

CenturyTel of Central Indiana, Inc. d/b/a CenturyLink and
CenturyTel of Odon, Inc. d/b/a CenturyLink
Local Terms of Service
Indiana

Effective: 02-06-2015

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CENTURYLINK LOCAL TERMS OF SERVICE

Pursuant to statute IC 8-1-2.6-1.2, non-basic telecommunications services were deregulated no March 27, 2006. Pursuant to statute IC 8-1-2.6-13(e)(1) Residential Basic Local Service ("RBLs") was deregulated on June 30, 2009.

As such, the [Standard Terms and Conditions for Residential Communications Services](#) or the [Standard Terms and Conditions for Communications Service](#) for business customers and these service-specific Local Terms of Service (collectively, the "Agreement") govern the services previously found in the CenturyTel of Central Indiana, Inc. Tariff I.U.R.C. No. 1 and the CenturyTel of Odon, Inc. Tariff I.U.R.C. No. 2.

Rates, Terms and Conditions Governing the Telecommunications Services Offered By

CENTURYTEL OF CENTRAL INDIANA, INC. d/b/a CENTURYLINK
and
CENTURYTEL OF ODON, INC. d/b/a CENTURYLINK

Apply to the following exchanges:

BATTLE GROUND, INDIANA
KEMPTION, INDIANA
BROOKSTON, INDIANA
ODON – MADISON TWP.

CenturyTel of Central Indiana, Inc. d/b/a CenturyLink and
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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 **the Company** 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. (C)
(C)

CENTURYLINK (T)
CENTURYLINK®
CORE CONNECT®

(D)

GENERAL TERMS AND CONDITIONS

2.1 ESTABLISHMENT AND FURNISHING OF SERVICE

A. Applications for Service

Applications for service shall constitute a contract when accepted verbally or in writing by the Company or upon the establishment of service. The initial minimum period for which service charges shall apply will be one (1) month or more as otherwise may be specified elsewhere in the tariffs and/or detariffed local terms of service of the Company. An applicant who has no previous account with the Telephone Company, or whose financial responsibility is not a matter of common knowledge, may be required to make an advance payment at the time application is made in an amount equal to the charges for one month's local service plus the service connection, installation, or construction charges that may be applicable. An applicant may also be required to make a deposit in an amount deemed sufficient by the Telephone Company to protect it from unpaid bills. The advance payment will be applied to the first bill rendered to the customer by the Telephone Company.

The Telephone Company reserves the right to refuse service to any applicant who is found to be indebted to the Telephone Company for service previously rendered until satisfactory arrangements have been made for payment of such indebtedness. Any authorized change in rates and regulations will become effective without further notice.

B. Telephone Numbers

The subscriber has no property right in the telephone number and the Telephone Company may change any number at any time, whenever it deems it advisable in the conduct of its business, due to sound business reasons. The Telephone Company agrees to notify its customers, with as much advance notice as possible of its intentions to change or assign its customers new telephone numbers.

C. Alterations of Premises

The subscriber agrees to notify the Company promptly whenever alterations or new construction on premises owned or leased by him will necessitate changes in the Company's wiring and equipment; and the subscriber agrees to pay the Company's current charges, if any, for such changes.

D. Responsibility of Subscriber for Payment

The subscriber is required to pay all charges for exchange services and facilities, and for toll messages in accordance with provisions contained elsewhere in these tariffs and/or detariffed local terms of service. The subscriber is held responsible for all charges for telephone service rendered at his telephone, both exchange and toll, including charges for toll messages on which the charges have been reversed.

GENERAL TERMS AND CONDITIONS

2.1 ESTABLISHMENT AND FURNISHING OF SERVICE

E. Maintenance and Repair

The Telephone Company undertakes to maintain and repair the facilities which it furnishes to subscribers. The subscriber agrees to take good care of the instruments and all accessories connected therewith and shall be financially liable and pay for all malicious, willful and negligent damage. The subscriber may not, or permit others to rearrange, disconnect or remove any equipment or wiring installed by the Telephone Company. If the equipment or wiring is rearranged, disconnected or removed, the Telephone Company shall have the right to make a charge in accordance with the rules and regulations then in effect.

F. Unusual Installation Costs

Where special conditions or special requirements of the subscriber involve unusual construction or installation costs, the subscriber may be required to pay all or a reasonable proportion of such costs. If a charge is made, the ownership of all materials and equipment shall remain with the Telephone Company. The Company's outside plant must not be moved, altered or disturbed without written consent of the Company. The cost of rearranging and restoring the outside plant to accommodate movers of buildings and other objects, will be charged to the party applying therefore.

G. **Customer-Requested Termination of Service**

When business service is terminated at the customer's request after the minimum service period or initial contract period as described preceding has been met, service will be discontinued immediately, and a final bill will be issued in accordance with Section 2.4.B, Prorating of Opening and Closing Bills.

Residential customers may request termination of residence service at any time, and service will be discontinued on the last day of the customer's billing cycle after the minimum service period has been met. Final charges will be rendered in accordance with Section 2.4.B, Prorating of Opening and Closing Bills.

(N)

(N)

GENERAL TERMS AND CONDITIONS

2.2 ESTABLISHMENT AND MAINTENANCE OF CREDIT

A. Establishment of Credit

The Telephone Company is not obligated to furnish service to any individual or firm that owes for services previously rendered at the same or a different address, until payment has been made to liquidate such previous indebtedness to the Company. Nor is the Telephone Company obligated to continue to furnish service to any individual or firm whose credit is or becomes, in the opinion of the Telephone Company doubtful.

Consumer Rights and Standards Policies adopted and revised from time to time by the Indiana Utility Regulatory Commission will apply in treating an individual's or firm's obligation to make restitution for past service indebtedness.

Consumer Rights and Standards Policies will also apply when collecting deposit against future service indebtedness when an individual's or firm's credit must be partly substantiated by means of a cash deposit.

B. Deposits

1. The Company may require an applicant or a customer to make a suitable cash deposit to be held by the Company as a guarantee of the payment of charges for service. The fact that a deposit has been made neither relieves the applicant nor the customer from complying with the Company's regulations as to advance payments and the prompt payment of bills on presentation nor constitutes a waiver or modification of the regulations of the Company providing for the discontinuance of service for nonpayment of any sums due the Company for service rendered.
2. Applicants or customers who request service in a location where the Company believes, in its sole discretion, the equipment may be subject to loss or damage through theft, vandalism or other reasons involving a responsibility on the part of the customer will be required to make a suitable deposit to cover that potential loss or damage, such deposit not to exceed the value of the equipment furnished.
3. The amount of deposit, if applicable, will be determined in accordance with the Company's policies.
4. Deposits, if applicable, will be refunded or applied, in accordance with the Company's policies.
5. The Company does not apply interest on deposit amounts that it holds or upon the return of deposit amounts to the applicant or customer.

GENERAL TERMS AND CONDITIONS

2.3 OBLIGATION AND LIABILITY OF THE TELEPHONE COMPANY

A. Availability of Facilities

The Telephone Company's obligation to furnish exchange and toll 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 poles, lines, circuits, equipment, etc.

B. Interruptions of Service

If service is interrupted for more than forty-eight (48) hours other than by the negligence or willful act of the subscriber, an allowance at the minimum rate for the telephone facilities and class of service affected at the time of the interruption shall be made for the time such interruption continues. No other liability shall in any case attach to the Company for interruptions of service.

C. Directory Errors and Omissions

The Telephone Company issues directories to assist in furnishing prompt and efficient service to its customers. The Telephone Company does not guarantee to its customers or others the accuracy of any listing therein.

D. Transmitting Messages

The Telephone Company does not transmit messages but offers the use of its facilities for communications between patrons. If because of transmission difficulties the operator, in order to accommodate the subscriber, repeats messages, the operator is deemed to be acting as the agent of the persons involved and no liability shall attach to the Telephone Company because of any errors made by the operator or misunderstandings that may arise between subscribers because of such errors.

E. Use of Connecting Company Lines

When suitable arrangements can be made, lines of other telephone companies may be used in establishing wire connections to points not reached by this Company's lines. In establishing connections with the lines of other companies, the Telephone Company is not responsible or liable for any action of the Connecting Company.

F. Defacement of Premises

The Telephone Company shall exercise due care in connection with all work done on subscriber's premises. No liability shall attach to the Telephone Company by reason of any defacement or damage to the subscriber's premises resulting from the existence of the Telephone Company's instruments, apparatus 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 Telephone Company.

GENERAL TERMS AND CONDITIONS

2.3 OBLIGATION AND LIABILITY OF THE TELEPHONE COMPANY (Cont'd)

G. Limitation of Liability – Multi-line Telephone systems

- (1) Customer will defend and indemnify the Company, its affiliates, agents and contractors from all third party claims, liabilities, fines, penalties, costs and expenses, including reasonable attorneys' fees, arising from or related to customer's, customer's end user's or customer's third-party provider(s)' acts, omissions (including the failure to purchase or implement features that enable the receipt and transmission of direct-dial "911" calls or multi-line telephone system notifications), or failures of connectivity that impede, prevent or otherwise make inoperable the ability of the customer or its end users to directly dial "911" or to receive or transmit multi-line telephone system notifications, as required by law, in the United States. (T)
- (2) **Customer will defend and indemnify the Company, its affiliates, agents and contractors from all third party claims, liabilities, fines, penalties, costs and expenses, including reasonable attorneys' fees, arising from or related to any acts or omissions by the customer, customer's end users or customer's third-party provider(s) that cause, give rise to or bring about the non-compliance of the service with any applicable law, including the failure to purchase or implement features that enable compliance with laws.** (N)

GENERAL TERMS AND CONDITIONS

2.4 PAYMENT FOR SERVICES AND FACILITIES

Bills are rendered in advance of the service period. Charges for exchange service, long distance service, and auxiliary equipment are due when the bill for such service is rendered (date shown thereon) and become delinquent seventeen days thereafter. All bills are payable at the Telephone Company's business office, or authorized collection agency. Failure to receive a bill does not relieve the customer of the responsibility for paying promptly.

When warranted, in the reasonable judgment of the Telephone Company, special toll bills may be rendered. In such cases the amounts billed are due and payable on demand.

A. Delinquencies (Late Payment Charge)

A utility service bill shall be rendered as a net bill. If the net bill is not paid within seventeen days after the bill is mailed, it shall become a delinquent bill and a late payment charge may be added in the amount of **\$15.00** or 5.0% of the unpaid balance, whichever is greater. (I)

B. Prorating of Opening and Closing Bills

Bills rendered for establishment of business and residence services and final bills rendered for discontinuation of business services will be prorated on the basis of a thirty (30) day billing period.

Final bills rendered after customer-requested discontinuance of residential service will not be pro-rated and service will remain available to the customer until the first day of the customer's next billing cycle.

GENERAL TERMS AND CONDITIONS

2.5 TELEPHONE DIRECTORIES

A. Distribution

The Telephone Company will furnish to its subscribers, without charge, only such directories as it deems necessary for the efficient use of the service and, upon request, additional directories not to exceed the total number of extension stations furnished under this *Local Terms of Service*. Other directories will be furnished at the discretion of the Company at a reasonable charge. Additional or foreign directories shall be provided by the Telephone Company at a reasonable fee, when available.

B. Ownership and Use

Directories furnished without charge to subscribers are the property of the Telephone Company, and are loaned to subscribers only as an aid to the use of the telephone service, and are to be returned to the Telephone Company upon request or when new directories are issued. Subscribers must not deface or mutilate directories. The Telephone Company shall have the right to make a charge for directories issued in replacement of directories destroyed, defaced, or mutilated while in the possession of the subscriber.

GENERAL TERMS AND CONDITIONS

2.6 USE OF SERVICE AND FACILITIES

A. Ownership and Use of Equipment

Equipment, instruments, and lines furnished by the Telephone Company on the premises of a subscriber are the property of the Telephone Company, whose agents and employees shall have the right to enter said premises at any reasonable hour for the purpose of installing, inspecting, maintaining or repairing the equipment, instruments, and lines, or for the purpose of making collections from coin boxes or upon termination of the service, for the purpose of removing such equipment, instruments, lines and poles.

If the installation and maintenance of service are requested at locations which are or may be hazardous or dangerous to the Telephone Company's employees, to the public or to property, the Telephone Company may refuse to install and maintain such service. If such service is furnished, may require the subscriber to indemnify and hold the Telephone Company harmless from any claims, loss or damage by reason of the installation and maintenance of such service.

B. Unauthorized Attachments or Connections

The Telephone Company shall not be required to attach its equipment or lines to wiring not owned and installed by it, nor shall the equipment, apparatus, circuits, or devices not furnished by the Telephone Company be attached to or connected with facilities furnished by the Telephone Company, whether physically, acoustically, by induction, or otherwise, unless provided elsewhere in the *Local Terms of Service* or unless written permission is obtained from the Company. In case any such unauthorized attachment or connection is made, the Telephone Company shall have the right to disconnect the same or to suspend service during the continuance of said attachment or connection or to terminate the service.

C. Use of Subscriber Service

Subscriber telephone service is furnished only for use by the subscriber and/or the subscriber's family, employees, or persons residing in or guests at the subscriber's household or business, and may not be resold or otherwise used for performing any part of the work of transmitting, delivering, or collecting charges for any message where any toll or other consideration has been or is to be paid to any party other than the Telephone Company, without consent of the Telephone Company. The Telephone Company has the right to refuse to install subscriber service or permit such service to remain on premises of a public nature when the instrument is so located that the public in general or patrons of the subscriber may make use of the service. At such locations, however, service may be installed, provided the instrument is so located that it is not accessible to public use.

In the event a customer's service is used by the public or other unauthorized persons, the customer is still responsible for any and all charges originating or billed to his telephone.

GENERAL TERMS AND CONDITIONS

2.6 USE OF SERVICE AND FACILITIES (Cont'd)

D. Tampering with Equipment

The Telephone Company may refuse to furnish or may deny telephone service to any person, firm, or corporation on whose premises is located any telephone equipment owned by the Telephone Company which shows any evidence of tampering, manipulating, or operation, or use of any device whatsoever, for the purpose of obtaining telephone service without payment for the charges applicable to the service rendered.

E. Use of Profane Language or Impersonation of Another

The Telephone Company may refuse to furnish or may deny service to any person, firm, or corporation who, over the facilities furnished by the Telephone Company, uses or permits to be used foul, abusive, or profane language; or impersonates or permits others to impersonate any other individual with a fraudulent, malicious, or mischievous intent.

F. Governmental Objections to Service

The Telephone Company may without liability refuse to furnish or may discontinue telephone service to any person, firm, or corporation upon objection to the furnishing of such service made in writing by or on behalf of any law enforcement agency, acting within its jurisdiction, on the grounds that such service is or will be used for an illegal purpose.

G. Abuse or Fraudulent Use of Service

The Telephone Company reserves the right to discontinue or deny service because of the misuse or the fraudulent use of service. Misuse or fraudulent use of service includes the use of service or facilities of the Telephone Company to transmit a message, or to locate a person, or otherwise to give or to obtain information without the payment of a message toll charge applicable to such use.

GENERAL TERMS AND CONDITIONS

2.7 ADJUSTMENT TO BILLS

A. Adjustment of Local Charges

Adjustment for service interruptions will be made on the basis of the utility's tariff and/or detariffed local terms of service; provided, however, that credit shall be applied against the customer's monthly bill, prorata (based on a 30 day month), whenever a service interruption exceeds forty-eight (48) hours.

B. Adjustment of Long Distance Charges

Disputed charges may be adjusted subject to investigation, provided that such disputed charges are called to the attention of the utility prior to delinquency of such bill. After investigation the utility may rebill the disputed charges.

C. Other Billing Adjustments

Billing errors, including incorrect tariff and/or detariffed local terms of service applications, may be adjusted to the know date of error or for a period of one (1) year, whichever period is shorter.

2.8 LIMITATION OF SERVICE OFFERING

Whenever the facilities immediately available are insufficient to furnish service immediately to all who may apply, those facilities available will be used in the following order:

- A. Supply service to essential Government agencies and public utilities;
- B. Private organizations and individuals directly serving the public safety, health and welfare (including charitable and religious establishments and their officiating clergy, and public and private schools);
- C. Press associations, newspapers and broadcasting stations;
- D. Other new business services;
- E. New residence service for seriously ill or blind persons;
- F. New residence main services other than those included above.

GENERAL TERMS AND CONDITIONS

2.9 CONNECTION OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT

A. Ownership, Use and Maintenance of Facilities on Customer's Premises

1. Except as provided herein and in the tariff and/or detariffed local terms of service schedules, the utility shall furnish, own and maintain all facilities, including instrumentality's, protective apparatus, and other equipment necessary to provide telephone service. All installations provided shall conform to the established construction standards of the utility.
2. All instrumentality's and equipment furnished by the utility in connection with a customer's service shall be carefully used and only authorized employees of the utility shall be allowed to connect, disconnect, move, change or alter in any manner any or all of such instrumentality's and equipment.
3. The customer will be held responsible for loss or damage to any equipment or apparatus furnished by the utility on his premises, unless such loss or damage is due to cause beyond his control.
4. No apparatus or device not provided or authorized by the utility shall be attached to or used in connection with telephone equipment and facilities provided by the utility. The utility shall have the right to disconnect the service during the continuance of such attachment or connection.

B. Customer-Provided Equipment

1. Customer-provided equipment may be connected at the customer's premises to facilities of the utility for use with individual line exchange service in compliance with Part 68 of F.C.C. Docket No. 19528, as provided for herein or as set forth in this section. The utility will not allow intermixing of customer and utility provided equipment serially installed beyond the point of demarcation. The point of demarcation is as set forth:
 - a. For acoustic or inductive connections it is the utility provided telephone.
 - b. For equipment not requiring protective connecting arrangements it is the utility provided jack or jacks.
 - c. For equipment requiring protective connecting arrangements it is either the utility's protective connecting arrangement or the utility provided jack for use in connection with the customer provided protective connecting arrangement.

GENERAL TERMS AND CONDITIONS

2.9 CONNECTION OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT (Cont'd)

B. Customer-Provided Equipment (Cont'd)

2. Customer-provided equipment connected prior to July 1, 1979 (non-registered grandfathered equipment) may remain connected and be moved or reconnected thereafter for the life of the original equipment unless subsequently modified.
3. The utility may make changes in its equipment, operations or procedures where such action is not inconsistent with Part 68 of F.C.C. Docket No. 19528.
4. Ringer equivalence of customer-provided equipment connected to the same line will not exceed the allowable maximum for that line as determined by the Utility.
5. Responsibility of the Utility
 - a. In compliance with Part 68 of F.C.C. Docket No. 19528, the utility will not be responsible to the customer or otherwise, should necessary changes be made in utility's facilities, operations or procedures which may render any customer-provided equipment obsolete, require modification or alteration to such equipment or otherwise affect its use or performance.
 - b. Customer's service may be disconnected if customer-provided equipment is causing harm to utility's facilities.
 - c. The utility shall not be responsible for the installation, operation or maintenance of any customer-provided equipment. The facilities of the utility are not represented as adapted to the use of customer-provided equipment and where such customer-provided equipment is connected to utility's facilities the responsibility of the utility shall be limited to the furnishing of facilities suitable for telephone service and to the maintenance and operation of such facilities in a manner proper for such service; subject to this responsibility the utility shall not be responsible for the through transmission of signals generated by the customer-provided equipment or for the quality of, or defects in such transmission, or the reception of signals by the customer-provided equipment.

GENERAL TERMS AND CONDITIONS

2.9 CONNECTION OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT (Cont'd)

B. Customer-Provided Equipment (Cont'd)

6. Responsibility of the Customer

- a. In compliance with Part 68 of F.C.C. Docket No. 19528, customer-provided equipment may only be connected to individual line exchange service. The customer shall notify the utility of each line to which said equipment is to be connected and shall notify the utility when such equipment is permanently disconnected. The customer will also provide the utility with the F.C.C. Registration Number and ringer equivalence number of the customer-provided equipment.
- b. All combinations of customer-provided registered or non-registered equipment (including but not limited to wiring) shall be installed, operated and maintained in compliance with requirements set forth in Part 68 of F.C.C. Docket No. 19528. No combination of customer-provided registered or non-registered equipment (including but not limited to wiring), shall cause electrical hazards to utility personnel, interfere with the operation of or cause harm to utility's equipment or facilities, or interfere with service of persons other than the user of such equipment.
- c. Upon notice from the utility that the equipment of the customer is causing or is likely to cause such interference or hazard, the customer shall make such changes as may be necessary to remove or prevent such interference or hazard. The utility may discontinue service for failure to comply with these provisions.
- d. The customer shall be responsible for payment of all utility charges for visits by the utility to the customer's premises where a service difficulty or trouble report results from customer-provided equipment. Charges for such utility visits are as set forth under Section 14 of this *Local Terms of Service*.
- e. All multi-line telephone systems connected to the Company's network on or after February 16, 2020, must be configured to allow direct "911" dialing by any end user and must be configured to send MLTS notifications as described in 2.13.1 (1).
- f. **Multiline telephone systems ("MLTS") required to comply with F. preceding must be capable of conveying the dispatchable location of a 911 caller to a public safety answering point ("PSAP") as described in Section 2.13.1 (2).**

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GENERAL TERMS AND CONDITIONS

2.9 CONNECTION OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT (Cont'd)

B. Customer-Provided Equipment (Cont'd)

7. Violation of Tariffs and/or Detariffed Local Terms of Service

Except as set forth in Part 68 of F.C.C. Docket No. 19528, where any customer-provided equipment is used in violation of any of the provisions of the *Local Terms of Service*, the utility will take such immediate action as is necessary for the protection of its facilities and network and will promptly notify the customer of the violation. The customer shall discontinue use of the equipment or correct the violation and shall confirm in writing to the utility within 10 days, following the receipt of written notice from the utility, that such use has ceased or that the 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 utility within the time stated shall result in termination of the customer's services until such a time as the customer complies with the provisions of these tariffs and/or detariffed local terms of service.

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GENERAL TERMS AND CONDITIONS

2.9 CONNECTION OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT (Cont'd)

B. Customer-Provided Equipment (Cont'd)

8. Company Liability

The customer indemnifies the utility against and holds the utility harmless from any and all losses, claims, demands, causes of action, damages, costs or liability, in law or in equity, of every kind and nature whatsoever (including, without limiting the generality of the foregoing, losses, claims, demands, causes of action, damages, costs or liability for libel, slander, fraudulent or misleading advertising, invasion of the right of privacy, or infringement of copyright or patent) arising directly or indirectly from the material transmitted over its facilities or arising directly or indirectly from any act or omission of the customer or the calling party while using or attempting to use facilities furnished by the utility or arising from combining with, or using in connection with facilities of the utility, any equipment or systems of the customer.

2.10 RECORDING OF TWO-WAY TELEPHONE CONVERSATIONS

Telecommunications services are not represented as adapted to the recording of two-way telephone conversations. However, customer-provided recording equipment may be connected directly, acoustically or inductively with telecommunications service, subject to the following conditions:

- A. Either a distinctive recorder tone (beep tone) that is repeated at intervals of approximately fifteen seconds is required when recording equipment is in use and is electrically connected with services of the Telephone Company or;
- B. A consent to record is required prior to the recording, or; by verbal notification which is recorded at the beginning, and as a part of the call, by the recording party. The consent must be in writing or be part of the recording.

2.11 EMPLOYEES' SERVICE (CONCESSION)

The same rules and regulations are applicable to employees and retirees of the Company as are applicable to the general public. Certain telephone services will be furnished to Company employees and Company retirees at reduced rates as authorized by Company practices and procedures.

GENERAL TERMS AND CONDITIONS

2.12 FACILITY RELOCATION COST RECOVER FEE

Effective May 31, 2017, terms, conditions and rates for this fee are located at [LOCAL TERMS OF SERVICE FOR FACILITY RELOCATION COST RECOVERY FEE](#).

2.13 RESPONSIBILITIES OF THE CUSTOMER

2.13.1 Multi-Line Telephone Systems

(1) Pursuant to 47 CFR §9.16(b)(1) and (2), multi-line telephone systems connected to the Company's network which were manufactured, imported, sold, leased or installed after February 16, 2020 must be configured to: (T)

- allow an end user to directly initiate a "911" call from any station equipped with dialing facilities, without dialing any additional digit, code, prefix, or post-fix, including any trunk-access code such as the digit 9, regardless of whether the user is required to dial such a digit, code, prefix, or post-fix for other calls, and

- provide MLTS notification to a central location at the facility where the system is installed or to another person or organization regardless of location, if the system is able to be configured to provide the notification without an improvement to the hardware or software of the system.

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

Customers who connect multi-line telephone systems to the Company's facilities must agree to defend and indemnify the Company for acts and omissions resulting in non-compliance, as described in Section 2.3.G (1). (T)

GENERAL TERMS AND CONDITIONS

2.13 RESPONSIBILITIES OF THE CUSTOMER (Cont'd)

2.13.1 Multi-Line Telephone Systems (Cont'd)

(2) 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;**
- **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 2.3.G (2).

DEFINITIONS

ACCESS LINE:

The term "Access Line" denotes the line between the central office equipment and the customer's premise up to and including protector equipment.

ACCESSORIES:

Devices which are mechanically attached to, or used with, the facilities furnished by the Telephone Company and which are independent of, and not electrically connected to the conductors in the communications path of the Telephone Company system.

ADDITIONAL LISTING:

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

ADVANCE PAYMENT:

An amount usually in lieu of a deposit that the customer is required to pay to the Telephone Company before service is installed.

BASE RATE AREA:

That portion or portions of an exchange area, usually the continuous built-up section surrounding and including the central office or offices, within which any of the regularly offered classes of main station service, except rural service, are offered at rates that do not vary with the distance from the central office.

This area may be described in one of the following ways:

1. As the village or city corporate limits.
2. As the village or city corporate limits as of a given date.
3. By means of a map specifically identifying the area.

That portion of an exchange area as determined from time to time by the utility wherein urban grades of service are provided at uniform rates.

CENTRAL OFFICE LINE:

A circuit directly connecting the telecommunications facilities at a customer's premises with the central office. Service on such circuits is normally offered as:

1. Individual or party line main telephone service
2. Rotary or trunk hunting line service
3. Trunk service, which is an offering of central office lines which connect a manual or automatic switching system at the customer's premises to the central office.

CHANNEL:

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

DEFINITIONS

CIRCUIT:

The term applied to a channel used for the transmission of electrical energy in furnishing telephone service.

CLASS OF SERVICE:

The various categories of main station services furnished to a customer, including rates and the locations where various rates apply.

COMMUNICATIONS SYSTEMS:

Channels and other facilities which are capable of two-way communication between customer-provided terminal equipment or between customer-provided terminal equipment and/or terminal equipment provided by the Telephone Company in furnishing exchange and message toll telephone services and other services.

CONNECTING APPARATUS

Denotes the connecting block or jack to which the single line telephone or terminal equipment may be connected.

CONNECTING ARRANGEMENT:

Equipment provided by the Telephone Company to accomplish the direct electrical connection of customer-provided facilities with the facilities of the Telephone Company.

CONNECTING COMPANY:

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

CUSTOMER:

Any person, firm, partnership, corporation, municipality, governmental agency, or other entity which contracts for telecommunications services, including service provided from a coin telephone, and is responsible for the payment of charges and compliance with filed tariffs and/or detariffed local terms of service and regulations of the utility.

CUSTOMER-PROVIDED TERMINAL EQUIPMENT:

Equipment, apparatus, devices, ancillary, and/or certain data equipment and its associated wiring provided by a customer for connection to Telephone Company lines, either directly or through a protective connecting arrangement.

DENIAL OF SERVICE:

The discontinuance of service by the Telephone Company for non-payment of bills or for violation of any of its rules and regulations.

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).

DIRECT ELECTRICAL CONNECTION:

The physical connection of the electrical conductors in the communications path.

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DEFINITIONS

ENTERPRISE SERVICE:

An arrangement whereby customers having private branch exchange service or individual business line service (excepting coin box service) may offer their patrons the privilege of calling them at their expense without having to request specific acceptance of the charge.

EXCHANGE:

A basic unit established for the administration of telephone service in a specified area which usually embraces a city, town or village and its environs. It usually consists of one or more central offices together with the associated plan (plant) used in furnishing communications service within that area.

EXCHANGE AREA:

That territory served by an exchange.

EXCHANGE STATION: (See Telephone Station)

EXTENDED AREA SERVICE:

Telephone service permitting persons in a given exchange to place calls and/or receive calls from one or more other exchanges at monthly flat or measured rates without being assessed message toll charges for each message.

EXTENSION STATION:

An additional station connected on the same circuit as the main station and subsidiary thereto.

EXTRA LISTING:

An extra listing is any listing of a name or information in connection with a subscriber's telephone number to which he is entitled in connection with his regular service.

FOREIGN EXCHANGE SERVICE:

A classification of exchange service furnished under tariff and/or detariffed local terms of service provisions whereby a customer may be provided telephone service from an exchange other than the exchange in which he would normally be served.

INDIVIDUAL LINE: (a.k.a. ONE-PARTY LINE)

An exchange access line designed for the connection of one main station.

INSTALLATION CHARGE:

A non-recurring charge made for the placing or furnishing of telephone equipment, in addition to Service Connection Charges and other applicable charges for service or equipment.

LIFELINE ASSISTANCE:

A program sponsored by the Federal Communications Commission which provides a reduction in the price of basic local residential exchange access service to qualifying low-income subscribers.

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DEFINITIONS

LOCAL MESSAGES:

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

LOCAL SERVICE AREA:

The area throughout which communication service is rendered to a calling station without the application of toll charges.

MAIN STATION: (See Telephone Station)

The primary telephone or other terminal equipment associated with each service to which a telephone number is assigned and which is connected to the central office equipment.

NETWORK CONTROL SIGNALING:

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

NETWORK CONTROL SIGNALING UNIT:

The terminal equipment furnished, installed, and maintained by the Telephone Company for the provision of network control signaling.

OFF-PREMISES STATION:

An extension station or a PBX station which is located on premises other than that on which the main line station or PBX switchboard is located.

ONE-PARTY LINE (1-PTY):

See "Individual Line"

OTHER COMMON CARRIER: (OCC)

A specialized common carrier, a domestic or international public record carrier or domestic satellite carrier when not engaged in the business of providing public switched network services.

PARTY LINE SERVICE:

A central office line designated for the connection of more than one main station.

A classification of exchange service which provides that two (2) or more main stations may be served by the same central office circuit.

PAYPHONE SERVICE:

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

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DEFINITIONS

PREMISES:

The building or continuous or contiguous portions of a building, used and occupied at one time by a subscriber in the conduct of his business or as a residence. Where floor space in an adjoining building is made continuous in extent at one or more floor levels, all floor space in both buildings is considered as the same premises insofar as the subscriber who uses and occupies such continuous floor space is concerned, the two buildings otherwise being considered as separate buildings.

PRIVATE BRANCH EXCHANGE SYSTEM:

Such system is an arrangement of equipment, contracted for a subscriber, consisting of switching apparatus with attendants' telephone, trunks to a central office and stations connected with the switching apparatus, thereby providing for telephonic inter-communication between these stations, and also communication with the general exchange system.

1. PBX Trunk - A circuit connecting the PBX system with a central office.
2. PBX Station - Any station connected with a PBX system within the same local service exchange area.
3. Battery Power - Power furnished for talking and for operating lamp or visual signals and relays.
4. Ringing Current - Current furnished by means of a circuit from a central office or other source of supply, to enable the PBX operator to signal the PBX systems without the use of a hand generator.

RURAL LINE SERVICE:

A type of multi-party line service furnished to subscribers in certain sections outside the base rate area but within the exchange area.

SERVICE CONNECTION CHARGE:

The non-recurring charge applying to the establishment of exchange service with respect to trunks, PBX stations, main line and extension stations.

SPECIAL DESIGN SERVICE

See Design Service

SUBSCRIBER: (See Customer)

The individual, partnership, association or corporation which contracts for telephone service and is responsible for the payment of charges and compliance with rules and regulations of the Telephone Company.

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DEFINITIONS

TELEPHONE STATION: (See Main Station or Extension Station)

A telephone instrument, consisting of a transmitter, receiver, and associated apparatus, so connected as to permit transmitting and receiving telephone messages.

1. **Company Station** - A station owned by the Telephone Company, receiving service from and through central office equipment and lines normally owned, maintained and operated by the Telephone Company, and provided as a part of the Telephone Company's service function. Service stations are not included under this classification.
 - a. **Main Station** - A Company station directly connected by means of an individual line or party line with a central office.
 - b. **Extension Station** - An additional Company station connected on the same circuit as the main station and having the same telephone number as the main station.
 - c. **PBX Station** - Any Company station connected with a PBX system within the same local exchange service area.
 - d. **Toll Terminal** - A Company station, or a terminal on a PBX switchboard, and the associated exchange circuit connecting the station or terminal directly with a toll switchboard. (Also known as Long Distance Terminal).

TOLL MESSAGE:

A message from a calling station to a station located in a different local service area for which a message charge is made. A completed telephone call between stations in different exchanges for which message toll charges are applicable.

TRUNK: (See Central Office Line)

TRUNK HUNTING: (See Rotary Service)

ZONE CHARGE:

Similar to a mileage charge except that the portion of exchange service areas located beyond the base rate area is divided into zones or bands within which rates are common to all customers for the same class and grade of service.

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LOCAL EXCHANGE SERVICE

4.1 LOCAL EXCHANGE RATES

A. CenturyTel of Central Indiana, Inc. d/b/a CenturyLink – ONLY

1. General

The charges quoted in this *Local Terms of Service* are for a period of one month, payable monthly in advance, and entitle the subscriber to local exchange service at the following flat rates to all stations bearing the designation of the Battle Ground, Brookston, and Kempton Exchange Central Office.

2. Local Exchange Listing and EAS Points

<u>Exchange</u>	<u>Extended Area Service Points</u>
Battle Ground	Brookston and Kempton
Brookston	Battle Ground and Kempton
Kempton	Battle Ground and Brookston

3. Rates

<u>Class of Service</u>	<u>Battle Ground, Brookston, and Kempton Monthly Rates</u>	
Business One Party (1-PTY)		
Inside Base Rate Area	\$38.00	(1)
Outside Base Rate Area	\$38.00	(1)
Residential One Party (1-PTY)		
Inside Base Rate Area	\$24.00	(1)
Outside Base Rate Area	\$24.00	(1)
Key Trunk Rotary		
Inside Base Rate Area	\$52.95	
Outside Base Rate Area	\$52.95	
Key Trunk Non-Rotary ⁽¹⁾		
Inside Base Rate Area	\$38.00	(1)
Outside Base Rate Area	\$38.00	(1)
PBX Trunk		
Inside Base Rate Area	\$52.95	
Outside Base Rate Area	\$52.95	

⁽¹⁾ As described in Section 4.2.D.

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LOCAL EXCHANGE SERVICE

4.1 LOCAL EXCHANGE RATES (Cont'd)

B. CenturyTel of Odon, Inc. d/b/a CenturyLink - ONLY

1. General

The charges quoted in this *Local Terms of Service* are for a period of one month, payable monthly in advance, and entitle the subscriber to local exchange service at the following flat rates to all stations bearing the designation of the Odon Exchange Central Office.

2. Local Exchange Listing and EAS Points

<u>Exchange</u>	<u>Extended Area Service Points</u>
Odon	Plainsville, Elnora, Crane, Lyons and Owensburg

3. Rates

<u>Class of Service</u>	<u>Odon Exchange Monthly Rates</u>	
Business One Party (1-PTY)	\$35.00	(I)
Residential One Party (1-PTY)	\$22.72	(I)

LOCAL EXCHANGE SERVICE

4.2 PBX SYSTEM AND KEY SYSTEM ACCESS LINES

Multi-line telephone systems used in conjunction with PBX Systems which were not already connected to Company facilities as of February 16, 2020, must, upon connection to the Company's facilities, be configured to allow direct "911" dialing by any end user and must be configured to send MLTS notifications as described in Section 2.13.1 (1).

(T)

Multi-line telephone systems must also be configured such that they are capable of conveying the dispatchable location of a "911" caller as described in Section 2.13.1 (2). Dispatchable location capability may require Customers to purchase private switch automatic location identification (PS/ALI) service from the Company or from a third-party provider.

(N)

|

(N)

A. Private Branch Exchange Line Access

1. A PBX system permits telephone access to and control of outgoing Central Office lines (trunks) and features through dial access and/or switch hook control.
2. Incoming Central Office lines are generally answered by the attendant and extended inward to the assigned stations. Incoming calls may be answered with dial access when the PBX is equipped with night answer arrangements.
3. Dial access and/or switch hook control to Central Office lines require the exchange trunk rate for network access.

B. Key System Line Access

Key System consists of one or more multi-button telephones and permits access to and control of a number of Central Office lines from key telephones through direct button access. The access line charge is applicable to key telephone systems for network access.

C. Multi-function Systems.

1. A Multi-function system has evolved from the PBX and key systems and utilizes microprocessor computers.
2. Through programming, this system may become a PBX system with dial access trunks or a Key System with direct button access of each trunk or a combination of both systems.
3. Multi-function systems are further described in the FCC Rules and Regulations, Part 68, concerning the Registered Equipment list.
4. Multi-function systems require the exchange trunk rate for Central Office network access.

D. Rates

The rate for each line/trunk between the Key/PBX System and the Telephone Company's central office is the rate specified in the Section 4 Local Exchange Services.

Service Connection Charges apply as specified in Section 6 of this *Local Terms of Service*.

LOCAL EXCHANGE SERVICE

4.3 END USER ACCESS SERVICE – END USER COMMON LINE CHARGE

Pursuant to Indiana Utility Regulatory Commission Order in Cause No. 40785 dated October 28, 1998, the Company will provide End User Access Service (End User Access) to end users* who obtain local exchange service from the Company under its Local Exchange Tariff, Residential Guidebook, or Business local terms of service. End User Access Service consists of the Intrastate End User Common Line (EUCL) charges, also known as Intrastate Subscriber Line Charge. End users who obtain local exchange service from the Company are subject to the EUCL regulations.

A. General Description

1. End User Access Service as described in this section relates to EUCL regulations for the use by an end user of an end user common line.
2. Use of a subscriber line is provided twenty-four hours a day, seven days a week.

B. Limitations

1. A telephone number is not provided with End User Access.
2. Detail billing is not provided with End User Access.
3. Directory listings are not included with End User Access.
4. Intercept arrangements are not included with End User Access.

* For purposes of this section, the term end user also includes alternative local exchange carriers (ALECs) that are certified to resell local exchange telecommunications services.

LOCAL EXCHANGE SERVICE

4.3 END USER ACCESS SERVICE – END USER COMMON LINE CHARGE (Cont'd)

C. Undertaking of the Company

The Company will provide use of End User Access at rates and charges as set forth following:

1. Use of a common line by an end user in connection with intrastate Access Services provided under the Company's intrastate access tariff(s). Such use will be provided when the end user obtains local exchange service.
2. The Company will be responsible for contacts and arrangements with customers for the billing of End User Access rates.
3. Use of a common line by an End User for access for **MTS-type**, operator-DDD, operator-person, collect, third number, credit card, and/or other like calls. (D)
4. Use of a common line by a customer for access to an intrastate service arrangement (e.g., Toll Free Code Service, NPA + 555 + 1212 service, 900 **Service**, and other similar service arrangements.) (D)
5. Use of a common line requires the facilities at the End User and Interexchange Carrier premises to have the necessary on-hook and off-hook supervision.

D. Obligation of the End User

1. When the end user is a Radio Common Carrier (RCC), or a Maritime Radio Common Carrier (MRCC), it shall designate whether the local exchange services it is provided by the Company are used as access lines for its services or used as administrative lines.
2. When the end user is provided with a local exchange service which is not identified as Centrex, Business or Residence service, it shall provide the Company any requested information necessary for the Company to determine the appropriate charges.

* For purposes of this section, the term end user also includes alternative local exchange carriers (ALECs) that are certified to resell local exchange telecommunications services.

LOCAL EXCHANGE SERVICE

4.3 END USER ACCESS SERVICE – END USER COMMON LINE CHARGE (Cont'd)

E. Payment Arrangements and Credit Allowances

a. Minimum Period

The minimum period for which End User Access is provided to an end user and for which charges are applicable is the same as that in Section 2 for the associated local exchange telephone service.

b. Payment of Rates, Charges and Deposits

The regulations as set forth in Section 2 apply to customers provided with End User Access.

c. Cancellation of Application

End User Access is cancelled when the order for the associated local telephone exchange service is cancelled. No cancellation charges apply.

d. Changes to Orders

When changes are made to orders for the local exchange service associated with End User Access, any necessary changes will be made for End User Access. No charges will apply.

e. Allowance for Interruptions

When there is an interruption to a common line, requested End User Access credit allowances for interruptions will be provided as set forth for credit allowance for interruptions preceding.

f. Temporary Suspension of Service

When an end user temporarily suspends its local exchange service that is associated with EUCL, the charges applicable to the EUCL are in the same proportion.

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LOCAL EXCHANGE SERVICE

4.3 END USER ACCESS SERVICE – END USER COMMON LINE CHARGE (Cont'd)

F. Rate Regulations

EUCL per month rates will be billed to the end user of the associated local exchange service. The rates applications are described following.

1. The EUCL residence subscriber rate regulations are designated as either primary or non-primary. The primary rate is assessed to the residential subscriber line which is any or all of the following: 1) the only line provided at that service location; or 2) the line designated as primary by the billed party or parties at that service location at the point of ordering the service. In most cases only one line at a service location can be classified as primary, all others are considered to be non-primary.
2. When an end user is provided a local residence exchange service in the state by the Company, the EUCL Residential Subscriber - line or trunk rate as set forth following applies to each such local residence exchange service on a Primary and Non-Primary basis.
3. When an end user is provided a local residence exchange service, and the residential local exchange rate is reduced for end users meeting a state established means test that is subject to verification, the EUCL Primary Residential Subscriber rate set forth following shall be reduced to the extent of the state assistance or waived in full if the state assistance equals or exceeds the EUCL Primary Residential Subscriber rate.

G. Rates

The rates for End User Access are:

	CenturyTel of Central Indiana, Inc. <u>Monthly Rates</u>	CenturyTel of Odon, Inc. <u>Monthly Rates</u>
1. End User Common Line (EUCL) Residence Subscriber Individual Line or Trunk, each	\$3.50	\$4.78
2. End User Common Line (EUCL) Single Line Business Subscriber Individual Line or Trunk, each	\$3.50	\$4.78
3. End User Common Line (EUCL) Multiline Business Subscriber Individual Line or Trunk, each	\$7.85	\$8.00

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LOCAL EXCHANGE SERVICE

4.4 CENTURYLINK LINE VOLUME PLAN (CLVP)

A. 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.

B. Rates

1. Flat Rate Business Service, per Individual Line, Key Line, and/or Key Trunk, per month⁽¹⁾

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

2. Optional Services

LVP Feature Package, per line/ trunk, per month

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

⁽¹⁾ Touch calling service, Trunk Hunting and Extended Area Service, where applicable, are included in these rates.

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LOCAL EXCHANGE SERVICE

4.5 TRUNK HUNTING SERVICE (CenturyTel of Odon, Inc. d/b/a CenturyLink ONLY)

A. General

Trunk Hunting is an arrangement whereby a customer with two individual lines can have an incoming call automatically transferred by central office equipment, to his second line should the first line be in use. This also permits the customer with two lines to have only one listing since any calls will be automatically transferred to the second line should the first line be in use. Trunk hunting rates are in addition to the applicable business individual line rate per month.

Trunk Hunting Lines, each line terminating in trunk hunting group \$4.85

B. Service Connection Charges

Service Connection Charges applicable as set forth in "Service Connection Charges apply for each trunk hunting line installed, moved or changed

4.6 LOCAL PRIVATE LINE (CenturyTel of Central Indiana, Inc. d/b/a CenturyLink ONLY)

	Monthly Rate
Radio Loop (within base rate area)	\$ 15.00 ⁽¹⁾

⁽¹⁾ Applicable Service Connection Charges apply as specified in Section 6 of this *Local Terms of Service*.

LOCAL EXCHANGE SERVICE

4.7 SUSPENSION OF BUSINESS AND RESIDENCE SERVICE AT CUSTOMER'S REQUEST
(CenturyTel of Odon, Inc. d/b/a CenturyLink ONLY)

A. General

1. Upon request, a subscriber to business or residence service may arrange for the temporary suspension of such service. Suspension of service is available on a subscriber's complete service or on such portion thereof as can be suspended.
2. The period of suspension must be for a minimum of one month. When the period of suspension is less than one month, the regular charges for service shall apply.
3. When a complete service, or portion thereof which can be suspended is subject to an initial service period of more than one month, the basic termination charge applicable thereto will be reduced at one-half the normal full rate of reduction while the service is on a suspended basis and the initial service period is extended by one-half month for each month of suspension.
4. In connection with complete suspension of service, local or long distance service is not furnished during the period of suspension.
5. The charge for the total suspension period may be collected in advance.
6. There is no reduction in the charge for foreign central office line mileage and foreign exchange line mileage during the period of suspension.
7. Suspension of service is permitted for a maximum of four months during any calendar year.

B. Application of Charges

1. Main Station Service

The charge for main station service during the period of suspension is as set forth below, except as modified in "1" preceding.

Residence	1 Party	\$8.00
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2. Key Systems, PABX Systems or Centrex Systems

- a) The charge for Key Systems, PABX Systems and Centrex systems is 50 percent of the rates regularly charged except as modified in (b) following.
- b) The minimum charge for any 12 consecutive months shall not be less than three-fourths of the total charge for full service during the 12-month period.

3. Charges as specified in Service Connection Charges, Restoration and Suspension Charges, will apply in addition to charges shown in 1 and 2 above.

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GENERAL SERVICES

5.1 APPLICATION OF BUSINESS AND RESIDENCE RATES

A. Business Rates Apply at the Following Locations:

1. In offices, stores, shops, factories, and all other places of a primarily business nature.
2. In boarding houses, except as noted in B. 2. below, offices of hotels, halls, and offices of apartment buildings; quarters occupied by clubs; public, private, or parochial schools or colleges, hospitals, libraries, churches, and other similar institutions.
3. At residence locations when the customer has no regular business telephone and the use of the service either by himself, members of his household, or his guests, or parties calling him can be considered primarily of a business nature, which fact might be indicated by advertising, either by business cards, newspapers, handbills, billboards, circulars, motion picture screens, or other advertising matter, such as on vehicles, etc., or when such business use is not such as commonly arises and passes over a residence telephone during the intervals when a compliance with the law or established customer, business places are ordinarily closed.
4. Where the place of business and the residence of a customer are on the same premises and no telephone is installed in the place of business, the business rate shall be charged for the telephone installed in the residence.
5. At residence locations, when an extension station or extension bell is located in a shop, office, or other place of business.
6. In any location where such location and expected usage of the service indicates a business.
7. CenturyTel of Central Indiana only: At the residence of a clergyman or church parsonage when no telephone is maintained in the church.

B. Residence Rates Apply at the Following Locations:

1. In private residences where business listings are not provided.
2. In private apartments or hotels, rooming houses, or boarding houses where service is confined to the customer's use, and elsewhere in rooming and boarding houses which are not advertising as a place of business.
3. In the place or residence of a clergyman (except as specified in A. preceding) or nurse, and in the place of residence of a physician, surgeon or other medical practitioner, dentist or veterinary, provided the subscriber does not maintain an office in the residence.

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GENERAL SERVICES

5.2 COMBINATION MAIN STATION SERVICE

- A. Where an individual or firm wishes to contract for two or more main stations at separate locations and desires to be able to answer incoming calls for any station at any one of the locations, the arrangement described below is provided subject to the availability of the facilities necessary to furnish satisfactory service. Outgoing calls can be made at any station so arranged.
- B. Combination main stations may be employed where one station is at a business location and the other at a residence, or where all stations are at either business or residence locations. However, such an arrangement is permitted only on the premises of individuals or firms associated with each other.

The lines are bridged together so as to operate as one line. Code ringing as a means of distinguishing between calls for business or residence shall not be provided.

- C. The rate of each main station is applied in accordance with the character of the use at each premise. The rate for each main station is as set forth below. The business or residence rate is applied in accordance with the character of the use of each premise.

CenturyTel of Odon, Inc.	1 Party	\$42.15
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CenturyTel of Central Indiana, Inc.	The established individual line rate as specified elsewhere in this <i>Local Terms of Service</i> . Service Connection Charges apply for the installation of Combination Main Station Service.	
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GENERAL SERVICES

5.3 SPECIAL CONSTRUCTION AND PROVISION/EXTENSION OF FACILITIES (a.k.a. Line Extensions and Special Construction Services)

Construction charges applicable under special conditions are located at [SPECIAL CONSTRUCTION AND PROVISION/EXTENSION OF FACILITIES](#).

GENERAL SERVICES

5.4 EXTENSION STATION

An extension station is an additional station connected on the same circuit as the main station, and having the same number as the main station.

- A. Extension station access locations may be provided in connection with all classes of main station service.
- B. Extension station access locations must be located on the same premises of the subscriber on which the main station is located, and are restricted to the use of the subscriber, his representatives and associates or to members of the subscriber's immediate family or domestic establishment.
- C. In certain instances, where equipment restrictions dictate, the number of extension stations with bells may be limited.
- D. The number of extension instruments which may be permitted with any main station is limited to such number as, in the judgment of the Company will not interfere with the efficient operation of the service.
- E. Extension service provides the capability of originating or receiving calls from equipped locations in addition to the location of the main station.

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5.5 **RESERVED**

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5.5 **RESERVED** (Cont'd)

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5.5 **RESERVED** (Cont'd)

GENERAL SERVICES

5.6 OFF-PREMISE EXTENSION ACCESS LOCATIONS

- A. Off-premises extension access locations may be furnished subject to the following conditions:
1. May be located on the premise of another customer provided the other has his own separate service at the same location.
 2. Business off-premise extensions may be provided at a residence location of the same customer where residence main station service is also provided.
 3. Residence off-premise extensions may be provided at the business location of the same customer where business main station service is also provided.
 4. Circuits required to connect main and extension service is subject to additional regulations and charges shown in Extension Line Mileage following.
 5. The number of extension instruments which may be permitted with any main stations is limited to such number as, in the judgment of the Company will not interfere with the efficient operation of the service.
 6. Extension service provides the capability of originating or receiving calls from equipped locations in addition to the location of the main station.
 7. Service Connection Charges as specified in Section 6 apply for the installation of off-premises extensions.

GENERAL SERVICES

5.7 OFF-PREMISE EXTENSION LINE MILEAGE

A. General

1. The basic rates for extension service, PBX stations, key stations, and Centrex stations are for such stations which are located within the same building as the main station, key system, PBX switchboard or dial switching equipment, or the central measuring point in the case of Centrex systems. Where extension service, PBX stations, key stations or Centrex Stations are provided at other locations and for other circuit extensions of similar character, such as for jacks, extension line mileage charges are applicable as set forth below, in addition to the basic rates.
2. Mileage charges are computed on the route measurement from the building location of the main station, key system or PBX system, or from the central measuring point for Centrex systems to the building in which the extension service, PBX station, Centrex extension station, key extension station or other service is located.
3. Mileage charges are computed separately for each extension line.
4. Where construction is necessary for the purpose of furnishing extension lines on the subscriber's premises, such construction will be furnished as provided for construction charges in the Rules and Regulations section of this Local Terms of Service.
5. When it is known or realized that the life of all or part of the outside circuit extensions will be shorter than the normal life of the plant or the cost of providing the plant is such as to render inadequate the mileage charges quoted herein, the plant required to furnish such service will be provided on the basis of one of the following plans at the option of the subscriber.
 - a. An installation charge and a reasonable and proper monthly carrying charge in lieu of mileage. Under this plan, where a portion of the facilities must be replaced at a later date due to having served its useful life, installation charges apply to the replacing of facilities as if such facilities were installed new and appropriate adjustments are made in the monthly carrying charge.
 - b. A reasonable and proper monthly carrying charge in lieu of mileage with an initial service period of ten years.

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GENERAL SERVICES

5.7 OFF-PREMISE EXTENSION LINE MILEAGE (Cont'd)

B. Rates

The following charges are applicable whether or not the company provides the equipment.⁽¹⁾

	<u>Monthly Charge</u>
1. Between building on the same premises: ⁽²⁾	
a. CenturyTel of Central Indiana, Inc. d/b/a CenturyLink	
1st 100' or fraction thereof	\$0.75
Each additional 100' or fraction thereof (per circuit)	\$0.50
b. CenturyTel of Odon, Inc. d/b/a CenturyLink	
First quarter mile or fraction thereof	\$1.00
(Minimum monthly charge)	
Each additional 1/4 mile or fraction thereof	\$1.00
2. Between buildings on different premises within the same exchange:	
Per 1/4 mile or fraction thereof	\$1.00
3. In different exchanges:	
Connecting company mileage charges apply.	
C. Signaling Equipment Mileage – applies to CenturyTel of Odon, Inc. d/b/a CenturyLink only	
	<u>Monthly Charge</u>
First mile or fraction thereof	\$1.00
(Minimum monthly charge)	
Each additional 1/4 mile or fraction thereof	\$1.00

⁽¹⁾ Service Connection Charges as specified in Section 5 of this *Local Terms of Service* apply for the installation of Off-Premise Extensions.

⁽²⁾ Effective November 1, 2013, new installations of on-premises extensions will be provided as a one-time charge based on time and materials charges. Existing units of record as of November 1, 2013 will continue to be provided and maintained by the Company at the rates and charges listed above.

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5.8 SPECIAL ASSEMBLIES OF EQUIPMENT

Special assemblies of equipment consist of modification of standard equipment, or special equipment for service arrangements for which provision is not otherwise made in this *Local Terms of Service*. They will be furnished, when practical, by the Company at charges equivalent to the estimated cost of furnishing such equipment and arrangements, if not detrimental to any of the services furnished under the Company's tariffs and/or local terms of service.

A. Computation of Rates

1. Rates for special assemblies are equivalent to the estimated costs of furnishing the special assembly.

Estimate cost consists of an estimate of the total cost to the Company in providing the special assembly including:

- a. Cost of maintenance
- b. Cost of operation
- c. Depreciation on the estimated cost installed of any facilities used to provide the special assembly based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage.
- d. General administration expenses, including taxes on the basis of average charges for these items.
- e. Any other item of expense associated with the particular situation.
- f. An amount, computed on the estimated cost installed of the facilities used to provide the special assembly, for return on investment.

2. Estimated cost installed mentioned above includes cost of equipment and materials provided or used plus the estimated cost of installing, including engineering, labor, supervision, transportation, rights-of-way and other items which are chargeable to the capital accounts.

In computing the rates for special assemblies, one of the three rate treatments is used:

- a. Monthly rental and termination agreement with or without an installation charge.
- b. Monthly rental with an installation charge.
- c. Installation charge only.

GENERAL SERVICES

5.9 SPECIALIZED TYPES OF EQUIPMENT

The Telephone Company will obtain, when practical, and install and maintain any specialized types of equipment not covered elsewhere in this *Local Terms of Service*, which the subscriber requests at rates based on original cost and maintenance of the equipment providing it does not, in the opinion of the Telephone Company, interfere with the subscriber's service or the service of other customers.

5.10 CUSTOM CALLING SERVICES

A. General

Custom Calling Service consists of one or more of the following features which provide special kinds of customer-controlled communications features on individual service lines. Custom Calling Service is available only through central offices which, at the Company's option, are appropriately equipped. Operating specifics may vary by central office equipment type but can be described generally as:

1. Call Waiting - provides a signal to a customer using the telephone that another call is being attempted to that number. The customer can "hold" the original call to answer the incoming call.
2. 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.

Call Forward No Answer allows a customer to have an incoming call forwarded if the customer does not answer within a pre-determined number of rings.

Call Forward Busy allows a customer to have an incoming call forwarded if the called number is busy. Call Forwarding Service may not be used in any manner in which the customer could evade payment of toll charges normally charged to the calling party.

3. 3 Way Calling w/Transfer (Call Transfer) - Enables a customer to transfer an incoming call to a third party or add a third party to an existing call, forming a three-party connection, and then to leave the connection without disconnecting the call.
4. Fixed Call Address - See Hot Line **-GRANDFATHERED** ⁽¹⁾
5. Intercom (Home Intercom) - **-GRANDFATHERED** ⁽¹⁾ - Allows a customer to communicate between telephone instruments connect to the same access line. The customer dials the Home Intercom code, getting a busy signal. After hanging up, all telephones on the line ring. When any telephone is picked up, the ringing stops.

⁽¹⁾ **Effective September 27, 2019, Fixed Call Address (a.k.a. Hot Line) and Intercom are grandfathered. Availability to current customers is limited to lines and features in service at existing locations.**

(C)

(C)

(N)

(N)

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GENERAL SERVICES

5.10 CUSTOM CALLING SERVICES (Cont'd)

A. General (Cont'd)

6. Hot Line (**a.k.a. Fixed Call Address**) - **GRANDFATHERED** - requires the user to place the telephone in an off-hook condition. The line is then automatically routed to a predetermined local or long distance telephone number. The Hot Line telephone is a non-dial instrument which restricts it to this application only. (C)
7. Make Set Busy - Allows customers to make their telephone lines appear busy to incoming calls.
8. Distinctive Ring - enables a customer to add up to three additional directory numbers to the same telephone line. With each of the numbers on the line having a coded ringing arrangement, whom the call is for can be determined.
9. Remote Activation for Call Forwarding - allows activation and deactivation of Call Forwarding from another telephone served by the same central office. The remote activation feature charge is in addition to the charge for Call Forwarding.
10. Speed Call - Enables a customer to place calls to other telephone numbers by dialing a one- or two-digit code rather than the complete telephone number. The 8-code capacity and/or the 30-code capacity may be provided on the same line; however, duplicated code capacities may not be provided. The combination of code capacities is not available on multiline hunting lines.
11. 3 Way Calling - Enables a customer to add a third party to an existing call without operator assistance, thereby establishing three-way conversation. The transmission may vary depending on the distance and routing necessary; therefore, transmission may not meet normal standards.
12. Wake Up - **GRANDFATHERED** - Permits the customer to program a request for a wakeup call to ring at a preset time within the next 24 hours. Wake Up Service is activated or deactivated by dialing appropriate codes. (C)
13. Warm Line - **GRANDFATHERED** - provides direct routing of a call to a predetermined telephone number without dialing. In addition, the direct line delay feature allows normal telephone services. The line is programmed to automatically route a call to a predetermined number when the station is off-hook for a specified time period. When the time delay is complete the programmed number is processed. If a number is dialed during the timing period, the programmed number is canceled and the dialed number is processed. (C)

(1) **Effective September 27, 2019, Hot Line, Wake Up, and Warm Line are grandfathered. Availability to current customers is limited to lines and features in service at existing locations.** (N)
(N)

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GENERAL SERVICES

5.10 CUSTOM CALLING SERVICES (Cont'd)

B. Rates

Custom Calling Service	Monthly Rate Per Line		
	Business	Residence	
Call Waiting	\$5.00	\$5.00	(I)
Call Forwarding CenturyTel of Central Indiana, Inc. CenturyTel of Odon, Inc.	5.00 5.00	5.00 5.00	(I) (I)
Call Forward Busy	4.00	3.00	
Call Forward No Answer	4.00	3.00	
Call Forward Busy No Answer	8.00	6.00	(I)
3 Way Calling w/Transfer	7.00	7.00	
Intercom ⁽¹⁾	-	5.00	
Hot Line (Fixed Call Address) ⁽¹⁾	5.00	5.00	
Make Set Busy	5.00	5.00	
Distinctive Ring (per number)	5.00	5.00	(I)
Remote Activation Call Forwarding	3.00	3.00	
Speed Call 8	5.00	5.00	(I)
Speed Call 30 ⁽¹⁾	6.00	6.00	(T) (I)
3 Way Calling CenturyTel of Central Indiana, Inc. CenturyTel of Odon, Inc.	5.00 5.00	5.00 5.00	(I) (I)
Wake Up ⁽¹⁾	5.00	5.00	
Warm Line ⁽¹⁾	5.00	5.00	

These charges are in addition to regular charges for class and grade of service furnished, and any applicable service charges as covered under Service Charges in Section 6 of this *Local Terms of Service*.

- (1) Effective September 27, 2019, Intercom, Hot Line, Wake Up, and Warm Line are grandfathered. Availability to current customers is limited to lines and features in service at existing locations.
- (2) Effective May 28, 2021, Speed Call 30 is grandfathered. Availability to current customers is limited to lines and features in service at existing locations.

(N)
(N)

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GENERAL SERVICES

5.10 CUSTOM CALLING SERVICES (Cont'd)

B. Rates (Cont'd)

Custom Calling Service	Monthly Rate Per Line	
	Business	Residence
Credit for Multiple Features ^(1, 2) - same line, each CenturyTel of Central Indiana, Inc. (ONLY)	\$0.00	\$0.00

(D)
 |
 (D)

These charges are in addition to regular charges for class and grade of service furnished, and any applicable service charges as covered under Service Charges in Section 5 of this *Local Terms of Service*.

(1) Applies when two or more Custom Calling features are provided on the same line.

(2) Grandfathered; no new service will be offered

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GENERAL SERVICES

5.10 CUSTOM CALLING SERVICES (Cont'd)

C. Conditions

1. Custom Calling Service is available on individual line business and residence exchange services, excluding party line exchange **services, PBX** trunks or Centrex system stations. (D)
2. The service will be furnished only at locations where adequate and suitable facilities are available. These services are limited to those areas served by central offices arranged for Custom Calling Services.
3. Other facilities and miscellaneous service offerings requested by customers and not detrimental to this service or other services of the Telephone Company will be furnished in accordance with regulations and at the rates specified in the applicable sections of this *Local Terms of Service*.
4. Generally, Speed Call and 3-Way Calling features can be furnished to individual lines or trunks within a hunting group. However, restriction of service for these features may be inherent due to equipment limitations; i.e., within same hunting group.
5. When provided with certain hunting arrangements all lines or trunks have access to the features and only one Speed Call list is available to the group. In such cases, one charge for Speed Call is applied to the group and charges for 3-Way Calling apply to each line in the group.
6. CenturyTel of Central Indiana, Inc. only: The specified credit per feature, per month, applies when two or more Custom Calling features are provided on the same line.

GENERAL SERVICES

5.11 ADVANCED CALLING SERVICES

A. General

1. 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.
2. 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.

B. Regulations and Conditions

1. 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.
2. Advanced Calling Services will be available to single party and multi-line residence and business customers having rotary dial or touch tone service.
3. Advanced Calling Service information will not be sent for calls originating from equipment not suitably equipped for Advanced Calling Service features.
4. To activate a feature, the subscriber must dial a company designated code (except Caller ID).
5. 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.
6. 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.
7. Caller ID is not available on operator handled calls.

GENERAL SERVICES

5.11 ADVANCED CALLING SERVICES (Cont'd)

B. Regulations and Conditions (Cont'd)

8. 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.
9. Advanced Calling Services will not be available on party line service, toll terminals, trunks or some remote switching locations.
10. A Service Order Charge, as listed in Section 5 of this *Local Terms of Service*, to add Advanced Calling Services to eligible Residence or Business network access lines is waived for a period of sixty (60) days after a central office is equipped to provide Advanced Calling Services.
11. 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 Blocking is available, at no charge, in areas where Caller ID disclosure is possible.

C. Liability

1. The Telephone 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.
2. The Telephone 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.
3. The Telephone 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

GENERAL SERVICES

5.11 ADVANCED CALLING SERVICES (Cont'd)

D. Definitions

1. 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.
2. 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.
 - a. 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.
3. Privacy Protector – **GRANDFATHERED**⁽¹⁾ – 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 subscribed to Caller ID. (C)

⁽¹⁾ **Effective September 27, 2019, Privacy Protector is grandfathered. Availability to current customers is limited to lines and features in service at existing locations.** (N)
(N)

GENERAL SERVICES

5.11 ADVANCED CALLING SERVICES (Cont'd)

D. Definitions (Cont'd)

4. 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.

GENERAL SERVICES

5.11 ADVANCED CALLING SERVICES (Cont'd)

D. Definitions (Cont'd)

5. Call Waiting Deluxe (DSCWID) – **GRANDFATHERED** ⁽¹⁾ – Call Waiting Deluxe, also called Deluxe Spontaneous Call Waiting Identification (DSCWID), is a Stored Program Control System feature. Subscribers can receive calling party information during Call Waiting and control the treatment of incoming calls with disposition options. The disposition options are available through soft keys on the customer's premises equipment. Incoming calls to the line, while idle, receive normal terminating treatment. When the line is busy, the system provides audible ringing to the calling party and alerts the Call Waiting Deluxe subscriber that a call is waiting. The charge for Call Waiting Deluxe is in addition to charges for Call Waiting and Caller ID. (C)
6. 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.
7. Caller ID
 1. Caller ID Number Only – This feature enables the customer to receive the calling directory number on incoming calls. The directory number of the incoming call will be sent to the display of the Customer Premise Equipment during the first long silent interval of the ringing.

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

 - (1) The calling number will not be displayed if the called party is off-hook. If the customer subscribes to both Call Waiting and Caller ID, and is on an existing call, a second incoming call will not be displayed, unless the customer subscribes to Call Waiting Deluxe or Call Waiting ID and Call Waiting.
 - (2) The calling number will not be displayed if the called party answers the incoming call during the first ring interval.
 - (3) The calling number will not be displayed if the calling party has blocked his call or has a blocked line.

⁽¹⁾ **Effective September 27, 2019, Call Waiting Deluxe is grandfathered. Availability to current customers is limited to lines and features in service at existing locations.**

(N)
(N)

GENERAL SERVICES

5.11 ADVANCED CALLING SERVICES (Cont'd)

D. Definitions (Cont'd)

7. Caller ID (Cont'd)

- b. Caller ID Name - 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:

- (1) 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 Call Waiting Deluxe or Call Waiting ID and Call Waiting. The called party on the second incoming call will receive a call waiting tone.
 - (2) The calling party's name and number will not be displayed if the called party answers during the first ring interval.
 - (3) The calling party's name and number will not be displayed if the calling party has blocked his call or has a blocked line.
- c. 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 without direct trunk access. (D)
- d. 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.

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5.11 ADVANCED CALLING SERVICES (Cont'd)

D. Definitions (Cont'd)

8. VIP Alert (**a.k.a. Priority Call**) – 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. (T)
9. Long Distance Alert –GRANDFATHERED ⁽¹⁾– 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.
10. 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.
11. Selective Call Accept*64 - **GRANDFATHERED** ⁽²⁾ - 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. (C)

(1) Effective September 27, 2019, Long Distance Alert is grandfathered. Availability to current customers is limited to lines and features in service at existing locations.

(2) **Effective May 28, 2021 Selective Call Accept is grandfathered. Availability to current customers is limited to lines and features in service at existing locations.** (N)
(N)

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5.11 ADVANCED CALLING SERVICES (Cont'd)

D. Definitions (Cont'd)

12. Selective Call Forward*63 - Permits the customer to call forward up to twelve (12) directory numbers to another telephone number. Only calls from the numbers on the Selective Call Forward *63 list will forward. Selective Call Forward*63 is activated or deactivated by dialing the appropriate codes. If the customer forwards to a long distance number, applicable toll charges apply for each completed call.
13. Selective Call Rejection*60 - Permits the customer to select a list of up to twelve (12) directory numbers from which calls are to be rejected. Calls from all directory numbers on the list route to a rejection announcement. The feature 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.

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

E. Rates and Charges

1. The rates and charges following are for Advanced Calling Services only and are in addition to the applicable Service Connection charges, monthly rates, and non-recurring charges for access lines and other services or equipment with which they are associated.
2. Local or Message Toll Service calls established by using Busy Redial*66 and Call Return*69 will be charged at the current tariff and/or detariffed local terms of service rate.
3. A Subsequent Service Order Charge is applicable when adding Advanced Calling Services as stated in Section 5 of this *Local Terms of Service*. The charge does not apply to customers with non-published numbers, law enforcement agencies, and crisis intervention agencies.

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GENERAL SERVICES

5.11 ADVANCED CALLING SERVICES (Cont'd)

E. Rates and Charges (Cont'd)

4. Rates

Advanced Calling Service	Monthly Rate	
	Business	Residence
Anonymous Call Reject*77 ⁽³⁾	\$5.00	\$5.00
Call Return*69	6.00	5.00
Privacy Protector ⁽²⁾	5.00	5.00
Call Waiting Deluxe (DSCWID) (a.k.a. Call Waiting with Options) ⁽²⁾	7.00	7.00
Call Waiting ID	4.00	4.00
Caller ID Name	12.00	10.00
Caller ID Number Only ⁽¹⁾	12.00	10.00
Caller ID (Per Call) Blocking (a.k.a. Per Call Blocking)	0.00	0.00
Caller ID (Per Line) Blocking (a.k.a All Call Blocking)	0.00	0.00
VIP Alert (a.k.a. Priority Call)	6.00	5.00
Long Distance Alert ⁽²⁾	6.00	5.00
Busy Redial*66	6.00	5.00
Selective Call Accept*64 ⁽³⁾	6.00	5.00
Selective Call Forward*63	6.00	5.00
Selective Call Rejection*60	6.00	5.00
Subscriber Activated Blocking/PIN ⁽²⁾	5.00	5.00

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- (1) Grandfathered to existing customers at their present location.
(2) Effective September 27, 2019, Privacy Protector, Call Waiting Deluxe, Long Distance Alert, and Subscriber Activated Blocking/PIN are grandfathered. Availability to current customers is limited to lines and features in service at existing locations.
(3) Effective May 28, 2021, Anonymous Call Reject and Selective Call Accept are grandfathered. Availability to current customers is limited to lines and features in service at existing locations.

GENERAL SERVICES

5.11 ADVANCED CALLING SERVICES (Cont'd)

E. Rates and Charges (Cont'd)

5. Usage Sensitive Calling Features

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

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5.11 ADVANCED CALLING SERVICES (Cont'd)

E. Rates and Charges (Cont'd)

5. Usage Sensitive Calling Features

- c. At its option, or upon receipt of a proper request from a law enforcement agency, the Company will set up a temporary tracing arrangement using Manual Call Tracing. This may occur when, in the judgment of the Company or law enforcement agency, the unwanted call(s) present a serious threat of bodily harm or destruction of property. When the customer is located in an exchange where Call Trace*57 is not available or the unwanted calls originate from a central office that is not equipped for Advanced Calling Service Features or linked to appropriate facilities, Manual Call Tracing may be invoked.
- d. 3-Way Calling - The per use charge is applied only when a second call is completed and bridged to the first call. Completed calls include, but are not limited to those calls terminated to telephones, voice messaging systems, answering machines, facsimile machines, modems, etc. Access to the per use capability can be restricted at the customer's request at no charge.

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GENERAL SERVICES

5.11 ADVANCED CALLING SERVICES (Cont'd)

E. Rates and Charges (Cont'd)

5. Usage Sensitive Calling Features (Cont'd)

e. Rates and Charges

Advanced Calling Service	Minimum Charge Per Activation or Use	
	Business	Residence
Call Forwarding	\$1.50	\$1.50
Call Return*69	1.50	1.50
Call Trace*57	6.00	6.00
Busy Redial*66	1.50	1.50
3-Way Calling	1.50	1.50
Call Forward - Remote Activation	1.50	1.50

f. With the exception of Call Trace*57, the charges for usage sensitive features will be capped at **\$12.00** per month per feature used. Call Trace*57 will be capped at \$ 30.00 per month.

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5.12 **RESERVED**

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GENERAL SERVICES

5.13 JOINT USER SERVICE - applies to CenturyTel of Central Indiana, Inc. only

- A. Joint User Service is an arrangement whereby an individual, firm or corporation whose telephone needs are not such as to justify the provision of separate subscriber service is permitted to use the service of another subscriber.

Joint User Service is a grandfathered service. Availability is limited to current lines in service.

B. Regulations

1. Upon application by the subscriber, CenturyLink will extend service to joint users, except that not more than two joint users will be permitted for each main line or for each trunk of a commercial PBX system.
2. Joint user service is not furnished in a situation where a subscriber is engaged in the business of renting office space on a transient or permanent basis, or for other reasons desires to furnish telephone service to his clients.
3. Joint user service applies to business classification only.
4. Directory listings for joint user service will bear the same address and telephone number as the listing of the main station.
5. Joint users are permitted only in connection with business individual lines and PBX service. The joint users must be located in the same office or suite of offices as the subscriber.
6. The primary subscriber requesting joint user service shall be responsible for the payment of all charges, including tolls, incurred by said joint users.

5.14 SPECIAL SERVICES AND FACILITIES

Special services and facilities, not ordinarily used in the furnishing of telephone service and not otherwise mentioned in, provided for, or contemplated by the tariffs, local terms of service, and/or price lists of CenturyLink, may be furnished or leased pursuant to special contract for such special services or facilities for such period as may be agreed upon, provided such special services or facilities or the use made thereof is not unlawful and does not interfere with the telephone service furnished by CenturyLink.

In the event such special services or facilities or the use made thereof interferes with the furnishing of telephone service by the Company, CenturyLink may terminate such contract and cease to furnish such special services and facilities after thirty days written notice to the subscriber.

GENERAL SERVICES

5.15 DIRECTORY ASSISTANCE SERVICE

A. 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.

B. RATES AND CHARGES

1. Directory Assistance Service Charge, per Directory Assistance call **\$6.99** (l)
2. When the customer requests Directory Assistance by dialing "0" where the customer has the technical capability to direct dial Directory Assistance, the following operator surcharge applies in addition to the Directory Assistance Service Charge.
 - CenturyTel of Central Indiana, Inc. \$0.85
 - CenturyTel of Odon, Inc. 0.50

GENERAL SERVICES

5.16 DIRECTORY LISTINGS

A. General

The regulations and rates for directory listings, as provided in this section, apply only to the information records and the alphabetical directory or that section of the directory containing the regular alphabetical list of names and subscribers.

The alphabetical list of names of subscribers is designated solely for the purpose of information calling parties of the telephone numbers of subscribers and those entitled to use subscribers' service. Special arrangements of names is not contemplated, nor any form of listing which does not facilitate directory service or is otherwise objectionable or unnecessary for purposes of identification.

A listing must conform to the Company's specifications with respect to its directories.

Listings are regularly provided in connection with all classes of exchange service except public telephone service. A listing may be omitted from the directory upon request of a customer in writing and under the conditions specified in Nonpublished (Private) Service, concerning nonpublished listings.

The length of the contract period for directory listings where the listing actually appears in the directory is the directory period. The directory period is from the day that the directory is distributed to the customers to the day the succeeding directory is distributed to the customers, unless the listing no longer services the customer because of disconnection, removal, etc., of the service, the minimum contract period will be for at least 30 days. When the listing appears on information records only, the minimum contract period will be for at least 30 days.

GENERAL SERVICES

5.16 DIRECTORY LISTINGS (Cont'd)

B. Regulations

1. CenturyLink reserves the right to limit the length of any listing in the directory; and to use abbreviations where in its judgment the clearness of the listing or the identification of the subscriber is not thereby impaired.
2. Names in Directory Listings Shall be Limited to the Following:

In connection with residence service:

- a. The individual name of the subscriber, or
- b. The individual name of a member of the subscriber's immediate family.

In connection with business service:

- a. The listing must be in the name of the individual, partnership, corporation, institution, etc. to whom service is furnished. Additional listings may be provided for in the name of a member, officer, employee, or representative thereof, who is authorized to represent said individual, partnership, corporation, firm, association, or institution, or, the name of another business which the customer represents, controls or owns.
- b. The names of departments when such listings are deemed necessary for the efficient use of the service.

Whenever any question arises as to the right of the customer to (1) list the name of a business which he claims he is authorized to represent; or (2) use a listing which includes the trade name of another; CenturyLink may require the customer to secure from the owner of such name, written authority to use it, addressed to CenturyLink for the acceptance for insertion or for the continuance of such listing; and may refuse to accept or to delete such listings where (1) such written authority is not furnished to CenturyLink or (2) such authority is withdrawn by such owner in writing addressed to CenturyLink.

GENERAL SERVICES

5.16 DIRECTORY LISTINGS (Cont'd)

C. Primary Listings

One listing without charge, termed the primary listing, is provided as follows:

1. For each separate subscriber service. When two or more main station lines or PBX trunk lines are consecutively operated, the first number of the group is considered the primary listing.
2. For each joint user (CenturyTel of Indiana, Inc. only).

A Primary Listing, which may include the name, address and telephone number of the individual, organization, firm or corporation for whom the service has been contracted, will be furnished at no charge.

1. Listings will be limited to such information as is necessary for the proper identification of the customer.
2. The length of a listing may be limited to the use of abbreviations where the clarity of the listing and the identification of the customer will not be impaired.
3. The Company may refuse to insert any listing, which in its judgment does not facilitate the use of the directory.

When two or more main station lines or private branch exchange trunk lines are consecutively operated, the first number of the group is considered the primary listing. Where two or more main station lines or private branch exchange trunk lines are not consecutively operated, a primary listing may be made for each line. DID trunk numbers and trunk hunting lines listed will be charged the applicable listing charges for regular, duplicate or alternate listings, or extra lines or information.

GENERAL SERVICES

5.16 DIRECTORY LISTINGS (Cont'd)

D. Additional Listings (a.k.a. Regular Extra Listings)

1. Business additional listings may be the names of partners or members of the firm, if the customer or joint user is a partnership or firm; the names of officers of the corporation, if the customer or joint user is a corporation; and for any business establishment, the names of associates or employees of the customer or joint user. No other class of listing, such as service, agency, commodity, etc. will be accepted.
2. Residence additional listings may be the names of the customer's immediate family.
3. Ordinarily, all extra listings must be of the same address and telephone number as the primary listings, except as provided below for alternate listings. However, when in the opinion of CenturyLink it appears necessary as an aid to the use of the directory, and, provided satisfactory service can be furnished, a listing may be permitted under the address of a PBX station, or extension station, installed on premises of the customer, but at an address different from that of the switchboard, or main station, using the telephone number of the primary listings.
4. Additional listings are furnished at the rate specified for Additional Listings.

E. Duplicate and Cross Reference Listings

1. Duplicate listings, i.e., listing of nicknames, abbreviated names, names which are commonly spelled in more than one way, and rearrangements of names are permitted, when in the opinion of CenturyLink, they are necessary for the proper identification of the subscriber, and are not so desired to secure preferential position in the directory for advertising purposes.
2. Cross reference listings are permitted when their use will facilitate in handling telephone calls.
3. The additional listing rate (regular extra listing) applies for each duplicate or cross reference listings.

F. Foreign Listings

1. Foreign listings, i.e., listings of subscribers located in an exchange other than that in which the listed service is furnished are permitted. Charges for foreign listings are payable in advance for the period for which the directory is issued.
2. The rate for a foreign company listing will be the rate of the company in whose directory the listing appears.

GENERAL SERVICES

5.16 DIRECTORY LISTINGS (Cont'd)

G. Temporary Tenant Listings

1. Residence subscribers who lease their premises for periods of less than one year and request CenturyLink to render service to their tenant without charge, may arrange for listing of such tenant provided that the subscriber and the tenant do not occupy the premises at the same time.
2. All billing and contractual arrangements remain unchanged, the subscriber being responsible for the payment of all charges.
3. The additional listings (regular extra listing) rate applies for each temporary tenant listing.

H. Extra Lines of Information (a.k.a. Office Hour Listings)

Listing of office hours or other lines of information which is not required in order to efficiently handle telephone traffic, is not included in the charges for service. Subscribers who desire that their office hours appear in connection with their listings, may obtain same by paying the rate for the regular extra listing. A phrase directing the method of calling when a PBX operator is not on duty may be listed in the directory, at regular extra listing rates, whenever night connections are provided.

I. Alternate Call Number Listings

Listings of an alternate telephone number, to be called in case no answer is received, is permitted for customers to all classes of service.

The alternate number may be that of a service not under contract with the customer in connection with whose name it appears. In such a case, the consent of the customer to the alternately listed service must be obtained before the alternate listing is furnished.

The additional listing rate applies for each alternate call number listing.

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5.16 DIRECTORY LISTINGS (Cont'd)

J. Dual Name Listing

Dual Name Listing will be a combined directory listing for any two people with the same last name and the same address. Those who qualify for a dual listing may include a husband and wife, a mother and daughter, father and son, brothers and/or sisters. In addition, a woman whose husband is deceased may list her own name and her husband's first name.

1. The dual name Primary Listing will be provided at no monthly rate.
2. The regular additional listing monthly rate applies for a dual name additional listing.

K. Non-Published Telephone Number Service

1. Non-Published Telephone Number Service is an arrangement, at the customer's request, whereby the telephone number assigned to a primary service is withheld from both the Directory Assistance records and the published telephone directory.
2. Incoming calls to such telephones will be completed by the Company only when the calling party places the call by number. The company will adhere to this practice notwithstanding any claim of emergency the calling party may present.
3. Non-Published Telephone Numbers are furnished at the applicable rate.
4. The customer will hold the Company harmless from any damage which may arise through the provision of this service; and will absolve the Company from any responsibility for any failure to receive calls as a result of the non-published number. In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing a private listing in the directory or disclosing said number to any person shall attach to the Company. Where such a listing is published in the directory the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such a listing. The subscriber indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a private telephone listing or the disclosing of said number to any person.
5. 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.

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

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GENERAL SERVICES

5.16 DIRECTORY LISTINGS (Cont'd)

L. Non-Listed Telephone Number Service

1. Non-Listed Telephone Number Service is the omission of a customer's telephone number from the published telephone directory at the customer's request. The customer's telephone number may still be obtained from the Directory Assistance Operator.
2. Non-Listed Telephone Numbers are furnished at the applicable rate.
3. The customer will hold the Company harmless from any damages which may arise through the provision of this service; and will absolve the Company from any responsibility for any failure to receive calls as a result of the non-listed number.
4. **A customer requesting Non-Listed service due to personal safety concerns (stalking, domestic violence, sexual assault, etc.) will be provided 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.**

M. Trades Names

A trade name created by adding a term such as Company, Agency, Shop, Works, etc., to the name of a commodity or service will not be accepted as a listing unless the subscriber shows satisfactory that he is authorized to do business under the trade name. The Company reserves the right to reject listings which appear to be designed primarily to give publicity to the commodity or service, or which in its judgment are otherwise objectionable or unnecessary for identification purposes.

Whenever any question arises as to the right of a subscriber (1) to list the name of a business which he claims he is authorized to represent; or (2) to use a listing which includes the trade name of another; CenturyLink is privileged to require the subscriber to secure from the owner of such name, written authority so to use it, addressed to CenturyLink for the acceptance for insertion or for the continuance of such listings; and is privileged to refuse to accept or to delete such listings where (1) such written authority is not furnished or (2) such authority is withdrawn by such owner in writing to CenturyLink.

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GENERAL SERVICES

5.16 DIRECTORY LISTINGS (Cont'd)

N. Rates

The following charges begin on the day the information records are posted, except as indicated otherwise.

Type of Listing	CenturyTel of Central Indiana, Inc. ⁽¹⁾ Monthly Rate		CenturyTel of Odon, Inc. Monthly Rate		
	Business	Residence	Business	Residence	
Regular Extra Listings, Duplicate Listings or Alternate Listings, per line	\$7.00	\$7.00	\$7.00	\$7.00	(l)
Non-Published Number	9.00	9.00	9.00	9.00	(l)
Extra Lines of Information, each line	7.00	7.00	7.00	7.00	(l)
Non-Listed Number	9.00	9.00	9.00	9.00	(l)
Listing in Foreign Directory Foreign Directory Charge, plus	3.00	3.00	3.00	3.00	(l)
Foreign Exchange Listing	7.00	7.00	7.00	7.00	(l)

⁽¹⁾ A Nonrecurring Charge of \$2.00 will apply for changes to Directory Listings.

GENERAL SERVICES

5.17 VACATION NUMBER RESERVATION

A. General

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 month's charge for full service before the service can again be put on Vacation Number Reservation.

B. Conditions

1. Telephone service will be completely disconnected during the period of Vacation Number Reservation; there will be no dial tone.
2. 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 CenturyLink. The customer will be notified of the date of the discount expiration in advance.
3. 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.

C. Rates

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

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GENERAL SERVICES

5.18 TONE DIALING (a.k.a. Pushbutton Telephone Service)

A. General

Tone Dialing telephone service provides for the origination of telephone calls through the use of pushbuttons in lieu of a rotary dial.

B. Application of Charges

At the time tone dialing telephone service is initially established, all of a subscriber's existing stations on a central office line of existing stations of a Centrex or PBX System will be equipped for tone dialing.

C. Rates

The following installation and monthly charges are in addition to any applicable charges for telephone service.

	<u>Monthly Rate</u>	
Business and Residence, per line		
CenturyTel of Central Indiana, Inc.	\$ 0.00	(R)
CenturyTel of Odon, Inc.	\$ 0.00	

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GENERAL SERVICES

5.19 CALL LINE IDENTIFIER

A. Description

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

B. Rates and Charges

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

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SERVICE CHARGES

6.1 GENERAL

- A. The Service Charges covered herein are applicable in connection with the establishment of telephone service and subsequent moves, changes and additions of lines and other service or equipment.
- B. Service charges are in addition to all other applicable rates and charges associated with the service being provided.
- C. The charges specified herein do not contemplate work being performed by the company employees at a time when overtime wages apply due to the request of the customer nor do they contemplate work begun being interrupted by the customer. If the customer requests overtime labor being performed or interrupts work once begun, a charge in addition to the specified charges will be made equal to the additional cost involved.
- D. No service charges apply for Company-sponsored promotional offerings of service, excluding basic local exchange service access lines. Promotions will not exceed 90 days in any calendar year, will be available to all customers where the service is offered and will include notification to appropriate customers.
- E. No service charges apply when the service is rendered in-operative by fire or other cause beyond the control of the customer and service is re-established at another location or premises. Service charges will apply for transferring a temporary installation to another location or premises respectively.
- F. No service charges apply for a change in equipment or move of equipment if made on the initiative of the Telephone Company for maintenance reasons or because of a change in the type of central office operation or for other company reasons.
- G. Installation charges for equipment shown elsewhere in this *Local Terms of Service* apply in lieu of wiring or connection charges shown in this section. When installation charges are not shown, applicable service charges will apply.

SERVICE CHARGES

6.2 DEFINITIONS

- A. **CUSTOMER PREMISES** - A premises is a building, portion of a building or buildings on the same continuous property occupied by the customer in the conduct of his business or occupied by the customer as a residence. All space for offices occupied by a customer on the same or separate floors of one building are considered as a single (or same) premises.
1. Same continuous property shall mean an uninterrupted plot of land within the same block and occupied by one customer. Same block is defined as a parcel of land enclosed but uncrossed by public thoroughfares. Railroad tracks, rivers and alleys are not considered as public thoroughfares.
 2. A building shall mean a structure on one foundation or two structures on separate foundations with a common wall or abutting walls with ready access from one structure to the other by means of doorways or permanent opening through the intervening wall or walls. Structures in the same or different block occupied by one customer and connected by passageways shall be considered as the same building if the passageway is actually used as a continuation of the space in the two buildings and not principally used as a walk way.
- B. **SERVICE DATE CHANGE CHARGE** - Applicable when customer requests a change of service date on a pending order for a Private Line service or Design Service prior to the scheduled service date.
- C. **CANCELLATION OF ORDER CHARGE** - Applicable when customer or the Company cancels an order for installation of a Private Line or Design Service for which the Company has already begun installation or incurred preparatory costs.
- D. **EXPEDITED ORDER CHARGE** - Applicable when a customer requests a service date for a Private Line Service or Design Service that is earlier than the standard interval date for the service ordered.

SERVICE CHARGES

6.3 DESCRIPTIONS

A. SERVICE ORDER CHARGE

1. The Service Order Charge is the charge for work performed by the Telephone Company in connection with the receiving, recording and processing customer requests for service and equipment ordered to be performed or provided at the same time, on the same system and on the same premises. The term "per order" means all work or service ordered at the same time for the same account.
 - a. Initial Service Order – Applies to any new customer's service order
 - b. Subsequent Service Order – Applies to any present customer's order to relocate, install, change or add to the service; telephone number change, Vacation Number Reservation restoral of service after disconnect for nonpayment; additional central office lines, et cetera.
2. Only one service order charge is applicable for all items ordered at the same time for completion on the same date. Service order charges are not applicable to the following:
 - a. Change to Vacation Number Reservation
 - b. Change in class or grade of service
 - c. Change of billing address
 - d. Change from nonpublished to published number.

B. LINE CONNECTION CHARGE

The Line Connection Charge applies to each central office line (exchange line, trunks, etc.) for work required in the central office and outside plant to connect or rearrange line terminations.

SERVICE CHARGES

6.3 DESCRIPTIONS (Cont'd)

C. PREMISE VISIT CHARGE

CENTRAL - The Premises Visit Charge shall apply for those visits to the customer's premises by company personnel which are necessary because the customer's service request:

- a. requires a facilities installation or line connection.
- b. requires a move, change, installation or addition of instrument or equipment.

Applies to any service order requiring a premise visit for the installation of facilities or line connection. Does not apply for premise visit required solely to remove or disconnect customer service, discontinue items of service or to change or modify equipment for Company reasons.

ODON - Applicable if a company employee must visit the customer's premise to complete a customer's service request. A premise visit charge is applicable when an employee is dispatched to a designated location to complete a customer service request for the installation, move or change of service or equipment.

SERVICE CHARGES

6.3 DESCRIPTIONS (Cont'd)

D. **RESERVED**

(C)

(M)

(M)

E. DISHONORED CHECK CHARGE (a.k.a. RETURNED CHECK)

A Dishonored Check Charge is intended to cover the expense incurred for a customer's checks returned by a bank because of insufficient funds in a customer's account. A Dishonored Check Charge is only applicable to checks received as payment for a telephone bill. A Dishonored Check Charge is not applicable to checks returned by a bank because of improper dates, improper signatures, omission, etc.

F. COPY OF BILL

A printed additional copy of regular monthly billing may be provided to customers upon request where such information is available, and facilities permit. A nonrecurring charge applies for each printed copy furnished.

G. RESTORAL CHARGES

Restoral charge is intended to cover the expense incurred for reconnecting a service that has been temporarily disconnected for non-payment. If service has been removed, applicable services charges will apply.

H. TELEPHONE NUMBER CHANGE CHARGE

A Telephone Number Change Charge is applicable for each change in telephone number made at the request of the customer.

(M) Material moved to Page 1 of Section 14.

SERVICE CHARGES

6.3 DESCRIPTIONS (Cont'd)

I. SERVICE DATE CHANGE CHARGE

The customer 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 K. 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 J. following, 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 Premise 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 J.1. following.

J. CANCELLATION OF ORDER CHARGE (CANCELLATION OF APPLICATION FOR SERVICE)

1. 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:

- 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.

SERVICE CHARGES

6.3 DESCRIPTIONS

J. CANCELLATION OF ORDER CHARGE (CANCELLATION OF APPLICATION FOR SERVICE)

1. (Cont'd)

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.

2. When a customer cancels an order for the installation of a Private Line service or Design Service, a Cancellation Charge will apply as follows, unless specified otherwise for a specific service:

a. Installation is considered to have started when the Company incurs any cost in connection therewith or in preparation thereof which would not otherwise have been incurred.

b. Where the customer cancels an order prior to the start of installation, no charge applies.

c. Where installation of facilities has been started prior to the cancellation, the charges specified in (a) or (2) following, whichever is lower, shall apply.

(1) A charge equal to the costs incurred in such installation, less estimated net salvage. Such costs include the non-recoverable cost of equipment and material ordered, provided or used, plus the non-recoverable cost of installation and removal including the costs of engineering, labor, supervision, transportation, rights-of-way and other associated costs; or

(2) The minimum period charges for the service.

K. EXPEDITED ORDER CHARGE

An Expedited Order Charge applies when a customer requests a service date for a Private Line service or Design Service that is earlier than the standard interval. If the Company agrees to provide the service on an expedited basis, expedited order charges may apply to recover the difference in the estimated cost of construction on an expedited basis and construction without expediting, unless set forth elsewhere for a specific service.

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SERVICE CHARGES

6.4 CHARGES

Service Charge	CenturyTel of Central Indiana, Inc. Monthly Rate		CenturyTel of Odon, Inc. Monthly Rate	
	Business	Residence	Business	Residence
Service Order Charge	-	-	\$10.00	\$10.00
- Initial Service Order	\$20.20	\$12.40	-	-
- Subsequent Service Order	9.80	7.20	-	-
Line Connection Charge				
- Switched Data Service	45.00	45.00	45.00	45.00
- All Other	43.85	34.30	15.00	15.00
Premise Visit Charge	9.60	9.60	20.00	20.00
Dishonored Check Charge (a.k.a. Returned Check Charge)	30.00	30.00	30.00	30.00
Copy of Bill	7.00	4.00	7.00	4.00
Restoral Charges	9.80	7.20	15.00	15.00
Telephone Number Change Charge	9.80	7.20	15.00	15.00

(M)

(M) Material moved to Page 1 of Section 14.

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FEATURE PACKAGE AND BUNDLE SERVICES

These service-specific terms (collectively, the "Agreement") govern the residential feature packages and bundle services described below. These feature packages and bundle services are provided in Indiana by CenturyTel of Central Indiana, Inc. and CenturyTel of Odon, Inc.; each of which are referred to herein as "CenturyLink".

Services and features selected as a part of a Packaged Service can only be provided where technically available, when compatible with other services the customer may choose to order. Features are governed by the terms and conditions as set forth elsewhere in this *Local Terms of Service*. Additionally, Service Connection Charges, when applicable, are described elsewhere in this *Local Terms of Service*.

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Effective: 09-01-2018

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FEATURE PACKAGE AND BUNDLE SERVICES

7.1 **RESERVED**

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Effective: 09-01-2018

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FEATURE PACKAGE AND BUNDLE SERVICES

7.1 **RESERVED** (Cont'd)

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FEATURE PACKAGE AND BUNDLE SERVICES

7.2 SIMPLE CHOICE™ AND SIMPLE CHOICE™ UNLIMITED ⁽¹⁾

A. GENERAL

1. Simple Choice and Simple Choice Unlimited are optional enrollment plans that permit residence customers who subscribe to qualifying products and services to receive flat-rated Local Exchange Service and additional features and services for a flat monthly rate, for each residence line provided.
2. Simple Choice and Simple Choice Unlimited include flat-rated Local Exchange Service with touch-tone and the following features:
 - 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)
3. Extended Area Service (EAS) charges apply in addition to the Simple Choice monthly rate. EAS is included in Simple Choice Unlimited at no additional charge. EAS charges apply in addition to the monthly rate for Simple Choice.
4. Simple Choice Unlimited requires subscription to the CenturyTel Long Distance, LLC d/b/a CenturyLink Long Distance Simple Choice Unlimited Long Distance Plan.

⁽¹⁾ Effective December 26, 2014, Simple Choice™ and Simple Choice™ Unlimited are not available to new customers and are limited to lines in service for existing customers.

FEATURE PACKAGE AND BUNDLE SERVICES

7.2 SIMPLE CHOICE™ AND SIMPLE CHOICE™ UNLIMITED ⁽³⁾ (Cont'd)

B. REGULATIONS

1. A customer may select an unlimited number of compatible services and features from the Features list.
2. Nonrecurring charges (Service Charges) do not apply for transactions involving additions, deletions, or changes to the services/features requested as part of Simple Choice or Simple Choice Unlimited. However, appropriate nonrecurring charges do apply for installation of, moves, and changes to the access line.
3. The monthly rate for Simple Choice includes the Local Exchange Service, touch-tone calling, flat rate EAS, and features only. All other recurring charges applicable to an access line apply, including but not limited to, surcharges, subscriber line charges, and taxes.
4. 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.

D. RATES

<u>Simple Choice</u> ⁽³⁾	<u>Monthly Rates</u>	
CenturyTel of Odon, Inc.	\$39.95	(l)
CenturyTel of Central Indiana, Inc.	46.95	(l)
<u>Simple Choice Unlimited</u> ⁽³⁾	<u>Monthly Rates</u> ⁽¹⁾⁽²⁾	
CenturyTel of Odon, Inc.	\$33.95	(l)
CenturyTel of Central Indiana, Inc.		
- Brookston & Battleground	36.95	(l)
- Kempton	36.95	(l)

- (1) The monthly Simple Choice Unlimited rate will be discounted by \$5.00 when customers also subscribe to the Company's High-Speed Internet (1.5M or higher).
- (2) 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.
- (3) Effective December 26, 2014, Simple Choice™ and Simple Choice™ Unlimited are not available to new customers and are limited to lines in service for existing customers.

FEATURE PACKAGE AND BUNDLE SERVICES

7.3 PURE BROADBAND BUNDLE⁽¹⁾

A. GENERAL

1. Pure Broadband Bundle includes flat rate Residence or Business One-Party Local Exchange Service with Touch-tone and features as specified, and requires subscription to the Company's High Speed Internet (1.5 Mbps or greater).
2. Features:
 Outbound Call Block Feature
 Non-published Number Service
 Billed Number Screening (Optional)

B. REGULATIONS

1. Pure Broadband Bundle is available to residential and business customers in all exchanges within the Company where technically feasible, subject to availability of facilities.
2. 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.
3. Service Charges or nonrecurring charges do not apply.

C. RATES

<u>Pure Broadband Bundle</u>	<u>Residential Monthly Rates</u> ⁽²⁾	<u>Business Monthly Rates</u> ⁽³⁾
CenturyTel of Odon, Inc.	\$30.00	\$42.00
CenturyTel of Central Indiana, Inc.	30.00	46.66

(1)

⁽¹⁾ 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.

⁽²⁾ This rate includes the interstate and intrastate End User Common Line (EUCL) Charges (a.k.a. Subscriber Line Charges). Rates applicable for non-regulated High Speed Internet apply in addition to these rates.

⁽³⁾ This rate includes the interstate End User Common Line (EUCL) Charge (a.k.a. Subscriber Line Charge). The intrastate EUCL Charge and the rate applicable for non-regulated High Speed Internet apply in addition to these rates.

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FEATURE PACKAGE AND BUNDLE SERVICES

7.4 ECONOMY PAK BUNDLE

A. GENERAL

Economy Pak Bundle consists of flat rate Residence One-Party Local Exchange Service with touch-tone, Caller ID, Call Waiting and Call Waiting ID. Touch-tone charges, where applicable, and the Subscriber Line Charge are included in the monthly rate. Extended Area Service (EAS) is included at no additional charge. All other recurring charges, such as taxes and surcharges, normally applicable for an access line, apply in addition to the monthly rate for Economy Pack Bundle. Customers who subscribe to Economy Pack Bundle under a one-year term commitment will receive a \$5.00 reduction in the applicable monthly rate.

B. RATES

<u>Economy Pak Bundle</u>	<u>Monthly Rates</u>	
CenturyTel of Odon, Inc.	\$36.95	(I)
CenturyTel of Central Indiana, Inc.	37.95	(I)

7.5 ECONOMY PAK PLUS – GRANDFATHERED ⁽¹⁾

A. GENERAL

Existing residential customers who contact the Company to disconnect service and instead agree to retain their service are eligible to subscribe to Economy Pak Plus, which consists of an Access Line, Caller ID, Call Waiting, Call Waiting ID and High-Speed Internet (768 Kbps or higher). This service is only offered where the services are technically available.

The following monthly rates include the required flat rate one-party residence line with Touch tone, flat rate EAS, and features. These rates do not include charges for the required deregulated High-Speed Internet provided by the Company; however, the rates reflected herein and the applicable High-Speed Internet rate for the selected Internet speed (768 Kbps through 20 Mbps) will appear as a single line item on the customer's bill.

B. RATES

<u>Economy Pak Plus (768 kbps)</u>	<u>Monthly Rates</u>	
CenturyTel of Odon, Inc.	\$43.00	(I)
CenturyTel of Central Indiana, Inc.		
- Brookston & Battleground	33.00	(I)
- Kempton	43.00	(I)

⁽¹⁾ Effective April 12, 2019 Economy Pack Plus is grandfathered. Availability to current customers is limited to lines and features in service at existing locations.

FEATURE PACKAGE AND BUNDLE SERVICES

7.6 **RESERVED**

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FEATURE PACKAGE AND BUNDLE SERVICES

7.7 **RESERVED**

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FEATURE PACKAGE AND BUNDLE SERVICES

7.7 **RESERVED** (Cont'd)

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FEATURE PACKAGE AND BUNDLE SERVICES

7.7 **RESERVED** (Cont'd)

FEATURE PACKAGE AND BUNDLE SERVICES

7.8 BUSINESS ASSIST ADVANTAGE

A. GENERAL

1. Business Assist Advantage are packages of features available to both residential and business customers. Business Assist Advantage includes the features specified following and a flat rate access line. Customers subscribing to Business Assist Advantage are entitled to unlimited use of the service/features specified.

2. The following are the eligible call features. All features may be not be available in all areas:

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

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

FEATURE PACKAGE AND BUNDLE SERVICES

7.8 BUSINESS ASSIST ADVANTAGE (Cont'd)

C. REGULATIONS

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

D. RATES

<u>Business Assist Advantage</u>	<u>Monthly Rates</u>
CenturyTel of Odon, Inc.	\$57.95
CenturyTel of Central Indiana, Inc.	65.95

(I)

E. NONRECURRING

A nonrecurring charge will not apply for installation of the features for Business Assist Advantage. Installation, moves, and changes to the access line(s) will incur the appropriate nonrecurring charges found in Section 6.

FEATURE PACKAGE AND BUNDLE SERVICES

7.9 VOICE MAIL COMPLEMENTARY SERVICES PACKAGE

A. GENERAL

1. 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.
2. The package consists of the following services (where available):
Call Forward No Answer
Call Forward Busy
or, Call Forward Busy/No Answer
Message Waiting Indication – Audible or Visual

B. REGULATIONS

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

	Residence Monthly Rate	Business Monthly Rate	
<u>Voice Mail Complementary Services</u>	<u>Per Line</u>	<u>Per Line</u>	
CenturyTel of Odon, Inc.	\$2.00	\$3.00	(C)
CenturyTel of Central Indiana, Inc.	2.00	3.00	(C)

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FEATURE PACKAGE AND BUNDLE SERVICES

7.10 CALLER ID EXTRA⁽¹⁾

A. GENERAL

The Company will offer a feature plan to residential customers who subscribe to Caller ID, Call Waiting, Call Waiting ID and Call Forwarding. In addition, all applicable nonrecurring charges will be waived.

B. RATES

<u>Caller ID Extra⁽¹⁾</u>	<u>Month Rate</u>
CenturyTel of Odon, Inc.	N/A
CenturyTel of Central Indiana, Inc.	\$13.00

(I)

7.11 CALLER ID PLUS⁽¹⁾

A. GENERAL

The Company will offer a feature plan to residential customers who subscribe to Caller ID, Call Waiting and Call Waiting ID, where available. In addition, all applicable nonrecurring charges will be waived.

B. RATES

<u>Caller ID Plus⁽¹⁾</u>	<u>Month Rate</u>
CenturyTel of Odon, Inc.	\$13.00
CenturyTel of Central Indiana, Inc.	13.00

(I)

(I)

⁽¹⁾ Effective December 26, 2014, Caller ID Extra and Caller ID Plus are not available to new customers and are limited to units in service for existing customers.

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FEATURE PACKAGE AND BUNDLE SERVICES

7.12 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

Company/Exchanges	Per Location, Per Month				
	Initial Bundle	2 nd through 10 th bundle			
	All Terms	Month-to-Month	One Year Term	Two Year Term	Three Year Term
CenturyTel of Odon, Inc. - All Exchanges	\$60.00	\$30.00	\$25.00	\$22.50	\$20.00
CenturyTel of Central Indiana, Inc. - Battleground and Brookston - Kemptom	60.00 80.00	30.00 50.00	25.00 45.00	22.50 42.50	20.00 40.00

2. Core Connect 1 LITE

Company/Exchanges	Per Location, Per Month				
	Initial Bundle	2 nd through 10 th bundle			
	All Terms	Month-to-Month ⁽¹⁾	One Year Term	Two Year Term	Three Year Term
CenturyTel of Odon, Inc. - All Exchanges	\$60.00	\$30.00	\$25.00	\$22.50	\$20.00
CenturyTel of Central Indiana, Inc. - Battleground and Brookston - Kemptom	60.00 80.00	30.00 50.00	25.00 45.00	22.50 42.50	20.00 40.00

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

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7.12 CORE CONNECT (Cont'd)

B. RATES AND CHARGES (Cont'd)

3. Core Connect 2

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

4. Core Connect 2 LITE

Exchange	Per Location, Per Month				
	Initial Bundle	2 nd through 10 th bundle			
	All Terms	Month-to-Month ⁽¹⁾	One Year Term	Two Year Term	Three Year Term
All Exchanges	\$60.00	\$35.00	\$30.00	\$27.50	\$25.00

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

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FEATURE PACKAGE AND BUNDLE SERVICES

7.13 TWO-WAY VOICE MAIL INTERCONNECTION SERVICE

A. GENERAL

At <http://www.centurylink.com/Pages/AboutUs/Legal/TermsAndConditions/business.html> the following information will direct you to the applicable Local Terms of Service document which contains the terms and conditions for Two-Way Voice Mail Interconnection Service:

State: Indiana
Entity: CenturyTel of Odon, Inc. **OR** CenturyTel of Central Indiana, Inc.
Service: CenturyLink Two-Way Voice Mail Interconnection Service

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 service prior to the expiration of the TDP.

B. RATES AND CHARGES - Service Charges apply in addition to the following rates.

Term Commitment Period	Per Trunk	
	Monthly Rate	Nonrecurring Charge
One Year	\$350.00	0.00
Two Years	325.00	0.00
Three Years	275.00	0.00
Five Years	250.00	0.00

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FEATURE PACKAGE AND BUNDLE SERVICES

7.14 BUSINESS UNLIMITED

A. DESCRIPTION

Business Unlimited is a package of features available to business customers. The Business Unlimited bundle includes one line of unlimited local calling and choice of calling features offered by the Company and unlimited long distance calling provided by CenturyTel Long Distance, LLC.

B. TERMS AND CONDITIONS

Business customers with 1-10 lines will be eligible for discounted unlimited calling services. Additional lines of Unlimited Local and Long Distance calling, up to a maximum of ten (10) lines, may be added plus all other applicable monthly service charges.

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. This plan 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.

B. 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	
<u>Business Unlimited</u>			
- CenturyTel of Central Indiana, Inc.	\$49.00	\$49.00	(I)
- CenturyTel of Odon, Inc.	49.00	49.00	(I)

FEATURE PACKAGE AND BUNDLE SERVICES

7.15 SIMPLE CHOICE ONE™ and SIMPLE CHOICE TWO™ ⁽¹⁾

A. GENERAL

1. Simple Choice™ One and Simple Choice™ Two are grandfathered and are no long available to new customers.
2. Simple Choice™ One includes one flat rate access line. Simple Choice™ Two includes two flat rate access lines. Both packages include unlimited use of the following features, where available:
 - a. Caller ID Number Only
 - b. Caller ID
 - c. Call Waiting
 - d. Cancel Call Waiting
 - e. Call Waiting ID
 - f. Call Waiting Disposition
 - g. Call Forward
 - h. Call Forwarding No Answer
 - i. Call Forward Busy
 - j. Call Forwarding Busy/No Answer
 - k. Call Transfer
 - l. Call Forward Remote Access
 - m. Call Return *69
 - n. 3-Way Calling
 - o. Distinctive Ring
 - p. VIP Alert
 - q. Busy Redial *66
 - r. Home Intercom
 - s. Anonymous Call Reject *77
 - t. Selective Call Accept *64
 - u. Selective Call Forward *63
 - v. Selective Call Rejection *60
 - w. Long Distance Alert
 - x. Speed Call 8 or 30
 - y. Message Waiting Indication

⁽¹⁾ This service is limited to lines in service for existing customers.

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FEATURE PACKAGE AND BUNDLE SERVICES

7.15 SIMPLE CHOICE ONE™ and SIMPLE CHOICE TWO™ ⁽¹⁾ (Cont'd)

B. REGULATIONS

1. Nonrecurring charges, including service charges, do not apply for transactions involving additions, deletions, or changes to the services/features requested as part of Simple Choice™ One and Simple Choice™ Two. However, appropriate nonrecurring charges do apply for installation of, moves, and changes to the access line.
2. Customers subscribing to the Simple Choice™ Two may select different features for each line. All lines must be billed to the same account and located at the same premise.
3. Simple Choice™ One and Simple Choice™ Two features must be activated by the customer before they can be used without incurring usage charges.
4. All recurring charges applicable to an access line apply to Simple Choice™ One and Simple Choice™ Two. Among other things, these can include but are not limited to, EAS charges, surcharges, subscriber line charges, and taxes.

C. RATES

1.	<u>Simple Choice™ One</u>	<u>Residence Monthly Rates</u>	<u>Business Monthly Rates</u>	(C)
	CenturyTel of Central Indiana, Inc.	N/A	\$60.95 (I)	
	CenturyTel of Odon, Inc.	N/A	N/A	
2.	<u>Simple Choice™ Two</u>	<u>Residence Monthly Rates</u>	<u>Business Monthly Rates</u>	
	CenturyTel of Central Indiana, Inc.			
	1 st Line	N/A	N/A	
	2 nd Line	N/A	N/A	
	CenturyTel of Odon, Inc.			
	1 st Line	N/A	N/A	
	2 nd Line	N/A	N/A	

⁽¹⁾ This service is limited to lines in service for existing customers.

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FEATURE PACKAGE AND BUNDLE SERVICES

7.16 SELECT PAK and BUSINESS ASSIST SELECT ⁽¹⁾

A. GENERAL

1. Select Pak and Business Assist Select are grandfathered and are no long available to new customers.
2. Select Pak/Business Assist Select consists of the following features only. Charges for other services offered by the Company, such as an access lines, are in addition to this package rate.
3. 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

B. RATES

1.	<u>Select Pak, Per Line</u>	Residence <u>Monthly Rates</u>	
	CenturyTel of Central Indiana, Inc.	\$14.95	
	CenturyTel of Odon, Inc.	N/A	(C)
2.	<u>Business Assist Select</u>	Business <u>Monthly Rates</u>	
	CenturyTel of Central Indiana, Inc.	\$16.00	(I)
	CenturyTel of Odon, Inc.	N/A	(C)

⁽¹⁾ This service is limited to lines in service for existing customers.

FEATURE PACKAGE AND BUNDLE SERVICES

7.17 HOME PHONE II⁽¹⁾

A. DESCRIPTION

1. Home Phone II is an optional enrollment plan that permits residence customers to receive Local Exchange Service and additional features and services for a flat monthly rate.
2. Home Phone II customers must subscribe to a qualifying long distance plan.
3. Home Phone II includes the following services and features:
 - Residence Flat Rate Access Line
 - Choice of the following features:
 - Anonymous Call Rejection
 - Busy Redial
 - Call Forward Busy
 - Call Forward No Answer
 - Call Forwarding
 - Call Forward - Remote Activation (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 ⁽²⁾

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

⁽²⁾ Deregulated service.

FEATURE PACKAGE AND BUNDLE SERVICES

7.17 HOME PHONE II⁽¹⁾ (Cont'd)

B. REGULATIONS

1. Home Phone II customers may terminate their enrollment in the plan at any time upon notice to the Company, **subject to the conditions specified in 2.4.B., Prorating of Opening and Closing Bills.** (C)
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. (C)

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

CenturyTel of Central Indiana, Inc. d/b/a CenturyLink and
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FEATURE PACKAGE AND BUNDLE SERVICES

7.17 HOME PHONE II⁽¹⁾ (Cont'd)

C. RATES AND CHARGES

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

<u>Home Phone II</u> ⁽²⁾	<u>Monthly Rate</u>
- CenturyTel of Central Indiana, Inc.	\$28.95
- CenturyTel of Odon, Inc.	28.95

⁽¹⁾ **Effective June 11, 2017, Home Phone II is grandfathered. 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.

FEATURE PACKAGE AND BUNDLE SERVICES

7.18 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 and CenturyLink Business Bundle Preferred**. (C)
 (C)

B. RATES AND CHARGES

1. CenturyLink Business Bundle Options 1 and 2 (M1)(T)

Monthly rates for the CenturyLink Business Bundle Unlimited **Plan A** 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. (T)
 (T)
 (M1)

CenturyLink Business Bundle Per Line, Per Location	Monthly Rate		Activation Fee
	Initial Bundle	2 nd through 10 th Bundle	
Month-to-Month (Option 1)	\$55.00	\$24.99	\$50.00
Two-Year Term (Option 2)	55.00	24.99	N/A

(T)
 (C)
 (C)

2. CenturyLink Business Bundle Preferred (M2)(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 nd through 10 th Bundle	
Month-to-Month	\$50.00	\$19.99	\$50.00
Two-Year Term	50.00	19.99	N/A

(M2)(N)
 (M2)(N)
 (M1)
 (M1)
 (M2)
 (M2)

(M1) Material moved within this page.

(M2) Material moved to Original Page 26.1.

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FEATURE PACKAGE AND BUNDLE SERVICES

7.19 SECOND LINE BUNDLE - GRANDFATHERED ⁽¹⁾

A. DESCRIPTION

A bundled service offering is available to residential customers with at least one residential one-party access line. The offering includes an additional residential one-party access line with Call Waiting. The Company will waive the appropriate nonrecurring charges for residential customers. If any required component of the service bundle is discontinued, discounts may no longer apply and/or all remaining components may convert to the regular monthly rate.

B. RATES

Residential Bundle	<u>Monthly Rate</u>	
CenturyTel of Central Indiana, Inc.	\$23.95	(I)
CenturyTel of Odon, Inc.	\$22.72	(I)

⁽¹⁾ Second Line Bundle was offered as a promotion and is grandfathered, with availability limited to customers in service.

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FEATURE PACKAGE AND BUNDLE SERVICES

7.20 UNLIMITED NATIONWIDE CALLING OR ESSENTIAL HOME PHONE WITH 30 MINUTES LONG DISTANCE ^[1] (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

B. RATES AND CHARGES

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

(T)

^[1] **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.** (N)
|
(N)

^[2] 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)

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FEATURE PACKAGE AND BUNDLE SERVICES

7.21 SIMPLY UNLIMITED BUSINESS

A. DESCRIPTION

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

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
Simply Unlimited Business with Long Distance and High-Speed Internet ^[1]	40.00	35.00	--

^[1] This monthly rate and the applicable rate for HSI will appear on invoice as a single line item.

(N)

(N)

FEATURE PACKAGE AND BUNDLE SERVICES

7.22 SIMPLY UNLIMITED PHONE FOR RESIDENCE

(N)

A. DESCRIPTION

[CENTURYLINK LOCAL TERMS OF SERVICE: SIMPLY UNLIMITED PHONE](#) 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

(N)

CenturyTel of Central Indiana, Inc. d/b/a CenturyLink and
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Local Terms of Service
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CENTREX SERVICE

8.1 CENTREX SERVICE

Multi-line telephone systems used in conjunction with Centrex Service which were not already connected to Company facilities as of February 16, 2020, must, upon connection to the Company's facilities, be configured to allow direct "911" dialing by any end user and must be configured to send MLTS notifications as described in Section 2.13.1 (1).

(T)

Multi-line telephone systems must also be configured such that they are capable of conveying the dispatchable location of a "911" caller as described in Section 2.13.1 (2). Dispatchable location capability may require Customers to purchase private switch automatic location identification (PS/ALI) service from the Company or from a third-party provider.

(N)

(N)

2. Description

2. 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.
2. 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.

CENTREX SERVICE

8.1 CENTREX SERVICE (Cont'd)

B. Terms and Conditions

1. Centrex is offered for a minimum period of one month.
2. 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 rates and charges.
3. 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.
4. 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.
5. Temporary suspension of service is not offered for Centrex.
6. The Company will provide one main directory listing for a customer in the regular exchange directory.
7. 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.
8. 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.
9. 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

8.1 CENTREX SERVICE (Cont'd)

C. Feature Packages

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

1. Package 1: Digital Centrex Small Business Feature Package

- a. Station-to-Station Calling with Common Dial Plan
This feature allows station users to call each other using station extension numbers.
- b. Transfer of all Calls
This feature allows a station user to transfer calls from one line to another line.
- c. 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.
- d. 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.
- e. Call Forwarding - 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 Telephone Company.
- f. Call Forwarding - Busy/Don't Answer
This feature provides the option of fixed forwarding of a station's incoming calls to a predetermined number if the station does not answer. This is established and changed by the Telephone Company.

CENTREX SERVICE

8.1 CENTREX SERVICE (Cont'd)

C. Feature Packages (Cont'd)

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

- g. Cancel Call Waiting
This feature allows the subscriber to cancel the Call Waiting function for the duration of one call in order to prevent call waiting tones from interrupting the call.
- h. Call Waiting
This feature notifies a subscriber who is on the telephone that another caller is attempting to call.
- i. Call Diversion/Restriction
This feature allows a Class of Service assignment per station.
- j. 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.
- k. Distinctive Ringing - Internal/External
This feature provides different ringing patterns for internal and external calls.
- l. Speed Call-Individual
This feature provides the convenience of one or two digit dialing of most commonly called DNs.
- m. 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.

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

CENTREX SERVICE

8.1 CENTREX SERVICE (Cont'd)

C. Feature Packages (Cont'd)

2. Package 2: Digital Centrex Standard Package

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

- a. Automatic Line
This feature provides an automatic connection between a calling station that goes off-hook and a pre-assigned directory number.
- b. 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.
- c. 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.
- d. 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.
- e. 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.
- f. 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.
- g. 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

8.1 CENTREX SERVICE (Cont'd)

C. Feature Packages (Cont'd)

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

- h. Call Screening, Monitoring & Intercept*
This feature provides a means of monitoring and intercepting calls enhancing the functionality of NBAS.
- i. 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.
- j. Call Waiting - 3 Way Conference Capability*
This enhancement to Call Waiting allows an incoming call waiting caller to be conferenced into the existing two party call.
- k. Conference Hold*
This feature allows the transferring party to talk privately with a destination before establishing a conference call or transferring a call.
- l. 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.
- m. 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.
- n. 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.

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

CENTREX SERVICE

8.1 CENTREX SERVICE (Cont'd)

C. Feature Packages (Cont'd)

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

- o. Directed Call Pick-up
This feature enables a subscriber to answer a call to an unattended station within the same group.
- p. 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.
- q. Executive Busy Override
This feature allows a station user to access a busy station.
- r. Last Number Redial
This feature allows a station user to redial the last number dialed by utilizing an access code.
- s. 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.
- t. Ring Again
This feature allows a station user encountering a busy station to be automatically notified when the station becomes idle.
- u. 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.
- v. 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.

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

CENTREX SERVICE

8.1 CENTREX SERVICE (Cont'd)

C. Feature Packages (Cont'd)

3. Package 3: Digital Centrex MBS Set Package

Package 3 can be added to Package 2. The features in this Package are available only where facilities permit. This Package includes the following features:

- a. **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.
- b. **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.
- c. **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.
- d. **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.
- e. **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.
- f. **Intercom**
This feature allows a station to directly terminate on a predesignated set by pressing the intercom key on a Meridian Business Set (MBS).
- g. **Multiple Appearance Directory Number (MADN)**
This feature allows a directory number to be assigned to more than one Meridian Business Set (or 2500 set).

CENTREX SERVICE

8.1 CENTREX SERVICE (Cont'd)

C. Feature Packages (Cont'd)

3. Package 3: Digital Centrex MBS Set Package (Cont'd)

- h. 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).
- i. 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.
- j. 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.

4. Package 4: Digital Centrex Advanced MBS Set Package

Package 4 contains all the features of Package 3 and can be added to Package 2. This Package includes the following features:

- a. Automatic Answer Back
This feature allows any incoming call to the Primary Directory Number of the set to be automatically answered after four seconds.
- b. Busy Override
This feature enables an ISDN terminal user to gain access to a busy terminal by pressing the Busy Override feature-activation key.
- c. 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.
- d. 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).

CENTREX SERVICE

8.1 CENTREX SERVICE (Cont'd)

C. Feature Packages (Cont'd)

4. Package 4: Digital Centrex Advanced MBS Set Package (Cont'd)

- e. 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.
- f. 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.
- g. 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.
- h. Group Intercom
This feature allows a customer to terminate on a member of a pre-designated group by using abbreviated dialing.
- i. Individual Intercom
This feature allows a group intercom member to page another group intercom member using the built-in speaker on a MBS set.
- j. Instant Change Order- User Control of Feature Changes
This feature allows the customers to reassign feature buttons on MBS sets.
- k. Listen On Hold
This feature allows a user to place a called party on hold and listen through the speaker to determine when the call has been reestablished.
- l. MADN Ring Options
This feature provides MADN single-call arrangement (SCA) groups with two ringing options: abbreviated and delayed.

CENTREX SERVICE

8.1 CENTREX SERVICE (Cont'd)

C. Feature Packages (Cont'd)

4. Package 4: Digital Centrex Advanced MBS Set Package (Cont'd)

- m. **Make Set Busy**
This feature allows a terminal to be made busy to incoming calls.
- n. **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.
- o. **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.
- p. **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.
- q. **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.
- r. **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.
- s. **Single Line Queue for Mini Console**
This feature provides queuing capability to mini-console attendants or other MBS users without the additional expense of Automatic Call Distribution (ACD) or Uniform Call Distribution (UCD software).
- t. **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

8.1 CENTREX SERVICE (Cont'd)

C. Feature Packages (Cont'd)

5. Package 5: Digital Centrex Caller ID Package

This Package may be added to Packages 1, 2, 3, 4, 6, 7, 8, 9.

- a. 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.
- b. Automatic Re-dial
This feature allows a subscriber to automatically reach the last dialed directory number without having to redial the entire directory number.
- c. 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).
- d. 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.
- e. 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).

CENTREX SERVICE

8.1 CENTREX SERVICE (Cont'd)

C. Feature Packages (Cont'd)

6. Package 6: Multiport

The minimum period for this package is 30 days.

- a. 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.
- b. 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.
- c. 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.

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

CENTREX SERVICE

8.1 CENTREX SERVICE (Cont'd)

C. Feature Packages (Cont'd)

7. Package 7: Station Message Detail Recording (SMDR)

The Telephone Company will retain the SMDR data for a minimum of 24 hours. The customer is responsible for determining the billing rate for information to third parties.

- a. Account Codes*
This feature allows a user to enter a billing number into a Station Message Detail Recording (SMDR) record for charge back purposes.
- b. Authorization Codes*
This feature is used to identify callers for billing purposes, assign a network class of service, and control network access.
- c. SMDR Record Output*
This feature provides a Station Message Detail Report (SMDR) formatted-type record of chargeable and non-chargeable calls for each customer group. Call types and other message detail information can be specified for recording, at the customer group level.

8. Package 8: Music on Hold

Music on Hold is available only from customer provided music sources.

- a. 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, transfer, park and queuing features. It also may provide a recorded announcement to callers who are waiting to be connected

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

CENTREX SERVICE

8.1 CENTREX SERVICE (Cont'd)

C. Feature Packages (Cont'd)

9. Package 9: Automatic Call Distribution

- a. **Abandon Call Clearing***
This feature eliminates unnecessary held connections by returning abandoned calls to an idle state.
- b. **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.
- c. **Agent Call Distribution Queuing***
This feature ensures an even distribution of calls among the agents in the group.
- d. **Agent Status Lamp***
This feature allows the supervisor to track the status of each agent position in the group.
- e) **Call Agent Key***
This feature allows a supervisor to communicate directly with an agent by using the call agent key.
- f) **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.
- g) **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.

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

CENTREX SERVICE

8.1 CENTREX SERVICE (Cont'd)

C. Feature Packages (Cont'd)

9. Package 9: Automatic Call Distribution (Cont'd)

- h) 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.
- i) 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.
- j) Flexible Observe Agent*
This feature enables ACD supervisors to monitor the quality of service being offered incoming callers.
- k) 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.
- l) 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.
- m) 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.
- n) 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

8.1 CENTREX SERVICE (Cont'd)

C. Feature Packages (Cont'd)

9. Package 9: Automatic Call Distribution (Cont'd)

- o) **Observe Agent Key***
This feature enables ACD supervisors to monitor the quality of service being offered incoming callers.
- p) **Overflow of Queued Calls - Up to 4 alternative destinations**
This feature allows calls that have been queued for a predetermined amount of time to be routed to up to 4 alternative destinations.
- q) **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.
- r) **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.
- s) **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

8.1 CENTREX SERVICE (Cont'd)

D. 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 and nonrecurring charges. Volume discounts are to be applied based upon the total number of Centrex lines billed to the customer. Term discounts are applied based on the proposed length of service. Blocking discounts are based on the blocking criteria selected and used.

1. Nonrecurring Charges

A System Establishment Charge applies for the initial connection of service which replaces the Line Connection Charge from Section VII. The Service Ordering Charge and any applicable Section 5 elements such as Premise Visit Charge also apply.

The Nonrecurring charge for feature packages is charged per system, per occurrence. If multiple feature packages are selected for a single customer group, only the highest nonrecurring charge will apply for the group.

The per system establishment charge only applies when a group is initially established.

Subsequent line additions to an established group will be charged the per line establishment charge plus any feature nonrecurring charges.

2. Recurring Charges:

The Customer Line rate is calculated as follows:

- a) Select the proper rate based on the Length of the Contract and the number of lines and apply any discount to the month to month rates.
- b) Add any additional features from the options listed on the following pages.

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CENTREX SERVICE

8.1 CENTREX SERVICE (Cont'd)

D. Rates and Charges (Cont'd)

3. Discounts are to be based upon the total number of Centrex lines billed to the customer and are calculated as follows:

Term Discount:	<u>Length of Contract</u>	<u>Discount per Line</u>
	24 Months	\$0.50
	36 Months	1.00
	48 Months	1.50
	60 Months	2.00
Volume Discount	<u>Total Centrex Lines</u>	<u>Discount per Line</u>
	11 - 20 lines	\$0.50
	21 - 100 lines	1.00
	100 - 200 lines	1.50
Blocking Discount*	<u>Level of Access</u>	<u>Discount per Line</u>
	60 - 80%	\$1.50
	40 - 59%	3.00
	20 - 40%	4.50
	less than 20%	6.00

- * The blocking discount is 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 \$4.50 discount. Divide the number of simultaneous accesses desired by the number of customer lines to obtain the percentage to use for a discount.

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CENTREX SERVICE

8.1 CENTREX SERVICE (Cont'd)

D. Rates and Charges (Cont'd)

4. The following illustrates the calculation of monthly rates for Term and Volume. Blocking discounts would apply in addition to the package charges below:

a) Customer Lines - Inside Base Rate Area

<u>2 - 10 Lines</u>	<u>First Line</u>	<u>Additional lines</u>
Month to Month	\$43.30	\$30.30
24 Months	42.80	29.80
36 Months	42.30	29.30
48 Months	41.80	28.80
60 Months	41.30	28.30

<u>11 - 20 Lines</u>	<u>First Line</u>	<u>Additional lines</u>
Month to Month	\$42.80	\$29.80
24 Months	42.30	29.30
36 Months	41.80	28.80
48 Months	41.30	28.30
60 Months	40.80	27.80

<u>21 - 100 Lines</u>	<u>First Line</u>	<u>Additional lines</u>
Month to Month	\$42.30	\$29.30
24 Months	41.80	28.80
36 Months	41.30	28.30
48 Months	40.80	27.80
60 Months	40.30	27.30

<u>101 & over Lines</u>	<u>First Line</u>	<u>Additional lines</u>
Month to Month	\$41.80	\$28.80
24 Months	41.30	28.30
36 Months	40.80	27.80
48 Months	40.30	27.30
60 Months	39.80	26.80

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CENTREX SERVICE

8.1 CENTREX SERVICE (Cont'd)

D. Rates and Charges (Cont'd)

4. (Cont'd)

b) Customer Lines Outside Base Rate Area

<u>2 - 10 Lines</u>	<u>First Line</u>	<u>Additional lines</u>
Month to Month	\$48.10	\$35.10
24 Months	47.60	34.60
36 Months	47.10	34.10
48 Months	46.60	33.60
60 Months	46.10	33.10
<u>11 - 20 Lines</u>	<u>First Line</u>	<u>Additional lines</u>
Month to Month	\$47.60	\$34.60
24 Months	47.10	34.10
36 Months	46.60	33.60
48 Months	46.10	33.10
60 Months	45.60	32.60
<u>21 - 100 Lines</u>	<u>First Line</u>	<u>Additional lines</u>
Month to Month	\$47.10	\$34.10
24 Months	46.60	33.60
36 Months	46.10	33.10
48 Months	45.60	32.60
60 Months	45.10	32.10
<u>101 & over Lines</u>	<u>First Line</u>	<u>Additional lines</u>
Month to Month	\$46.60	\$33.60
24 Months	46.10	33.10
36 Months	45.60	32.60
48 Months	45.10	32.10
60 Months	44.60	31.60

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CENTREX SERVICE

8.1 CENTREX SERVICE (Cont'd)

D. Rates and Charges (Cont'd)

3. Feature Packages:	<u>Nonrecurring Charge</u>	<u>Monthly Charge Per Line</u>
Package 1: Digital Centrex Small Business Feature	\$20.00	\$2.95
Package 2: Digital Centrex Standard Package	40.00	5.95
Package 3: Digital Centrex MBS Set Package	60.00	2.95
Package 4: Digital Centrex Advanced MBS Set Package	70.00	4.95
4. Advanced Packages:		
Package 5: Digital Centrex Caller ID Package:	\$10.00	\$7.95
5. System Packages:	<u>Nonrecurring Charge</u>	<u>Recurring Charge</u>
Package 6: Multiport	\$60.00*	\$15.00**
Package 7: SMDR	120.00***	100.00
Package 8: Music on Hold	60.00***	40.00
Package 9 Automatic Call Distribution	ICB	ICB
6. System Establishment Charge		
Per System	\$65.00	
Per Line	15.00	

* applies per bridge number

** applies per port

*** applies per service order

MISCELLANEOUS SERVICES

9.1 SWITCHED DATA SERVICE

A. General

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

B. Regulations

1. Switched Data Service is provided subject to the availability of properly equipped facilities and central offices.
2. The Company is under no obligation to provide Switched Data Service access at a distance from the central office that exceeds the technical limitations of the service.
3. The Company shall not be responsible if changes in any of its equipment, operations or procedures utilized in the provision of Switched Data Service render any facilities provided by a customer obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance. In such instance and when known in advance, the Company will notify customers of such changes.
4. The Telephone Company makes no guarantee and assumes no liability for the accuracy, performance or non-performance of the Switched Data Service.
5. Switched Data Service is not available for resale of service.
6. Switched Data Service is offered on a tone signaling basis only.

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MISCELLANEOUS SERVICES

9.1 SWITCHED DATA SERVICE (Cont'd)

B. Regulations (Cont'd)

7. Vacation Number Reservation is not available for Switched Data Service.
8. The minimum billing period for Switched Data Service is one month.
9. Charges for Switched Data Service do not include equipment or other facilities which may be required at the customer premise and which must be compatible with Company facilities.

C. Rates and Charges

1. Monthly Rates

	<u>CenturyTel of Central Indiana, Inc.</u>	<u>CenturyTel of Odon, Inc.</u>
Switched Data Line	\$40.00	\$55.00
Local Usage, per minute	0.04200	0.04200

2. Toll calls placed by the Switched Data Service line will be billed the appropriate message telecommunications service charges.
3. Service Connection Charges

In addition to the Line Connection Charge found below, a Service Order Charge as specified in Section 5 of this *Local Terms of Service* applies.

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MISCELLANEOUS SERVICES

9.2 DIGITAL TRUNK SERVICE (DTS)

A. Service Description

1. Digital Trunk Service, referred to as "DTS", provides a cost effective method of delivering voice grade service from the serving Central Office to a customer's premises.
2. DTS is provided with 1.544 Mbps and the 24 channels may be used for the transport of trunks for termination on customer-provided equipment.
3. DTS supports Direct Inward Dialing (DID) Service and Local Exchange Business Trunks. Touchtone is a required feature of DTS.

B. Regulations

1. DTS is offered from Central Offices where the Company has arranged facilities for such service. DTS is an arrangement that allows for the direct termination of digital trunks from a digital Central Office to customer-provided equipment. This arrangement supports trunk side features.
2. Additional charges for Central Office services and features, including, but not limited to Direct Inward Dialing (DID) Service, are applicable when appropriate and can be found elsewhere in this *Local Terms of Service*.
3. All signals generated by customer-provided equipment must comply with the signal and format constraints contained within the Technical Reference specifications as used by the Company.
4. Availability and functionality of DTS may vary by serving Central Office and switch type.
5. Clear Channel Capability is an optional feature of DTS, allowing the customer to transport 1.536 Mbps on a 1.544 Mbps line with no constraint on quantity or bit sequence.
6. Service Order Charges are applicable and can be found in Section 5 of this *Local Terms of Service*.

C. Rates and Charges

The rates and charges for the services provisioned on the DTS channels are specified below.

	Monthly <u>Rate</u>	Nonrecurring <u>Charge</u>
DTS Service	\$595.00	\$320.00

MISCELLANEOUS SERVICES

9.3 HIGH VOLTAGE PROTECTION

A. General

1. Protective equipment is provided for voice and signal channel services furnished at power generating stations and substations which may be subject to high ground potential during fault conditions. The special protection equipment is designed to isolate or neutralize the fault produced hazardous voltages.
2. The customer shall be responsible for providing adequate structures to support or enclose as required, all protective equipment provided by the Company.
3. The Company reserves the right to suspend any service without adequate protection until such time as adequate protection is provided.
4. The customer, upon authorization by the Company, will be allowed to provide their own high voltage protective facilities to their premises provided they meet the following requirements:
 - a. The protection provided by the customer must comply with all Telephone Company requirements, and the customer must enter into agreements satisfactory to the Telephone Company relating to the provisioning of the protective equipment.
 - b. The Telephone Company assumes no liability for the customer provided protective equipment.

B. Protection Service Types

1. Protection services which the Company offers, are identified according to the following types:
 - a. Type 1 - Services requiring either dc transmission or ac and dc transmission used for:
 - (1) Basic exchange telephone service and/or private line voice telephone service, etc.
 - (2) Teletypewriter, telemetering, supervisory control, etc.
 - b. Type 2 - Private line services requiring ac and/or dc transmission used for pilot wire protective relaying or dc tripping.
 - c. Type 3 - Private line services requiring ac transmission only used for telemetering, supervisory control, data, etc.
 - d. Type 4 - Private line services requiring ac transmission only used for audio tone protective relaying.

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9.3 HIGH VOLTAGE PROTECTION (Cont'd)

C. Service Performance Objective Classification

1. Interruptions or outages due to the effects of faults in the customer's power generating, transmission, and/or distribution systems are minimized through the installation and maintenance of high voltage protection service which is designed to operate in a fault-produced electrical environment.

Because of the customer's need for service continuity during power system faults on some types of telecommunication services provided to power stations, the following system of Service Performance Objective Classifications has been established for the purpose of permitting the customer to specify the performance objectives for most types of telecommunications services provided to power stations.

- a. Class A - Noninterruptible service performance (must function before, during, and after the fault condition). Class A service cannot tolerate even a momentary service interruption.
- b. Class B - Self restoring interruptible service performance (must function before and after the power fault condition). Class B service can tolerate a service interruption for the duration of a power system fault but service continuity must be restored immediately after the fault without requiring any repair personnel activity.
- c. Class C - Interruptible service performance (can tolerate a customer visit to restore service). Class C service can tolerate a service interruption which requires a customer visit by repair personnel to restore service.

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9.3 HIGH VOLTAGE PROTECTION (Cont'd)

D. RATES AND CHARGES

Rates and charges apply in addition to all other rates and charges applicable to the services and equipment furnished. Apply one Common Equipment charge for each eight 2-wire circuits or equivalent), plus charges for the appropriate type of protection, per circuit.

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
1. Up to 18KV Ground Potential Rise		
Common Equipment (Maximum of eight 2 wire circuits or equivalent)	\$78.50	\$476.00
2. Type of Service, per circuit		
Type 1 Class A 2W	\$25.30	\$139.00
Type 1 Class B 2W	\$25.30	\$139.00
Type 1 Class C 2W	\$25.30	\$139.00
Type 1 Class A 4W	Special Assembly - Individual Case Basis	
Type 1 Class B 4W	Special Assembly - Individual Case Basis	
Type 1 Class C 4W	Special Assembly - Individual Case Basis	
Type 1 Class B 4W Metallic	Special Assembly - Individual Case Basis	
Type 1 Class C 4W Metallic	Special Assembly - Individual Case Basis	
Type 2 Class B 2W DC Send	Special Assembly - Individual Case Basis	
Type 2 Class B 2W DC Rec	Special Assembly - Individual Case Basis	
Type 2 Class A 4W DC Pilot Wire/DC Trip	Special Assembly - Individual Case Basis	
Type 2 Class B 4W DC Pilot Wire/DC Trip	Special Assembly - Individual Case Basis	
Type 2 Class C 4W DC Pilot Wire/DC Trip	Special Assembly - Individual Case Basis	
Type 2 Class B 4W Metallic	Special Assembly - Individual Case Basis	

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9.3 HIGH VOLTAGE PROTECTION (Cont'd)

D. RATES AND CHARGES (Cont'd)

2. Type of Service (Cont'd)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Type 3 Class A 2W	\$15.05	\$124.00
Type 3 Class B 2W	15.05	124.00
Type 3 Class C 2W	15.05	124.00
Type 3 Class A 4W	23.80	139.00
Type 3 Class B 4W	23.80	139.00
Type 3 Class C 4W	23.80	139.00
Type 3 Class A 4W CXR	27.50	139.00
Type 3 Class B 4W CXR	27.50	139.00
Type 3 Class C 4W CXR	27.50	139.00
Type 4 Class A 2W	15.05	124.00
Type 4 Class B 2W	15.05	124.00
Type 4 Class C 2W	15.05	124.00
Type 4 Class A 4W	23.80	139.00
Type 4 Class B 4W	23.80	139.00
Type 4 Class C 4W	23.80	139.00
Type 4 Class A 4W CXR	27.50	139.00
Type 4 Class B 4W CXR	27.50	139.00
Type 4 Class C 4W CXR	27.50	139.00

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9.4 FIRE REPORTING SERVICE AND EQUIPMENT

A. Emergency Conference Service and Fire Reporting service is furnished in the interest of the public safety by means of equipment located in a central office of the Company through which any exchange customer may make an announcement to several exchange stations simultaneously.

B. CenturyTel of Central Indiana, Inc. d/b/a CenturyLink Rates

	<u>Monthly Rate</u>	<u>Installation Move or Change Charge</u>
Fire Alarm System - 10 lines or less	\$ 25.00	*
Each additional 10 lines or less	25.00	*
Installation (each 10 lines or less)		\$ 50.00 *

C. CenturyTel of Odon, Inc. d/b/a CenturyLink Rates

Monthly rates and installation charges for Emergency Conference Equipment and Fire Reporting Equipment will be determined as outlined under "Specialized Types of Equipment".
 #

	<u>Monthly Rate</u>	<u>Installation or Change Charge</u>
Fire Number	B-1	*
Fire Reporting Line, per line equipped	\$2.00	*

The above charges are in addition to charges for the class of service furnished and applicable service connection charges.

* Applicable Service Connection Charges apply as specified in Section 6 of this *Local Terms of Service*.

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9.4 FIRE REPORTING SERVICE AND EQUIPMENT (Continued)

D. Conditions

1. The customer shall indemnify and hold harmless and thereby release the Company from any and all legal or other expenses, claims, cost, losses, suits or judgments for damages or injuries to or deaths of persons, or damages to or destruction or property arising in any way directly or indirectly, by reason of any use by the customer of the equipment provided by the Company.
2. CenturyTel of Odon, Inc. d/b/a CenturyLink Conditions ONLY
 - a. Equipment, instruments and lines on the customer's premises, furnished by the Company, shall be and remain the property of the Company, whose agents and employees shall have the right to enter said premises at any reasonable hour for the purpose of installing, inspecting, or repairing equipment, instruments and lines.
 - b. Such Emergency Conference Equipment or Fire Reporting Equipment is not to be used for performing any function other than the reporting or dissemination of information of any emergency nature.
 - c. A contract or agreement for Emergency Conference Service or Fire Reporting Equipment will be for a minimum service period of three (3) years.
 - d. The customer must not use or permit any electrical or mechanical apparatus or device to be used in connection with the equipment or facilities furnished by the company without the written consent of the company.

MISCELLANEOUS SERVICES

9.5 ALARM CIRCUIT (CenturyTel of Odon, Inc. d/b/a CenturyLink ONLY)

A. General

An alarm circuit is a two wire line or cable pair provided by the telephone company from the customer's premises to a different location (Police Station, customer's residence, etc.,) within the Exchange Rate Area of the Telephone Company Exchange, over which the customer operates his own alarm equipment.

B. Rates

Alarm Circuit, per cable pair	<u>Monthly Rate</u>
First Quarter Mile	\$1.00
Each additional quarter mile, or fraction thereof	1.00
Alarm Circuit, per cable pair, where cable pair does not go through the local exchange central office.	
First Quarter Mile	1.00
Each additional quarter mile; or fraction thereof	1.00

C. Conditions

1. The customer will be required to furnish and maintain the circuit closing device and the wiring between this device.
2. The customer shall indemnify and hold harmless and thereby release the Company from any and all legal or other expenses, claims, costs, losses, suits or judgments for damages or injuries to or death of persons, or damages to or destruction of property arising in any way directly or indirectly, by reason of any use by the customer of the facilities provided by the Company.

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MISCELLANEOUS SERVICES

9.6 CIRCUIT RENTAL (CenturyTel of Odon, Inc. d/b/a CenturyLink ONLY)

A. Local Loop Rental - miscellaneous, including Private Line Voice, Teletype, TWX, Data, Metering or Control Channels.

1. The following rates apply when necessary facilities are available. When facilities are not available, the customer may be required to pay an additional charge or to contract for service beyond the initial period, or both.
2. The total mileage is the sum of the direct route mileage from each point to its serving central office, with fractional 1/4 miles rated as full 1/4 miles, for each two point segment of distance.
3. Charges per cable pair, route mileage

Monthly Rate

- | | | |
|----|---|--------|
| a) | First 1/4 mile | \$1.00 |
| b) | Each additional 1/4 mile | 1.00 |
| c) | For each terminated segment
where segments are permanently
tied together, combined
mileage applies | |

B. Local Loops For Foreign Exchange Not Covered Under Circuit Rental Above

1. The following rates apply when necessary facilities are available. When facilities are not available, the customer may be required to pay an additional charge or to contract for service beyond the initial period, or both.
2. The mileage charges shown below shall apply from the Central Office to the customer's premise, with fractional 1/4 miles treated as full 1/4 miles.
3. Charges per cable pair, route mileage

Monthly Rate

- | | | |
|----|---|--------|
| a. | First 1/4 mile | \$1.00 |
| b. | Each additional 1/4 mile | 1.00 |
| c. | For each terminated segment
where segments are permanently
tied together, combined
mileage applies | |

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MISCELLANEOUS SERVICES

9.6 CIRCUIT RENTAL (CenturyTel of Odon, Inc. d/b/a CenturyLink ONLY) (Continued)

C. Local Loop Rental - where cable pair does not go through the local exchange central office.

1. The following rates apply when necessary facilities are available. When facilities are not available, the customer may be required to pay an additional charge, including construction charges, or to contract for service beyond the initial period, or both.
2. The total mileage is the sum of the direct route mileage from the originating point to each serving point, with fractional 1/4 miles rated as full 1/4 miles.
3. Charges per cable pair, route mileage

	<u>Monthly Rate</u>
a) First 1/4 mile	\$1.00
b) Each additional 1/4 mile	1.00

MISCELLANEOUS SERVICES

9.7 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.

MISCELLANEOUS SERVICES

9.7 UNIVERSAL SERVICE DISCOUNT PLAN FOR SCHOOLS AND LIBRARIES (E-Rate) (Continued)

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.

FCC DESIGNATED N11 SERVICES

10.1 EMERGENCY TELEPHONE SERVICE (9-1-1)

A. General

1. Description

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

FCC DESIGNATED N11 SERVICES

10.1 EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

A. General (Cont'd)

2. Definition of Terms

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

Automatic Location Identification (ALI) - A feature designed to permit information regarding the location of the calling party to be displayed on a display screen at a PSAP when a 9-1-1 call is received.

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

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

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

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

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

Company - CenturyLink Legal Entity

Customer (or 9-1-1 Customer) - Governmental unit or other entity authorized to provide 9-1-1 Service.

FCC DESIGNATED N11 SERVICES

10.1 EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

A. General (Cont'd)

2. Definition of Terms (Cont'd)

Default Routing - A feature activated when an incoming 9-1-1 call cannot be selectively routed due to an ANI failure, garbled digits or other causes. Such incoming calls are routed from the 9-1-1 control office (location of the selective routing function) to a preselected PSAP.

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

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

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

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

CENTURYTEL PS ALI ENTRY - A personal computer software program that will automate the process of building ALI records of Private Switch (PS) End Users in the National Emergency Number Association (NENA) Standard Format. It provides for some limited accuracy checks, uploading the records to the Company, and receiving downloads of records found to contain certain types of errors in the PS End User records from the Company.

FCC DESIGNATED N11 SERVICES

10.1 EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

A. General (Cont'd)

2. Definition of Terms (Cont'd)

CENTURYTEL PS ALI GATEWAY - The Company's computer facility that will interface with the Private Switch (PS) Provider Administration Site to receive Private Switch (PS) End User ALI updates and from which error reports will be returned. Communication will be via dial-up modem, using a common protocol.

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

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

Multi-Frequency (MF) to Signaling System 7 (SS7) Trunk Conversion - Multi-Frequency (MF) in-band, to Signaling System 7 (SS7), out-of-band, signaling is an enhancement that makes possible the forwarding of 10 digit ANI/CPN spills for use in identifying wireless subscribers.

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

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

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

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

FCC DESIGNATED N11 SERVICES

10.1 EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

A. General (Cont'd)

2. Definition of Terms (Cont'd)

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

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

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

PS ALI Entry Interface Service - Establishes a telecommunications port accessible from the public switched network on the CENTURYTEL PS ALI Gateway to receive PSEU records from a third party private switch database service and processing those records in the same manner as for the CENTURYTEL PS ALI Entry software customer.

PS 9-1-1 Site Administrator - Person assigned and authorized by the Private Switch (PS) Provider to act as an agent of the PS Provider with responsibility for managing the PS Provider's responsibilities within the scope of this Local Terms of Service. The Site Administrator is responsible for establishing the PS 9-1-1 Service, for maintaining the location information of the PS End Users and using the CENTURYTEL PS ALI ENTRY software to provide accurate PS End User ALI to the Company. This person will be given a password by the Company for access to the CENTURYTEL ALI ENTRY GATEWAY for the purpose of uploading the PS End Users ALI record information, specific to the site administrator's location.

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

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

FCC DESIGNATED N11 SERVICES

10.1 EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

A. General (Cont'd)

2. Definition of Terms (Cont'd)

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

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

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

Sublocation Information - Information of originating station location (end user) in PS ALL applications.

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

Secondary Provider - A regulated telephone company that participates in offering 9-1-1 service under an agreement with the Host Provider.

Third Party Frame Relay Access Device (FRAD) Access - FRAD Access allows for retrieval of ALI Database Information for Wireless and Competitive Local Providers using a Third Party Database Provider over a Non-Call Associated Signaling (NCAS) solution. Connectivity is composed of two components, FRAD Access and Steerable ALI software.

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

FCC DESIGNATED N11 SERVICES

10.1 EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

A. General (Cont'd)

3. Conditions

- a. 9-1-1 Service is restricted to one-way incoming emergency service only.
- b. The Company shall not be required to provide 9-1-1 Service to less than an entire central office (switching entity). The Company does not undertake to answer and forward 9-1-1 Service calls, but furnishes the use of its facilities to enable the 9-1-1 Customer's personnel to accept such calls on the 9-1-1 Customer's designated premises.
- c. 9-1-1 Service is provided solely for the benefit of the 9-1-1 Customer; the provision of such service shall not be interpreted, construed, or regarded as being of the benefit of, or creating any Company obligation toward, or any right of action on behalf of any third person or other legal entity.
- d. Intercept service for any seven-digit emergency number(s) replaced by 9-1-1 Service will be provided for a period of time as negotiated between the Company and the 9-1-1 Customer; however, in no case shall intercept service be provided for more than one year or beyond the next directory issuance, whichever is longer.
- e. 9-1-1 Service is limited to the use of central office telephone number 9-1-1 as the emergency telephone number. Only one 9-1-1 Service will be provided within any government agency's locality.
- f. 9-1-1 calls originated from local exchange telephone network access facilities shall be completed to the appropriate PSAP without a charge being assessed to the end user by the Company. Calls from a pay telephone shall not require a coin to be deposited or payment of any charge.
- g. Calls placed from all stations, including those with non-published or unlisted numbers, to a PSAP may display subscriber information associated with such numbers to emergency 9-1-1 responding personnel. The subscriber forfeits the privacy afforded by a nonlisted or nonpublished service upon placing a 9-1-1 call.
- h. The main telephone directory listing for the PSAP must be a seven-digit administrative telephone number of a listed emergency number. A listing for the PSAP will also be provided under 9-1-1 at no additional charge.

FCC DESIGNATED N11 SERVICES

10.1 EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

A. General (Cont'd)

3. Conditions (Cont'd)

- i. The Company will not prorate any billing among agencies of the same governmental entity jointly subscribing to 9-1-1 Service.
- j. All nonregulated telecommunications service providers (e.g., Private Branch Exchange (PBX), Shared Tenant Service (STS), etc.) in an E9-1-1 service area should provide current lists of their subscriber's names, addresses, and telephone numbers in Company standard format to the 9-1-1 Customer for inclusion in the E9-1-1 database.
- k. Information provided by the Company as part of the provision of C9-1-1 or E9-1-1 is to be used only for the purposes of answering and dispatching emergency calls.
- l. Charges for 9-1-1 Customer-initiated changes and rearrangements affecting service address and ALI database records (e.g., street name and number changes, emergency services territorial or name change, jurisdictional boundary changes and rearrangements, etc.) other than those processed in normal daily updates will be based upon the actual costs for such changes and rearrangements. In such cases, a valid comparative listing of changes must be supplied providing direct and individual reference to existing designations.
- m. Where a 9-1-1 call is placed by the calling party via interconnection with an interexchange carrier or operator service provider, the Company cannot guarantee the completion of said call, the quality of the call, or any features that may otherwise be provided with 9-1-1 Service. Because the addresses of these service providers' subscribers are not provided to the regulated telecommunications service providers, the 9-1-1 Customer must obtain them directly.
- n. In Selective Routing configurations where the central office does not provide ANI due to ANI failure, garbled digits, etc., Default Routing will be utilized.
- o. Frame Relay Access Device (FRAD) Service requires the third party record provider to furnish the 56k circuit.

FCC DESIGNATED N11 SERVICES

10.1 EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

A. General (Cont'd)

4. Customer Obligations

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

FCC DESIGNATED N11 SERVICES

10.1 EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

A. General (Cont'd)

4. Customer Obligations (Cont'd)

- d. The 9-1-1 Customer shall promptly notify the Company in the event that any part of the system associated with the provision of 9-1-1 service is not functioning properly.
- e. Because the Company serving boundaries and political subdivision boundaries may not coincide, the 9-1-1 Customer must make arrangements to handle all calls received on its 9-1-1 Service lines that originate from all points served by Central Offices within the 9-1-1 Service area whether or not the calling telephone is situated on property within the geographical boundaries of the 9-1-1 Customer's public safety jurisdiction.
- f. 9-1-1 emergency telephone service information consisting of the name, address, and/or telephone number of telephone subscribers, regardless of whether or not this information is published in directories or listed in directory assistance offices, is Company proprietary and the 9-1-1 Customer agrees to use such information only for the purpose of responding to 9-1-1 calls at the time such calls are placed. Any connecting company utilizing/purchasing Company information while acting as the Host Provider of 9-1-1 service to the 9-1-1 Customer which purchases Company services under this Local Terms of Service must agree to abide by the terms and conditions which relate to the protection of the Company provided information. The 9-1-1 Customer of any connecting company utilizing/purchasing Company information shall take all reasonable efforts to safeguard the proprietary nature of Company-provided information, including but not limited to:
 - (1) All 9-1-1 Customer equipment, system software, and databases must be located in a secure area within a PSAP's office operations to prevent unauthorized personnel from accessing confidential information.
 - (2) The 9-1-1 Customer shall agree to indemnify, save and hold the Company harmless from any and all claims for injury or damage of any nature by an person arising out of or relating to the 9-1-1 Customer's unauthorized use of Company-provided subscriber information, which information is to be used solely for the purpose of providing 9-1-1 Service.

FCC DESIGNATED N11 SERVICES

10.1 EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

A. General (Cont'd)

4. Customer Obligations (Cont'd)

- g. Any terminal equipment used in connection with 9-1-1 Emergency Telephone Service shall be configured to restrict the 9-1-1 Customer from removing and/or changing the data provided by the Company.
- h. Equipment, used in conjunction with any 9-1-1 emergency telephone service, located at the PSAP(s) may be provided by the Company or the 9-1-1 Customer subject to the approval by the Company for compatibility with the 9-1-1 system. Any additional costs associated with bringing incompatible equipment into compliance with the 9-1-1 system will be the responsibility of the 9-1-1 Customer.
- i. The Customer will provide for receiving emergency calls from Telecommunications Devices for the Deaf (TD) users.

5. Liability

- a. The Company's entire liability to the 9-1-1 Customer or any person for interruption or failure of any aspect of 9-1-1 Service shall be limited by the terms set forth in this section, the Rules and Regulations section of this Local Terms of Service, and in any sections of other tariffs and/or detariffed local terms of service which apply to the provision of 9-1-1 Service by the Company. This 9-1-1 Service is offered solely to assist the 9-1-1 Customer in providing 9-1-1 emergency service in conjunction with applicable fire, police, and other public safety agencies. By providing this 9-1-1 Service to the 9-1-1 Customer, the Company does not create any relationship or obligation, direct or indirect, to any third party other than the 9-1-1 Customer.
- b. The Company shall not be liable for civil damages, whether in contract, tort or otherwise, to any person, corporation, or other entity for any loss or damage caused by any act or omission by the Company or any of their employees, directors, officers, contractors or agents in the design, development, installation, maintenance, or provision of any aspect of 9-1-1 Service other than Company acts or omissions constituting reckless, willful and wanton misconduct. However, in no event shall the Company's liability to any person, corporation, or other entity for any loss or damage exceed an amount equal to the prorated allowance of the tariff and/or detariffed local terms of service rate for the service or facilities provided to the 9-1-1 Customer for the time such interruption to service or facilities continues, after notice by the 9-1-1 Customer to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the 9-1-1 Customer.

FCC DESIGNATED N11 SERVICES

10.1 EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

A. General (Cont'd)

5. Liability (Cont'd)

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

FCC DESIGNATED N11 SERVICES

10.1 EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

A. General (Cont'd)

5. Liability (Cont'd)

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

FCC DESIGNATED N11 SERVICES

10.1 EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

B. Description of Service

1. B9-1-1 (Basic 9-1-1 Service)

- a. B9-1-1 Service provides for routing all 9-1-1 calls originated by stations with given central office prefix codes to a single PSAP which is prepared to receive those calls via a 9-1-1 Service line.
- b. Interoffice 9-1-1 service is provided via dedicated trunking. 9-1-1 service from the central office serving the PSAP is provided over dedicated lines or trunks.
- c. The following rate elements apply to a typical B9-1-1 arrangement:
 - (1) 9-1-1 Central Office Enabling - Enables the central office to recognize 9-1-1 as a valid number and connect a 9-1-1 call to a 9-1-1 Service Line or dedicated 9-1-1 trunk.
 - (2) 9-1-1 Network Service - Dedicated network facilities, used for voice or data, connecting the PSAP and its serving central office, and/or connecting a central office to another central office (intra or interexchange). Rates and charges apply to each facility ordered. A minimum of two trunks is required on each interoffice route.
- d. Additional 9-1-1 Features, as described in this *Local Terms of Service*, are available with 9-1-1 Service where conditions permit.

2. C9-1-1 (ANI-Only 9-1-1 Service)

- a. The following rate elements apply to a typical C9-1-1 arrangement:
 - (1) 9-1-1 Central Office Enabling - Enables the central office to recognize 9-1-1 as a valid number and to connect such calls to a 9-1-1 Service Line or dedicated 9-1-1 trunk. Also enables the central office to generate ANI for the caller's telephone number and provide it to the 9-1-1 Service Line or dedicated 9-1-1 trunk.
 - (2) 9-1-1 Network Service - Same as B9-1-1 Service.
- b. C9-1-1 Service includes ANI Spill which is the provision of the caller's telephone number to the PSAP. ANI Spill may not be provided from multi-party end users. For calls placed to a PSAP from off-premises stations and stations behind business systems, where ANI Spill is provided, it will provide the identity of the primary telephone service billing or lead number.

FCC DESIGNATED N11 SERVICES

10.1 EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

B. Description of Service (Cont'd)

2. C9-1-1 (ANI-Only 9-1-1 Service) (Cont'd)

- c. The PSAP's premises equipment used in conjunction with ANI Spill Service must be reviewed by the Company to determine the compatibility of the unity with the C9-1-1 Service requested. If changes are necessary to make this service compatible with the services offered herein, time and material charges will apply.
- d. Selective Routing is available on an optional basis with C9-1-1 Service.
- e. Additional 9-1-1 Features, as described in this *Local Terms of Service*, are available with C9-1-1 Service where conditions permit.

3. E9-1-1 (Enhanced 9-1-1)

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

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

- (3) Automatic Location Identification (ALI) Database - Recurring and non-recurring charges - An E9-1-1 database that contains subscriber names, telephone numbers, addresses and Emergency Service Numbers (ESNs), and is periodically updated by the Company. A per database charge is applicable to each database and a per record charge is applicable to all records in each database. When the Company is not responsible for the system's ALI database, a per record charge will apply to all Company records provided to the ALI database manager. The 9-1-1 Customer is responsible for the following:

- (a) Providing a correct set of addresses and ranges, known as a Master Street Address Guide (MSAG), with ESNs assigned to each address. This must include all Company and participating telecommunication service subscriber addresses and be based upon Company standards which are consistent with the National Emergency Number Association (NENA).
- (b) Advising the Company in a timely manner of any changes in the MSAG or ESN assignments.

FCC DESIGNATED N11 SERVICES

10.1 EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

B. Description of Service (Cont'd)

3. E9-1-1 (Enhanced 9-1-1) (Cont'd)

a. The following rate elements apply to a typical E9-1-1 arrangement: (Cont'd)

(4) Third Party Frame Relay Access Device (FRAD) Connectivity - This service provides access to a non-Company controlled database to retrieve information for a given call emergency assistance. Upon receipt of a call at the PSAP location, a request is forwarded through the ANI/ALI Controller that first queries a Company-controlled database for specific caller information via a full period data circuit. If the information is unavailable with the Company-controlled database, software "broadcasts" a request for data through a Frame Relay network to Third Party-controlled databases to retrieve the data. Third Party FRAD Connectivity is composed of the two below components.

(a) FRAD Access establishes a Frame Relay connection at the Central Office as well as whatever data circuits are needed to gain access to the Frame Relay network provider. Data connectivity to the Third Party Frame Relay service is additional and must be coordinated by the 9-1-1 Customer requiring service. The Third Party record provider must provide the 56k circuit.

(b) Steerable ALI Software is required for each Competitive Local Provider (CLP) or Wireless vendor or their agent for each Company-controlled database platform to which a Non-Call Associated Signaling (NCAS) connection is required. Steerable ALI is a Software product that provides a means of "broadcasting" a request for data across all active channels to retrieve the proper ANI/ALI information for a given request.

b. In the event that the 9-1-1 Customer requests to begin construction of an MSAG/ALI database prior to full application to C9-1-1 or E9-1-1 service, charges for ALI database construction and maintenance may apply from the beginning of construction.

c. The PSAP's premises equipment used in conjunction with ANI Spill Service must be reviewed by the Company to determine the compatibility of the unit with the E9-1-1 Service requested. If changes are necessary to make this service compatible with the services offered herein, time and material charges will apply.

FCC DESIGNATED N11 SERVICES

10.1 EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

B. Description of Service (Cont'd)

3. E9-1-1 (Enhanced 9-1-1) (Cont'd)

- d. Selective Routing is available on an optional basis with E9-1-1 Service.
- e. Optional 9-1-1 Features, as described in this Local Terms of Service, are available with E9-1-1 Service where conditions permit.

4. Optional Services

a. Selective Routing

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

- (a) Providing a correct set of addresses and ranges, known as a Master Street Address Guide (MSAG), with Emergency Service Numbers (ESN) assigned to each address. Each ESN must be assigned to a PSAP. This must include all Company and participating telecommunication service subscriber addresses and be based upon Company standards.
- (b) Verifying the accuracy of the call routing by participating in tests with the Company prior to service establishment, and subsequent to any ESN change, to ensure that calls from each ESN are correctly routed.
- (c) Advising the Company in a timely manner of any changes in the MSAG or ESN assignments.

(2) The following rate elements apply to Selective Routing:

- (a) Database Administration - The per database charge to create and maintain the MSAG and ALI database structure.
- (b) Database - The charge on a per record basis to develop and update street ranges, list correct addresses, assign ESNs and PSAPs to each record, and transmit the ALI to the database management system that will be accessed by the caller's ANI. Database rate elements include monthly rates and nonrecurring charges for each database and for each record within each database.

FCC DESIGNATED N11 SERVICES

10.1 EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

B. Description of Service (Cont'd)

4. Optional Services (Cont'd)

a. Selective Routing (Cont'd)

(2) The following rate elements apply to Selective Routing: (Cont'd)

(c) Class Marking - The hardware and software that provides selective routing assignment codes to a central office for a 9-1-1 call and connects the incoming 9-1-1 trunks to the central office that will route the calls.

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

The Company reserves the right to perform an annual true-up of access line counts.

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

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

FCC DESIGNATED N11 SERVICES

10.1 EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

B. Description of Service (Cont'd)

4. Optional Services (Cont'd)

b. Alternate Network Routing (ANR)

- (1) Alternate Network Routing service is offered to provide options to E9-1-1 systems in order to provide another route path from the caller to the PSAP. The choices involve establishing a path that is not in the dedicated 9-1-1 network, such as routing via the Public Switched Telephone Network (PSTN) or cellular radio or full-duplex radios such as microwaves. The components offered in this Local Terms of Service include terminating telephone network equipment and cellular radio transceivers.
- (2) The Alternate Network Routing Service path is actuated upon a signal reporting that a dedicated 9-1-1 network path is not available to handle a call. Thus, the call may be alternate network routed upon loss of a dedicated 9-1-1 trunk, failure of an intermediate central office in the dedicated 9-1-1 network path to the PSAP, or network overload such as All Trunks Busy (ATB).
- (3) In order to reroute the 9-1-1 call through the Public Switched Telephone Network, Sender equipment is installed in a central office on the outgoing side of a 9-1-1 trunk and Receiver equipment is installed on the PSAP premises, or at an intermediate switching point. Multiple telephone numbers may be programmed in the Sender equipment in case the primary Receiver is not available. When the cellular path is used, a cellular transceiver is installed at each end (i.e., at the originating central office and at the PSAP) to connect to the Sender/Receiver Units.

FCC DESIGNATED N11 SERVICES

10.1 EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

B. Description of Service (Cont'd)

4. Optional Services (Cont'd)

b. Alternate Network Routing (ANR)

(4) Alternate Network Routing Service is offered with two categories of Sender/Receiver terminal equipment:

(a) Without Monitoring -- The Sender Unit performs the functions of receiving the 9-1-1 call from the originating switch, storing the ANI, dialing the telephone number of the Receiver Unit to establish voice connection, and sending the caller's ANI to the Receiver Unit. The Receiver Unit will have an output connection to the network or the PSAP's E9-1-1 9-1-1 Customer premises equipment to record the call information and to be used to retrieve the associated Automatic Location Information (ALI).

(b) With Monitoring -- Similar functions and terminal equipment are provided as in subparagraph a. above, but with the addition of sensors to monitor the outgoing trunk to detect signalling problems. Upon detecting a problem it will seize control of the 9-1-1 call and establish an alternate path, over the Public Switched Telephone Network or a cellular network, to complete delivery of the voice and associated ANI.

(5) Alternate Network Routing via Cellular Transceivers may be selected with either of the ANR services listed above, to add cellular path connectivity. This service requires a cellular transceiver to be installed at either or both ends of the path; one at the originating central office connected to a Sender; the other at the terminating PSAP connected to a Receiver. A pair of one or four channel cellular transceivers and a cellular license must be purchased with each channel activated. If the PSAP or originating central office is outside the normal service area of a cellular radio cell, a directional antenna shall be installed to ensure adequate signal strength for radio communications.

FCC DESIGNATED N11 SERVICES

10.1 EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

B. Description of Service (Cont'd)

4. Optional Services (Cont'd)

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

(6) Description of Teltone Switched Access System

- (a) Trunk Dial Unit (TDU) - Equipment installed in a central office that will be actuated by the switch upon failure of 9-1-1 trunk to complete a call. Upon being actuated, the Unit will receive the 9-1-1 call and ANI, store the ANI, and dial (send) the telephone number of its corresponding Call Answer Unit (CAU) over the telecommunications path that has previously been programmed. The path may be the Public Switched Telephone Network or a cellular radio.
- (b) Call Answer Unit (CAU) - Equipment installed at a PSAP that will accept (receive) calls from a Trunk Dial Unit, including the ANI of the 9-1-1 callers and pass that voice and ANI to the E9-1-1 system's Customer premises equipment.
- (c) Call Transfer Unit (CTU) - Installed on the incoming trunk of a 9-1-1 selective router. The CTU answers the incoming call and after handshaking with the TDU, monitors the signaling of the router and requests ANI from the TDU when the selective router is ready.

Included are one 19 inch shelf (holds up to 12 circuit cards), one Call Transfer Unit (CTU) circuit card, relay rack, fuse panel and miscellaneous hardware needed for installation of the system in the Company central office.

FCC DESIGNATED N11 SERVICES

10.1 EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

B. Description of Service (Cont'd)

4. Optional Services (Cont'd)

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

(7) Description of Cellular Phone Cell Services Equipment

- (a) 1M Transceiver - Single channel cellular unit used in the transmission of individual calls.
- (b) 4M Transceiver - Multi (four) channel cellular unit used in the transmission of simultaneous calls.
- (c) Cellular 3 dB Antenna - Standard indoor antenna used with the 1M or 4M units.
- (d) Cellular 12 dB Antenna - Optional antenna used in place of standard 3 dB gain antenna when additional antenna gain is needed for acceptable reception.

(8) Customer Obligation

- (a) The 9-1-1 Customer will need to subscribe to a business access line for each Sender Unit and business access line to each Receiver Unit, and will be responsible for all normal subscriber access line charges and toll calls billed to those circuits.
- (b) Where the 9-1-1 Customer selects to establish a cellular radio circuit as the alternate network routing path, the 9-1-1 Customer will be responsible for obtaining the cellular service and pay for all charges related to its use.

FCC DESIGNATED N11 SERVICES

10.1 EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

B. Description of Service (Cont'd)

5. Additional Services

a. Additional 9-1-1 Features

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

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

C. Private Switch (PS) 9-1-1 Service

1. Description

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

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

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

FCC DESIGNATED N11 SERVICES

10.1 EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

C. Private Switch (PS) 9-1-1 Service

2. Conditions

a. Availability of Options

- (1) The ANI-ONLY option is available if the 9-1-1 Customer has subscribed to ANI-ONLY (C9-1-1) service and has established dedicated routing from the central office serving the PS provider to a Point of Concentration or to the serving PSAP; and if the PS Provider:
 - (a) Orders a block(s) of sequential Directory Numbers, from which PS End Users are assigned individual Directory Numbers.
 - (b) Orders two "PS 9-1-1 Service" trunks or that quantity necessary to provide P.01 Grade of Service, whichever is the higher standard, to connect the PS Provider's Private Switch to its serving central office; and
 - (c) Has a Private Switch capable of forwarding the ANI of each PS End User's Directory Numbers to the 9-1-1 Service Trunk when either 9-1-1 or X-9-1-1 is dialed (where X is the access number for the public switched network).
- (2) The ANI and ALI option is available if the 9-1-1 Customer subscribes to Enhanced 9-1-1 service and meets the same condition in C.2.a.1), and the PS Provider uses the CENTURYTEL PS ALI ENTRY software to maintain and forward PS End User Directory Numbers and location information in the NENA Standard format to the Company, with updates as necessary to keep records current and responds to requests from the Company to make corrections to record errors by uploading the corrected records within one working day.

FCC DESIGNATED N11 SERVICES

10.1 EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

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

2. Conditions (Cont'd)

b. Service provisioning is dependent upon the type and configuration of the 9-1-1 network that is in place for the service area.

- (1) Private Switch to serving Central Office: The basic requirement is to treat the Private Switch as if it were a Central Office, so that dedicated PS 9-1-1 Service trunks are required from the Private Switch to its serving Central Office. There must be a minimum of two PS 9-1-1 Service trunks or a quantity that will provide a minimum of P.01 Transmission Grade of Service, whichever is the higher standard. The cost for this local loop connection is the responsibility of the PS Provider for each Private Switch owned or controlled by the PS Provider. The PS Provider is also responsible for monitoring the performance of the PS 9-1-1 Service Trunks, by conducting manual operational tests, from the Private Switch to the PSAP. Any PS 9-1-1 Service Trunks found to be defective shall be immediately reported to the Company.

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

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

FCC DESIGNATED N11 SERVICES

10.1 EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

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

2. Conditions (Cont'd)

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

FCC DESIGNATED N11 SERVICES

10.1 EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

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

3. Application for Service

Service application for this service must be in writing from the 9-1-1 Customer. Each application for service will state that the PS Provider is authorized to join the 9-1-1 System and will include the following information:

- a. The business name and address of the PS Provider,
- b. The name, address, and telephone number of the PS Provider's Site Administrator,
- c. The PS Provider service locations by street address and connectivity arrangements to the Company's network, and
- d. The blocks and ranges of in-use and on-reserve Directory Numbers assigned to the PS End User.

FCC DESIGNATED N11 SERVICES

10.1 EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

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

4. Customer Obligations

- a. The 9-1-1 Customer is responsible for coordinating with the PS Provider so that the private switch provides full seven-digit ANI according to appropriate technical specifications. The private switch ANI function must be approved by the Company prior to implementation to ensure that the service will function properly. PS 9-1-1 Service will function properly only if ANI is in the proper format, if Directory Numbers are assigned for each station behind the PS, and if there is at least a pair of PS 9-1-1 Service Trunks to the central office, and if each station can be reached by dialing its Directory Number from the Public Switched Network.
- b. The 9-1-1 Customer is responsible to ensure that the PS Provider meets the 9-1-1 Customer's standard of timeliness in reporting PS End User ALI updates to the company.
- c. When the PS Provider's Site Administrator has established a PS End User ALI record for each Directory Number, this Site Administrator will contact the 9-1-1 Customer to determine the correct street address and community name location as has been defined in the 9-1-1 Customer's Master Street Address Guide (MSAG). This information will be entered into the PS Provider's PS End User ALI record data base for transmission to the Company.
- d. The 9-1-1 Customer is responsible for informing the PS Provider's Site Administrator of the correct street address nomenclature and community name location as used in the MSAG, and of changes when they occur. The 9-1-1 Customer will ensure that all PS Provider PS End User street addresses are included in the MSAG and that each address is assigned an ESN and PSAP ID.

FCC DESIGNATED N11 SERVICES

10.1 EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

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

4. Customer Obligations (Cont'd)

- e. The PS Provider is responsible for forwarding PS End User ALI record information to the Company according to the format and procedures established by the Company in the Company's "CENTURYTEL PS ALI ENTRY Users Guide," which may be obtained from a Company Account Executive. The PS Provider will assign a PS 9-1-1 Site Administrator with responsibility for these tasks. The Company will assign a password to the Site Administrator so that only authorized changes will be made to the PS Provider's ALI database at the Company's CENTURYTEL ALI ENTRY GATEWAY.
- f. The 9-1-1 Customer is responsible for coordinating with the PS Provider so that the Private Switch is equipped with a minimum of two PS 9-1-1 Service trunks or a quantity that will provide a minimum of P.01 Transmission Grade of Service, whichever is the higher standard. The 9-1-1 Customer is responsible for dedicated trunking from the PS Provider's serving central office to the PSAP or point of concentration.
- g. Sublocation information: The PS Provider is responsible for assigning and maintaining current the Sublocation information in the PS End User ALI record. This Sublocation information will be stored in the 20-character Location Field in the ALI format.
- h. PS 9-1-1 Service information consisting of the name, address and telephone number of the PS End Users is confidential. The PS End User forfeits the privacy afforded by nonlisted and nonpublished service to the extent that the telephone number, the address and name associated with the originating station location are furnished to the PSAP and to the Company. The PS End User (with published, nonlisted or nonpublished numbers) consents to the storage and retention of PS End User's name, telephone number and address in the database and also consents to access to this information by the PSAP and Emergency Response Agencies to which the call may be transferred for the sole purpose of responding to an emergency call.

FCC DESIGNATED N11 SERVICES

10.1 EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

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

4. Customer Obligations (Cont'd)

- i. The rates charged for PS 9-1-1 Service do not include, and the Company does not undertake, the tasks of inspection or constant monitoring to discover errors, defects and malfunctions in the service. The 9-1-1 Customer has the responsibility for reporting all known errors, defects and malfunctions to the Company. For example, if an attendant at the 9-1-1 Customer's PSAP learns from a 9-1-1 caller that the caller's address is not correct as is displayed in the ALI, that attendant must initiate action to notify the Company of the discrepancy. The 9-1-1 Customer and the Company will jointly establish procedures to facilitate this notification procedure.
- j. Cancellation of the service in whole or in part by the PS Provider prior to establishment thereof, will require payment to the Company of an amount equal to the cost of engineering, manufacturer's billing resulting from equipment orders, installation, assembly, labor, cost of removal and any other costs incurred by the Company up to the time of cancellation resulting from the PS Provider's order for service.

5. Liabilities

- a. The Company's liability for interruption, failure, errors, acts, omissions or other occurrences related to PS 9-1-1 Service shall be limited to the same extent as set forth in this Local Terms of Service regarding 9-1-1 Service in any other applicable section of the Company's tariffs and/or detariffed local terms of service, and in statute.
- b. PS 9-1-1 Service is provided solely for the benefit of the PS Provider. The provision of PS 9-1-1 Service shall not be interpreted, construed or regarded as being either expressly or impliedly for the benefit of, or creating any Company obligation toward any person or legal entity other than the PS Provider. The Company's tort liabilities, if any, to third parties shall be limited to instances in which the Company's conduct constitutes gross negligence or willful or wanton misconduct.
- c. The PS Provider is solely responsible for the PS End user ALI Record that is transmitted to the database. Neither the Company nor the 9-1-1 Customer will be responsible for the accuracy of the PS End User's ALI Record information beyond assigning the correct ESN and PSAP ID from the MSAG, and in transmitting each record as received from the PS Provider to the PSAP attendant's display upon receipt of a 9-1-1 call from the PS End User.

FCC DESIGNATED N11 SERVICES

10.1 EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

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

5. Liabilities (Cont'd)

- d. Terminal equipment at the 9-1-1 Customer's sites that is used in connection with PS 9-1-1 Service, whether such equipment is provided by the Company or the 9-1-1 Customer, shall be configured so that it is unable to extract any information from the database other than as it relates to an emergency call. Any information obtained from the database in connection with an emergency call shall be used solely for the purpose of answering, handling and responding to emergency calls in a manner consistent with the nature of the emergency. Any permanent record associating a PS End User telephone number with his/her name or address shall be secured by the 9-1-1 Customer and disposed of in a manner that will retain the security.
- e. The PS Provider agrees to release, indemnify, defend and hold harmless the Company and the 9-1-1 Customer from any and all loss, claims, demands, suits or other action or any liability whatsoever, to any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the caller or others.
- f. The PS Provider agrees to release, indemnify, defend and hold harmless the Company and the 9-1-1 Customer for any infringement or invasion of the right to privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of 9-1-1 service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing 9-1-1 service hereunder, and which arise out of the negligence or other wrongful act of the Company, the 9-1-1 Customer, its user, agencies or municipalities or the employees or agents of any one of them.
- g. PS 9-1-1 Service will be designed by the Company to provide an equivalent level of service reliability and quality as local exchange telephone service in the exchange where 9-1-1 Systems are equipped with the features to provide PS 9-1-1 Service.

D. Rates and Charges

- 1. Rates will be developed and filed on an individual case basis.

CenturyTel of Central Indiana, Inc. d/b/a CenturyLink and
CenturyTel of Odon, Inc. d/b/a CenturyLink
Local Terms of Service
Indiana

Effective: 02-06-2015

Section 11
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MESSAGE TELECOMMUNICATION SERVICE

11.1 GENERAL TERMS

A. General

The Regulations contained herein are specific to the service involved and in addition to the General Terms applicable to all services of the Telephone Company.

B. Definitions

Message toll telephone service is that of furnishing facilities other than and in addition to local facilities for telephone communications between local service areas in accordance with the regulations and system of charges specified in this schedule. The service of furnishing the local facilities required to establish and maintain connection between an exchange station and the toll plant in connection with toll calls is a part of local service.

C. Priority of Service

In case a shortage of facilities exists at any time either for temporary or protracted periods, the establishment of message toll telephone service shall take precedence over all others.

D. Liability of the Telephone Company

1. In view of the fact that the customer has exclusive control of his communications over the facilities furnished him by the Telephone Company, and of the other uses for which facilities may be furnished him by the Telephone Company, and because of unavailability of errors incident to the services and to the use of such facilities of the Telephone Company, the services and facilities furnished by the Telephone Company are subject to the terms, conditions and limitations herein specified.
2. The Telephone Company's liability, if any, for its willful misconduct is not limited by this local terms of service. With respect to any other claim or suit, by a customer or by any other, for damages associated with any aspect of the provision of service (including the failure to reach a called station), the Telephone Company's liability, if any, shall not exceed an amount equal to the initial period charge applicable for such a message to the called station. This liability shall be in addition to any billing adjustments that may otherwise be appropriate.
3. When the lines of other telephone companies are used in establishing connections not reached by the Telephone Company lines, the Telephone Company is not liable for any act or omission of the other company or companies.

MESSAGE TELECOMMUNICATION SERVICE

11.1 GENERAL REGULATIONS (Cont'd)

E. Obligation of Customer

The calling party shall establish his identity in the course of any communication as often as may be necessary. The calling party shall be solely responsible for establishing the identity of the person or persons with whom connection is made at the called station or stations.

F. Time of Day

The time of day, determined in accordance with the time system - standard or daylight saving - observed at the location of the rate center of the calling station, determines whether Day, Evening or Night rates apply. This rule applies whether the call is sent paid or collect. In cases where a message begins in one rate period and ends in another, the rate in effect at the time the connection is established applies to the Initial Period. Additional Minutes will be billed, in whole minute segments, at the rate applicable when each additional minute begins.

G. Limited Conversation

The Company reserves the right to limit the length of conversation when necessary in times of emergency resulting in a shortage of facilities.

MESSAGE TELECOMMUNICATION SERVICE

11.1 GENERAL REGULATIONS (Cont'd)

H. Connection with Customer-Provided Recording, Reproducing and Automatic Answering and Recording Equipment

Customer-provided recording, reproducing and automatic answering and recording equipment may be used in connection with message telecommunications service, subject to the conditions outlined in Section 2.10.

K. Connections of Customer-Provided Terminal Equipment and Communications Systems

Customer-provided terminal equipment and communications systems may be used in connection with message telecommunications service subject to the conditions outlined in Section 2.9.

L. Connections of Other Common Carrier-Provided Communications Systems

Communications systems provided by Other Common Carriers may be used with message telecommunications service subject to the conditions outlined in Section 2.

M. Service Used for Data-Phone* Transmission

1. Message telecommunications service is available for use on a two point service basis with data transmitting and/or receiving equipment (including telephotograph equipment) and teletypewriter equipment for the transmission and reception of data signals.
2. The regulations and rates for each call made for the purpose of transmitting data signals are those applicable for message telecommunications station-to-station and person-to-person services according to the connection established.

MESSAGE TELECOMMUNICATION SERVICE

11.2 STANDARD SERVICE OFFERINGS

A. Two-Point Message Telecommunication Service

1. General

a. Classes of Service

(1) Station-to-Station

Customer Dialed Station Class applies when the person originating the call dials the telephone number desired and the call is billed to the calling station. It does not apply to a call from a public or semi- public coin telephone. The services of a Telephone Company operator will not be used in connection with completing the call or in furnishing any information or assistance relating to billing or charges for such call, except as required to do the following:

- record the originating telephone number where no automatic recording equipment is available.
- reach a called telephone number where facilities are not available for customer dial completion.
- reach a called telephone number for a calling party who identifies himself as being handicapped and unable to dial the call because of his handicap.
- re-establish a call which has been interrupted after the called number has been reached.

Customer Dialed Calling Card Station Class applies when the person originating the call:

- Dials the digit zero, plus the telephone number, plus a Calling Card number (where equipment is available), to complete the call without operator assistance; or
- Dials the digit zero, plus the telephone number to complete the call. In such cases operator assistance is limited to recording the Calling Card number for billing purposes; or
- Dials the operator and places a Calling Card (Station-to- Station) call, where equipment capability precludes either of the foregoing.

MESSAGE TELECOMMUNICATION SERVICE

11.2 STANDARD SERVICE OFFERINGS (Cont'd)

A. Two-Point Message Telecommunication Service (Cont'd)

1. General (Cont'd)

a. Classes of Service (Cont'd)

(1) Station-to-Station (Cont'd)

Operator Assisted Station Class applies when a call is completed with the assistance of an operator except as specified for the Customer Dialed Station and Customer Dialed Calling Card Station classes of service. These calls can be billed in one of the following ways:

- Sent Paid - the call is billed either to the calling station or paid for from a public or semi-public coin telephone.
- Collect - the call is billed to the called station.
- Calling Card the call is billed to a calling card.
- Third Number - the call is billed to a third number.

MESSAGE TELECOMMUNICATION SERVICE

11.2 STANDARD SERVICE OFFERINGS (Cont'd)

A. Two-Point Message Telecommunication Service (Cont'd)

1. General (Cont'd)

a. Classes of Service (Cont'd)

(2) Person-to-Person

Person-to-Person service is that service where the person originating the call specifies to the Telephone Company operator a particular person to be reached, a particular mobile station to be reached through a Miscellaneous Common Carrier attendant, or a particular station, department or office to be reached through a branch exchange or Centrex attendant.

After the called station has been reached, if the person originating the call requests or agrees to talk to any person other than the person initially specified, the classification of the call remains Person-to-Person.

Where the person originating the call wishes arrangements made in advance with a particular party or station for the establishment of a connection at a specified time (appointment call) the call is classified as Person-to-Person.

The Telephone Company does not undertake in connection with Person-to-Person service to bring to a station a called person who cannot be reached at the station. However, at the request of the calling party, the Telephone Company, when possible, will arrange on behalf of the calling party, for messenger service, that is, a messenger or other means to notify the called party of the call. The Telephone Company shall be reimbursed by the calling party for the amount expended for such messenger service, such charges being subject to prior authorization by the calling party to the extent that they can be determined in advance. Such charges for messenger service are in addition to the charges for the message.

MESSAGE TELECOMMUNICATION SERVICE

11.2 STANDARD SERVICE OFFERINGS (Cont'd)

A. Two-Point Message Telecommunication Service (Cont'd)

1. General (Cont'd)

b. Rate Elements

The charge for a call is determined by the following elements:

- (1) Initial Minute and Additional Minute Rates - Based on the distance between stations
- (2) Service Charges - Applicable in addition to charges in a., preceding, for all classes of service except Customer Dialed Station.

c. Rates Applicable on Certain Holidays

On Christmas Day (December 25), New Year's Day (January 1), Independence Day (July 4), Labor Day and Thanksgiving Day, Night Rates apply from 8:00 A.M. to 11:00 P.M. on all classes of service.

d. Rates Applicable for the Hearing or Speech Impaired

Persons who have been certified in writing as having a hearing or speech impairment which precludes oral communications and who have and use a telecommunications device for visual communications will receive an adjustment on Customer Dialed Station-to-Station calls. This adjustment is applicable only to charges for Message Toll calls originated from and billed to the residence service of the certified person. The adjustment is limited to one service for a person and one service at a residence.

- (1) Calls placed during the Day Rate Period will be charged at the Evening Rate.
- (2) Calls placed during the Evening Rate Period will be charged at the Night-Weekend rate.

MESSAGE TELECOMMUNICATION SERVICE

11.2 STANDARD SERVICE OFFERINGS (Cont'd)

A. Two-Point Message Telecommunication Service (Cont'd)

1. General (Cont'd)

e. Timing of Messages

- (1) On Station-to-Station calls, chargeable time begins when connection is established between the calling station and the called station. Miscellaneous Common Carrier mobile radio system or Private Branch Exchange system.
- (2) On Person-to-Person calls, chargeable time begins when connection is established between the calling person and the particular person or station specified or an agreed alternate.
- (3) On all calls, chargeable time ends when the calling station "hangs up" thereby releasing the network connection. If the called station hangs up but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telecommunications network or by the Telephone Company operator.
- (4) Chargeable time does not include time lost because of faults or defects in the service.

f. Collection of Charges

Charges (including messenger charges) for all classes of telephone calls are billed against or collected from the calling station except that upon request the charge may be:

- billed to an authorized Telephone Company Calling Card number;
- billed to a third number (i.e., billed to an authorized station, as determined by the Telephone Company, other than the originating or terminating station), except to a coin telephone; or
- billed to the called station (i.e., charges may be reversed) except to a coin telephone, if the charge is accepted at the called station. In the case of a coin telephone, the charge may be accepted but must be billed to a Calling Card number or a third number, or the call may be reoriginated from the called station.

MESSAGE TELECOMMUNICATION SERVICE

11.2 STANDARD SERVICE OFFERINGS (Cont'd)

A. Two-Point Message Telecommunication Service (Cont'd)

1. General (Cont'd)

g. Mileage Measurement

(1) Determination of Mileage

Message Toll Telephone rates are based on the airline distance between rate centers. In general, each point (city, town or locality) is designated as a rate center; certain small towns or localities are assigned adjacent rate centers with which they are closely associated for communication purposes or by community of interest.

For the purpose of determining airline distance between rate centers, vertical and horizontal grid lines have been established across the United States. The distance between adjacent vertical grid lines and between adjacent horizontal grid lines is the square root of .1 mile. Four digit vertical (V) and four digits horizontal (H) coordinates are computed for each rate center from its latitude and longitude location by use of appropriate map-projection equations. The location of a rate center is identified by a pair of V-H coordinates which locate a rate center within an area of 1/10 of a square mile. V&H coordinates are obtained from the Terminating Point Master (TPM). The TPM is a subsystem of the Bellcore Rating Administrative Data System (BRADS), a nationwide database maintained by Bell Communications Research, Inc. (Bellcore), .Morristown, New Jersey.

MESSAGE TELECOMMUNICATION SERVICE

11.2 STANDARD SERVICE OFFERINGS (Cont'd)

A. Two-Point Message Telecommunication Service (Cont'd)

1. General (Cont'd)

g. Mileage Measurement (Cont'd)

(1) Determination of Mileage (Cont'd)

Rate distance between any two rate centers is determined as follows:

Step 1: Obtain the "V" and "H" coordinates for each rate center.

Step 2: Obtain the difference between the "V" coordinates of the two rate centers. Obtain the difference between the 11 H" coordinates.

Note: The difference is always obtained by subtracting the smaller coordinate from the larger coordinate.

Step 3: Divide each of the differences obtained in 2. by three, rounding each quotient to the nearest integer.

Step 4: Square these two integers and add the two squares.

If the sum of the squares is greater than 1777, divide the integers obtained in Step 3. by three and repeat Step 4. Repeat this process until the sum of the squares obtained in Step 4. is less than 1778.

Step 5: The number of successive divisions by three in steps 3. and 4. determines the value of "N". Multiply the final sum of the two squares obtained in step 4. by the multiplier specified in the following table for this value of "N" preceding .

<u>N</u>	<u>Multiplier</u>	<u>Minimum Rate Mileage</u>
1	0.9	-
2	8.1	41
3	72.9	121
4	656.1	361

Step 6: Obtain square root of product in 5. and, with any resulting fraction, round up to next higher integer. This is the message rate mileage except that when the mileage so obtained is less than the minimum rate mileage shown in 5. preceding, the minimum rate mileage corresponding to the "N" value is applicable.

MESSAGE TELECOMMUNICATION SERVICE

11.2 STANDARD SERVICE OFFERINGS (Cont'd)

A. Two-Point Message Telecommunication Service (Cont'd)

1. General (Cont'd)

g. Mileage Measurement (Cont'd)

(1) Determination of Mileage (Cont'd)

Example:

Step 1: Respective V and H Coordinates

	<u>V</u>	<u>H</u>
Indianapolis	6272	2992
Muncie	<u>6130</u>	<u>2995</u>

Step 2: Difference: 142 67

Step 3: Dividing each difference by 3 and rounding to nearer integer 47 and 22

Step 4: Squaring integers and adding:

$$\begin{aligned} 47 \times 47 &= 2209 \\ 22 \times 22 &= 484 \\ \text{Sum of squared integers} &= 2693 \end{aligned}$$

Sum is greater than 1,777, so divide integers in 3. by three and repeat 4.

Dividing integers in Step 3. by three and rounding = 16 and 7

Repeat 4: Squaring integers and adding:

$$\begin{aligned} 16 \times 16 &= 256 \\ 7 \times 7 &= 49 \\ \text{Sum of squared integers} &= 305 \end{aligned}$$

This sum of integers is less than 1,778 and was obtained after two succession divisions by three; therefore, "N" = 2

Step 5: Multiply final sum of squared integers by factor 8.1 (corresponding to "N" = 2):

$$305 \times 8.1 = 2470.5$$

Step 6: Square root of 2470.5 = 49.70, which is rounded up to 50 miles. (Fractional miles are always considered full miles.) The message rate mileage is 50 miles.

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MESSAGE TELECOMMUNICATION SERVICE

11.2 STANDARD SERVICE OFFERINGS (Cont'd)

A. Two-Point Message Telecommunication Service (Cont'd)

2. Rates

a. TABLE OF INITIAL PERIOD AND ADDITIONAL PERIOD RATES

ALL CLASSES OF SERVICE						
Mileage	DAY ⁽¹⁾		EVENING ⁽¹⁾		NIGHT-WEEKEND ⁽¹⁾	
	Init'l Minute ⁽²⁾	Each Add'tl Minute ⁽²⁾	Init'l Minute ⁽²⁾	Each Add'tl Minute ⁽²⁾	Init'l Minute ⁽²⁾	Each Add'tl Minute ⁽²⁾
1-16	.1799	.0999	.1223	.0679	.0755	.0419
17-30	.1830	.1699	.1764	.1155	.1175	.0713
31-55	.2000	.1782	.1836	.1282	.1553	.0965
56+	.2000	.1782	.1836	.1360	.1554	.1185

b. Rate Periods

	Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.	Sun.
8:00AM to ⁽³⁾ 5:00PM	Day Rate Period					Evening Rate	
5:00PM to ⁽³⁾ 11:00PM	Evening Rate Period						
11:00PM to ⁽³⁾ 8:00AM	Night Rate & Weekend Rate Period						

⁽¹⁾ Rates apply to the Initial Minutes and Additional Minutes which begin in that Rate Period. Charges resulting in fractional cents are rounded down.

⁽²⁾ Or fraction

⁽³⁾ To but not including

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MESSAGE TELECOMMUNICATION SERVICE

11.2 STANDARD SERVICE OFFERINGS (Cont'd)

A. Two-Point Message Telecommunication Service (Cont'd)

2. Rates

c. SERVICE CHARGES (In addition to the preceding)

Service Charges	
Customer Dialed Station	None
Customer Dialed Calling Card Station	\$0.55
Operator Assisted Station	
Sent paid	1.05
Collect	1.30
Calling Card	1.00
Third Number	1.05
Person-to-Person	2.65

MESSAGE TELECOMMUNICATION SERVICE

11.2 STANDARD SERVICE OFFERINGS (Cont'd)

B. Long Distance Directory Assistance Service

1. General

The Telephone Company furnishes a service whereby customers may obtain assistance in determining telephone numbers by calling the Directory Assistance number subject to the regulations and charges shown herein.

Charges for Directory Assistance Service apply when customers of the Telephone Company request assistance in determining telephone numbers which are located outside the local calling area but within the same Subscriber Area Code. However, these charges apply only if the Telephone Company has a charge filed in its General Exchange Service Tariff for providing local Directory Assistance Service.

2. Regulations

A maximum of two requested telephone numbers is provided with each Directory Assistance call.

3. Exemptions

Charges for Subscriber Area Code Directory Assistance Service are not applicable to calls placed from

- Public or Semi-public telephones;
- Hospitals; or by
- Customers who certify that they are unable to use a directory because of a visual or physical handicap.

No charge applies when the Subscriber Area Code number is obtained by an Operator for a customer in placing an Operator-Assisted Station-to- Station or Person-to-Person call.

4. Charges

For each call to the Subscriber Area Code Directory Assistance number \$0.40

For each call for Subscriber Area Code Directory Assistance placed through the 11 0" Operator, provided the 11 0" Operator is not the only route for Subscriber Area Code Directory Assistance \$0.90

MESSAGE TELECOMMUNICATION SERVICE

11.2 STANDARD SERVICE OFFERINGS (Cont'd)

C. Special Reverse Toll Billing

1. General

This service provides an arrangement whereby customers having private branch exchange service or individual business line service (excepting coin box service) may offer their patrons the privilege of calling them at their expense without having to request specific acceptance of the charge.

The exchanges in which such service is furnished may be selected by the customer subject to the approval of the Telephone Company, and the Telephone Company assigns a special number for the service.

Calls for the special number are accepted only when originated in the exchange with which the special number is associated, except that where Extended Area Service is furnished between exchanges the customer must assume all charges for calls to his special number, originating from telephones in any of the other exchanges in the local calling area.

The customer assumes the charges for all toll calls placed by patrons who call this special number.

2. Rates

a. Service Charge

For each Reversed Charge Toll Service,
per month \$ 9.25

b. Directory Listings

One listing in the directory for each service is provided without additional charge.

c. Toll Charges

Reversed Charge Toll Service customers are charged the established sent paid Operator Assisted Station-to-Station Message Toll rate for each completed toll call.

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MESSAGE TELECOMMUNICATION SERVICE

11.2 STANDARD SERVICE OFFERINGS (Cont'd)

D. Special Rate Applications

1. Tel-A-Visit Optional Calling Plans

a. General

Tel-A-Visit optional calling plans are optional services provided to residence customers. These services include three block of time options called Basic, Expanded * and PM, and a subscription fee plus fixed discount option called All Hours. The rates shown in d. following apply in lieu of MTS rates.

b. Regulations

This service is available to one party and two party residence service for calling between any two points in the State of Indiana within the same Local Access and Transport Area (LATA). A LATA is a geographical boundary which has been established to define telecommunications territories. Basic, Expanded* and PM options apply only to Customer Dialed Station Messages, which are made from and billed to the customer's residence. The All Hours option applies only to Customer Dialed Station and Customer Dialed Calling Card messages.

The Tel-A-Visit rates apply to messages or parts of messages occurring during the time periods listed in c. following.

Each message is timed in increments of one minute, with any fraction of a minute rounded to the next higher minute. The initial period for Basic, Expanded* and P.M. 1 Tel-A-Visit is 1 hour of accumulated usage and for P.M. 2 Tel-A-Visit is 2 hours of accumulated usage. All additional usage, after the initial period, is accumulated in increments of one-tenth of an hour, and any fraction is rounded to the nearest one-tenth hour. Under the All Hours option, eligible calls may be placed 24 hours per day, 7 days per week. Usage which is associated with a customer's Thrift Pak Service in the Northwest Exchanges will not be included and is separate from Tel-A-Visit service.

* Discontinued as a service offering effective with the date of this local terms of service.

MESSAGE TELECOMMUNICATION SERVICE

11.2 STANDARD SERVICE OFFERINGS (Cont'd)

D. Special Rate Applications (Cont'd)

1. Tel-A-Visit Optional Calling Plans (Cont'd)

b. Regulations (Cont'd)

No customer may simultaneously subscribe on the same telephone line to more than one of the Tel-A-Visit Services.

Under the All Hours option, the billing information provided to the customer is an itemization of each individual message discounted as indicated in d. following.

Under the Basic, Expanded * and PM options, the total accumulated usage is bulk billed to the customer, without detail of individual messages. The Telephone Company is not required to provide information to the customer regarding the unused amount of either the initial period calling or the additional increments.

As an option, at charges specified in d. following, specific call detail that includes date of call, connect time, called number, city, and call duration will be provided for Basic, Expanded* and PM options.

If the use of Tel-A-Visit would interfere or impair other services rendered by the Telephone Company, then Tel-A-Visit may be limited or terminated.

* Discontinued as a service offering effective with the date of this local terms of service.

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11.2 STANDARD SERVICE OFFERINGS (Cont'd)

D. Special Rate Applications (Cont'd)

1. Tel-A-Visit Optional Calling Plans (Cont'd)

c. Hours of Application

(1) Basic Service

Every Night - 11:30 P.M. to 7:00 A.M. ⁽¹⁾ the following day
Saturday - 12:00 P.M. (Noon) to 11:30 P.M. ⁽¹⁾
Sunday - 7:00 A.M. to 5:00 P.M. ⁽¹⁾

(2) Expanded Service ⁽²⁾

Every Night - 10:00 P.M. to 8:00 A.M. ⁽¹⁾ the following day
Friday - 6:00 P.M. to 10:00 P.M. ⁽¹⁾
Saturday - 8:00 A.M. to 10:00 P.M. ⁽¹⁾
Sunday - 8:00 A.M. to 7:00 P.M. ⁽¹⁾

(3) P.M. Service

Every Night - 5:00 P.M. to 8:00 A.M. ⁽¹⁾ the following day
Saturday - 8:00 A.M. to 5:00 P.M. ⁽¹⁾
Sunday - 8:00 A.M. to 5:00 P.M. ⁽¹⁾

(4) All Hours Service

All hours of the day, every day of the week

⁽¹⁾ to but not including

⁽²⁾ Discontinued as a service offering effective with the date of this local terms of service

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MESSAGE TELECOMMUNICATION SERVICE

11.2 STANDARD SERVICE OFFERINGS (Cont'd)

D. Special Rate Applications (Cont'd)

1. Tel-A-Visit Optional Calling Plans (Cont'd)

d. Rates

The following rates are to be used for Tel-A-Visit in lieu of MTS rates indicated in Section 11.2.A and are in addition to all rates and charges for associated telephone service:

	<u>Monthly Rate</u>
(1) Basic Service ⁽¹⁾ /HZ8/	
Initial Period (first 1 hour or fraction thereof)	\$2.40
Additional Period (each 1/10 hour or major fraction)	0.24
(2) Expanded Service ⁽¹⁾ /HZ9/ ⁽²⁾	
Initial Period (first 1 hour or fraction thereof)	4.80
Additional Period (each 1/10 hour or major fraction)	0.48

⁽¹⁾ A Non-Recurring Charge for Records Work, as indicated in Section 6 applies for establishing service. Service Charges do not apply to move between Tel-A-Visit Optional Calling Plans.

⁽²⁾ Discontinued as a service offering effective with the date of this local terms of service.

MESSAGE TELECOMMUNICATION SERVICE

11.2 STANDARD SERVICE OFFERINGS (Cont'd)

D. Special Rate Applications (Cont'd)

1. Tel-A-Visit Optional Calling Plans (Cont'd)

d. Rates (Cont'd)

The following rates are to be used for Tel-A-Visit in lieu of MTS rates in 11.2.A. and are in addition to all rates and charges for associated telephone service:

	<u>Monthly Rate</u>
(3) P.M. Service ⁽¹⁾	
(a) P.M. 1 /OC1/	
Initial Period (first 1 hour or fraction thereof)	6.00
Additional Period (each 1/10 hour or major fraction)	0.60
(b) P .M. 2 /OC2/	
Initial Period (first 1 hour or fraction thereof)	10.80
Additional Period (each 1/10 hour or major fraction)	0.54
(4) Optional Message Detail, per message ⁽¹⁾ /TBD/	0.04
(5) All Hours Service ⁽¹⁾ /TUX/	\$3.95

The rates as specified in 11.2.A. (excluding Operator Service Charges) less 20% discount apply to the All Hours option. The 20% discount also applies to Evening and Night/Weekend calls.

⁽¹⁾ A Nonrecurring Charge for Records Work, as indicated in Section 6 applies for establishing service. Service Charges do not apply to move between Tel-A-Visit Optional Calling Plans.

MESSAGE TELECOMMUNICATION SERVICE

11.2 STANDARD SERVICE OFFERINGS (Cont'd)

D. Special Rate Applications (Cont'd)

2. Value Calling Plan

a. General

Value Calling Plan is an optional service under which customers who place intraLATA long distance calls receive a flat discount on the total monthly intraLATA long distance charges billed for each billing period. The rates shown in c. below are in lieu of MTS rates in 11.2.A.

b. Regulations

(1) General Regulations

The service is available for calling between any two points in the same Local Access and Transport Area (LATA). A LATA is a geographical boundary which has been established to define telecommunications territories. Value Calling Plan service applies only to Customer Dialed Station and Customer Dialed Calling Card messages. The service will be provided on the customer's main telephone number account and on any other accounts billed under the main account.

Each message is timed in increments of one minute, with any fraction of a minute rounded to the next higher minute. Eligible calls may be placed 24 hours per day, 7 days per week. Usage which is associated with a customer's Thrift Pak Service in the Northwest Exchanges will not be included and is separate from Value Calling Plan Service.

No customer may simultaneously subscribe to the Value Calling Plan and a Tel-A-Visit Optional Calling Plan on the same telephone line.

The billing information provided to the customer is an itemization of each individual message discounted as indicated in c. following.

If the use of Value Calling Plan service would interfere with or impair other services rendered by the Telephone Company, then Value Calling Plan service may be limited or terminated.

MESSAGE TELECOMMUNICATION SERVICE

11.2 STANDARD SERVICE OFFERINGS (Cont'd)

D. Special Rate Applications (Cont'd)

2. Value Calling Plan (Cont'd)

b. Regulations (Cont'd)

(2) Minimum Usage Requirement - Value Calling Plan - Super

A minimum usage requirement of 55 hours of eligible usage per month, per account, as defined preceding, applies to Value Calling Plan – Super.

When the minimum usage requirement is met, all eligible usage is then rated at the applicable per minute rate for Value Calling Plan - Super (excluding Operator Service Charges), as specified below.

Penalties for failing to meet the minimum usage requirement are defined in following.

(3) Payment Options - Value Calling Plan – Super

Customers subscribing to Value Calling Plan - Super may elect either the month-to-month or two-year term payment plan which will determine the per minute of use rate, as specified below. The per minute rates are in addition to the monthly rate also specified.

(a) Month-to-Month

Eligible usage is billed at the rates specified for the month-to-month payment option, as long as the minimum usage requirement as defined above is met. If usage falls below the minimum usage requirement, the customer will be billed for the full amount of the minimum usage requirement, at the month-to-month per minute rate.

MESSAGE TELECOMMUNICATION SERVICE

11.2 STANDARD SERVICE OFFERINGS (Cont'd)

D. Special Rate Applications (Cont'd)

2. Value Calling Plan (Cont'd)

b. Regulations (Cont'd)

(3) Payment Options - Value Calling Plan – Super (Cont'd)

(b) Two-Year Term Payment Plan

Eligible usage under the two-year term payment plan is billed at the per minute rates specified for the two-year term payment plan. The per minute rates are fixed for the duration of the payment period.

If eligible usage falls below the minimum usage requirement, the customer will be billed for the full amount of the minimum usage requirement, at the term payment plan per minute rates.

If, prior to the end of the term payment period, the customer elects to discontinue the term payment plan, a termination liability will apply, according to the following formula:

Minimum usage period X per minute rate X unelapsed term payment period X 100% = Termination liability

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MESSAGE TELECOMMUNICATION SERVICE

11.2 STANDARD SERVICE OFFERINGS (Cont'd)

D. Special Rate Applications (Cont'd)

2. Value Calling Plan (Cont'd)

c. Rates

The following rates are in addition to all rates and charges for associated telephone service:

	<u>Monthly Rate</u>	<u>Discount</u>
(1) Plan 1 /OS1/ ⁽¹⁾	\$12.50	25%
(2) Plan 2 /OS2/ ⁽¹⁾	\$25.00	30%

The rates as specified in 11.2.A (excluding Operator Service Charges) apply to these plans, less the applicable discount. The applicable plan discount also applies to Evening and Night/Weekend calls.

	<u>Monthly Rate</u>	<u>Minimum Usage Requirement</u>
(3) Value Calling Plan - Super ⁽¹⁾	\$25.00	55 Hours per month

	<u>Per Minute</u>
Month-to-Month/OGDIX/ ⁽¹⁾	\$0.11
Two-Year Term Payment Plan/OGD2X/ ⁽¹⁾	\$0.09

Per minute rates apply in lieu of the per minute rates specified in 11.2.A (excluding Operator Service Charges). Per minute rates are not time of day or distance sensitive.

⁽¹⁾ A Non-Recurring Charge for Records Work, as indicated in Section 6, applies for establishing service.

MESSAGE TELECOMMUNICATION SERVICE

11.2 STANDARD SERVICE OFFERINGS (Cont'd)

D. Special Rate Applications (Cont'd)

3. Optional Community Calling Plan (Cont'd)

a. General

Optional Community Calling Plan is an optional block of time calling plan which includes intraLATA long distance calls placed by the customer from the customer's exchange to adjacent exchanges and to the county seat of the county in which the customer's serving central office is located. The rates shown in 3. below are in lieu of those rates which are normally applicable to Message Telecommunication Service as indicated in 11.2.A.

b. Regulations

Optional Community Calling Plan provides dial type telephone communications for intraLATA long distance calling to exchanges adjacent to the subscriber's exchange and to the county seat exchange of the county in which the customer's serving central office is located, within the state of Indiana. Only Customer Dialed Station and Customer Dialed Calling Card calls will be included in the Optional Community Calling Plan. Local calls are not included in the Optional Community Calling Plan. Calls eligible for inclusion in the plan may be placed 24 hours per day, 7 days per week.

Optional Community Calling Plan provides two options: a one-half hour of calling or two hours of calling. Any qualifying usage above the block of time selected will be billed according to the rates specified in c. below. These charges are in lieu of MTS charges except that Operator Service Charges for any Customer Dialed Calling Card calls apply in addition to the rates for the Optional Community Calling Plan.

MESSAGE TELECOMMUNICATION SERVICE

11.2 STANDARD SERVICE OFFERINGS (Cont'd)

D. Special Rate Applications (Cont'd)

3. Optional Community Calling Plan (Cont'd)

b. Regulations (Cont'd)

Each message is timed in increments of one minute with any fraction of a minute rounded to the next higher minute. The total accumulated usage is bulk-billed to the customer without detail of individual messages. The Telephone Company is not required to provide information to the customer regarding the unused amount of either the initial period calling or the additional increments. Any usage above the selected block of time period will be billed according to the per minute rates specified in c. below.

No customer may simultaneously subscribe on the same telephone line to both Optional Community Calling Plan and any Tel-A-Visit Optional Calling Plan or any Value Calling Plan. Only one of the Optional Community Calling Plan options may be provided at a time.

Usage which is associated with a customer's Thrift Pak Service in the Northwest Exchanges will not be included and is separate from the Optional Community Calling Plan.

If the use of Optional Community Calling Plan would interfere with or impair other services rendered by the Telephone Company, then Optional Community Calling Plan may be limited or terminated.

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11.2 STANDARD SERVICE OFFERINGS (Cont'd)

D. Special Rate Applications (Cont'd)

3. Optional Community Calling Plan (Cont'd)

c. Rates

The following rates are to be used for Optional Community Calling Plan in lieu of MTS rates indicated in 11.2.A (excluding Operator Services Charges) and are in addition to all other rates and charges for associated telephone service:

	<u>Monthly Rate</u>	<u>Overtime Minutes</u>
(1) One-half hour of calling ⁽¹⁾ /OBKIX/	\$1.50	\$0.05/minute
(2) Two hours of calling ⁽¹⁾ /OBK2X/	\$5.00	\$0.04/minute

For a trial period not to exceed 90 days after the effective date of this local terms of service, customers may establish Optional Community Calling Plan without application of the Record Work Charge.

⁽¹⁾ A Nonrecurring Charge for Records Work, as indicated in Section 6 applies for establishing service.

MESSAGE TELECOMMUNICATION SERVICE

11.2 STANDARD SERVICE OFFERINGS (Cont'd)

D. Special Rate Applications (Cont'd)

4. Enhanced Optional Community Calling Plan (Enhanced OCCP)

a. General

The plan, Enhanced OCCP, is a limited voluntary intraLATA long distance calling plan intended to satisfy the specific needs of a select group of customers who cannot meet the criteria of the existing Optional Community Calling Plan (OCCP). Initially, the Enhanced OCCP will be considered in communities that have petitioned for EAS, have met the minimum Community of Interest requirements, but have failed to establish EAS based on the customer survey. In addition, it will provide consideration for a community of interest to non-adjacent routes or county seats outside of customers' serving central office boundaries. To qualify for Enhanced OCCP on a going forward basis, customers will use the same initial steps as are used for the EAS program.

b. Regulations

Enhanced OCCP provides for dial type telephone communications for intraLATA long distance calling to specific exchanges within the state of Indiana. Only customer dialed station and customer dialed calling cards will be included in the plan. Calling will be available seven days a week on a twenty-four hour basis. Local calls are not included in the plan. The rates for Enhanced OCCP are in lieu of charges normally applicable to Message Telecommunications Service (MTS).

Each message is timed in increments of minute rounded to next higher minute. billed to the customer without message one minute with any fraction of a minute rounded to next higher minute. The total accumulated usage is bulk-billed to the customer without message detail.

Customer may simultaneously subscribe to the Enhanced OCCP and the OCCP where applicable. Only one of the Calling plan options may be provided at a time.

MESSAGE TELECOMMUNICATION SERVICE

11.2 STANDARD SERVICE OFFERINGS (Cont'd)

D. Special Rate Applications (Cont'd)

4. Enhanced Optional Community Calling Plan (Enhanced OCCP)

c. Rates

Enhanced OCCP provides for two options: a one-half hour or two hours of calling. Any qualifying usage above the block of time selected will be billed according to existing MTS rates.

		<u>Monthly Rate</u>	<u>Overtime minutes up to 10 hours</u>	<u>Overtime minutes over 10 hours</u>
(1)	PLAN A One-half hour calling ⁽¹⁾	\$2.00	\$0.07/min	Applicable MTS Toll rates
(2)	PLAN B Two hours Calling ⁽¹⁾	\$8.00	\$0.07/min	Applicable MTS Toll rates

⁽¹⁾ A Nonrecurring Charge for Records Work applies for establishing service. Effective: June 21, 1996, Cause No.40097

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RESERVED

(C)

This revision deletes Original Pages 2 through 25 of this section.

(C)

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PROMOTIONS

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

CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

14.1 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 and residence **\$95.00 (I)**

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CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

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

A. GENERAL

See [CenturyLink Inside Wire Maintenance and Line-Backer™ Terms and Conditions Service Agreement](#) for applicable terms and conditions for business and residence inside wire maintenance plans.

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	\$15.00
Business, Per Line	13.00

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