rate area and a suburban area or into urban and rural zones.
3. Each individual access will be terminated on an appropriate interface device.
4. Except as stated in the provisions for Semi-Public Service, telephone service is provided for the use of the customer, his family, employees or business associates, or persons residing in his household.
5. The resale of any service provided by the Company is not permitted except as provided elsewhere in this or as specifically authorized.
6. Any special structural work required for supporting telephone equipment or telephone wiring on the customer's premises shall be provided at the expense of the customer.

From time to time, the Company may offer Exchange Service and/or intraLATA Message Toll Service at reduced rates and/or charges free of charge for promotional, market research or experimental purposes. Customers will be notified of the availability and duration of such offerings. The Public Service Commission will be notified of the availability and duration of such offerings at least 10 days prior to the effective date of any rate or service charge reductions and such programs will automatically go into effect unless otherwise ordered by the Commission. Such offerings will not exceed 90 days in duration without the specific consent of the Public Service Commission.

CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: August 1, 2014

Section 2  
Original Page 2

---

GENERAL TERMS AND CONDITIONS

2.2 DESCRIPTION OF SERVICE (Cont'd)

B. Service

1. The Company renders service within the exchange area under its effective rate schedules as follows:
  - a. Class of Service
    - (1) Business Service
    - (2) Residence Service
  - b. Type of Service
    - (1) Flat Rate Service
    - (2) Voice Mail Service
  - c. Grade of Service
    - (1) Individual Line (One-Party Service)
    - (2) Zone (Zone A, Zone B, Zone C)
2. In exchanges not zoned, individual business and residence services are rendered under rates for that service applicable in the base rate area.
3. Service is furnished at the rates shown in the Local Exchange Access Service schedule where the main access line(s) are terminated.



---

GENERAL TERMS AND CONDITIONS

2.2 DESCRIPTION OF SERVICE (Cont'd)

C. Application of Rates

The applicability of business and residence rates is governed by the actual or obvious use made of the service. The use to be made of the service will be ascertained from the applicant at the time of the application for service.

1. Business rates apply at the following locations:
  - a. In offices, stores, factories, and all other places of a strictly business nature;
  - b. In boarding and rooming houses, colleges, clubs, libraries, lodges, hospitals, public, private and parochial schools, offices, lobbies and halls of hotels, apartment buildings, churches, and other similar institutions.
  - c. At any location when the listing of "office" is provided, or when any title indicating a trade or profession is listed (except as may be modified under the directory listing rules and regulations and conditions governing directory listing service).
  - d. At residence locations with an off premises business extension or when the customer has no regular business telephone service and the use of the service by the customer, members of the household, or guests, is more of a business than residence nature as might be indicated by advertising through newspapers, handbills, billboards, circulars, business cards, or otherwise.
  - e. In general, at any place where the substantial use of the service is occupational rather than domestic.
2. Residence rates apply for service
  - a. In private residences; in residential apartments of hotels and apartment houses; and when all stations are in locations which are a part of a domestic establishment.
  - b. In general, at any place where the substantial use of the service is domestic.
3. If it is found that a customer is using residence service for business purposes, the Company will thereafter require the subscriber to take business service, except in cases where the customer thereafter uses the service for social or domestic purposes only. The Company will discontinue service of any above noted customer refusing business service. Seven days written notice will be given to the customer before service will be denied in accordance with the above provision.

---

GENERAL TERMS AND CONDITIONS

2.3 APPLICATION FOR SERVICE

Prior to the establishment of service, the Company may require an applicant to:

- Sign an application form furnished by the Company.
- Make an advance payment of any service connection and/or installation charges; and the charge for service for the period for which bills are regularly rendered as specified in the Price Schedule and/or Local Terms of Service.
- Post a deposit in accordance with Rule and Regulation No. 4, in the Price Schedule and/or Local Terms of Service.
- Federal, State or Municipal governmental agencies will not be required to make advance payments or post deposits.

The furnishing of service by the Company and acceptance thereof by the customer shall be deemed to constitute an agreement between the Company and the customer for the payment of the rates and charges under the applicable schedules in effect.

The Company, at its discretion, will accept oral or written application from a customer for additions to, or changes in, the existing service.

An application is merely a request for service and does not in itself bind the Company to serve except under reasonable conditions, nor does it bind the applicant to take service.

---

GENERAL TERMS AND CONDITIONS

2.3 APPLICATION FOR SERVICE (Cont'd)

An application for service cancelled by the applicant or the Company prior to the establishment of the service applied for is subject to the following conditions:

A. Cancelled by Applicant

1. If cancellation is requested prior to the start of installation, the application will be cancelled by the Company and no charge applies except as may be specifically covered by written contract as provided for in the Price Schedule and/or Local Terms of Service. **Additional terms and conditions apply for Private Line Services and Design Services as described in 4. Following.** (N)  
(N)
2. If cancellation is requested subsequent to the time installation has been started, the application will be cancelled by the Company, and the Company may collect the lesser of the following charges:
  - a. A charge equal to the estimated costs incurred in such installation less estimated net salvage.
  - b. The basic termination charge, installation charge, non-recurring service connection charge, as appropriate.

Note: Installation is considered to have been started when the Company incurs any expense in connection there with or in preparation therefore which would not otherwise have been incurred, provided:

  - (1) The customer has advised the Company to proceed with the installation, and
  - (2) The Company has accepted the order.
3. If cancellation is requested after completion of an installation, it will be treated as a discontinuance of service and the minimum requirements of the rate will be applicable.

(M)  
—  
(M)

(M) Certain material previously appearing on this page now appears on Page 5.1.



---

GENERAL TERMS AND CONDITIONS

2.3 APPLICATION FOR SERVICE

A. Cancelled by Applicant (Cont'd)

4. **A customer may cancel an order for the installation of a Private Line service or Design Service at any time prior to notification by the Company that service is available for the customer's use. The cancellation date is the date the Company receives written or verbal notice from the customer that the order is to be canceled. Verbal notice to the Company must be followed by written confirmation within 10 days. If a customer is unable to accept service within 30 calendar days of the latest agreed upon service date and the order has not been cancelled by the customer, the following will apply:** (N)

- **The order will be cancelled and applicable cancellation charges will apply, if the service has not been fully provisioned, or**
- **The order will be completed and billing will commence once the service has been fully provisioned.**

**A service is fully provisioned when all physical CenturyLink work has been completed (i.e. design, installation, and testing), and service is immediately available for use upon customer acceptance or activation.**

**When a customer cancels an order for the installation of a Private Line service or Design Service, a Cancellation Charge as described in Section 2.3.A.2. will apply.** (N)

B. Cancelled by the Company (M)

1. If the applicant refuses to comply with the Company's Rules and Regulations prior to the establishment of service, the Company may cancel the application, in which event any amount collected from the applicant will be refunded.
2. The Company may cancel the application for service if it is determined that the service is not to be used within a reasonable period after installation. (M)

(M) Material previously appeared on Original Page 5.

---

GENERAL TERMS AND CONDITIONS

2.3 APPLICATION FOR SERVICE

C. Service Date Change Request

Customers may request a change of service date on a pending Private Line Service or Design Service order prior to the service date. A change of service date is a change of the scheduled service date by the customer to either an earlier date or a later date which does not exceed 60 calendar days from the original service date.

If the Company determines that the customer's request can be accommodated without delaying the service dates for orders of other customers, the service date will be changed and appropriate service charges will apply.

If the service date is changed to an earlier date, the customer will be notified by the Company that Expedited Order Charges may apply as set forth in D. following. Such charges will apply in addition to service charges that apply for a change order.

If the requested service date exceeds 60 calendar days following the original service date, and the Company determines that the customer's request can be accommodated, the Company will cancel the original order and apply Cancellation Charges set forth in 2.3.A. preceding, and a new order with a new service date will be issued. In this instance, no service charge will apply for the service date change; however, normally applicable service ordering charges will apply to the new order. Failure by the Customer to notify the Company prior to the latest agreed upon service date to request a different service date may result in the application of a premises visit charge.

If a customer is unable to accept service within 30 days after the latest agreed upon service date, the order will either be cancelled or billing will commence as specified in 2.3.A.4. preceding.

D. Expedited Order Request

When a customer requests a service date for a Private Line service or Design Service that is earlier than the standard interval and the Company agrees to provide the service on an expedited basis, an expedited order charge may apply to recover the difference in the estimated cost of construction on an expedited basis and construction without expediting.

---

GENERAL TERMS AND CONDITIONS

2.4 CREDIT AND DEPOSITS

A. Establishment and Re-Establishment of Credit

1. General

- a. A deposit may be required for customers who are known credit risks. In these instances, the Company may require establishment of credit pursuant to Chapter 5, Section 507 of the Rules of the Public Service Commission of the State of Wyoming.

2. Establishment of Credit - New Applicants

- a. Applicants for service who have had no previous account with the Company may establish credit by supplying credit references acceptable to the Company. When the credit references are acceptable, no guarantee deposit may be required.
- b. Applicants who are unable to furnish acceptable credit references may be required to make an advance payment and/or guarantee deposit.

3. Re-Establishment of Credit

- a. An applicant for telephone service, who has been a customer of the Company and whose service has been discontinued for failure to pay a bill for service, may be required, before service is restored, to re-establish his credit by making a guarantee deposit.
- b. A customer for telephone service, who fails to pay his bill for service, may be required to pay said bill and to re-establish his credit by making a guarantee deposit.
- c. The Company may require an existing customer to make a deposit or increase a deposit if increased usage warrants such action or if the customer's payment record is unsatisfactory.

---

GENERAL TERMS AND CONDITIONS

2.4 CREDIT AND DEPOSITS (Cont'd)

B. Advance Payment and Guarantee Deposits

1. Advance Payments

- a. Applicants for service who have no account with the Company or whose financial responsibility is not a matter of general knowledge, may be required to make an advance payment in addition to or in lieu of a deposit at the time of application equal to the service connection or installation charges, or both, and the initial period charges for the service provided. The amount of the advance payment is credited to the customer's account as applying to any indebtedness as covered in the Price Schedule and/or Local Terms of Service.

2. Deposits

- a. The Company may, in order to safeguard its interests, require an applicant or a customer to make a suitable deposit to be held by the Company as a guarantee of the payment of charges. The fact that a deposit has been made in no way relieves the applicant or customer from complying with the Company's regulations for the prompt payment of bills on presentation. The maximum deposit for new service shall not exceed an amount estimated to equal charges for two months' exchange service and for two months' toll service. Deposits for existing customers shall not exceed the bill for two months' exchange service plus the highest actual toll charges for two consecutive months within the last twelve month period.
- b. **The deposit will bear simple interest at the rate established annually by the Wyoming Public Utilities Commission, in accordance with Commission Rule Chapter 4, Section 9(g), payable on the actual amount on deposit with the Company.** If any service is terminated, the amount of the deposit is credited to the customer's account and any credit balance which may remain is refunded within 90 days of termination.
- b. Where the customer's business is of a hazardous or temporary nature, the Company may adjust the deposit requirement and bill the customer on other than a monthly basis with a corresponding adjustment of the deposit requirements.



---

GENERAL TERMS AND CONDITIONS

2.5 RENDITION AND PAYMENT OF BILLS

A customer is responsible for the payment of all exchange, toll, and other charges applicable to the customer's service, including local, state and federal taxes made in accordance with the Company's schedules of rates and Rules and Regulations, as contained in the Price Schedule and/or the Local Terms of Service.

A. Bills

Regular monthly bills are issued in accordance with the Wyoming Public Service Commission rules. Bills may contain a notation regarding payment of the bills.

For billing purposes each month is presumed to have 30 days.

B. Rendition of Bills

1. Regular bills will be due within 15 days from the date they are rendered.
2. Local Exchange Service, service connections, deposits, line extensions, and other advance payments are payable in advance.
3. Closing bills are payable upon presentation.
4. Message toll service bills will be rendered monthly in arrears, except at the option of the Company, they may be rendered daily, weekly or any other period in arrears.
5. The bill will be considered as rendered when postmarked by a U.S. Post Office, addressed to the addresses at which service is or was last being rendered, or to another mailing address as specified by the customer.

C. Minimum Contract Period

Except as specified elsewhere, the minimum contract period for exchange service is one month from the date service or additions to service are established. The minimum charge is the established rate for one month.

Special contractual arrangements for special equipment or special assemblies of equipment not otherwise provided for are developed as required.

---

GENERAL TERMS AND CONDITIONS

2.5 RENDITION AND PAYMENT OF BILLS (Cont'd)

D. Payment of Bills

1. Payment of bills for telephone service shall be made by mail or to a duly authorized collector of the Company. All charges are payable in lawful money of the United States only.
2. Closing bills, special bills, bills rendered on vacation of premises or bills rendered to persons discontinuing exchange service are payable upon presentation.
3. Service connection charges for re-establishment of service are payable before service is restored.

E. Rates - Temporary Suspension of Service for Nonpayment

Service temporarily disconnected for nonpayment will be charged for in accordance with the regular rates for a period of seven working days subsequent to the date of temporary disconnection.

F. Prorating of Bills

Bills for telephone service are normally rendered on a monthly basis. Any bills rendered for periods in excess of, or less than, a billing month, except those involving the minimum billing period, will be prorated on the basis of a 30 day billing period.

G. Toll Charges

Toll charges are considered binding unless objection is received within 60 days after presentation.

---

GENERAL TERMS AND CONDITIONS

2.5 RENDITION AND PAYMENT OF BILLS (Cont'd)

H. Disputed Bills

1. In the event of a dispute involving a customer's bill, the customer's service shall not be disconnected for non-payment of that portion of the bill under dispute pending an investigation by the Company. If the Company determines, following such an investigation, that the service has been provided the customer pursuant to the Company's Price Schedule and/or Local Terms of Service, and the Company has provided the customer with available substantiating information and the dispute remains unresolved, the Company may then disconnect the service. Upon the Wyoming Public Service Commission's request, telephone service will not be suspended or disconnected because of an amount involved in a complaint which is before the Commission.
2. The Company will not attempt to collect by threat of disconnection or refusal of service for any of the following reasons:
  - a. Failure to pay for advertising charges or bills not based on filed rates and charges; and
  - b. Failure to pay increased charges applicable to a past period which results from the correction of a misapplication of rates.

I. Billing Customers for Taxes

Surcharges such as Federal Excise tax and franchise and sales taxes imposed upon the Company by any municipal corporation or other local taxing agency may be billed to the customers of the Company. When customers are billed as herein provided, the amount will be separately stated on and added to the regular billing.

J. Back Billing

The Company may render a back bill to a customer for any previously unbilled local service, but may only include charges up to and including three months immediately preceding the date of billing. All other unbilled services may be back billed up to and including six months following the date of usage.

GENERAL TERMS AND CONDITIONS

2.6 DISCONTINUANCE AND RESTORAL OF SERVICE

A. Customer Request for Discontinuance

1. A customer may have his telephone service discontinued by giving notice not less than two days prior to the effective discontinuance date. The Company will hold the customer responsible for payment of all charges for service until the specified discontinuance date.
2. The Company will hold a customer responsible for all service until the date it is discovered that the customer vacates the premises without notice.

B. Company-Initiated Discontinuance

1. Nonpayment of Bills

- a. Monthly bills shall be considered past due if they are not paid within 15 days of rendering.
- b. A Non-Sufficient Funds check is considered evidence of nonpayment.
- c. Service may, at the option of the Company, be disconnected because of non-payment of bills for other classes of service.

---

GENERAL TERMS AND CONDITIONS

2.6 DISCONTINUANCE AND RESTORAL OF SERVICE Cont'd)

B. Company-Initiated Discontinuance (Continued)

2. Abuse or Fraudulent Use

a. The Company may by at least 7 days' written notice to the customer, without incurring any liability, forthwith deny or disconnect service because of abuse or fraudulent use of service. In case of emergency where the public interest requires immediate action or pursuant to governmental requirements, service may be disconnected without notice. Abuse or fraudulent use of service includes without specific limitation, the following:

- (1) The use of service or facilities of the Company to transmit a message or to locate a person or otherwise to give or obtain information, without payment of the charge applicable for service;
- (2) The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain telephone service by rearranging, tampering with, or making connection with any facilities of the 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;
- (3) The use of service or facilities of the Company for a call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment, or harass another;
- (4) The use of profane or obscene language;
- (5) The use of the service in such a manner as to interfere unreasonably with the use of the service by one or more other customers; and
- (6) The impersonation of another with fraudulent intent.
- (7) Name changes to circumvent payment of previous rendered service.

---

GENERAL TERMS AND CONDITIONS

2.6 DISCONTINUANCE AND RESTORAL OF SERVICE Cont'd)

B. Company-Initiated Discontinuance (Continued)

3. Use of Service for Unlawful Purposes

- a. Service is furnished with the understanding that it will be used only for lawful purposes. The Company will disconnect or deny service if it has knowledge that the service is being or will be used for unlawful purposes. Service will not be furnished if any law enforcement agency, acting within its jurisdiction, advises that such service is being used or will be used in violation of law, and serves a court order that such service be disconnected or denied.

4. Unsafe or Prohibited Facilities, Appliances or Apparatus

- a. The Company may refuse to furnish service on the premises of an applicant for telephone service on a premises if any of the facilities, appliances or apparatus on such premises are found to be unsafe, or cause harm or hazard to Company employees, facilities or the public, or if their use is prohibited under law, ordinance or regulation; and may refuse to furnish telephone service on such premises until the applicant or customer shall have remedied the condition and/or complied with the laws, ordinances and regulations or legal requirements applicable to that premises.

5. Other

- a. The Company may deny or disconnect the service upon at least 7 days' written notice to the customer for any of the following reasons, except in the event of abandonment no notice is required.
  - (1) Failure of a customer to make suitable deposit as required by the Price Schedule and/or Local Terms of Service;
  - (2) Any other violation of the Company's regulations filed with the Wyoming Public Service Commission or the Federal Communications Commission.

GENERAL TERMS AND CONDITIONS

2.6 DISCONTINUANCE AND RESTORAL OF SERVICE Cont'd)

C. Restoral of Service

1. When service of a customer has been temporarily denied in accordance with the preceding paragraphs, but the order to remove such service has not been issued and completed, such service will be restored upon payment of a restoral charge or applicable service connection charges.
2. In case service has been denied for non-payment of charges due, in addition to the restoral charge specified in C.1. above, the customer will be required to pay all of the past due bill at the time of restoration of service.
3. Subsequent to the completion of an order to discontinue service, it will be re-established upon the basis of a new service application, subject to the provisions contained in the Price Schedule and/or Local Terms of Service.

2.7 NOTICES

Notices the Company may give to a customer supplied with telephone service by the Company, may be given to the customer or his authorized representative orally unless otherwise provided by these Rules and Regulations and the rules of the Wyoming Public Service Commission, or by written notice, either delivered at the customer's address hereinafter described or properly deposited in any United States Post Office, postage prepaid, addressed to the customer at the address specified in the customer's application for telephone service or at such address as may subsequently be given by the customer to the Company at its local business office.

Any notice from any customer to the Company may be given orally to the Company by the customer or his authorized representative at the Company's local business office where service is rendered to the customer unless otherwise provided by these Rules and Regulations, or by written notice properly addressed and mailed to the Company.

Delinquent accounts are accounts owing any sum to the Company as of fifteen (15) days after issuance of a statement. Written notices will be sent calling the matter to the attention of the customer. If payment is not received within Seven (7) days thereafter, the Company may deny service without further notice.

---

GENERAL TERMS AND CONDITIONS

2.8 FURNISHING OF, MAINTENANCE AND USE OF FACILITIES

A. General

1. Except as otherwise provided in the Price Schedule and/or Local Terms of Service, the Company will, at its own expense, furnish, install, and maintain all facilities for basic service necessary to serve applicants or customers in accordance with its lawful rates, rules and regulations, and in accordance with its established construction standards.
2. Except where designated by law, the type of construction (direct burial, underground conduit, or aerial) is the prerogative of the Company.
3. When the Company is requested by the customer to install initially, relocate, rearrange or change outside plant facilities from one type to another, the cost of constructing the new and removing the old construction shall be borne by the customer with consent of owner if applicable.
4. The Company has the right of ingress and egress from the premises of customers at all reasonable hours for any purpose reasonably connected with the furnishing of telephone service and to exercise any and all rights secured to it by law of these Rules and Regulations.
5. All equipment furnished by the Company shall be carefully used and shall not be moved or removed from the subscriber's premises except by an authorized representative from the Company.
6. The customer will be held responsible for loss of or damage to any equipment furnished by the Company, unless such loss or damage is due to causes beyond the customer's control.



---

GENERAL TERMS AND CONDITIONS

2.8 FURNISHING OF, MAINTENANCE AND USE OF FACILITIES

B. Obligation of the Company

1. Furnishing of Service

- a. The 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. Various services are available only where facility conditions and availability permit.
- c. Where facilities beyond those normally required are provided to satisfy customer requests not specifically covered in the Local Terms of Service, charges based on the additional costs incurred will apply.
- d. When a customer orders installations which cannot be completed during scheduled working hours, he may be required to pay overtime charges. Such overtime charges will be the actual overtime rate of pay of the installer, and will be in addition to the normal installation, move or change charge. The customer must agree to this provision before such overtime work will be performed.
- e. The Company will determine the type of facilities to be provided for the furnishing of a service.

The Company will be reimbursed for the costs associated with customer requests for relocation or rearrangement of facilities.

g. Outside Plant Construction

(1) Inside City Limits of Incorporated Towns

In new additions within the city limits, the developer or applicant will provide all trenching and restoration work. All other material will be provided by the Company.

(2) Outside City Limits of Incorporated Towns

Cost will be computed for the total project. If the developer or subdivider pays these costs, then no construction charge will be billed to the individual lot owner.

---

GENERAL TERMS AND CONDITIONS

2.8 FURNISHING OF, MAINTENANCE AND USE OF FACILITIES (Cont'd)

B. Obligation of the Company (Cont'd)

1. Furnishing of Service (Cont'd)

h. Provisions Where Developer or Subdivider Makes No Provisions for Service

When a developer or subdivider makes no provisions for telephone service, it shall be at the discretion of the Company to reach an agreement with a customer or group of customers to provide service at the most reasonable cost. A copy of the contract or agreement will be forwarded to the Public Service Commission of Wyoming for approval.

i. Project Areas

When the Company undertakes construction to serve an individual or a group of applicants in the same general area, a plant extension project is established and all applicants and potential telephone subscribers in the area are considered as a group. The Company reserves the right to establish the limits of the project area and to determine when a project will be undertaken in cases where all members of a group do not take service initially. If additional applicants subscribe for service using said facility, refund will be given, on an annual basis, to allocate the original cost equitably to all subscribers. Refund will only apply three (3) years from the date of original service.

j. Construction into Mobile Home Courts

Regardless of location, construction costs for the entire mobile home court are the responsibility of the developer. All construction costs shall be paid prior to any service connections.

k. Free Footage Allowance

Underground service lines up to 2,500 feet will be provided on private property. Any line in excess of 2,500 feet will be billed to the subscriber. The customer assumes the liability for protecting underground telephone facilities on their property from damage.

---

GENERAL TERMS AND CONDITIONS

2.8 FURNISHING OF, MAINTENANCE AND USE OF FACILITIES (Cont'd)

B. Obligation of the Company (Cont'd)

1. Furnishing of Service (Cont'd)

l. Trenching

Customers will provide a trench at least twenty-four (24) inches deep from a point of connection designated by the Company to their premises. Where it is possible, telephone drops may be put in the same trench as power and cable television facilities.

Under special circumstances when a trench cannot be provided (frost, winter, etc.) cable may be laid on the ground for a temporary service. The customer, however, assumes the liability for any damaged cable due to weather, etc. Temporary cable must be buried no later than June 15 of the following year or telephone service may be disconnected.

m. Right-of-Way Requirements

If the Company finds it necessary or desirable to furnish service where a U.S. Government or private right-of-way is required, the applicant must pay the cost of providing said right-of-way (including rental) in addition to any applicable construction charges.

n. Ownership of Outside Plant Facilities

The ownership of any outside plant facility shall at all times be wholly vested in the Company or another company with which the Company has joint agreement regardless if a construction charge has been paid (assessed).

o. Payments

Deposits or advance payments covering construction may be required at the time application for service is made. Arrangements may be made for the payment of construction or installation charges in monthly installments, spread over a reasonable period not to exceed three (3) years and only if the amount is over three hundred dollars (\$300). Interest will be charged at the local prime rate. On termination of service, all unpaid installments become due immediately unless an extended contract has been executed with the new owner prior to establishing new service.

With the approval of the Company, a customer may furnish material, transportation, labor, board or lodging as all or part payment of a construction or installation charge in lieu of cash payment.

---

GENERAL TERMS AND CONDITIONS

2.8 FURNISHING OF, MAINTENANCE AND USE OF FACILITIES (Cont'd)

B. Obligation of the Company (Continued)

2. Maintenance and Repair

- a. All costs associated with the maintenance and repair of services furnished by the Company will be borne by the Company except as specified elsewhere in the Price Schedule and/or Local Terms of Service.
- b. The Company will be reimbursed for any loss or damage to its facilities on the customer's premises resulting from intentional destruction or any other cause except from acts of God.
- c. Access to customer's premises, at any reasonable hour, will be given to representatives of the Company for the purpose of inspecting, repairing, testing or removing any part of the Company's facilities.

2.9 PROVISION OF FACILITIES

All regulated equipment used for the provision of a given service will be furnished and owned by the Company except as provided elsewhere in the Price Schedule and/or Local Terms of Service. The customer may be required to furnish a suitable housing or enclosed building area with A.C. power. Where applicable, the customer is required to furnish a ground which meets the Company specifications and/or the National Electrical and National Electrical Safety Code.

2.10 USE OF CUSTOMER SERVICE

Customer telephone service, as distinguished from public and semipublic telephone service, is furnished only for use by the customer, his family, employees or business associates, or persons residing in the customer's household. The Company has the right to refuse to install customer service or to permit such service to remain on premises of a public or semipublic character when the instrument is so located that the public in general or patrons of the customer may make use of the service. At such location, however, customer service may be installed, provided the instrument is so located that it is not accessible for public use.

The resale of any service provided by the Company is not permitted, except as provided elsewhere in the Price Schedule and/or Local Terms of Service, as specifically authorized by the Company or as specified by the Wyoming Public Service Commission.

Telephone service is provided for the use of the customer, the customer's family, employees or business associates, or persons residing in his household.

---

GENERAL TERMS AND CONDITIONS

2.11 SPECIAL CONTRACTS

The Company may require a contract period longer than one month at the same location in connection with special (non-standard) types or arrangements of equipment, or for unusual construction, necessary to meet special demands, and involving extra costs.

Service may be terminated prior to the expiration of the initial contract period upon notice being given to the Company and upon payment of the termination charge in addition to all charges due for service which has been furnished.

The termination charge will be based upon contract terms or the individual circumstances in each case as agreed upon at the time of installation or specified in the Price Schedule and/or Local Terms of Service.

2.12 LIABILITY OF THE COMPANY

A. Liability of the Company

The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, or errors or defects in transmission occurring in the course of furnishing a service and not caused by the negligence of the customer, shall, in no event, exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay, or error or defect in transmission occurs.

When the facilities of other companies are used in establishing connections to points not reached by the Company's facilities, the Company is not liable for any act or omission of the other company or companies.

The Company shall exercise due care in connection with all work done on customer's premises. No liability shall attach to the Company by reason of any defacement or damage to the customer's premises resulting from the existence of the Company's equipment and associated wiring on such premises or by the installation or removal thereof, unless such defacement or damage is the result of the sole negligence of the Company or its employees.

Liability for telephone directories is covered under Section 2.13, following.

B. Allowance for Interruptions

In the event of an interruption to the service, which is not due to the negligence of the customer, an allowance will be made, upon request, if the interruption continues for more than 24 hours from the time it is reported to the Company.

The allowance will be the prorated portion of the monthly rate for the service or the portion of the service made inoperative. Each month shall be considered to have 30 days for the purposes of calculating the allowance for interruption.

---

GENERAL TERMS AND CONDITIONS

2.12 LIABILITY OF THE COMPANY (Cont'd)

- C. Customer will defend and indemnify the Company, its affiliates, agents and contractors from all third party claims, liabilities, fines, penalties, costs and expenses, including reasonable attorneys' fees, arising from or related to customer's, customer's end user's or customer's third-party provider(s)' acts, omissions (including the failure to purchase or implement features that enable the receipt and transmission of direct-dial "911" calls or multi-line telephone system notifications), or failures of connectivity that impede, prevent or otherwise make inoperable the ability of the customer or its end users to directly dial "911" or to receive or transmit multi-line telephone system notifications, as required by law, in the United States.
  
- D. Customer will defend and indemnify the Company, its affiliates, agents and contractors from all third party claims, liabilities, fines, penalties, costs and expenses, including reasonable attorneys' fees, arising from or related to any acts or omissions by the customer, customer's end users or customer's third-party provider(s) that cause, give rise to or bring about the non-compliance of the service with any applicable law, including the failure to purchase or implement features that enable compliance with laws.**

(N)  
|  
(N)

---

GENERAL TERMS AND CONDITIONS

2.13 TELEPHONE DIRECTORIES, LISTINGS AND NUMBERS (Previously Rule No. 13)

A. Directories

The Company will furnish to its local exchange subscribers, without charge, one directory per access line for the efficient use of the service. Copies of additional or other directories may be provided at a nominal charge.

Directory listings are subject to copyright laws of the United States and all rights are reserved by the Company. Any reproductions, reprints, copies or other duplications are prohibited unless performed with the written consent of the Company.

A copy of each directory normally provided customers of the Company will be filed with the Wyoming Public Service Commission.

B. Listings

The Company is not liable for damages arising from errors or in omissions of directory listings for which there is no charge or listings obtained from the "Directory Assistance". In the case of listings for which a charge is made, its liability shall be limited to the monthly rate for each such listing for the charge period during which the error or omission continues.

The subscriber assumes full responsibility for his use of any name as a directory listing, and agrees to hold the Company free and harmless from any claims, loss damage or liability which may result from the use of such listing. The Company will not undertake to determine the legal, contractual or other right to the use of a name to be listed in the telephone directory of the Company.

The Company reserves the right to make such changes in directory listings as may be necessary to bring them into conformity with its standard form and to change the directory format as may be necessary.

C. Changes in Telephone Number

The assignment of a number to a subscriber's telephone service will be made at the discretion of the Company. The subscriber has no proprietary right in the number, and the Company may make such reasonable changes in the telephone number or central office designation as the requirements of the service may demand.

---

GENERAL TERMS AND CONDITIONS

2.13 TELEPHONE DIRECTORIES, LISTINGS AND NUMBERS (Cont'd)

D. Non-Published Telephone Number Service

A subscriber may request that the telephone number of his service not be published in either the Company's directories or other Telephone Company records containing such information available to the general public. If the subscriber shall make such a request, the Company will take reasonable precautions:

1. Not to publish the number in either its publicly distributed directories or other Telephone Company records containing such information available to the general public; and
2. Except when required by law, not to disclose the number to any person other than representatives of law enforcement agencies, its own employees or representatives, or those of other telephone companies or other telephone subscribers who are billed for calls placed to non-published numbers.

The subscriber releases, indemnifies and holds harmless the Company from any and all loss, claims, demands, suits or other action or any liability whatsoever, whether suffered, made, instituted or asserted by the subscriber or by any other person, caused or claimed to have been caused directly or indirectly by the publication of such number or the disclosure or non-disclosure of said number to any persons.

**A customer requesting non-published or non-listed service due to personal safety concerns (stalking, domestic violence, sexual assault, etc.) will be provided non-published or non-listed 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.**

Utilization of Call Trace and Call Line Identifier

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.

E. Non-Listed Telephone Number Service

A subscriber may request that the telephone number of his service be published only in the Company records containing such information available to the general public. If the subscriber shall make such a request, the Company will take reasonable precautions not to publish the number in its publicly distributed directories.

The subscriber releases, indemnifies and holds harmless the Company from any and all loss, claims, demands, suits or other action or any liability whatsoever, whether suffered, made, instituted or asserted by the subscriber or by any other person, caused or claimed to have been caused directly or indirectly by the publication of such number in its publicly distributed directories.



## GENERAL TERMS AND CONDITIONS

### 2.14 TEMPORARY SERVICE AND SPECULATIVE PROJECTS

- A. The Company will furnish temporary service or service to speculative projects under the following conditions:
1. The applicant for such service shall be required to pay to the Company in advance, or otherwise as the Company may elect, the net cost of installing and removing any facilities necessary in connection with the furnishing of such service by the Company.
  2. The applicant for service may be required to post a deposit with the Company, in accordance with Section 2.4.
- B. Nothing in this Rule and Regulation shall be construed as limiting or in any way affecting the right of the Company to collect from the customer any other or additional sum of money which may become due and payable to the Company from the customer by reason of the service furnished or to be furnished hereunder.

### 2.15 CONNECTIONS OF EQUIPMENT AND FACILITIES

To conform with Part 68 of the F.C.C. Rules only registered or grandfathered type equipment, apparatus, circuit wiring or device shall be connected with the facilities furnished by the Company's network, except as provided in the Price Schedule and/or Local Terms of Service or authorized by the Company. In case any such unauthorized attachment or connection is made, the Company shall have the right to remove or disconnect the same; or to suspend the service during the continuance of said attachment or connection; or to terminate the service.

GENERAL TERMS AND CONDITIONS

2.16 FILING AND DISPOSITION OF CUSTOMER COMPLAINTS

- A. Complaints against the Company shall first be made to the Company. The complaint may be made either in writing or verbally.
- B. Upon receipt of a customer's complaint, the Company will make a prompt investigation of the complaint. Upon completion of the investigation, the Company will contact the customer either verbally or in writing and inform him of the disposition of his complaint as a result of its investigation.
- C. Should the customer not be satisfied with the disposition of his complaint, he may bring the complaint to the Wyoming Public Service Commission.
- D. An appeal to the Commission need not be in any particular form but shall be made in writing and shall in essence state that the complainant was unable to resolve his complaint as provided by the rules of the Company.

---

GENERAL TERMS AND CONDITIONS

2.17 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.

---

GENERAL TERMS AND CONDITIONS

2.17 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.

---

GENERAL TERMS AND CONDITIONS

2.18 RESPONSIBILITIES AND OBLIGATIONS OF SUBSCRIBERS

Multi-Line Telephone Systems

- A. Pursuant to 47 CFR §9.16(b)(1) and (2), multi-line telephone systems connected to the Company's network which were manufactured, imported, sold, leased or installed after February 16, 2020 must be configured to:
- allow an end user to directly initiate a "911" call from any station equipped with dialing facilities, without dialing any additional digit, code, prefix, or post-fix, including any trunk-access code such as the digit 9, regardless of whether the user is required to dial such a digit, code, prefix, or post-fix for other calls, and
  - provide MLTS notification to a central location at the facility where the system is installed or to another person or organization regardless of location, if the system is able to be configured to provide the notification without an improvement to the hardware or software of the system.

MLTS notification must (1) be initiated contemporaneously with the 911 call, provided that it is technically feasible to do so; (2) not delay the call to 911; and (3) be sent to a location where someone is likely to see or hear it.

Customers who connect multi-line telephone systems to the Company's facilities must agree to defend and indemnify the Company for acts and omissions resulting in non-compliance, as described in Section 2.12.C.

- B. Pursuant to 47 C.F.R. § 9.16(b)(3), a person engaged in the business of installing MLTS may not install such a system in the United States unless it is configured such that it is capable of being programmed with and conveying the dispatchable location of the caller, as defined in 47 C.F.R. § 9.3, to the PSAP with 911 calls consistent with the requirements below. A person engaged in the business of managing or operating MLTS may not manage or operate such a system in the United States unless it is configured such that the dispatchable location of the caller, as defined in 47 C.F.R. §9.3, is conveyed to the PSAP with 911 calls consistent with the following requirements:**

- **On-premise fixed telephones associated with a MLTS must provide dispatchable location by January 6, 2021;**
- **No later than January 6, 2022, on-premise non-fixed telephones associated with a MLTS must provide dispatchable location where technically feasible, otherwise they shall provide dispatchable location based on end user manual update or on alternative location information as defined in 47 C.F.R. § 9.3;**

(N)

(N)

---

GENERAL TERMS AND CONDITIONS

2.18 RESPONSIBILITIES AND OBLIGATIONS OF SUBSCRIBERS

Multi-Line Telephone Systems

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

- No later than January 6, 2022, off-premise non-fixed telephones associated with a MLTS must provide dispatchable location where technically feasible, otherwise they shall provide dispatchable location based on end user manual update, or enhanced location information which may be coordinate based and consisting of the best available location that can be obtained from any available technology or combination of technologies at reasonable cost.
- Additionally, providers of fixed telephony services shall provide automated dispatchable location with 911 calls beginning January 6, 2021 pursuant to 47 C.F.R. § 9.8. Providers of interconnected VoIP service must comply with the location requirements under 47 C.F.R. § 9.11(b)(iv) for non-fixed services as of January 6, 2022. Customers to DID Service capable of accessing 911 emergency services shall be responsible for providing automated dispatchable location information as defined in 47 C.F.R. § 9.3 and for maintaining the accuracy of that information for fixed services as of January 6, 2021 and for non-fixed services where technically feasible as of January 6, 2022.
- Customers, particularly private switch owners, private branch exchange owners, and customers of DID service, may need to purchase additional features or services to comply with the dispatchable location provisions of RAY BAUM's Act. Dispatchable location capability may require Customers to purchase private switch automatic location identification (PS/ALI) service from the Company or from a third-party provider.

Customers who connect multi-line telephone systems to the Company's facilities must agree to defend and indemnify the Company for acts and omissions resulting in non-compliance, as described in Section 2.12.D.

---

## VOICE MESSAGING

(Except in Farson and Medicine Bow Exchanges)

Voice Messaging Service provides call handling and message storage capabilities. A user's 'mailbox' functions like an answering machine, taking calls when the user is away from or currently on the phone. Connection to the Voice Messaging service is made by a caller ringing a user's phone. The caller hears a greeting and is prompted to leave a message after the tone. In addition, advanced Voice Messaging Services also provide facilities that permit users to compose and send voice messages. For example, a user can compose a message and then send it to a number of people. Or, a caller can record a message and then request that it be sent at a later date.

### 3.1 CONDITIONS

- A. Voice Messaging is provided twenty-four hours per day, seven days per week.
- B. The minimum period for which voice messaging will be charged is 30 days.
- C. Voice Messaging and/or optional features are furnished subject to the availability of suitable facilities. They are not offered with pay telephone service. Some features may not be compatible with other features or with certain types of mailboxes.
- D. In the event of an interruption to the service which is not due to the negligent or willful act of the customer or the premises facilities or customer equipment beyond the demarcation point, a prorated adjustment of the monthly charge for service will be allowed for such interruption that continues for eight hours or more.
- E. The sole remedy for errors, omissions and out of service conditions is the out of service credit. The Company shall not be liable for any other damages, regardless of the cause, whether direct, indirect, incidental, special or consequential.
- F. The Company makes no warranties to the customer, and it expressly excludes and disclaims any implied warranties such as warranties of fitness for a particular purpose of merchantability.
- G. The Company may disconnect, without advance notice, any voice messaging service which is used in such a manner as to prevent, obstruct, delay or otherwise interfere with the service of other users.

---

VOICE MESSAGING

(Except in Farson and Medicine Bow Exchanges)

3.1 CONDITIONS (Cont'd)

- H. The Company may, at its discretion, change customer interfaces such as the recorded prompts and directions, the length of time available for leaving messages, the number of messages which may be left, and other aspects of the service without prior notice to the customer. Played messages left in a mailbox over 10 days may automatically be cleared by the Company unless the messages are saved as "new".
- I. Call Forwarding, Call Forwarding Busy, Call Forwarding No Answer and/or message waiting may be required for customers who subscribe to voice mail service. These Services will be provided per the terms, conditions and rates of the Company's found herein for those services. Call forwarding of the mailbox to the voice messaging system is included at no extra charge with the Stand Alone Mailbox.
- J. The rates and charges for voice messaging services are in addition to all rates and charges for the associated underlying service.
- K. Voice Messaging will lock out the customer after 3 invalid password attempts are made for access. The customer may attempt to log in again after one hour of lockout, or can contact the business office to reset it. A repair charge may apply to reset the password.
- L. All Voice Mail messages are the property of the Voice Mail Subscriber, and once deleted, are non retrievable.



---

VOICE MESSAGING

(Except in Farson and Medicine Bow Exchanges)

3.2 STANDARD AND OPTIONAL FEATURES

- A. Basic Voice Messaging is offered as a mailbox with personal greeting, remote retrieval of messages, 2 minute greeting and 5 minute message storage. Also included are adjustable volume control, internal and external personal greeting, personal verification changeable by user, and automatic message save. Other optional features can be added in order to customize the offering to the users specific needs. Optional features are listed in the price list following.
- B. Voice Messaging can answer incoming calls placed to a customer's telephone line when used in conjunction with Call Forwarding, or when a call is placed to the number assigned to the mailbox. The service can greet callers with a personal or standard greeting. The mailbox receives and saves the caller's message for review by the customer.
- C. Messages are stored by number of minutes and mailboxes are limited to a standard five (5) minutes of storage. Additional 5 minute increments of storage can be purchased as an option. When the mailbox limit is reached, no further messages can be stored until existing messages are deleted.
- D. Voice menus, forms, and announcements differ from sub-mailboxes in that each mailbox can be configured to act as an automated attendant, or a caller can travel through a digit driven menu.
- E. Basic Call Answering - Announcement Only option provides a mailbox with a unique seven (7) digit telephone number independent from any other service. This number is not entitled to a free directory listing. Announcement only provides for a customer programmable greeting but does not allow a message option.
- F. A Stand-alone mailbox provides a mailbox with a unique seven (7) digit telephone number independent from any other service. This number is not entitled to a free directory listing. The Stand-alone mailbox has all applicable features that are provided with the Basic Call Answering Mailbox. Call forwarding of the mailbox to the voice messaging system is included with this mailbox.
- G. An audible message waiting indication is an optional feature that, when the customer lifts the receiver, delivers an audible interrupted tone giving an indication that a message is waiting. The visible message waiting indication is an optional feature that will light a message waiting light on CLASS compatible equipment on non-electronic loops. Message waiting indication will be provided per the terms and conditions of the appropriate Company.

---

VOICE MESSAGING

(Except in Farson and Medicine Bow Exchanges)

3.2 STANDARD AND OPTIONAL FEATURES (Cont'd)

- H. Voice Messaging has a remote notification option that informs the customer of incoming messages by calling a telephone number or pager number. This option can be activated and deactivated by the mailbox owner. The notification numbers and times can be set up or changed by the customer or the company, depending on the type of mailbox selected. The customer can choose to be notified immediately when urgent messages are left, or when any messages are left.
- I. Express Messaging is a fast method of leaving a message in another mailbox without logging into your own mailbox to compose and send a message. Name dialing is a feature that allows a caller to access mail boxes by name.
- J. Message Delivery, is an optional feature that allows delivery options for the customer's messages to other voice message boxes and nonusers. This option can include delayed delivery. Messages can be tagged private or urgent and can be confirmed either by the confirm receipt option or notification of non-receipt. Messages can be sent up to 365 days into the future and a customer may send messages to others on the same local messaging system using a distribution list.
- K. The Voice Menu is a front-end call routing mailbox that helps the caller make quick connections to a particular customer or department mailbox by pressing single digits on a tone signaling telephone. This is used in conjunction with two or more standard mailboxes. Additional menu actions are available with Voice Menu service. Announcements allow the user to record messages that can be played back within a voice menu, or as a stand-alone service that is directly dialable. Thru-dial services allow access to predefined directory numbers (DNs) or user-prompted DN's that can be used within a voice menu service, or as a separate service with a directory number. Thru-dial services can be created to provide a variety of dialing options to users including Name Dialing, and can have restrictions barring users from dialing unauthorized numbers. Other actions available with Voice Menu service include: Transcription Services, Direct Call, Express Messaging, Voice Forms, and Time of Day.
- L. Voice Forms allow the user to collect voice information from callers. An application consists of a series of questions, played in sequential order, to which callers give voice responses. It is as if callers are filling in a form over the telephone.

CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: August 1, 2014

Section 3  
Original Page 5

---

VOICE MESSAGING

(Except in Farson and Medicine Bow Exchanges)

3.3 RATES AND CHARGES

All mailbox offerings provide for a standard 2 minute greeting and 5 minute message storage, except for the announcement only option which provides the greeting only.

Setup charges apply per mailbox, unless the service is under special contract. Additionally, nonrecurring labor charges may apply for the installation of voice messaging systems requiring more than one (1) hour of labor/consulting to complete.

A. BASIC CALL ANSWERING SERVICES

	<u>Monthly Rate</u>	<u>Setup/Change Charge</u>
Mailbox, Personal Greeting, Remote retrieval of messages	\$7.00	\$5.00
Announcement Only Mailbox	7.00	5.00
Stand Alone Mailbox	7.00	5.00
Voice Forms	5.00	25.00
Voice Menu Service	5.00	25.00
Announcements	5.00	5.00
Thru Dial Services	5.00	5.00
Other Actions, per action (includes transcription services, direct call, express messaging, voice forms, time of day control)	5.00	5.00

CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: August 1, 2014

Section 3  
Original Page 6

---

VOICE MESSAGING

(Except in Farson and Medicine Bow Exchanges)

3.3 RATES AND CHARGES (Cont'd)

	<u>Monthly Rate</u>	<u>Setup/Change Charge</u>
<b>B. CHARGEABLE OPTIONAL FEATURES</b>		
Additional storage, 5 minutes, per mailbox	\$ 5.00	N/C
Multi-users (up to 8 submailboxes)	5.00	N/C
Company controlled remote notification	5.00	N/C
Compose, send, reply, build distribution lists	5.00	N/C
Delivery to non-user for immediate delivery	5.00	N/C
Compose, send, edit and forward messages	5.00	N/C
Express messaging	5.00	N/C
Transfer to attendant by pressing 0	5.00	N/C
Tag messages: urgent, standard, private, acknowledge, time of day	5.00	N/C
Remote notification to pagers or telephones, user controlled	5.00	N/C
Dial by name	5.00	N/C
Delivery to non user	5.00	N/C

CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: August 1, 2014

Section 3  
Original Page 7

---

VOICE MESSAGING

(Except in Farson and Medicine Bow Exchanges)

3.3 RATES AND CHARGES (Cont'd)

Monthly Rate

C. Volume Discounts

1. Mailboxes

1-5 Mailboxes, ea. \$7.00

6-20 Mailboxes, ea. 6.75

21 + Mailboxes, ea. 6.50

2. Features

1-5 Features, ea. 5.00

6-20 Features, ea. 4.75

21 + Features, ea. 4.50

Message Waiting Audible 0.25

Message Waiting Visible 0.75

Enhanced Call Forwarding  
(Call Fwd When Busy and  
Call Fwd Don't Answer) 3.02

Call Forwarding When Busy or Don't Answer 1.65

---

OFF-PREMISE EXTRENSION SERVICE

4.1 CONDITIONS

1. Off-premise extension service is applicable in conjunction with extension lines or PBX trunks terminated off the premises to which the primary service is located within the exchange area.
2. The Company reserves the right to remove extension service locations that interfere with the satisfactory operation of an exchange access line and also to restrict the number of off-premises stations in use with any access line.
3. Off-premise extension line service is permitted from one-party access line service only and may be located on the premises of another customer provided the other customer has primary service at the same location.
4. Residence access line service will not be extended to any business premises that does not have primary service and vice versa.
5. Off-premises extension line rates are not applicable where:
  - a. The terminals are in the same building.
  - b. The airline distance between terminals in different buildings on the same continuous property is 200 feet or less. When the airline distance is over 200 feet, the pricing mileage will be the airline mileage between the locations of the primary termination.
  - c. Customers provide their own extension circuitry.
6. Customer are responsible for the maintenance of customer-owned wiring associated with off-premise extension service.

CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: August 1, 2014

Section 4  
Original Page 2

---

OFF-PREMISE EXTRENSION SERVICE

4.2 RATES

		<u>Service Code</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
A.	Off-Premise Extension Service Pinedale, Big Piney and Medicine Bow Exchanges.			
1.	On same continuous property.  Each 1/4 mile or fraction thereof.	MGPL	#	\$1.56
2.	On non-continuous property.  The one-party access line rate applies.			
B.	Off-Premise Extension Service. Farson Exchange.			
1.	On same continuous property.  Each 1/10 mile or fraction thereof.	MGOP1	#	0.35
2.	On non-continuous property.  The one-party access line rate applies.			

# A non-recurring charge applies as specified in Schedule 2.

---

LOCAL OPERATOR SERVICE CHARGES

5.1 CONDITIONS

- A. Local Operator Service Charges apply once for each call classified as Customer Dialed Calling Card, Operator Handled Station-to-Station, and Operator Handled Person-to Person. The charges also apply once for each time an operator verifies a called line or interrupts a call in progress.
1. Customer Dialed Calling Card - applies when calls are completed with the assistance of an operator, unless another Operator Handled charge applies, or the call is being placed for a calling party identified as handicapped and unable to dial the call because of that handicap.
  2. Operator Handled Station-to-Station - applies when calls are completed with the assistance of an operator, unless another Operator Handled charge applies, or the call is being placed for a calling party identified as handicapped and unable to dial the call because of that handicap.
  3. Operator Handled Person-to-Person - applies when a calling party names the particular party to be reached by an operator. The called party may be a person, a mobile station, or a station, department, or office reached through a PABX attendant. The charge also applies when the calling party cannot speak to the intended person or station, but agree to speak to someone else, or requests an operator to make arrangements with a person to receive a call at a specified time.

(D)

(D)



CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: May 6, 2016

Section 5  
1st Revised Page 2

---

LOCAL OPERATOR SERVICE CHARGES

5.1 CONDITIONS (Cont'd)

- B. The charges for all Local Operator Service charges are billed to the calling party, unless the charge is billed to the called party as a collect call and the charge is accepted by the called party, or the charge is billed to an authorized third telephone number, authorized calling card, or special billing number. The charge cannot be billed to a payphone.
- C. When the calling person dials the desired telephone number without the assistance of an operator, it is a Dial Station-to-Station call. This includes calls forwarded by call forwarding equipment.

5.2 RATES

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
A. Calling Card - Operator Handled	\$0.60	
B. Calling Card - Fully Mechanized	0.60	
C. Operator Station		\$1.50
D. Person-to-Person		3.50

(D)  
(D)

---

PAYPHONE SERVICES

6.1 DESCRIPTION

Payphone Services provide telephone service to a customer--leased or owned payphones with or without coin collecting devices. Access to the local calling area is provided at a recurring monthly rate. Message Toll Telephone Service access is provided to place operator billed calls. Screening service will be offered where available.

6.2 CONDITIONS

- A. Payphone service is provided at the option of the customer. This service may be provided through a one-party measured or message access line where available, or through a flat-rate one-party Payphone access line where measured/message service is not available.
- B. Payphone services do not include a directory listing.
- C. Installation, moves and change charges will be those applicable to business services.
- D. The telephone number provided by the Company will be displayed on the telephone instrument at all times.
- E. Request to Directory Assistance Service originated from Payphones will be billed at the applicable rate of the Directory Assistance Carrier.
- F. Payphone Services will have the same repair service that is available to simple business service.
- G. The customer shall be responsible for the installation, operation and maintenance of any customer-provided payphone used in connection with this service.
- H. All payphones shall provide dial tone first to assure emergency access without the use of a coin.
- I. The payphone instrument must allow coin-free operator access and emergency 911 access in any exchange where 911 service is available. Where 911 service is not available, detailed instructions for completing coin-free emergency calls must be posted prominently on the payphone instrument.
- J. The information labeling on the instrument should clearly advise the user as to the method of payment required and also must state if the coins will be returned if the called party does not answer.
- K. The payphone instrument must be registered under Part 68 of the F.C.C. Rules and Regulations, or be connected behind a protective coupler registered under Part 68 of the F.C.C. Rules and Regulations.
- L. The instrument must comply with the requirements of the Telecommunications for the Disabled Act of 1982 (access to handicapped and hearing aid compatible).

---

PAYPHONE SERVICES

6.2 CONDITIONS (Cont'd)

- M. The payphone must be connected to the Company's network in compliance with the current National Electric Code and Nation-al Electric Safety Code.
- N. Only one payphone instrument may be connected to a given Payphone Access Line.
- O. Payment of Payphone Service, toll message service, operator assistance, special charges, or other types of chargeable calls shall be the responsibility of the subscriber to Payphone Service.
- P. The Company may require, as a condition of connection, a security deposit to ensure payment.
- Q. Minimum charges for Payphone Service shall apply when the entire service is discontinued within one calendar month of the service establishment date. The minimum charge will consist of one month's service and feature rates and the non-recurring charges.
- R. The customer will be held responsible for loss or of damage to payphone facilities furnished by the Company, regardless if the damage is caused directly by the subscriber or the public.
- S. Each payphone shall carry an information label which identifies the owner and the person to call for reporting problems; the price of a call within the local calling area; and, any toll or local calling restrictions such as minutes of use per coin inserted.
- T. The customer is responsible for the provision of booths, shelves, directories and all other ancillary equipment.
- U. The customer shall be responsible for the payment of a Time and Material Charge for visits by a Company employee to the customer's premises when a service difficulty or trouble report results from the use of customer--provided equipment.
- V. When any customer-provided equipment is used with telecommunications services in violation of any of the provisions of this document, the Company will take such immediate action as necessary for the protection of the telecommunications network, Company employees and the public; and will promptly notify the customer of the violation. The customer shall discontinue such use of the equipment or correct the violation and shall confirm in writing to the Company within five (5) days, following the receipt of the written notice from the Company, that such use has ceased or that violation has been corrected.

Failure of the customer to discontinue such use or to correct the violation and to give the required written confirmation to the Company within the time stated above shall result in suspension of the customer's service until such time as the customer complies with the provisions of this document.

CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: August 1, 2014

Section 6  
Original Page 3

---

PAYPHONE SERVICES

6.2 CONDITIONS (Cont'd)

- W. The outgoing local message charge applies only to local calls from Payphones that are maintained and owned by the Company.
- X. All applicable toll and extended area service charges apply to calls from Payphones.
- Y. Screening provides a signal to the telephone operator that the caller is using a payphone. It will not allow collect and third number calls to be billed to the payphone line and restricts operator assisted toll calls to collect, bill to third party and calling card calls.

6.3 RATES \*

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
A. Payphone Access Line Flat	One-Party Business Rate	
B. Central Office Payphone Supervision	\$ 2.75	
C. Fraud protection		\$ 10.00
D. Public Interest Payphones		
Each outgoing local message rate is \$.25.		
E. Local Operator Service Charges	(See Section 5)	

\* The F.C.C. Multiline Subscriber line charge will apply for all Payphone Access Lines.

---

CENTREX SERVICE

7.1. DESCRIPTION

Equipment connected to the Company's network on or after February 16, 2020, must, upon connection to the Company's facilities, be configured by the Customer or equipment manufacturer to allow direct "911" dialing by any end user and must be configured to send MLTS notifications as described in Section 2.18.A.

(T)

**Equipment connected as described preceding must also be configured such that it is capable of conveying the dispatchable location of a "911" caller as described in Section 2.18.B.**

(N)

(N)

Centrex is a business communications system furnished only from a suitably equipped central office and is offered subject to the availability of facilities and applicable generic feature programs. It is a central office based service arrangement. A group of station lines is translated for an individual customer group and provides common access to a predetermined group of system features. Access to and/or from the public network from the station lines is provided via controlled access. The customer chooses the level of unblocked access desired to and from the general network.

Centrex enables stations to dial each other within their customer group and to dial outgoing calls directly. Direct inward calls may be dialed directly to any station. Incoming calls to the main listed number for the service are connected to a designated station and then may be transferred to the party by operation of the call transfer feature.

7.2. TERMS AND CONDITIONS

- A. Centrex is offered for a minimum period of one month.
- B. For purposes of applying Centrex rates and charges, a Customer Group shares a common dialing plan with a single billing entity responsible for payment of Company rates and charges.
- C. Centrex Service and features are provided up to the network demarcation at rates and charges specified herein. The customer will be responsible for the provision of all wire terminal equipment, and/or cable facilities on the customer's side of the network demarcation. Any such facilities installed or provided by the Company will be provided on a time and material basis. Terminal equipment provided by the customer must be compatible with the operating characteristics of facilities used for the provision of Centrex Service.
- D. Private Line charges apply if facilities are required to provision a channel termination located in a different central office exchange area than the one in which the dial switching equipment is located.
- E. Temporary suspension of service is not offered for Centrex.
- F. The Company will provide one main directory listing for a customer in the regular exchange directory.

CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: August 1, 2014

Section 7  
Original Page 2

---

CENTREX SERVICE

7.2. TERMS AND CONDITIONS (Cont'd)

- G. Incoming and Intragroup calls to unassigned numbers are intercepted by a standard recorded announcement which states that the call cannot be completed as dialed. Referral to an attendant or the directory is not provided.
- H. If facilities to provide Centrex are not readily available, the customer may be charged the cost of construction for new facilities from the serving central office to the customer premises.
- I. Customers may subscribe to Centrex Service on a month-to-month basis, or for a contractual period of either 24, 36, 48 or 60 months. Customers with over 200 lines may subscribe to Centrex Service by contract on an individual case basis (ICB). If contractual service is terminated prior to its full term, customers shall pay a termination charge in an amount equal to the difference between the amount that would have been billed for month-to-month service.

---

CENTREX SERVICE

7.3 FEATURE PACKAGES

The following list itemizes standard packages for Centrex. Features may vary depending on the serving central office and software upgrades.

A. Package 1: Digital Centrex Small Business Feature Package

Direct Outward Dial Lines

This feature allows station users to place external calls to the exchange network without attendant assistance.

Direct Inward Dial to Lines

This feature allows incoming calls from the exchange network to reach specific stations without attendant assistance.

Station-to-Station Calling with Common Dial Plan

This feature allows station users to call each other using station extension numbers.

Touch Tone Dialing

This feature provides for touch tone dialing.

Transfer of all Calls

This feature allows a station user to transfer calls from one line to another line.

Call Hold

This feature allows the user to hold one call for any length of time provided neither party goes on hook. With a call on Call Hold, the station user holding the call can place another call.

Conference 3-Way Call

This feature allows a station to call a DN, flash the switch hook to put the party on hold and dial a second DN to establish a 3-way conference call.

Call Forwarding Variable - Inside or Outside of Centrex Group

This feature provides the option of forwarding all the station's incoming calls to a predetermined number if the station does not answer. This is established and changed by the Company.

## CENTREX SERVICE

### 7.3 FEATURE PACKAGES

#### A. Package 1: Digital Centrex Small Business Feature Package (Cont'd)

##### Call Waiting

This feature notifies a subscriber who is on the telephone that another caller is attempting to call.

##### Call Diversion/Restriction

This feature allows a Class of Service assignment per station.

##### DN Hunting

This feature increases the likelihood of an incoming call being completed within a customer-defined group of lines. This feature offers the call to a sequence of other lines, searching for an idle line on which to complete the call.

##### Speed Call-Individual

This feature provides the convenience of one or two digit dialing of most commonly called DNS.

\* This feature is available only where technically feasible and where facilities permit.



---

CENTREX SERVICE

7.3 FEATURE PACKAGES (Cont'd)

B. Package 2: Digital Centrex Standard Package

This Package includes all features listed in Package 1, plus the following features:

Automatic Line

This feature provides an automatic connection between a calling station that goes off-hook and a preassigned directory number.

Blind Transfer Recall

This feature allows a call that has been transferred but the called station did not answer to return to the originating station that transferred the call.

Call Forwarding of Call Waited Calls\*

This feature allows call waiting calls that are not answered within a set period of time to automatically forward to a predetermined destination.

Call Forwarding Remote Access

This feature allows subscribers to activate or deactivate Call Forward Universal or to change the forward-to destination when they are at a remote location - away from the office.

Call Forward Timed-User Control of Rings\*

This feature enables a user to set a period of time a forwarded call will ring before it is routed to the attendant.

Call Park per Station

This feature allows a station user to park a call and then retrieve it again from the same or a different station.

Call Pick-up Groups

This feature enables a subscriber to answer a call to an unattended station within the same group.

\* This feature is available only where technically feasible and where facilities permit.

---

CENTREX SERVICE

7.3 FEATURE PACKAGES (Cont'd)

B. Package 2: Digital Centrex Standard Package (Cont'd)

Call Screening, Monitoring & Intercept\*

This feature provides a means of monitoring and intercepting calls enhancing the functionality of NBAS.

Call Waiting Originating\*

This feature allows an originating line to impose a call waiting tone automatically on a busy called line that is in the customer group.

Call Waiting - 3 Way Conference Capability\*

This enhancement to Call Waiting allows an incoming call waiting caller to be conference into the existing two party call.

Conference Hold\*

This feature allows the transferring party to talk privately with a destination before establishing a conference call or transferring a call.

Conference 6-Port Call\*

This feature allows attendants and/or station users to establish conference calls of up to 6 participants. Other participants may be internal or external to the system.

Consultation Hold\*

This feature allows the transferring party to talk privately with the destination before transferring the call or establishing a Three-Way Conference/Transfer.

Dial Call Waiting

This feature permits a station user to impose a call waiting tone on a busy station within their customer group that normally does not have call waiting. This feature is applied at the discretion of the calling station user by dialing an access code.

\* This feature is available only where technically feasible and where facilities permit.

---

CENTREX SERVICE

7.3 FEATURE PACKAGES (Cont'd)

B. Package 2: Digital Centrex Standard Package (Cont'd)

Directed Call Park

This feature provides stations with the capability of parking one call against any valid station directory number appearance in the system. It can then be retrieved from any other station within the customer group.

Directed Call Pick-up

This feature enables a subscriber to answer a call to an unattended station within the same group.

Distinctive Ringing

This feature provides different ringing patterns for internal and external calls.

Do Not Disturb (DND)\*

This feature provides an arrangement that intercepts incoming calls during specific periods of time when a station user does not want to be disturbed.

Executive Busy Override

This feature allows a station user to access a busy station.

Flexible Route Selection\*

This service allows the user to route calls to the attendant, tone or an announcement.

Last Number Redial

This feature allows a station user to redial the last number dialed by utilizing an access code.

\* This feature is available only where technically feasible and where facilities permit.

---

CENTREX SERVICE

7.3 FEATURE PACKAGES (Cont'd)

B. Package 2: Digital Centrex Standard Package (Cont'd)

Meet-Me Conference

This feature allows a user to arrange a conference in advance by instructing all conferees to dial a specific number at a given time.

Music on Hold Capability\*

This feature allows access to customer provided equipment that provides a continuous broadcast of music when a caller is placed on hold.

Message Service Indication\*

This feature permits a station user to dial a code to access the station users or attendant who has activated Message Waiting.

Night Answer\*

This feature allows an incoming call to be indicated by the ringing of a customer provided night bell or on a predesignated line.

Ring Again

This feature allows a station user encountering a busy station to be automatically notified when the station becomes idle.

Speed Call - Group

This feature provides Speed Calling to a group of users, designating one line to a controller and allowing that controller to add to, change or delete numbers from the list.

Uniform Call Distribution (UCD)\*

This feature allows an algorithm to be applied to incoming calls to uniformly distribute them among a group of available lines.

Virtual Facilities Group

This feature allows an incoming or outgoing **line to** be accessed by multiple users. The Virtual Facilities Group is usually assigned to a DN designed to meet the needs of customers with large volumes of incoming or outgoing long distance calls. (D)

\* This feature is available only where technically feasible and where facilities permit.

---

CENTREX SERVICE

7.3 FEATURE PACKAGES (Cont'd)

C. Package 3: Digital Centrex Advanced Package

The features in this Package are available only where facilities permit. This Package includes all features listed in Packages 1 and 2, plus the following features:

Account Codes\*

This feature allows a user to enter a billing number into a Station Message Detail Recording (SMDR) record for charge back purposes.

Authorization Codes\*

This feature is used to identify callers for billing purposes, assign a network class of service, and control network access.

Direct Inward System Access (DISA)\*

This feature permits selected outside callers to dial from a Meridian Switched Network directly into the DMS 100 ISDN node and gain access to network facilities, without attendant assistance.

\* This feature is available only where technically feasible and where facilities permit.

## CENTREX SERVICE

### 7.3 FEATURE PACKAGES (Cont'd)

#### C. Package 3: Digital Centrex Advanced Package (Cont'd)

##### Large Conference Call - Up to 30 Ports\*

This feature increases the maximum number of conferees in a Preset Conference (including the originator) to 30.

##### Preset Conference\*

This feature allows a Meridian Digital Centrex station, trunk, or Attendant Console to establish a preset conference by dialing a specific directory number (DN).

##### SMDR Record Output\*

This feature provides a Station Message Detail Report (SMDR) formatted-type record of chargeable and nonchargeable calls for each customer group. Call types and other message detail information can be specified for recording, at the customer group level.

##### Station Activation of Call Forward, Busy/Call Forward, Don't Answer\*

This feature enables 500/2500-set and Meridian Business Set users to activate and deactivate Call Forward, Busy and Call Forward, Don't Answer from their sets by using dialed feature-access codes.

##### Time of Day Routing\*

This feature enables cost-effective use of facilities by allowing or denying route choices based on the time of day.

\* This feature is available only where technically feasible and where facilities permit.

---

CENTREX SERVICE

7.3 FEATURE PACKAGES (Cont'd)

D. Package 4: Digital Centrex MBS Set Package

This Package may be added to Packages 1, 2 or 3 and includes the following features:

Attendant Mini-Console Operation with DSS/BLF Operation

This is an answering position, allowing the user to easily monitor the busy/idle status of station, answers and screens incoming call and picks up unanswered calls.

Automatic Dial Key

This feature can only work on a Meridian Business Set. This feature allows a subscriber to call a frequently dialed number by pressing the assigned feature key.

Called Name/Number Display - MBS

This feature will only work on a Meridian Business Set (MBS). This feature allows the caller to view who they called.

Calling Name/Number Display - MBS

This feature will only work on a Meridian Business Set (MBS). This feature allows the subscriber to see the name or number of the party calling.

Call Park Recall Identification

This feature will only work on a Meridian Business Set (MBS). This feature will allow a call that has been parked to recall after a certain period if no one has picked that call up.

Group Intercom

This feature allows a station abbreviated dialing to other station members within the same group intercom. The number of members will determine the dialing scheme.

Multiple Appearance Directory Number (MADN)

This feature allows a directory number to be assigned to more than one Meridian Business Set (or 2500 set).

On-Hook Dialing

This feature will work only on a Meridian Business Set (MBS). This feature allows the station user to dial their business set without having to pick up the handset (hands-free).

Reason Display - MBS

This feature will work only on a Meridian Business Set (MBS). This feature allows various information to be displayed for MBS subscribers with display models.

Station Camp On

This feature allows an attendant or other group member of an IBS group to extend a call to a busy station within the same IBS group. When the busy station becomes idle, it automatically rings and is connected to the waiting call.

## CENTREX SERVICE

### 7.3 FEATURE PACKAGES (Cont'd)

#### E. Package 5: Digital Centrex Advanced MBS Set Package

This Package may be added to Packages 1, 2 or 3 and includes the features listed in Package 4; plus the following additional features:

##### Automatic Answer Back

This feature allows any incoming call to the Primary Directory Number of the set to be automatically answered after four seconds.

##### Busy Override

This feature enables an ISDN terminal user to gain access to a busy terminal by pressing the Busy Override feature-activation key.

##### Call Back Queuing

This feature allows a station user encountering an all trunks busy condition the option of being notified when a trunk becomes idle and then being automatically connected to the called number.

##### Call Forward of DN's on a per Key Basis

This feature enables each directory number (DN) assigned this feature to be forwarded to a different DN (and destination).

##### Fast Transfer/Single Button Transfer

This feature, which provides Transfer on Release capability, speeds up call handling of calls by reducing the number of keystrokes needed to transfer a call and by eliminating the need to first conference the call.

##### Feature Inspect Key

This feature gives station users of MBS with display easy access to important information about both the set's assigned features and incoming calls.

##### Group Intercom - Group Voice Page

This feature enables any MBS station user who is a member of a group intercom group to simultaneously page up to 29 predefined MBS-equipped members in the same group.



## CENTREX SERVICE

### 7.3 FEATURE PACKAGES (Cont'd)

#### E. Package 5: Digital Centrex Advanced MBS Set Package (Cont'd)

##### Group Intercom - Individual Voice Page

This feature allows a customer to terminate on a member of a pre-designated group by using abbreviated dialing.

##### Individual Intercom

This feature allows a group intercom member to page another group intercom member using the built-in speaker on a MBS set.

##### Instant Change Order- User Control of Feature Changes

This feature allows the customers to reassign feature buttons on MBS sets.

##### Listen On Hold

This feature allows a user to placed a called party on hold and listen through the speaker to determine when the call has been reestablished.

##### MADN Ring Options

This feature provides MADN single-call arrangement (SCA) groups with two ringing options: abbreviated and delayed.

##### Make Set Busy

This feature allows a terminal to be made busy to incoming calls.

---

CENTREX SERVICE

7.3 FEATURE PACKAGES (Cont'd)

E. Package 5: Digital Centrex Advanced MBS Set Package (Cont'd)

Message Service Capability

This feature stores information of incoming unanswered calls and displays the information on a MBS set. Multiple options allow the user to scroll through, return, and erase the captured message.

Music On Hold Capability

This feature provides a continuous broadcast of music and optionally, a recorded announcement to callers who are waiting to be connected.

Private Line Assignment

This feature allows the user to give a directory number the appearance of a POTS line. The private line has a POTS dialing plan.

Query Busy Station

This feature allows a user to query the busy/idle status of a designated station within the group. If the station is busy when the query is made, the line is monitored and the querying set is alerted as soon as the station becomes idle.

Secondary MADN Call Forwarding Activation

This feature enables secondary members of a Multiple Appearance Directory Number (MADN) group to activate and deactivate Call Forward from Meridian Business Sets or 500/2500 sets.

Short Hunt on DN Keys

This feature permits incoming calls to hunt over a set of directory number appearances in search of an idle DN on which to terminate.

Single Line Que for Mini Console

This feature provides queing capability to mini-console attendants or other MBS users without the additional expense of Automatic Call Distribution (ACD) or Uniform Call Distribution (UCD software).

Station Message Waiting Activation

This feature permits a station user to dial codes to access another station user or attendant who has activated Message Waiting.

## CENTREX SERVICE

### 7.3 FEATURE PACKAGES (Cont'd)

#### F. Package 6: Digital Centrex Caller ID Package

This Package may be added to Packages 1, 2 or 3 and includes the following features:

##### Automatic Recall

This feature gives the subscriber the convenience of recalling the last incoming call without having to know the directory number of that call.

##### Automatic Re-dial

This feature allows a subscriber to automatically reach the last dialed directory number without having to redial the entire directory number.

##### Calling Name/Number Delivery

This feature allows the callers name and number information to be displayed at the called party's telephone (this telephone must have Caller ID capability).

##### Calling Name/Number Delivery Blocking

This feature allows the subscriber to alter the privacy status of name and number information on a per-call basis.

##### Call Waiting Caller Name/Number Delivery

This feature allows the station user to hear the Call Waiting tone while the caller's name and number appear on the stations CPE (a special type of CPE must be present for this feature to work).

##### Customer Originated Trace

This feature allows a subscriber who has been receiving harassing or pranks calls to activate an immediate trace of the last incoming call, without requiring prior approval and manual intervention by the service provider.

---

CENTREX SERVICE

7.3 FEATURE PACKAGES (Cont'd)

G. Package 7: Digital Centrex ACD Call center Package\*

The features in this Package are available only where facilities permit. This Package may be added to Packages 1, 2 or 3; and includes the following features:

Abandon Call Clearing\*

This feature eliminates unnecessary held connections by returning abandoned calls to an idle state.

Access to Management Reports\*

This feature allows users to receive call management reports either scheduled or on demand. It allows the customer to optimize operations by reassigning agents or reconfiguring routing schemes to match call volumes.

Agent Call Distribution Queuing\*

This feature ensures an even distribution of calls among the agents in the group.

Agent Status Lamp\*

This feature allows the supervisor to track the status of each agent position in the group.

Call Agent Key\*

This feature allows a supervisor to communicate directly with an agent by using the call agent key.

Call Forcing with Optional Tone\*

This feature enhances the existing Call Forcing capability by providing more flexibility in configuring and assigning Call Forcing to ACD groups and individual agents.

Call Load Management Controls\*

This feature allows the user to take advantage of load management commands that allow sets to be reassigned from one ACD group to another, and ACDSHOW commands display information about the group's agent positions.

Directory Numbers up to 17\*

This feature enables the assignment of up to 17 DN's including a primary ACD directory number and up to 16 supplementary ACD directory numbers.

\* This feature is available only where technically feasible and where facilities permit.

---

CENTREX SERVICE

7.3 FEATURE PACKAGES (Cont'd)

G. Package 7: Digital Centrex ACD Call center Package\* (Cont'd)

Display Agents Summary Key\*

This feature-key activated option enables the ACD supervisor using a business set with display to quickly check the status of all ACD agent positions assigned to a predetermined group.

Flexible Observe Agent\*

This feature enables ACD supervisors to monitor the quality of service being offered incoming callers.

Forced Agent Availability\*

This feature allows the ACD supervisor to require an agent to receive incoming ACD calls even though the agent has pressed the Not Ready key.

Group Status Display on Set\*

This feature allows the customer to review statistics on DMS Meridian ACD group status at customer-specified intervals. This information is displayed at a customer-premises ASCII terminal.

Line of Business Codes\*

This feature enhances the existing ACD Line of Business Code feature by increasing the number of business codes an agent can enter for each call from one to three.

Music on Delay after Recorded Message\*

This feature allows the user to further minimize callers abandoning during extended delays by providing the option of broadcasting a recorded delay announcement.

\* This feature is available only where technically feasible and where facilities permit.

---

CENTREX SERVICE

7.3 FEATURE PACKAGES (Cont'd)

G. Package 7: Digital Centrex ACD Call center Package\* (Cont'd)

Observe Agent Key\*

This feature enables ACD supervisors to monitor the quality of service being offered incoming callers.

Overflow of Enqueued Calls - up to 4 alternative destinations\*

This feature allows calls that have been enqueued for a predetermined amount of time to be routed to up to 4 alternative destinations.

Super-Groups\*

This feature enables multiple ACD groups (situated in a single or multiple location) to distribute calls dynamically among the separate groups based on the agents available at the time.

Supervisor Position Capability\*

This feature enables a Supervisor to manage a group of ACD agents. The Supervisor can monitor the performance of ACD agents and the quality of service being provided callers.

Variable Wrap up Time\*

This data-fillable feature enables ACD customers to establish a predetermined interval between an agent completing one call and receiving the next one.

\* This feature is available only where technically feasible and where facilities permit.

---

CENTREX SERVICE

7.4 RATES AND CHARGES

The charges that apply to Centrex are: one Customer Line Charge for each line terminated at customer locations, one or more Feature Package charges per line, one Attendant Console Feature if applicable, and any optional features. The appropriate Customer Line rate is calculated as follows:

- Total all lines in the Customer Group at all locations. Use appropriate Total Customer Lines rate group.
- The first line at each location pays the higher rate.

An additional discount may apply, per line, based on the level of access to or from the public network that the customer desires. For example, if a customer has 200 lines and wants to be able to obtain access to or from the public network from 50 of those lines at the same time, the level of access would be 25 percent, making the customer eligible for a \$2.25 discount. Divide the number of simultaneous accesses desired by the number of customer lines to obtain the percentage to use for a discount.

<u>Level of Access</u>	<u>Per Line Discount</u>
80-100% Access	0.00
60-79% Access	\$0.75
40-59% Access	\$1.50
20-39% Access	\$2.25
Less than 20% Access	\$3.00

CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: August 1, 2014

Section 7  
Original Page 20

CENTREX SERVICE

7.4 RATES AND CHARGES (Cont'd)

A. Customer Lines*	<u>First Line at any Location</u>	<u>Base Rate Area Monthly Rates Each Additional Line</u>
<u>2-10 Total Customer Lines</u>		
Month-to-Month	\$30.00	\$17.50
24 Months Contract	29.50	17.00
36 Months Contract	29.00	16.50
48 Months Contract	28.50	16.00
60 Months Contract	28.00	15.50
<u>11-20 Total Customer Lines</u>		
Month-to-Month	29.50	17.00
24 Months Contract	29.00	16.50
36 Months Contract	28.50	16.00
48 Months Contract	28.00	15.50
60 Months Contract	27.50	15.00
<u>21-100 Total Customer Lines</u>		
Month-to-Month	29.00	16.50
24 Months Contract	28.50	16.00
36 Months Contract	28.00	15.50
48 Months Contract	27.50	15.00
60 Months Contract	27.00	14.50
<u>101-200 Total Customer Lines</u>		
Month-to-Month	28.50	16.00
24 Months Contract	28.00	15.50
36 Months Contract	27.50	15.00
48 Months Contract	27.00	14.50
60 Months Contract	26.50	14.00

B. Zones (See Schedule 1, Sheet 1.4 for Zone descriptions)

1. Zone A rates are calculated by adding \$6.00 to each rate element listed above,
2. Zone B rates are calculated by adding \$13.00 to each rate element listed above.

\* Customers with over 200 Total Customer Lines may contract for Centrex Service on an Individual Case Basis (ICB).



CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: August 1, 2014

Section 7  
Original Page 21

CENTREX SERVICE

7.4 RATES AND CHARGES (Cont'd)

C. Feature Packages	Nonrecurring <u>Charge*</u>	Additional Monthly <u>Per Line Charge</u>
Package 1: Digital Centrex Small Business Feature	\$20.00	\$2.00
Package 2: Digital Centrex Standard Package	40.00	2.75
Package 3: Digital Centrex Advanced Features Package	60.00	3.25
Package 4: Digital Centrex MBS Set Package	60.00	3.25
Package 5: Digital Centrex Advanced MBS Set Package	10.00	7.00
Package 6: Digital Centrex Caller ID Package	10.00	7.00
Package 7: Digital Centrex ACD Call Center Package	ICB	ICB
D. Attendant Console** per console	Nonrecurring <u>Charge</u> \$275.00	Monthly <u>Rate</u> \$68.85
E. Optional Features*** (Per customer group)	Nonrecurring <u>Charge</u>	Monthly <u>Rate</u>
Networking a Multiple hosted ACD Group (2 or more CO's)	ICB	ICB
Networking a Multiple hosted Centrex Group (2 or more CO's)	ICB	ICB

\* Customers selecting Packages 1, 2 or 3 will pay only one nonrecurring charge which will be the charge associated with the highest package number selected. The non-recurring charge applies per customer group.

\*\* Attendant Console rates are per console and do not include CPE.

\*\*\* Additional Optional Features may be available to customers on an Individual Case Basis.

---

ADVANCED CALLING SERVICES

8.1 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-alone 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.

---

ADVANCED CALLING SERVICES

8.2 CONDITIONS

- A. Advanced Calling Services 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.
- B. Advanced Calling Services will be available to single party and multi-line residence and business customers having rotary dial or touch tone service.
- C. Advanced Calling Services information will not be sent for calls originating from equipment not suitably equipped for Advanced Calling Service features.
- D. To activate a feature, the subscriber must dial a company designated code (except Caller ID).
- E. 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.
- F. 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.
- G. Caller ID is not available on operator handled calls.
- H. 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.
- I. Advanced Calling Services will not be available on toll terminals, trunks or some remote switching locations.
- J. When a call is placed from a telephone number associated with a non-published listing, the number may be disclosed if the called party has equipment to display the calling number. Customers may prevent the display of the calling number by activating Caller ID Blocking. Caller ID Per Call Blocking is available, at no charge, in areas where Caller ID disclosure is possible.

---

ADVANCED CALLING SERVICES

8.3 LIABILITY

- A. 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 which the calling party has requested to be omitted from the telephone directory, or by the disclosure of such telephone number to any person.
- B. 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 which the calling party or the Caller ID customer finds erroneous, offensive, embarrassing or misleading for any reason.
- C. 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 called party when such indicator has been passed on to the telecommunication utility by the Company.
- D. 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.

---

ADVANCED CALLING SERVICES

8.4 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 does not hear a ring for rejected calls. Customer must provide and connect their own compatible customer premises equipment (CPE) in order to reject calls.

B. Busy Redial\*66

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 minutes, both the called and calling lines are checked for availability. If 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. Busy Redial\*66 is also available on a usage sensitive basis.

C. 3 Call Pickup

The Call Pickup feature allows a subscriber to pick up calls within a predefined pickup group by dialing an access code. The Call Pickup (CPU) feature permits a station to answer calls incoming to another station within the same pickup group. To activate or pick up a call within the preset pickup group, the subscriber goes off-hook, listens for dial tone, and dials the assigned access code used for CPU. Once the access code is translated, the ringing station within the preset pickup group is answered from the remote or distant station within the group. An immediate connection is made between the pickup station and the incoming call with no warning tone or other tone provided.

D. Call Return\*69

Permits the customer to automatically redial the telephone number of the most recently completed incoming local call or call attempt by dialing an activation code. If the redialed number is busy, the Company's equipment will monitor the redialed number every thirty (30) seconds for a maximum of thirty (30) minutes in an attempt to establish the call. When both lines are idle, the customer is notified by a distinctive ring, and when the customer picks up the receiver, the call is automatically placed. Call Return\*69 is also available on a usage sensitive basis.

Call Return\*69 cannot operate when:

1. A call originates from a central office that is not equipped for Advanced Call Service Features.
2. The calling party's (redialed) number has been Call Forwarded.
3. The call was blocked or was from a blocked line.

---

ADVANCED CALLING SERVICES

8.4 DEFINITIONS (Cont'd)

E. 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 the Company (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 of them. 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 a trace is successful, the Company's equipment will record the incoming call detail. Call detail does not include recording of the telephone conversation.

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.

When a customer is located in an exchange where Call Trace\*57 is not available or calls originate from a central office that is not equipped for Advanced Call Service, manual Call Tracing may be invoked. Manual Call Tracing may also occur when, in the judgment of the Company or a law enforcement agency, the unwanted calls present a serious threat of bodily harm or destruction of property.

The Company shall offer a one time forgiveness of charges associated with Call Trace\*57 in the event the service is activated unintentionally or by someone in the household without the authority to activate such service. The forgiveness of charges will not apply if the customer activating the service elects to contact police authorities concerning the traced call/calls.

---

ADVANCED CALLING SERVICES

8.4 DEFINITIONS (Cont'd)

F. 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.

G. Caller ID

Rates for Caller ID Service do not include a telephone instrument or other customer premises equipment (CPE).

1. Caller ID - This feature enables the customer to receive the calling party name and number on incoming calls. The Directory Name and Number of the incoming call will be sent to the display of the customer's premise equipment during the first long silent interval of the ringing.

An originating caller's Directory Name and Number may not be displayed at the called party under the following conditions:

- a. The calling party's name and number will not be displayed if the called party is off hook. If the customer subscribes to both Call Waiting and Caller ID Name and Number, and is on an existing call, a second incoming call will not be displayed, unless the customer subscribes to DSCWID or SCWID and Call Waiting. The called party on the second incoming call will receive a call waiting tone.
  - b. The calling party's name and number will not be displayed if the called party answers during the first ring interval
  - c. The calling party's name and number will not be displayed if the calling party has blocked his call or has a blocked line.
2. Caller ID (Per Call) Blocking - This feature enables customers to prevent delivery of their name and number on a per call basis by activating the appropriate code prior to placing a call. Caller ID Number Delivery Blocking is provided at no charge, to customers who are served from appropriately equipped central offices. Caller ID Number Delivery Blocking is not available with Payphone **Service** or PBX service (D)
  3. Caller ID (Per Line) Blocking - Allows a single line customer to make all calls with the delivery of the calling number identification marked as "private" to the people being called. If the pre-assigned access code is dialed, the calling number will be delivered on the next call placed. No installation charge applies to law enforcement agencies, crisis intervention agencies, and nonpublished numbers.

---

ADVANCED CALLING SERVICES

8.4 DEFINITIONS (Cont'd)

H. 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.

I. 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.

J. 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.

K. 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 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.

L. Selective Call Rejection\*60 (SCR)

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. SCR 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.

M. VIP Alert

Allows a customer to program up to thirty-one (31) directory numbers with distinctive tone or ring to alert the 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.



CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: November 14, 2014

Section 8  
1st Revised Page 8

(T)

ADVANCED CALLING SERVICES

8.5 RATES AND CHARGES

A.	Monthly Rates	Rates Per Month	Rates Per Month
	Advanced Calling Service	<u>Residence</u>	<u>Business</u>
	Anonymous Call Reject*77	\$4.34	\$5.44
	Busy Redial*66	4.34	5.44
	Call Forward with Hunting	0.95	1.95
	Call Pickup	3.95	4.95
	Call Return*69	4.34	5.44
	Call Waiting ID	0.55	0.55
	Caller ID	8.74	8.74
	Caller ID Per Line Blocking**	0.00	0.00
	Caller ID Per Call Blocking	0.00	0.00
	Long Distance Alert	4.34	4.95
	Privacy Protector	3.24	4.34
	Selective Call Accept*64	4.34	5.44
	Selective Call Forward*63	4.34	5.44
	Selective Call Rejection*60	4.34	5.44
	VIP Alert	4.34	4.95
B.	Usage Sensitive Rates		<u>Minimum Charge</u> <u>Feature Per Activation or Use</u> <u>Res./Bus.</u>
	Busy Redial*66		\$0.95
	Call Forwarding		0.95
	Call Return*69		0.95
	Call Trace*57		5.00
	Selective Call Accept*64		0.95
	Selective Call Forward*63		0.95
	Selective Call Reject*60		0.95
	3-Way Calling		0.95

With the exception of Call Trace\*57, the charges for usage sensitive features will be capped at \$10.00 per month per feature used. Call Trace\*57 will be capped at \$ 25.00 per month.

---

CUSTOM CALLING SERVICE

9.1 CONDITIONS

- A. Custom Calling Service is available in exchanges where facilities and operating conditions permit.
- B. Custom Calling Service features are furnished only with one-party residence or business service, excluding semi-public service.
- C. The number of features available is dependent upon the central office providing the service.
- D. The following are the basic customer calling features:
  - 1. Call forwarding provides for the transfer to another telephone of incoming calls by dialing a code and the telephone number of the service to which the calls are to be transferred. Any message toll charges applicable to the forwarding are assessed to the customer with the call forwarding feature.
  - 2. Speed calling permits a customer to place calls by dialing an abbreviated code instead of the normal directory number. The customer may change his speed code repertory of frequently called numbers.
  - 3. Three-way calling provides for holding an existing call and, by dialing a prefix code and the telephone number of a third telephone, extending the call to that telephone. This feature provides that only one of the three telephones may be outside the local service area of the telephone establishing the three-way call.
  - 4. Call waiting enables a customer to be aware of another incoming call while taking on a call. The called party hears a tone indicating that another caller is waiting. The existing call can be put on "hold," or disconnected, and the waiting call can be received. This feature is not available on central office lines arranged for trunk hunting.
  - 5. Call Forwarding When Busy allows a customer to have an incoming call forwarded if the called number is busy.
  - 6. Call Forwarding Don't Answer allows a customer to have an incoming call forwarded if the customer does not answer within a pre-determined number of rings.

CUSTOM CALLING SERVICE

9.1 CONDITIONS (Cont'd)

D. The following are the basic customer calling features:

7. Call Forward With Hunting automatically forwards incoming call to a predetermined number when the called number is busy.
8. Trunk Hunting allows an arrangement of two or more lines grouped so that incoming calls to the first number of the grouped lines are automatically routed to the first available line of the group.
9. Outbound Call Block Feature blocks all outbound dialing with the exception of abbreviated dialing for 911 (Emergency Reporting Services) and 711 (Service for Telecommunications Relay Services). In addition, all pay-per-use features are blocked. All other Custom Calling Service 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 Individual Line Service customers.

CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: August 1, 2014

Section 9  
Original Page 3

---

CUSTOM CALLING SERVICE

9.2 RATES

		Monthly Rate Per CO Line Equipped	
		<u>Residence</u>	<u>Business</u>
A.	Custom Calling Features <sup>(1)</sup>		
1.	Call Waiting, each line	\$1.65	\$1.65
2.	Call Forwarding, each line	1.65	1.65
3.	Three-Way Calling, each line	1.65	1.65
4.	Custom Speed Calling		
a.	Eight (8) code capacity, each line	1.65	1.65
b.	Thirty (30) code capacity, each line	2.20	2.20
5.	Distinctive Ring, each number assigned <sup>(2)</sup>	3.85	6.05
6.	Call Forward Busy	1.65	1.65
7.	Call Forward - No Answer	1.65	1.65
8.	Trunk Hunting	1.65	1.65
9.	Outbound Call Block Feature	5.00	5.00

<sup>(1)</sup> No Non-Recurring Charge applies for the installation or change of Custom Calling Service features.

<sup>(2)</sup> One white page listing is provided with this service.

---

DIRECT INWARD DIALING SERVICE

10.1 CONDITIONS

**DID subscribers may need to purchase additional features or services to comply with the dispatchable location provisions of RAY BAUM's Act, as described in Section 2.18.B.**

(N)  
(N)

- A. The service is furnished subject to facility and telephone number availability and compatibility of PABX facilities.
- B. Direct Inward Dialing Service provides the central office equipment necessary for in-dialing from the exchanges and toll network directly to stations associated with Key Systems and Private Branch Exchanges.
- C. DID trunks are equipped for one-way inward service only and all trunks in a trunk group serving DID station lines must be equipped for DID service. Trunks serving non-DID station lines and trunks used for outward service from all station lines do not need to be equipped for DID service.
- D. The customer must subscribe to a sufficient number of trunks to ensure service standards as determined by the Company.
- E. The service must be provided on all lines in a trunk group arranged for inward service.
- F. Directory listings for station numbers made available by the Company will be provided in accordance with the regulations and charges contained in Section 2.13, preceding.
- G. Customer provided switching systems must be arranged by the customer to provide for the intercepting of unused station numbers assigned to the customer.
- H. The rates and charges below apply only to service provided to switching systems installed on the customer's premises.

CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: November 14, 2014

Section 10  
1st Revised Page 2

(T)

---

DIRECT INWARD DIALING SERVICE

10.1 CONDITIONS

- I. The minimum service period for Direct Inward Dialing is three years. In case of discontinuance or reduction of service within the minimum service period, the termination liability charge applies. This charge is reduced by 1/36th for each full month that the service is provided. The termination liability charge is only collected if the customer disconnects or reduces his service within the three year period.
- J. Operational characteristics of interface signals between Company provided connecting arrangements and customer provided switching equipment must conform to the rules and regulations the Company considers necessary to maintain proper standards of service.
- K. The Company shall not be responsible to the customer or authorized user if changes in protection criteria or in any of the facilities, operations or procedures of the Company render any facilities provided by the customer, authorized user or joint user obsolete or require modification or alteration of such system or equipment or otherwise affect its use or performance.
- L. When Key Systems and Private Branch Exchange systems are provided by the customer, machine intercept service for reserved numbers must be provided by the customer at specifications acceptable to the Company.
- M. Service utilized in conjunction with customer-provided equipment will be provide under terms and conditions specified in Schedule 22, Connection with Customer Provided Terminal Equipment and Communication Systems in Price Schedule No. 1.

CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: November 14, 2014

Section 10  
1st Revised Page 3

(T)

DIRECT INWARD DIALING SERVICE

10.2 RATES

	<u>Termination Liability</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Direct Inward Dialing Service			
For Company or customer-provided Key Systems and Private Branch Service with direct in dial capability			
A. Initial DID Trunk Feature	\$780.00	\$29.00	\$229.45
B. Additional DID Trunk Feature	--	29.00	110.54
C. Each individual station number used or reserved		0.75	--
D. DID Trunks	LOCAL SERVICE, COL, PBX TRUNK RATE AND NONRECURRING CHARGE AS APPLICABLE		

Non-recurring charges from Price Schedule No. 2 apply in addition to the charges shown above.

E. Rates (Pinedale and Big Piney only)

	<u>Service Code</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Monthly Maintenance, per trunk #	DIDE	\$5.60	*

# This service available only for the Exxon Corp. Installation of additional services will be provided on an individual case basis subject to a special contract negotiated between the Company and the subscriber.

\* The installation of Direct Inward Dial trunks will be provided on an individual case basis subject to the provisions of a special contract negotiated between the Company and the customer.

CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: August 1, 2014

Section 11  
Original Page 1

---

FOREIGN EXCHANGE SERVICE

11.1 Foreign Exchange Conditions and Rates are set forth elsewhere.

11.2 RATES

Foreign Exchange Service between Pinedale and Big Piney, Wyoming exchanges:

	<u>Monthly Rate</u>
A. First 1/4 mile	\$3.12
B. Each additional 1/4 mile or fraction thereof	1.56

A service charge as specified in Schedule 2 applies for establishment of Pinedale – Big Piney Foreign Exchange Service.



---

DIRECTORY SERVICE

12.1 CONDITIONS

A. General

1. Listings in the alphabetical section of the telephone directory published by the Company are intended solely for the purpose of identifying customer's telephone numbers as an aid to the use of telephone service.
2. Listings will be limited to such information, in the judgment of the Company, as is necessary for proper identification.
3. A listing normally consists of one line. When the use of abbreviations impairs clarity and identification, a second line will be provided without additional charge.
4. The Company may refuse to insert any listing which, in its judgment, lacks propriety or does not facilitate the use of the directory.
5. Titles are permitted in business or residence listings where required for the purpose of identification.
6. Business or residence listings, other than the names of individuals, may be arranged under a caption when, in the judgment of the Company, the employment of the caption will facilitate the use of the directory.
7. Business listings of individuals, firms, companies, corporations, associations or concerns must be the names under which the customers are conducting business.
8. A trade name may be used as a business listing when the business is conducted under that name.
9. The name of a commodity will be accepted in the name portion of a listing only when the customer's business is publicly conducted under that name.
10. All listings in the classified section of the directory shall consist of the same name, address and telephone number as the listings furnished in the alphabetical section.

---

DIRECTORY SERVICE

12.1 CONDITIONS (Cont'd)

B. Primary Listings

1. Business Listings

- a. One listing in both the alphabetical and classified section of the directory which includes the name under which the business is publicly conducted, the address of the premises in which the termination of the primary access line(s) are located, and the telephone number. An abbreviated designation descriptive of the business or profession will be included if the name does not indicate the nature of the business.
- b. A business primary listing is not acceptable when it appears to be designed for the major purpose of directing persons to a telephone number of a customer from whom a particular service or commodity may be purchased.
- c. Each customer subscribing to Business Service is entitled to one listing in the classified section of the directory, under the classification of the customer's choice. Street addresses are provided at the option of the customer.

2. Residence Listings

- a. Residence primary listings, provided without charge in the alphabetical directory, may contain an additional name in the case of (a) two adults who share a common surname and live at the same address, (b) women whose husbands are deceased, and (c) persons known by more than one name, provided that the surname is the same.
- b. Residence primary listings of professional customers may indicate the same designations of title or profession as their business service listings. When professional customers are not customers of business service, the listings may include designations of title. For the purpose of identification, residence primary listings of clergymen, professors, military or naval officers may include designations of title.

---

DIRECTORY SERVICE

12.1 CONDITIONS (Cont'd)

C. Additional Listings

1. Business Listings

Business additional listings may be of the following classifications:

- a. Those members of firms, officers of corporations or the names of employees, departments or branches of the customer's business, etc. Departments or branches will be included under the primary service listing only. A listing may include the name portion of the primary listing and also the same business designation or a designation descriptive of the connection with such name.
- b. Other names under which the business of the customer may be known or is desired to be known to the public when such name is applicable to identically the same business operation in scope and character as that covered by the primary service listing.
- c. A listing under Condition C.1.b. preceding will be furnished only where there is sufficient evidence that the business may be known to the public under such name, provided that
  - The listing has not been designed solely to secure preferential location in the alphabetical or classified sections.
  - The inclusion of such a listing in the telephone directory will aid other telephone customers in locating the customer to the telephone service.
- d. When a customer of business service represents another individual, firm, corporation or association which does not physically occupy the same place of business with the customer, the subscriber may arrange for a listing under his telephone number for such an individual or firm at the additional listing rate.

2. Residence Listings

- a. Residence listings may be those of the customer or members of the customer's domestic establishment residing on the premises on which the customer's service is furnished.
- b. Listings for individuals occupying rooms let for living quarters in hotels, rooming houses, apartment houses, automobile courts and mobile trailer courts on the premises at which the customer is furnished hotel or commercial PBX service will be furnished at the additional listing rate.
- c. Where business service is furnished in a residence, additional listings may be furnished for the customer, an employee or a member of the customer's domestic establishment.

---

DIRECTORY SERVICE

12.1 CONDITIONS (Cont'd)

- D. Lines of Information - Lines of information may be arranged for, in addition to an additional or alternate listing, for the purpose of facilitating the use of the service, at the additional listing rate.
- E. The listed telephone number shall be that assigned to the telephone service.
- F. All applications for service set forth in this document shall be made by the customer or authorized agent.
- G. Telephone numbers of public telephones will not be listed in the directory.
- H. Where extra listings are provided in conjunction with initial or subsequent installations of exchange service facilities, the charges begin with the day on which charges for the associated service are effective. Where extra listings are provided other than in conjunction with exchange service facilities, the charges begin with the day following their entry in the information records. When extra listings are included in, or excluded from, the directory, the charge will continue until the end of the directory period unless the listed party or firm vacates the customer's premises or subscribes for service in his own name, or unless the customer's service is discontinued.
- I. Non-Published or Non-Listed Service
  - 1. Customers subscribing to non-published telephone number service release, indemnify and hold harmless the Company from any and all loss, claims, demands, suits or other action or any liability whatsoever whether suffered, made, instituted or asserted by the customer or by any other party or person caused or claimed, to have been caused directly or indirectly by its publication of such number or the disclosing of said number to any person.
  - 2. Non-published number is service requested by a customer who does not desire to have his name and telephone number listed in the directory or have his number made known to other telephone users.
  - 3. Non-listed number is service requested by a customer whose name and telephone number are not listed in the telephone directory, but can be obtained by contacting directory assistance.
  - 4. Non-listed or non-published number service shall be paid for until the end of the directory period during which the non-listed or non-published telephone number does not appear in the Company's directory, unless the customer's service is discontinued.
  - 5. No charge will be made for non-published or non-listed numbers for customers having a listed number in the same exchange under the same listing.

DIRECTORY SERVICE

12.2 RATES

A. Primary Service Listings

Includes individual primary access lines, residence dual listings, interexchange receiving service, PBX main access trunk and  
Mobile Telephone Service No Charge

B. Other Listings

Residence/Business  
Monthly Rates

- |    |                                      |               |     |
|----|--------------------------------------|---------------|-----|
| 1. | Additional and Alternate Listings    | <b>\$3.50</b> | (l) |
| 2. | Non-Published and Non-Listed Service | <b>9.00</b>   | (l) |
| 3. | Foreign Listings                     | <b>5.50</b>   | (l) |

CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: 02-01-2021

Section 13  
4th Revised Page 1

---

DIRECTORY ASSISTANCE SERVICE

13.1 TERMS AND CONDITIONS

See [CENTURYLINK® LOCAL TERMS OF SERVICE: DIRECTORY ASSISTANCE SERVICES](#) for the terms and conditions for local, long distance and national directory assistance.

13.2 RATES AND CHARGES

- A. Directory Assistance Service Charge,  
Per Directory Assistance call **\$6.99** (I)
- B. When the customer requests Directory Assistance by dialing “0” where the customer has the technical capability to direct dial Directory Assistance, a \$1.00 Operator Assistance charge applies in addition to the Directory Assistance Service Charge.

This *Local Terms of Service* contains the terms, conditions and rates for services formerly found in the effective October 1, 2014.

CenturyTel of Wyoming, Inc. d/b/a CenturyLink is referred to with this *Local Terms of Service* as “CenturyLink” or “Company”.

CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: August 1, 2014

Section 14  
Original Page 1

---

NUMBER HOLD SERVICE

14.1 CONDITIONS

- A. A customer may reserve the exclusive right to the use of a non-used telephone number prior to the installation of service.
- B. The reservation may not exceed nine months.
- C. The right to the number depends upon its availability at the time of the request.

14.2 RATES

	<u>Service Code</u>	<u>Service Charge</u>	<u>Per Month</u>
Number Hold Service, each	TNRS	*	\$2.00

---

SECRETARIAL BUREAU SERVICE

15.1 CONDITIONS

- A. A Secretarial Bureau is any individual or firm offering a telephone answering service to a number of patrons as a general undertaking. Any individual or firm who (a) answers a number of telephone lines for other firms or individual subscribers or answers calls referred through directory listings, for a number of subscribers or (b) furnishes an answering service to one or more patrons located outside of the same building in which the answering equipment is located or (c) offers telephone answering service to the general public by advertising in any telephone directory or other publication or (d) requires one or more administrative telephone lines and associated directory listings indicating telephone answering service is provided or (e) contracts to answer the telephone lines of patrons or take calls through directory listings on a 24 hour basis, will be considered a Secretarial Bureau for the application of rates and charges.
- B. The Secretarial Bureau is required to contract for the Secretarial Bureau Service described in this section, and in addition is required to subscribe for regular business exchange service, either flat or message rate but not a combination of both. Secretarial Bureau Service consists of telephone answering facilities and services described in this section and furnished to a Secretarial Bureau.
- C. Lines for connecting the telephone service of the Secretarial Bureau's patrons with the answering equipment of the Secretarial Bureau known as secretarial lines, are furnished for answering incoming calls only. Such lines may not be used by the Secretarial Bureau for making outgoing or for communication between the Secretarial Bureau and its patrons. The service of the Secretarial Bureau patron must be individual line or private branch exchange service.



CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: August 1, 2014

Section 15  
Original Page 2

---

SECRETARIAL BUREAU SERVICE

15.1 CONDITIONS (Cont'd)

- D. Subscribers to business individual line service may have such service terminated directly in a Secretarial Bureau's answering equipment where:
1. they have no other business service in same exchange, or
  2. their business individual line or Private Branch Exchange Service is disconnected at one location and they wish to retain their identification in the telephone directory until they can establish their business at a new location, or
  3. for "after business hours" or emergency calling purposes.
  4. Their services so terminated are limited to incoming use only. Regular business individual line flat or message rates and charges will apply. The directory listings associated with the above services must reflect "Answering Service Location" and the address of the Secretarial Bureau.
  5. The customer is required to provide his/her own Secretarial Bureau console that is compatible for operation with Company facilities. It is the customer's responsibility for the installation, maintenance and operation of the Secretarial Bureau console.
  6. Secretarial Bureau Service is available in the Pinedale and Big Piney Exchanges only.

15.2 RATES

- A. All rates and charges quoted herein for Secretarial Bureau Service assume that the Company will not be required to provide unusually large amounts of cable facilities required for this type of service at a remote from its central offices or in areas in the exchange where the cable required to provide Secretarial Bureau Service would not have a normal usage for other services if the Secretarial Bureau Service were discontinued at such a location. For the purpose of administering this regulation, no extra charge will be applicable if the Secretarial Bureau is located within one airline mile of the serving central office. If the Secretarial Bureau is located more than one airline mile from the serving central office, special charges will be applicable depending upon the circumstances in each case.
- B. Business or residence lines from the serving central office to the Secretarial Bureau will be billed in accordance with mileage charges under the Price Schedule.
- C. In addition to the rates and charges set forth for Local Exchange Access Service in Price Schedules 1 and 2, the monthly rate for a Secretarial Bureau line termination (SAT) is \$4.69 per month.

CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: August 1, 2014

Section 16  
Original Page 1

---

LOCAL PRIVATE LINE SERVICE

16.1 CONDITIONS

- A. Local Private Line Service is the furnishing of Company facilities for communications purposes of the customer and authorized users between specified locations within an exchange. Service is furnished seven days per week, twenty-four hours per day for a minimum period of one month.
- B. Private line channels are provided by metallic, radio, carrier or a combination thereof at the option of the Company. Metallic continuity or ground return channels are not guaranteed to be available.
- C. Sub-voice grade channels are unconditioned channels capable of transmitting direct current mark-space or binary signals at rates up to 150 bands. These channels are not suitable for the transmission of terminating current tones.
- D. Voice grade channels have an approximate bandwidth of 300-3000 Hz furnished for voice frequency. These channels are not suitable for the transmission of direct current pulses.
- E. Channels are furnished that are suitable for the specified purposes requested by the customer in a manner determined by the Company. A channel, circuit or facility furnished by the Company may be used only for the specific purpose primarily intended, and may not be used for a combination of services, nor may a service be superimposed on one of a different kind.

---

LOCAL PRIVATE LINE SERVICE

16.1 CONDITIONS (Cont'd)

F. Local Private Line Service is provided on the following basis:

1. Local Channel

This is the facility between the central office and the point of termination at the customer's or authorized user's premises. One local channel is required for each service point.

2. Multi-Point Service Arrangement

This arrangement applies when the customer or authorized user has more than two service points on the same channel.

G. Local private line channels are suitably terminated at an interface point at the customer's premises. The Company shall not be responsible for the installation, operation or maintenance of any customer-premises terminal equipment or customer premises communications systems.

H. Where unusual conditions are encountered in arranging for the service such as loading, balancing or other special arrangements, additional charges as specified in Schedule 20 following may apply in addition to the rates specified in A. following.

I. All customer-provided apparatus connected to local private lines and any current used over such lines must be in accord with the specifications approved for such use by the Company. The Company reserves the right to specify protective apparatus which it deems necessary for the protection of its employees, property, service and the public.

---

LOCAL PRIVATE LINE SERVICE

16.1 CONDITIONS (Cont'd)

- J. This Schedule contemplates the provision of Local Private Line Service where the Company has available facilities. Special Construction Charges, as set forth in Schedule 20 following, are involved when one or more of the following conditions are present:
1. The channel facilities to provide services or channels are not available and the Company constructs facilities to provide the services or channels for the customer and there is no other requirement for the facilities so constructed.
  2. The Company constructs channel facilities of a type other than that which the Company would otherwise utilize in order to provide services or channels for the customer.
  3. The Company constructs facilities to meet requirements specified by the customer that involves a route other than that which the Company would normally utilize in order to provide services or channels.
  4. At the customer's request a greater number of channel facilities are constructed by the Company than would otherwise be constructed in order to fulfill the customer's initial requirements for services or channels.
  5. The channel facilities to provide services or channels are not available and the Company expedites construction of the facilities at greater expense than would otherwise be incurred.
  6. The channel facilities to provide services or channels are not available and the Company constructs temporary facilities to provide services or channels for the period during which the permanent facilities are under construction.
- Title to all facilities provided in accordance with the preceding remains with the Company.

CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: August 1, 2014

Section 16  
Original Page 4

---

LOCAL PRIVATE LINE SERVICE

16.1 CONDITIONS (Cont'd)

- K. The customer will provide the necessary commercial power for private line equipment provided by the Company when such equipment is located on the customer's premises.
- L. The minimum charge for Local Private Line Service is one month in accordance with the rates set forth in A. following.
- M. Mileage Measurements
  - 1. The airline measurement is the airline distance between terminals on the line. The number of 1/4 miles is computed separately between the terminals along the circuit. The number of sections between terminals shall be one less than the number of terminals connected.
  - 2. Each channel from the central office is priced separately.
  - 3. Fractional quarter miles shall be computed to whole quarter miles for each separate measurement between points as referred to above.

CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: August 1, 2014

Section 16  
Original Page 5

---

LOCAL PRIVATE LINE SERVICE

16.2 RATES

A. All Exchanges

	<u>Service Code</u>	<u>Installation Charge</u>	<u>Monthly Rate</u>
1. Local Channel Mileage			
a. On Continuous Property			
- Each 1/4 mile or fraction thereof	MGPL	*	\$1.56
b. On Non-Continuous Property			
- First 1/4 mile or fraction thereof, airline measurement	MGP1	*	3.12
- Each additional 1/4 mile or fraction thereof, airline measurement	MGP2	*	1.56
- Minimum charge	LCTS		4.68
2. Special Interchange Private Line Channel Between Pinedale and Big Piney			
- First 1/4 mile or fraction thereof			3.12
- Each additional 1/4 mile or fraction thereof			1.56

\* Installation charge as specified in Schedule No. 2

CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: August 1, 2014

Section 17  
Original Page 1

---

PERSONAL SIGNALING SERVICE

17.1 CONDITIONS

- A. Personal signaling service is a service involving the one-way transmission of signals from any wire telephone located within the Pinedale, Wyoming mobile service area, through a land radiotelephone station, to a personal signaling receiver equipped for such service the receiver is a small portable radio unit which may be carried on the person of the customer.
- B. Personal signaling service is available to receivers when within the range of a land radiotelephone station, through which such service is furnished, and subject to transmission, atmosphere and similar limitations. Due to the inherent characteristics of radio transmission, the Company cannot warrant the range of coverage within the area in which service is offered. Service in some situations, receivers may be temporarily located in receiving blind spots, customer requirements will have to be examined on an individual case basis.
- C. The Company undertakes only to transmit a signal for the purpose of actuating a receiver and accepts no responsibility for the transmission of further intelligence.
- D. The Company will signal personal signaling receivers only when the appropriate receiving number is furnished by the calling party. The name and receiver number of a customer will not be made public.
- E. Service is available in the Pinedale and Big Piney Exchanges only.
- F. Personal Signaling Service is intended only for communications in which the customer has a direct interest and shall not be used for any purpose for which a payment or other compensation shall be received by him/her from any other person, firm or corporation, for such use, or in the collection, transmission or delivery of any communication for others.

17.2 RATES

	<u>Service Code</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Personal Signaling Service (35 megacycle equipment)			
- Line Access			\$15.00

---

SPECIAL EQUIPMENT AND ASSEMBLIES

18.1 CONDITIONS

Equipment connected to the Company's network on or after February 16, 2020, must, upon connection to the Company's facilities, be configured by the Customer or equipment manufacturer to allow direct "911" dialing by any end user and must be configured to send MLTS notifications as described in Section 2.18.A. (T)

**Equipment connected as described preceding must also be configured such that it is capable of conveying the dispatchable location of a "911" caller as described in Section 2.18.B.** (N)  
(N)

- A. For special equipment and arrangements requested by a customer, for which provision is not otherwise made, the appropriate monthly rates, installation charges and basic termination charges equivalent to the total cost of furnishing such equipment or arrangements apply.
- B. Total cost will be based on the following items to the extent that they are applicable:
  - 1. Cost of maintenance.
  - 2. Cost of operation.
  - 3. Depreciation on the installed cost of any facilities provided, based on the useful service life of the facilities with an appropriate allowance for net salvage.
  - 4. Administration and taxes on the basis of reasonable average charge for these items.
  - 5. Any other specific items of expense associated with the particular situation.
  - 6. An amount based on the installed cost of any facilities provided, for approved rate of return and contingencies.
- C. Installed cost in B.3. and B.6. above includes cost of equipment and materials specifically provided or used plus the cost of installing including engineering, labor, supervision, transportation, right-of-way and any other items which are chargeable to the capital account.
- D. If a central office addition is required to provide a special service and the service is disconnected prior to the minimum service period, the customer shall be required to pay the Company the total amount of the monthly rate for each month remaining in the minimum service period.



---

SPECIAL EQUIPMENT AND ASSEMBLIES

18.2 SPECIAL ASSEMBLIES

A. Volunteer Fireman Calling and Information Conference Arrangement (Pinedale Exchange Only)

1. General

A Volunteer Fireman Calling and Information Conference Arrangement giving access to the business or residence individual line telephone of 20 volunteer firemen (or 40 or 45 or 50 firemen where conditions permit) through the use of a master station, used for this purpose only, at the fire station, may be furnished to the extent desired. When actuated, this equipment rings all volunteer firemen stations which are not busy, and places a notifying tone on the others. Volunteer firemen answering such calls are advised of the type and location of the fire or other emergency by the attendant at the Master Station. When such attendant hangs up, all firemen's lines are restored to their normal uses. All lines connected to this arrangement must be served by the Company central office wherein the arrangement is located. If desired, a secret telephone number may be associated with this arrangement for use by the Fire Chief or other City Official who does not happen to be at a telephone associated with the arrangement at the time the siren is sounded. However, this type of conference arrangement permits calling volunteer firemen without sounding the siren if such action is desired.

CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: August 1, 2014

Section 18  
Original Page 3

---

SPECIAL EQUIPMENT AND ASSEMBLIES

18.2 SPECIAL ASSEMBLIES (Cont'd)

A. Volunteer Fireman Calling and Information Conference Arrangement (Pinedale Exchange Only) (Cont'd)

2. Rates

The following rates for the Volunteer Fireman Calling and Information Conference Arrangement apply in addition to those for the Fire Reporting Line and for the Siren Control Channel and associated keys, etc.

	<u>Service Code</u>	<u>Monthly Rate</u>
a. Individual Lines		
- 20 Firemen	CON20	\$ 55.00
- 40 Firemen	CON40	70.00
- 45 Firemen	CON45	80.00
- 50 Firemen	CON50	90.00
b. Fire Reporting Line	FRL	7.50
c. Siren Control Channel	SNCC	5.00
d. Secret Telephone Line	STL	1.00

The firemen's individual lines are billed at these rates and ordinarily, to each fireman.

Normal Service Connection charges apply for the installation of the Access Lines, Channels and Special Assembly items set forth above.

CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: August 1, 2014

Section 19  
Original Page 1

---

VACATION NUMBER RESERVATION

19.1 RATES	Rate Per <u>Month</u>
A. Vacation Number Reservation	See below
B. For reserving a trunk hunting telephone number for future use	\$1.20

19.2 VACATION NUMBER RESERVATION

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

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.

- A. Telephone service will be completely disconnected during the period of Vacation Number Reservation; there will be no dial tone.
- B. 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 Company. The customer will be notified of the date of the discount expiration in advance.
- C. 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.

The service named in Paragraph 2. under "Rates" above provides for the reservation of telephone numbers in a trunk hunting series.

CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: August 1, 2014

Section 20  
Original Page 1

---

SELECTIVE BLOCKING SERVICE

20.1 RATES		Rate Per <u>Month</u>	Nonrecurring <u>Charge</u>
A. Selective Blocking Service, each line equipped			
Initial blocking	976\960\900 960\900	-0- -0-	No Charge No Charge
Subsequent blocking on same line	976\960\900 960\900	-0- -0-	\$9.50 9.50

20.2 CONDITIONS

- A. Selective Blocking Service is offered only where central office facilities permit.
- B. Selective Blocking Service is only available on direct dialed calls. When clients dial a restricted number from a restricted line, the call will be diverted to a Company provided intercept announcement.
- C. Selective Blocking Service is available only on flat rate one-party lines or Foreign Exchange service where applicable. Blocking is available on other classes of service on a case-by-case basis. Charges and rates for this service are in addition to the charges and rates for the class, type and grade of service furnished in Schedule 1.
- D. The Company will provide the subscriber the opportunity to block access to all information delivery services offered through the local exchange company. The first such request shall be fulfilled at no charge to the subscriber. Subsequent requests for blocking will carry the charge listed above. No charge applies for removal of any blocking of 976/960/900.
- E. 976/960/900 Selective Blocking Service prevents access to the 976, 960 and 900 numbers.
- F. 960/900 Selective Blocking Service prevents access to the 960, and 900 numbers.

CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: August 1, 2014

Section 21  
Original Page 1

---

TOLL RESTRICTION SERVICE

21.1 RATES	Rate Per <u>Month</u>	Nonrecurring <u>Charge</u>
A. Toll Restriction, each individual line equipped		
Option 1	\$2.00	\$31.00
Option 2	\$2.00	\$31.00

21.2 CONDITION

- A. Toll Restriction prevents completion of a call by causing dial pulsing to stop immediately when a restricted digit is dialed.
- B. Toll Restriction is offered only in Central Offices capable of providing the service.
- C. Toll Restriction Service is offered as Option 1 and Option 2, Option 1 blocks 1+, 0+, and 0-calling. Option 2 blocks 1+ Calling. Both Options allow access to local calling, 911, 1+800 and 950 Calling accessibility where Company facilities permit.
- D. This service is available only on Local Exchange one-party line service and where facilities and operating conditions permit.
- E. Provision of Toll Restriction Service does not alleviate customer's responsibility for payment of authorized collect and third number billed calls.
- F. Toll Restriction Service prevents access to 900 type toll service.
- G. Directory Assistance calls are not allowed.
- H. All rates in this schedule apply in addition to the rates for the class, type and grade of service provided. All installation charges in this Schedule apply in addition to the charges for basic service, moves or charges for the class, type and grade of service
- I. When Toll Restriction Service is furnished, the customer will be cautioned about its limitations and be required to execute an agreement which holds the Company harmless from any damages which may arise and which absolves the Company from any responsibility for the failure of the customer to place calls because of the Toll Restriction Service.
- J. The Monthly and Non-Recurring rates in this Schedule do not apply if the Company initiates Toll Restriction as a result of non-payment from the customer. In cases where the Company uses Toll Restriction to discontinue service, the Central Office Reconnect charge from Schedule 2 will be applied for restoral of service. The Company may require payment of restoral charge prior to reestablishment of Toll Services.provided.

CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: August 1, 2014

Section 22  
Original Page 1

---

REMOTE CALL FORWARDING SERVICE

22.1 RATES	Rate Per <u>Month</u>	Nonrecurring <u>Charge</u>
A. Each Remote Call Forwarding (RCF) Service		
Without Call Screening and Blocking	\$22.00	\$31.20
With Call Screening and Blocking	33.00	31.20
B. Change of local RCF telephone number	--	13.35
C. Change of number of the terminating telephone at the call forwarding location	--	13.35

22.2 CONDITIONS

- A. Remote Call Forwarding (RCF) is provided only in Electronic Switching System central offices where facilities and operating conditions permit. RCF will automatically forward incoming calls placed to the remote call forwarding number, to a preselected telephone number located in the same or another exchange area.
- B. Rates for Remote Call Forwarding are in addition to applicable rates and charges for other services and equipment provided.
- 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. RCF does not allow calls to be forwarded to a public coin telephone.
- E. The Company does not provide identification of the originating telephone number to the Remote Call Forwarding subscriber.
- F. Call Forwarding is not permitted at an RCF terminating location.

---

REMOTE CALL FORWARDING SERVICE

22.2 CONDITIONS (Cont'd)

- G. Remote Call Forwarding is offered only in exchanges where suitable facilities are available.
- H. One listing in the alphabetical section of the directory covering the exchange in which the call forwarding central office is located is provided with RCF service.
- I. The RCF customer is responsible for all toll charges billed to the RCF number. The RCF customer is responsible for all message and/or toll charges for the portion of a forwarded call between the RCF number location and the terminating telephone.
- J. A condition of providing Remote Call Forwarding is that the subscriber orders sufficient RCF features and facilities to adequately handle calls offered by the Company. If, in the Company's opinion, additional Remote Call Forwarding features are required at the call forwarding location or if facilities are needed at the terminating station, the subscriber will be required to subscribe to additional RCF features and facilities. Should the subscriber refuse to subscribe to additional RCF features and/or facilities, the subscriber's RCF service will be subject to termination.
- K. Subscribers to RCF service are subject to the same rules, regulations and credit conditions as basic exchange access line service.
- L. 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.
- M. 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. Where equipment, facilities and operating conditions permit.
- N. RCF service may not be used to forward calls to another exchange in the same local EAS calling area.

---

DIGITAL SWITCHED SERVICE

23.1 DESCRIPTION

Digital Switched Service (DSS) provides digital local exchange service for Business users, and is an alternative to analog trunks. The service provides a digital facility (1.544 Mbps) between the customer's location 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.

23.2 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 circuit termination.

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 customers equipment.

Two-Way Trunk with DID and Answer Supervision

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



---

DIGITAL SWITCHED SERVICE

23.3 CONDITIONS

- A. DSS is provided subject to the availability of central office facilities.
- B. The minimum service period for the DSS facility and common equipment is one month.
- C. Each DSS facility enables the customer to add up to a maximum of 24 trunks per 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.
- D. Regulations, rates and charges, as described elsewhere in this Local Terms of Service apply as appropriate.
- E. **Reserved** (C)
- F. 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 or Dialan Service
  - Foreign Exchange Service
  - Joint User service
  - Payphone Access Line Service
  - Identified Outward Dialing

---

DIGITAL SWITCHED SERVICE

23.3 CONDITIONS (Cont'd)

- G. Customers are required to provide muxing/demuxing, at the customer premises, for analog trunks riding the DS1 facility.
- H. Line Power option is not available from the Company's Central Office with DSS service.
- I. The DSS facility cannot be purchased without a minimum of eight switched access trunks.
- J. 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. Rates and Conditions for Call Forward Busy are found in Schedule 10.
- K. Where more than one trunk group is requested on a DSS service, there will be a minimum of 8 trunks in each group.
- L. For DSS Facilities requiring loops greater than three miles in length a DSS Loop Transport rate applies per facility.

CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: August 1, 2014

Section 23  
Original Page 4

DIGITAL SWITCHED SERVICE

23.4 RATES

- A. DSS facility and common equipment,  
per 24 channel facility (DS1)

<u>Nonrecurring Charge</u>	<u>Monthly Rate Base Rate Area</u>	<u>Monthly Rate Zone A</u>	<u>Monthly Rate Zone B</u>
\$500.00	\$65.00	\$90.00	\$120.00

- B. DSS loop transport, per facility  
Each mile over 3 miles  
(applies to Base Rate and all Zone Rates)
- | <u>Monthly Rate</u> |
|---------------------|
| \$40.00             |

- C. Trunks (Minimum of 8 Trunks Required, per Trunk group)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
- In-only trunk	\$31.20	\$25.00
- Out-only trunk	31.20	25.00
- Two-way trunk	31.20	25.00
- In-only trunk with DID <sup>(1)</sup>	31.20	25.00
- Two-way trunk with DID and answer supervision <sup>(1)</sup>	31.20	25.00

<sup>(1)</sup> Requires a DID trunk circuit feature. See Schedule 11, Direct-Inward Dialing (DID) Service, for terms and conditions, rates and charges applicable to DID Service. The NRC for DID features are not waived with the initial order.

---

PACKAGED SERVICE

24.1 SIMPLE CHOICE™<sup>(1)</sup>/BUSINESS ASSIST ADVANTAGE

(C)

A. Description

Simple Choice™/Business Assist Advantage is a package of features available to both residential and business customers. Simple Choice™/Business Assist Advantage includes the features specified following and a flat rate access line and 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:

- Caller ID
- Distinctive Ring
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- 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
- Privacy Protector
- 3- Way Calling
- Speed Call 8 or Speed Call 30
- VIP Alert
- Busy Redial \*66
- Anonymous Call Reject \*77
- Selective Call Accept \*64
- Selective Call Forward \*63
- Selective Call Rejection \*60
- Long Distance Alert
- Message Waiting Indicator
- Home Intercom
- Call Pickup
- Voice Mail (Where Available)

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 shall apply.
2. Nonrecurring charges as specified elsewhere 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.

<sup>(1)</sup> **Effective December 26, 2014, Simple Choice™ is not available to new customers and is limited to lines in service for existing customers.**

CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: June 1, 2015

Section 24  
2nd Revised Page 2

---

PACKAGED SERVICE

24.1 SIMPLE CHOICE™ <sup>(1)</sup>/BUSINESS ASSIST ADVANTAGE (Cont'd)

C. Terms and Conditions (Continued)

3. 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.
4. If access line rates for residence and business service, as listed elsewhere in the Price Schedule, increase, Simple Choice™/Business Assist Advantage rates may also increase (upon Commission approval).

D. Rates

	<u>Residence</u>	<u>Business</u>
1. Simple Choice™		
Base Rate Area	<b>\$35.95 (I)</b>	---
Zone A	40.95	---
Zone B	47.95	---
2. Business Assist Advantage		
Base Rate Area	---	<b>\$39.45 (I)</b>
Zone A	---	<b>44.45 (R)</b>
Zone B	---	<b>51.45 (R)</b>

3. 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 Schedule 2.

\

<sup>(1)</sup> Effective December 26, 2014, Simple Choice™ is not available to new customers and is limited to lines in service for existing customers.

---

PACKAGED SERVICE

24.2 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

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

CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: December 5, 2014

Section 24  
First Revised Page 4

---

PACKAGED SERVICE

24.3 SELECT PAK/BUSINESS ASSIST SELECT <sup>(1)</sup>

1. Conditions

Select Pak/Business Assist Select consists of the following features only. Charges for other services offered by CenturyTel, such as an access lines, are in addition to this package rate.

Customers who subscribe to Select Pak/Business Assist Select may choose any or all of the following services (where available):

Caller ID  
Call Waiting  
Call Waiting ID  
Call Forwarding  
3-Way Calling

2. Rates

	Select Pak <u>Per Line</u>	Business Assist <u>Select</u>
Monthly Rate Residence	\$10.95	---
Monthly Rate Business	---	\$10.95

24.4 CALLER ID PLUS <sup>(2)</sup>

(C)

The Company will offer a feature package to residential customers who subscribe to Caller ID, Call Waiting, and Call Waiting ID, where available, and receive the three features for a package price of \$9.84 per month. In addition, all applicable nonrecurring charges will be waived.

24.5 CALLER ID EXTRA <sup>(2)</sup>

(C)

The Company will offer a feature package 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.

<sup>(1)</sup> Grandfathered to existing customers at their existing locations.

<sup>(2)</sup> **Effective December 26, 2014, Caller ID Extra and Caller ID Plus are not available to new customers and are limited to lines in service for existing customers.**

(N)  
(N)

CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: November 17, 2017

Section 24  
2nd Revised Page 5

---

PACKAGED SERVICE

24.6 **RESERVED**



CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: November 17, 2017

Section 24  
2nd Revised Page 6

---

PACKAGED SERVICE

24.6 **RESERVED** (Cont'd)

---

PACKAGED SERVICE

24.7 BUSINESS UNLIMITED

A. Description

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

B. Terms and Conditions

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 plan 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.

C. Monthly Rates

The following rates apply in addition to the monthly rates applicable for companion long distance service.

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

---

PACKAGED SERVICE

24.8 PURE BROADBAND BUNDLE – GRANDFATHERED <sup>(1)</sup>

A. Description

Pure Broadband Bundle includes flat rate Residence or Business Individual Line 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 Telephone Number Service

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.

Service Charges or nonrecurring charges do not apply.

D. Rates

	<u>Residence</u>	<u>Business</u>
Per Bundle, per month	\$28.00 <sup>(2)</sup>	\$28.00 <sup>(2)</sup>

<sup>(1)</sup> **Effective June 11, 2017, Pure Broadband Bundle is grandfathered for residential customers. Availability to current customers is limited to lines in service at existing locations.**

<sup>(2)</sup> Rates applicable for non-regulated High Speed Internet also apply.

---

PACKAGED SERVICE

24.9 SIMPLE CHOICE UNLIMITED <sup>(1)</sup> (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 with 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. 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> <sup>(2)</sup>	(T)
<u>Simple Choice Unlimited</u>		
Local Exchange Service		
Choice of available Custom Calling Service or Custom Calling II Service Features	\$34.95	

<sup>(1)</sup> **Effective December 26, 2014, Simple Choice Unlimited is not available to new customers and is limited to lines in service for existing customers.** (N)  
(N)

<sup>(2)</sup> 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. (T)

CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: June 1, 2015

Section 24  
1st Revised Page 10

---

PACKAGED SERVICE

24.10 ECONOMY PACK BUNDLE

The Company will provide residential customers with an access line, the subscriber line charge, Caller ID and Call Waiting for **\$26.95**. Customers willing to have term commitments will have a \$5.00 reduction a month for a 12 month commitment. (I)

24.11 ECONOMY PACK PLUS (768Kbps)

The Company will provide residential customers in Big Piney, Boulder, Daniel, and Pinedale with an access line, Caller ID, Call Waiting, Call Waiting ID and 768K high speed internet for \$59.95.

24.12 ECONOMY PAK PLUS (1.5 Mbps +)

Existing residential customers may be eligible for the following offer when they contact the Company to disconnect service and instead agree to retain service with the Company. To be eligible, the customer has to agree to subscribe Economy Pak Plus (1.5 Mbps +) which consists of an Access Line, Caller ID, Call Waiting, Call Waiting ID and High-speed Internet (1.5 Mbps or higher) at the following rates:

<u>Speed</u>	<u>Monthly Rate</u>
1.5 Mbps	\$ 64.95
3 Mbps	69.95
4 Mbps through 15 Mbps	74.95
20 Mbps	104.95

This service is only offered where the services are technically available. This is offered in the following exchanges: Big Piney, Boulder, Daniel, and Pinedale.

PACKAGED SERVICE

24.13 CORE CONNECT

A. Description

[CENTURYLINK LOCAL TERMS OF SERVICE: CORE CONNECT BUNDLES](#) contains the terms and conditions for CORE CONNECT bundles. Termination Liability Charges as described therein will apply if a Customer disconnects all or a portion of a CORE CONNECT bundle prior to the expiration of the TDP.

B. Rates and Charges

The following rates apply in addition to the monthly rates applicable for companion long distance and HSI services.

1. Core Connect 1

Per Location, Per Month				
Initial Bundle	2 <sup>nd</sup> through 10 <sup>th</sup> bundle			
All Terms	Month-to-Month	1 Year Term	2 Year Term	3 Year Term
\$80.00	\$50.00	\$45.00	\$42.50	\$40.00

2. Core Connect 1 LITE

Per Location, Per Month				
Initial Bundle	2 <sup>nd</sup> through 10 <sup>th</sup> bundle			
All Terms	Month-to-Month <sup>(1)</sup>	1 Year Term	2 Year Term	3 Year Term
\$80.00	\$50.00	\$45.00	\$42.50	\$40.00

3. Core Connect 2

Per Location, Per Month				
Initial Bundle	2 <sup>nd</sup> through 10 <sup>th</sup> bundle			
All Terms	Month-to-Month	1 Year Term	2 Year Term	3 Year Term
\$55.00	\$35.00	\$30.00	\$27.50	\$25.00

<sup>(1)</sup> Only available after expiration of a TDP when customer does not renew or select a new TDP.

CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: August 1, 2014

Section 24  
Original Page 12

---

PACKAGED SERVICE

24.13 CORE CONNECT (Continued)

B. Rates and Charges (Continued)

4. Core Connect 2 LITE

Per Location, Per Month				
Initial Bundle	2 <sup>nd</sup> through 10 <sup>th</sup> bundle			
All Terms	Month-to-Month <sup>(1)</sup>	1 Year Term	2 Year Term	3 Year Term
\$60.00	\$35.00	\$30.00	\$27.50	\$25.00

<sup>(1)</sup> Only available after expiration of a TDP when customer does not renew or select a new TDP.

CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: November 19, 2014

Section 24  
Original Page 13

**LOCAL TERMS OF SERVICE**

**BASIC EXCHANGE ACCESS SERVICE**

24.14 CENTURYLINK LINE VOLUME PLAN (CLVP)

1. Terms and Conditions

See [LOCAL TERMS OF SERVICE: CENTURYLINK LINE VOLUME PLAN \(“CLVP”\)](#) for the description, terms and conditions for CLVP. Termination liability charges and/or shortfall charges apply as specified therein, if all or a portion of the services under CLVP are terminated prior to the expiration of the initial commitment period or if Customer’s account falls below the minimum line requirements.

2. Rates

- a. Flat Rate Business Service, per Individual Line, Key Line, and/or Key Trunk, per month <sup>(1)</sup>

Number of Lines (Tier)/Minimum Line Requirement	Two Year Term	Three - Five Year Terms
10 - 49	\$26.99	\$24.99
50 - 499	25.99	23.99
500 - 999	24.99	22.99
1000 - 3000	23.99	21.99

- 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	\$4.00	\$3.00
50 - 499	4.00	3.00
500 - 999	4.00	3.00
1000 - 3000	4.00	3.00

<sup>(1)</sup> Touch calling service, Trunk Hunting and Extended Area Service, where applicable, are included in these rates. Suburban area mileage rates and zone charges do not apply.

(N)

(N)



---

PACKAGED SERVICE

24.15. HOME PHONE II – **GRANDFATHERED** <sup>(1)</sup>

A. Description

1. Home Phone II is an option 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 <sup>(21)</sup>

<sup>(1)</sup> **Effective June 11, 2017, Home Phone II is grandfathered for residential customers. Availability to current customers is limited to lines in service at existing locations.**

<sup>(2)</sup> Deregulated service.

---

PACKAGED SERVICE

24.15. HOME PHONE II – **GRANDFATHERED** <sup>(1)</sup> (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.

<sup>(1)</sup> **Effective June 11, 2017, Home Phone II is grandfathered for residential customers. Availability to current customers is limited to lines in service at existing locations.**

CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: 09-01-2017

Section 24  
2nd Revised Page 16

---

PACKAGED SERVICE

24.15. HOME PHONE II – GRANDFATHERED <sup>(1)</sup> (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. Nonrecurring charges, as described in Schedule 2 of CenturyTel of **Wyoming**, Inc. **PSC of WY Price Schedule No. 1** apply for new and additional Home Phone II lines, and moves of existing lines. (Z)  
(Z)
3. Nonrecurring charges do not apply when Home Phone II replaces existing Local Exchange Service. Nonrecurring 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 <sup>(2)</sup>	\$38.95

(1) Effective June 11, 2017, Home Phone II is grandfathered for residential customers. Availability to current customers is limited to lines in service at existing locations.

(2) 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.

CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: June 14, 2019

Section 24  
2nd Revised Page 17

PACKAGED SERVICE

24.16. CENTURYLINK BUSINESS BUNDLES (T)

A. Regulations and Descriptions (T)

[CENTURYLINK LOCAL TERMS OF SERVICE: CENTURYLINK BUSINESS BUNDLE](#)

contains the terms and conditions for **CenturyLink Business Bundle Options 1 and 2** (C)  
and **CenturyLink Business Bundle Preferred.** (C)

B. Rates and Charges

1. CenturyLink Business Bundle Options 1 and 2 (T)

Monthly rates for the CenturyLink Business Bundle Unlimited **Plan A** long distance (M) (C)  
plan provided by CenturyLink Communications, LLC and for deregulated High-Speed  
Internet provided by the Company are not included in **the following rates**; however, (T)  
the monthly rates for all these services will appear as a single line item on the  
customer's bill. (M)

CenturyLink Business Bundle Per Line, Per Location	Monthly Rate		Activation Fee
	Initial Bundle	2nd through 10th Bundle	
Month-to-Month <b>(Option 1)</b>	\$45.00	\$19.99	\$50.00
Two-Year Term <b>(Option 2)</b>	45.00	19.99	N/A

2. CenturyLink Business Bundle Preferred (N)

Monthly rates for the CenturyLink Business Bundle Unlimited **Plan B** long  
distance plan provided by CenturyLink Communications, LLC and for  
deregulated High-Speed Internet provided by the Company are not included in  
the following rates; however, the monthly rates for all these services will  
appear as a single line item on the customer's bill.

CenturyLink Business Bundle Preferred	Monthly Rate		Activation Fee
	Initial Bundle	2 <sup>nd</sup> through 10 <sup>th</sup> Bundle	
Month-to-Month	\$50.00	\$19.99	\$50.00
2-Year Term	50.00	19.99	0.00

(M) Material moved within this page.

(M)  
(M)

CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: February 18, 2019

Section 24  
2nd Revised Page 18

---

PACKAGED SERVICE

24.17. UNLIMITED NATIONWIDE CALLING OR ESSENTIAL HOME PHONE WITH 30 MINUTES LONG DISTANCE <sup>[1]</sup>

(C)

A. Description

Terms and conditions for Unlimited Nationwide Calling or Essential Home Phone with 30 Minutes Long Distance are located at:

[http://www.centurylink.com/tariffs/LTOS\\_Residence\\_Unlimited\\_Nationwide\\_Calling\\_Package.pdf](http://www.centurylink.com/tariffs/LTOS_Residence_Unlimited_Nationwide_Calling_Package.pdf)

B. Rates and Charges

Unlimited Nationwide Calling or Essential Home Phone with 30 Minutes Long Distance	Monthly Rate
Per package, per location	\$35.00 <sup>[2]</sup>

(T)

<sup>[1]</sup> **Effective February 18, 2019, Essential Home Phone With 30 Minutes Long Distance is grandfathered. Availability to current customers is limited to lines and features in service at existing locations.**

(C)  
|  
(C)

<sup>[2]</sup> Rate includes local services, features, fees and surcharges described in Section 3 (Application of Charges) of the [CenturyLink Local Terms of Service for Unlimited Nationwide Calling or 30 Minutes Nationwide Long Distance Package](#). Monthly rates for the Unlimited Nationwide Calling or 30 Minutes Long Distance calling plan provided by CenturyLink Communications, LLC and for optional deregulated High Speed Internet provided by the Company are not included in this rate; however, the monthly rates for all these services will appear as a single line item on the customer's bill.

(T)

---

PACKAGED SERVICE

24.18. SIMPLY UNLIMITED BUSINESS

A. Description

[CENTURYLINK LOCAL TERMS OF SERVICE: SIMPLY UNLIMITED BUSINESS](#) contains the terms and conditions for Simply Unlimited Business.

(See Preface Section for URL)

B. Rates and Charges

Option	Monthly Rate		Activation Fee
	Initial Bundle, Per Location	Each Additional Bundle, Per Location	
Simply Unlimited Business with Long Distance	\$50.00	\$50.00	\$50.00 <sup>[1]</sup>

<sup>[1]</sup> Activation fee will be waived with subscription to optional HSI. The above monthly rate and the applicable rate for optional HSI applies in addition to the above rates and will appear on invoice as a single line item.

---

PACKAGED SERVICE

24.19. Simply Unlimited Phone for Residence

A. Description

[CENTURYLINK LOCAL TERMS OF SERVICE: SIMPLY UNLIMITED PHONE](#) (URLs For Links To Documents for URL) contains the terms and conditions for Simply Unlimited Phone for Residence.

B. Rates and Charges

The following monthly rates include local services, features, fees and surcharges. Monthly rates for the Simply Unlimited Phone calling plan provided by CenturyLink Communications, LLC and for optional deregulated High Speed Internet provided by the Company are not included in this rate; however, the monthly rates for all these services will appear as a single line item on the customer's bill.

Option	Monthly Rate Per package, per location
Simply Unlimited Phone for Residence with Long Distance	\$45.00
Simply Unlimited Phone for Residence with Long Distance and deregulated HSI	\$35.00

CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: February 17, 2015

Section 25  
1st Revised Page 1  
Cancels Original Page 1

---

PROMOTIONS

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

**25.2 Grandfathered Promotions**

**A. PURE BROADBAND - RESIDENTIAL:**

Beginning November 3, 2009 through January 20, 2010, the Company is offering a residential access line bundled with the Company's Broadband and Internet service.

This bundle is available to residential customers in all exchanges within the Company where technically available. The line will be equipped with an Outbound Call Block Feature. This feature blocks all outbound dialing with the exception of abbreviated dialing for 911 (Emergency Reporting Services) and 711 (Service for Telecommunications Relay Services). Customers may also request an operator screening which prevents incoming collect and/or third number billed calls from being billed to the customer. Upon request, the customer's line will also be equipped with optional operator screening to prevent collect and/or third number billed calls from being billed to the customer. In addition, all pay-per-use features are blocked. All other Custom Calling 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 One-Party Local Exchange Service for residential customers. In addition all applicable nonrecurring charges will be waived.

Residential                      \$49.95

**B. PURE BROADBAND - BUSINESS:**

Beginning November 3, 2009 through January 20, 2010, the Company is offering a business access line bundled with the Company's Broadband and Internet service.

This bundle is available to business customers in all exchanges within the Company where technically available. The line will be equipped with an Outbound Call Block Feature. This feature blocks all outbound dialing with the exception of abbreviated dialing for 911 (Emergency Reporting Services) and 711 (Service for Telecommunications Relay Services). Customers may also request an operator screening which prevents incoming collect and/or third number billed calls from being billed to the customer. Upon request, the customer's line will also be equipped with optional operator screening to prevent collect and/or third number billed calls from being billed to the customer.

In addition, all pay-per-use features are blocked. All other Custom Calling 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 One-Party Local Exchange Service for business customers. In addition all applicable nonrecurring charges will be waived.

Business                         \$59.95



CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: March 1, 2015

Section 25  
2nd Revised Page 2  
Cancels 1st Revised Page 2

---

PROMOTIONS

**25.2 Grandfathered Promotions (Cont'd)**

**C. FLEXIBLE SAVINGS BUNDLE<sup>(1)</sup>:**

(T)

Beginning November 3, 2009 through March 31, 2010, the Company is offering a discount on certain features for business customers with 3 lines or less and who subscribe to the Tier One or Tier Two Flexible Savings Bundle. The following feature options are available with Tier One and Tier Two: Call Forwarding, Caller ID, Call Waiting ID, Call Waiting, Voice Mail, Inside Wire Maintenance, and Hunting, where available. **All customers** with one, two, or three lines will receive the feature package at the rates of \$21.00 for the first line and \$11.00 per line for the 2<sup>nd</sup> and 3<sup>rd</sup> lines. These rates apply in addition to the applicable access line rate.

(C)  
|  
(C)

**D. ECONOMY PACK PLUS (768Kbps):**

Beginning November 3, 2009 through March 31, 2011, the Company will provide residential customers in Big Piney, Boulder, Daniel, and Pinedale with an access line, Caller ID, Call Waiting, Call Waiting ID and 768K high speed internet for \$59.95.

**E. ECONOMY PAK PLUS (1.5 Mbps +):**

During the period April 1, 2010 through March 31, 2011, existing residential customers may be eligible for the following offer when they contact the Company to disconnect service and instead agree to retain service with the Company. To be eligible, the customer has to agree to subscribe Economy Pak Plus (1.5 Mbps +) which consists of an Access Line, Caller ID, Call Waiting, Call Waiting ID and High-speed Internet (1.5 Mbps or higher) at the following rates:

Speed	<u>Monthly Rate</u>
1.5 Mbps	\$ 64.95
3 Mbps	69.95
4 Mbps through 15 Mbps	74.95
20 Mbps	104.95

This service is only offered where the services are technically available. This is offered in the following exchanges: Big Piney, Boulder, Daniel, and Pinedale.

**F. SIMPLE CHOICE UNLIMITED WITH HSI DISCOUNT**

During the period May 1, 2013 through July 29, 2013, residence customers who subscribe to Simple Choice Unlimited will receive a \$5.00 discount when they also subscribe to the Company's High Speed Internet.

<sup>(1)</sup> Grandfathered offer.

(T)

CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: February 17, 2015

Section 25  
3rd Revised Page 3  
Cancels 2nd Revised Page 3

---

PROMOTIONS

**This page is reserved for future use.**

CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: February 17, 2015

Section 25  
3rd Revised Page 4  
Cancels 2nd Revised Page 4

---

PROMOTIONS

**This page is reserved for future use.**

CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: February 17, 2015

Section 25  
1st Revised Page 5  
Cancels Original Page 5

---

PROMOTIONS

**This page is reserved for future use.**

CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: February 17, 2015

Section 25  
1st Revised Page 6  
Cancels Original Page 6

---

PROMOTIONS

**This page is reserved for future use.**

---

N11 ABBREVIATED DIALING CODES

26.1 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 00-256, issued in CC Docket 92-105:
  - 211 – Community Information and Referral Services
  - 311 – Non-Emergency Governmental Services
  - 511 - Traffic and Transportation Information
  - 711 – Telecommunications Relay Service
  - 811 – One-Call Notification Systems

26.2 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)
  - 101XXXXOperator assisted calls will not be completed.

CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: August 1, 2014

Section 26  
Original Page 2

---

N11 ABBREVIATED DIALING CODES

26.2 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 Section 13, preceding.
- 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 Wyoming 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.

---

N11 ABBREVIATED DIALING CODES

26.2 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 libel 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.
  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.



---

N11 ABBREVIATED DIALING CODES

26.2 TERMS AND CONDITIONS (Cont'd)

- 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 the Local Terms of Service, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.
- 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.

26.3 RATES

	Nonrecurring Charge
Initial Setup, Per Host Switch and/or Stand Alone Switch	\$300.00
Subsequent Changes Per Host Switch and/or Stand Alone Switch	50.00

## TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM

### 27.1 GENERAL

#### A. 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 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 Company.

#### B. 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 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.

---

TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM

27.1 GENERAL (Cont'd)

C. Provisioning Priority

If the customer requires service within a shorter time interval than the 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 Company will respond accordingly. The 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 Company will adjust its available resources to meet the customer's requested due date. The value "0" implies no provisioning priority.

D. Restoration Priority

A TSP authorization code for restoration priority classifies the service as being among the nation's most important NSEP telecommunications services. The 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 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.

---

TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM

27.1 GENERAL (Cont'd)

E. Obligations of the Customer

In all instances, the customer is responsible for obtaining the appropriate TSP authorization code and providing that code to the 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 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 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 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 Company will accept such verbal notification. The customer must submit a written order to the 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.

---

TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM

27.1 GENERAL (Cont'd)

F. Obligations of the Company

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

The 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 Company will work cooperatively with other providers of TSP service when only a portion is provided by the 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 (NESP) Service Vendor Handbook" dated December 10, 2000.

27.2 RATES AND CHARGES

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

---

TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM

27.2 RATES AND CHARGES (Cont'd)

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

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

The 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

---

RESIDENCE CUSTOMER REFFERAL PROGRAM

28.1 TERMS AND CONDITIONS

- 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.

---

SATISFACTION GUARANTEE PROGRAM

29.1 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 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 Company via a web based on-line form within thirty days of the service installation date and at least 5 days before the 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 Company.

29.2 LIMITATIONS

- A. This program is not available to customers who cancel service(s) and replace the service(s) with another service provided by the Company. This program also is not available to customers for whom installation of the Company's services required special construction or special configurations.
- B. If the customer who cancels the service(s) provided by the Company obtains service from a local service provider, the Company will not reimburse the customer for any installation charges passed on by that provider to establish service.
- C. Each customer will be entitled to the credit one time per service.
- D. The Satisfaction Guarantee Program only applies to services provided under the regulations and rates specified in the Tariff/Local Terms of Service and does not apply to services offered under a separately negotiated contract.
- E. The Company is not liable for any outage, damages or inconvenience encountered by the customer when switching to an alternative local service provider.



---

COMPETITIVE RESPONSE PROGRAMS

30.1 BUSINESS

A. \$5/\$10 Bill 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.

To be eligible, the customer must be subscribed to any business local exchange service and must agree to retain the service(s) for one year after receiving the bill credit. Eligible customers who are subscribed to any local exchange service will receive a \$5.00 per line bill credit for six months when they agree to retain their service(s) for a minimum of twelve additional months, or will receive a \$5.00 per line bill credit 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 lines.

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.

CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: September 26, 2018

Section 31  
1st Revised Page 1

---

INTEGRATED SERVICES DIGITAL NETWORK – PRIMARY RATE INTERFACE (ISDN-PRI)

31.1 INTEGRATED SERVICES DIGITAL NETWORK-PRIMARY RATE INTERFACE (ISDN-PRI)  
BUSINESS SERVICE

A. Terms and Conditions

At [www.centurylink.com/tariffs/LTOS\\_Business\\_ISDN-PRI.pdf](http://www.centurylink.com/tariffs/LTOS_Business_ISDN-PRI.pdf) the following information will direct you to the applicable Local Terms of Service document which contains the terms and conditions for Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service:

State: Wyoming

Entity: CenturyTel of Wyoming, Inc. d/b/a CenturyLink

Service: CenturyLink ISDN-PRI Services

Termination Liability Charges as described in the aforementioned Local Terms of Service document will apply if a Customer disconnects all or a portion of the ISDN-PRI Business Service prior to the expiration of the TDP.

B. Rates

The rates, charges and regulations for a 1.544 Mbps service interoffice channel will apply in addition to the following rates for the interoffice facilities of an interexchange ISDN-PRI Business Service arrangement.

1. ISDN-PRI Business Service Arrangement

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

	<u>Monthly Rate</u>	<u>Nonrecurring Charge (Initial)</u>	<u>Nonrecurring Charge (Add!*)</u>
Month-to-month (6 mo. Min.)	\$1,200.00	\$650.00	\$0.00
One Year	1,100.00	450.00	0.00
Two Years	1,015.00	250.00	0.00
Three Years	945.00	0.00	0.00
Five Years	885.00	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.

CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: August 1, 2014

Section 31  
Original Page 2

---

INTEGRATED SERVICES DIGITAL NETWORK – PRIMARY RATE INTERFACE (ISDN-PRI)

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

B. Rates (Cont'd)

2. Optional Features

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
a. 2 B-Channel Transfer* 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* Per Primary Rate Interface	25.00	0.00
d. D-Channel Backup** each channel	50.00	20.00
e. E911 Call Screening* 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* Per Primary Rate Interface	0.00	0.00
i. Network Ring Again Per Primary Rate Interface* (Available with Two-Way Primary Rate Interface only)	160.00	0.00

\* Certain equipment restrictions apply.

\*\* Available only to customers subscribing to more than one Primary Rate Interface.

CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: August 1, 2014

Section 31  
Original Page 3

---

INTEGRATED SERVICES DIGITAL NETWORK – PRIMARY RATE INTERFACE (ISDN-PRI)

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

B. Rates (Cont'd)

3. Optional Feature Packages

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

4. Services Charges

a. Service Establishment Charges consist of:

- (1) A Service Order Charge as described in Section 2 of P.S.C. of Wy. No. 3 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
- (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 Charge,  
per ISDN-PRI Business Service Arrangement \$125.00

\* Only available for customers whose ISDN-PRI Business Service arrangements include a Two-Way Primary Rate Interface under a Term Discount Plan.

\*\* Certain equipment restrictions apply.

CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: September 26, 2018

Section 31  
1st Revised Page 4

---

INTEGRATED SERVICES DIGITAL NETWORK – PRIMARY RATE INTERFACE (ISDN-PRI)

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

B. Rates (Cont'd)

4. Services Charges (Continued)

c. Service Change Charges

- (1) For termination change at the same premises,  
Physical, per ISDN-PRI Business Service arrangement \$165.00
- (2) For termination change at the same premises,  
Programming, per ISDN-PRI Business Service arrangement \$35.00

- d. The Move Charge is equal to the sum of the Service Change Charges plus the Premises Visit Charge.

31.2 PRI BUNDLE

A. Terms and Conditions

At [www.centurylink.com/tariffs/LTOS\\_Business\\_ISDN-PRI.pdf](http://www.centurylink.com/tariffs/LTOS_Business_ISDN-PRI.pdf) the following information will direct you to the applicable Local Terms of Service document which contains the terms and conditions for PRI Bundle (aka Primary Rate Interface (PRI) Bundle II):

State: Wyoming  
Entity: CenturyTel of Wyoming, Inc. d/b/a CenturyLink  
Service: CenturyLink ISDN-PRI Services

B. Rates

<u>Term Commitment</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
2 years	\$1,015.00	\$250.00
3 years	945.00	250.00
5 years	885.00	250.00

CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: February 13, 2015

Section 32  
Original Page 1

---

MISCELLANEOUS SERVICE ARRANGEMENTS

32.1 CALL LINE IDENTIFIER

A. Description

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

B. Rates

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

---

CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

33.1 TROUBLE ISOLATION CHARGE (A.K.A. MAINTENANCE OF SERVICE CHARGE)

A. Description

The Trouble Isolation Charge is applicable when the Company dispatches a technician to investigate a customer-reported trouble, and a service difficulty is found to be caused by customer-provided equipment, wire, facilities, communications system or customer actions, and the customer does not have the Company repair the premises wire trouble.

The Trouble Isolation Charge also applies when a customer requests or allows the Company to dispatch a technician to investigate the reported trouble and the customer then does not allow access to the necessary in-home wiring and equipment or is not available to allow access.

This charge is waived for customers who have inside wire protection, unless CenturyLink determines through remote testing that no trouble exists, and the customer insists on a dispatch. If no trouble is found, a Trouble Isolation Charge applies whether or not the customer has inside wire protection.

B. Application

The Trouble Isolation Charge will not apply when:

- Customer is subscribed to an Inside Wire Maintenance Plan before a Company technician is dispatched
- A service difficulty or trouble is found to be in a permanently wired telephone associated with service (i.e., no network interface device)
- The service difficulty or trouble is in Company-maintained equipment or wiring
- No trouble is found after customer allows the necessary access to in-home wiring and/or equipment.
- Customer authorizes company repair of inside wiring and/or customer-provided equipment

C. Rates

Per occurrence, business or residence **\$95.00 (I)**

CENTURYTEL OF WYOMING, INC. d/b/a CenturyLink  
Local Terms of Service  
Wyoming

Effective: 10-01-2021

Section 33  
5th Revised Page 2

---

CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

33.2 INSIDE WIRE MAINTENANCE PLANS (A.K.A. INSIDE WIRE PROTECTION)

A. General

See [CenturyLink® Inside Wire Protection Subscriber Agreement](#) for applicable terms and conditions for business and residence inside wire maintenance plans. (T)

An Early Termination Fee as described in the aforementioned service agreement will apply when a customer who is subscribed to an inside wire maintenance plan under a nine-month minimum commitment period discontinues the plan prior to the end of the commitment period.

B. Rates

Residence, Per Line	<b>\$15.00 (I)</b>
Business, Per Line	13.00