



TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyLink  
(New Mexico)

Exchange All  
Section No. Trade Names  
Sheet No. 1  
Amendment No. 2

TRADE NAMES, TRADEMARKS AND SERVICE MARKS USED IN THIS TARIFF

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Trade names, trademarks and service marks that are owned by **Lumen Technologies, Inc.** or a subsidiary of **Lumen Technologies, Inc.** cannot be used by another party without authorization.

CENTURYLINK  
CENTURYLINK™  
CENTURYLINK<sup>SM</sup>  
CORE CONNECT®

Issued: 05-21-2021

Chantel Bosworth, Director-Government Operations  
301 Main, Suite 1200  
Baton Rouge, LA 70801

Effective: 06-03-2021

NM2021-09

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.  
(New Mexico)

Exchange All  
Index Sheet No. 1  
Amendment No. 16

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Darlene N. Terry, Manager-Tariffs  
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## TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.  
(New Mexico)

Exchange All  
Index Sheet No. 2  
Amendment No. 21

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

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyLink  
(New Mexico)

Exchange All  
Index Sheet No. 3  
Amendment No. 5

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## TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.  
(New Mexico)

Exchange All  
Index Sheet No. 4  
Amendment No. 4

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

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. **d/b/a CenturyLink**  
(New Mexico)

Exchange All  
Index Sheet No. 5  
Amendment No. 1

(T)

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(D)

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.  
(New Mexico)

Exchange All  
Section No. 1  
Sheet No. 1  
Amendment No. 6

EXCHANGE RATES

CenturyTel of the Southwest, Inc. will provide access to the network for any customer regardless of ownership of the customer premises equipment.

| CLASS OF SERVICE           | Fence Lake<br>Pine Hill<br>Ramah<br>Vanderwagen | Pecos<br>Zuni  |           |
|----------------------------|---|----------------|-----------|
| <u>Residence</u>           |   |                |           |
| <u>4/1/06 - 3/31/07</u>    |   |                |           |
| 1-Party Access Line        | \$11.23   | \$12.16        |           |
| Key System Trunk           | \$13.00   | \$15.00        |           |
| <u>4/1/07 - 12/31/07</u>   |   |                |           |
| 1-Party Access Line        | \$13.93   | \$14.24        |           |
| Key System Trunk           | \$13.00   | \$15.00        |           |
| <u>1/1/08 - 06/30/15</u>   |   |                |           |
| 1-Party Access Line        | \$15.28   | \$15.28        |           |
| Key System Trunk           | \$13.00   | \$15.00        |           |
| <u>07/01/15 - 06/30/16</u> |   |                |           |
| 1-Party Access Line        | \$16.00   | \$16.00        | (T)       |
| Key System Trunk           | \$13.00   | \$15.00        |           |
| <u>07/01/16</u>            |   |                |           |
| <b>1-Party Access Line</b> | <b>\$18.00</b>                                  | <b>\$18.00</b> | (N)   (I) |
| <b>Key System Trunk</b>    | <b>\$18.00</b>                                  | <b>\$18.00</b> | (N)   (I) |
| <u>Business</u>            |   |                |           |
| <u>4/1/06 - 3/31/07</u>    |   |                |           |
| 1-Party Access Line        | \$15.39   | \$17.59        |           |
| Key System Trunk           | \$21.00   | \$24.20        |           |
| PBX Access Trunk           | \$25.00   | \$29.00        |           |
| <u>4/1/07 - 12/31/07</u>   |   |                |           |
| 1-Party Access Line        | \$16.18   | \$18.38        |           |
| Key System Trunk           | \$21.00   | \$24.20        |           |
| PBX Access Trunk           | \$25.00   | \$29.00        |           |
| <u>1/1/08 - 6/30/12</u>    |   |                |           |
| 1-Party Access Line        | \$16.58   | \$18.78        |           |
| Key System Trunk           | \$21.00   | \$24.20        |           |
| PBX Access Trunk           | \$25.00   | \$29.00        |           |
| <u>7/1/12 - 06/30/15</u>   |   |                |           |
| 1-Party Access Line        | \$17.57   | \$19.77        |           |
| Key System Trunk           | \$21.99   | \$25.19        |           |
| PBX Access Trunk           | \$25.99   | \$29.99        |           |
| <u>07/01/15 - 06/30/16</u> |   |                |           |
| 1-Party Access Line        | \$18.29   | \$20.49        | (T)       |
| Key System Trunk           | \$21.99   | \$25.19        |           |
| PBX Access Trunk           | \$25.99   | \$29.99        |           |
| <u>07/01/16</u>            |   |                |           |
| <b>1-Party Access Line</b> | <b>\$20.29</b>                                  | <b>\$22.00</b> | (N)   (I) |
| <b>Key System Trunk</b>    | <b>\$23.99</b>                                  | <b>\$27.00</b> | (I)       |
| <b>PBX Access Trunk</b>    | <b>\$27.99</b>                                  | <b>\$31.99</b> | (N)   (I) |

\* The rates effective 4/1/07 are adjusted in compliance with Case No. 06-00026-UT for a period of Nine months, instead of twelve months.

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Authorization by Order No. \_\_\_\_\_  
NM 16-01

Applicable to bills rendered on and after 07-01-2016  
Letter \_\_\_\_\_



TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyLink  
(New Mexico)

Exchange All (T)  
Section No. 1  
Sheet No. 1.1  
Amendment No. 1

EXCHANGE RATES

**RESERVED FOR FUTURE USE**

(C)

(D)

(D)

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyLink  
(New Mexico)

Exchange All (T)  
Section No. 1  
Sheet No. 1.2  
Amendment No. 1

EXCHANGE RATES

**RESERVED FOR FUTURE USE**

(C)

(D)

(D)

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.  
(New Mexico)

Exchange All  
Section No. 1  
Sheet No. 1.3  
Amendment No. 1

EXCHANGE RATES

EXTENDED AREA SERVICE

The Extended Area Service listed below is available to all customers in the following exchange and the rate will apply to all customers. Extended Area Service, herein termed as EAS, is provided by means of special EAS trunks between the subscribers home exchange to other exchanges for the purpose of extending the local calling areas of such exchanges.

| <u>Originating Exchange</u> | <u>Rate</u>   | <u>Terminating Exchanges</u> |     |
|-----------------------------|---------------|------------------------------|-----|
| Pecos                       | <b>\$1.50</b> | Santa Fe<br>Los Alamos       | (R) |

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.  
(New Mexico)

Exchange All (C)  
Section No. 1  
Sheet No. 2  
Amendment No. 2

EXCHANGE RATES

TONE DIAL SERVICE

A. GENERAL

1. Tone Dial service is available for use with telephone service where exchange facilities permit.
2. Tone Dial service provides for the generation of tones instead of pulses through the use of Tone Dial equipment in lieu of rotary dials.
3. It is not necessary that all instruments on a line be arranged for Tone Dial, however, all lines accessed from a single instrument arranged and all lines appearing on the same instrumentality must be compatible.

B. RATES AND CHARGES

The following rates and charges are in addition to the applicable rates and charges for all service with which Tone Dial service is associated. Change Charges (Section 4 of this tariff) apply to convert an existing customer to Tone Dial. Tone Dial provided simultaneously with the establishment of primary service will be included with the normal service connection charges.

|  | <u>Per Month</u> |                  |     |
|--|------------------|------------------|-----|
|  | <u>Business</u>  | <u>Residence</u> |     |
| Per C.O. Tone Dial Line (without telephone instrument) | <b>\$ 0.00</b>   | <b>\$ 0.00</b>   | (R) |



TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.  
(New Mexico)

Exchange All  
Section No. 1  
Sheet No. 4  
Amendment No. 4

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EXCHANGE RATES

SPECIAL TAXES, FEES, CHARGES

1. CenturyTel of the Southwest, Inc. is not required to include within its rate schedules all legally imposed federal, state and local government taxes, charges and surcharges. However, these legally-imposed taxes, charges and surcharges may be billed by CenturyTel of the Southwest, Inc. to its customers.
2. **In accordance with New Mexico Public Regulation Commission Rule 17.11.10.21, a New Mexico Rural State Universal Service Surcharge will be billed monthly. The New Mexico Rural State Universal Service Fund Surcharge is determined by the New Mexico Public Regulation Commission and will remain in effect until otherwise modified, cancelled, or changed by the Commission.**
3. As enacted by the Legislature of the State of New Mexico, there is imposed a 911 emergency surcharge in the amount of twenty-five cents (\$.25) and a network and database surcharge in the amount of twenty-six (\$.26) to be billed by the company on all local exchange access lines, with the exception of those receiving the Low Income Telephone Service Program (LITAP) discount.

(T)  
|  
(T)

The 911 emergency surcharge and network and database surcharge will begin with the first billing period of each customer on or after September 30, 1993.

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All (C)  
Section No. 1  
Sheet No. 5  
Amendment No. 2

EXCHANGE RATES

SPECIAL TAXES, FEES, CHARGES (Continued)

4. An enacted by the Legislature of the State of New Mexico, there is imposed a telecommunications relay service surcharge of thirty-three one hundredths of one percent of the gross amount paid by customers for intrastate telephone services provided in New Mexico. The Company shall include the surcharge on the monthly bill of each customer.

The effective date of the telecommunications relay service surcharge is July 1, 1993.

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Letter \_\_\_\_\_

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyLink  
New Mexico

Exchange All  
Section No. 1  
Sheet No. 6  
Amendment No. 7

EXCHANGE RATES

LIFELINE ASSISTANCE PROGRAMS

Pursuant to FCC order 15-71, adopted June 18, 2015, the Company no longer provides Lifeline discounted service to resellers as of August 15, 2016.

A. Federal Lifeline Program

1. Description

The Federal Lifeline Program assists qualified low-income applicants with reductions in their monthly Local Exchange Service rate. The assistance applies to a single telephone line or broadband service, **or a bundle of broadband and single telephone line service** at the applicant's principal place of residence. (T)

2. Eligibility Requirements

To receive assistance an applicant must demonstrate an annual household income at or below 135 percent of the federal poverty guidelines, or must demonstrate participation by the applicant, applicant's dependent(s) or a member of applicant's household<sup>[1]</sup> in one of the following programs:

- Federal Public Housing Assistance (FPHA)
- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Veterans Pension Benefit and Survivors Pension

3. Terms and Conditions

a. An applicant may request Lifeline assistance directly through the on-line consumer portal of the National Lifeline Eligibility Verifier (NLEV), also known as National **Verifier**. Applicants may also mail a completed paper application, Household Worksheet, and proof of eligibility to the Lifeline Support Center. Applicants may contact the Company to request that paper copies of the application and Household Worksheet be mailed to them or may obtain the required forms from the following website: <https://www.lifelinesupport.org/ls/nv/default.aspx>. (T)

b. The Federal Lifeline Program credit may be applied to any qualifying residential Local Exchange Service provided by the Company (including Packaged Services).

<sup>[1]</sup> A household is defined, for purposes of administering this program, as any individual or group of individuals who live together at the same address and share income and expenses. (D)



TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyLink  
New Mexico

Exchange All  
Section No. 1  
Sheet No. 6.1  
Amendment No. 3

EXCHANGE RATES

**LIFELINE ASSISTANCE PROGRAMS**

A. Federal Lifeline Program

3. Terms and Conditions (Cont'd)

- c. Customers are limited to one credit per household, which may be applied towards a qualifying wireline service, **a qualifying** broadband service or a **qualifying** bundled voice and data service package. Customers are not eligible to receive a credit from the Company if they receive a Federal Lifeline Program credit for a service provided by another Eligible Telecommunications Carrier or Lifeline Broadband Provider. (T)
- d. The Federal Lifeline Program credit will be pro-rated on the basis of a 30-day month from the effective date of the customer's application.
- e. Applicants must provide proof of eligibility and be deemed eligible for participation before monthly credits begin. Credits will only be issued on a go-forward basis.
- f. Nonrecurring charges will not apply when establishing this program on existing service.
- g. Partial payments made by Lifeline customers will be applied first towards local service charges.
- h. The discount shall be applied first to the subscriber line charge, and then to the monthly service rate for Lifeline eligible services.** (N)
- i. At no time shall the total Lifeline discount exceed the sum of the subscriber line charge and the monthly service rate, excluding applicable taxes, fees, and other surcharges.** (N)
- j. All Lifeline recipients will be required to recertify their eligibility every year.** (M)

(M) Material previously appearing on this page now appears on Page 6.1.1. (M)

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyLink  
New Mexico

Exchange All  
Section No. 1  
Sheet No. 6.1.1  
Amendment No. Original

EXCHANGE RATES

**LIFELINE ASSISTANCE PROGRAMS**

A. Federal Lifeline Program

3. Terms and Conditions (Cont'd)

- k. Toll Restriction (also known as Toll Blocking) is available to Lifeline customers upon request at no charge. No service deposit will be required for applicants who voluntarily elect toll restriction with the initiation of Lifeline service.

(M)(T)

Any Lifeline customer who has a past due balance in toll message charges will be automatically restricted from access to toll services until the outstanding balance is paid. The customer will not be charged for the toll restriction placed on the account. The Restoration Charge applies to Lifeline customers whose message toll service has been restricted for nonpayment.

If a Lifeline customer is toll restricted for a second occurrence, the Company may, at its discretion, place the Lifeline customer on a permanent toll restriction. A Lifeline subscriber's request for reconnection or re-establishment of local service will not be denied if the service was previously suspended or disconnected for non-payment of toll charges.

- l. Customers residing on federally recognized Tribal Lands who receive the Federal Lifeline Program credit may also qualify for an additional monthly credit. See Tribal Lands Lifeline Program in Section C. following.

(T)

4. Monthly Credit

|  | <u>Credit Amount</u> |        |
|--|----------------------|--------|
| Federal Lifeline Program Credit, per month   |                      | (M)(T) |
| <ul style="list-style-type: none"> <li>• <b>Qualifying voice-only service</b></li> </ul>           |                      | (N)    |
| <ul style="list-style-type: none"> <li>- <b>Prior to December 1, 2019</b></li> </ul>               | \$9.25               | (T)    |
| <ul style="list-style-type: none"> <li>- <b>Effective December 1, 2019</b></li> </ul>              | <b>7.25</b>          | (N)    |
| <ul style="list-style-type: none"> <li>- <b>Effective December 1, 2020</b></li> </ul>              | <b>5.25</b>          | (N)    |
| <ul style="list-style-type: none"> <li>• <b>Qualifying Broadband or bundled service</b></li> </ul> | <b>9.25</b>          | (N)    |

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a **CenturyLink**  
New Mexico

Exchange All (T)  
Section No. 1  
Sheet No. 6.2  
Amendment No. 1

EXCHANGE RATES

**LIFELINE ASSISTANCE PROGRAMS (Cont'd)**

(T) (M)

**B. New Mexico Low-Income Telephone Assistance Program**

**1. Description**

The New Mexico Low-Income Telephone Assistance Program provides for a credit against the recurring monthly rate for the provision of basic local residential service for certain low-income customers.

**2. Eligibility**

a. The New Mexico Low-Income Telephone Assistance Program is available to low-income applicants, one or more dependents of the applicant, and/or a member of the applicant's household who participate in one of the following programs:

- Medicaid Program
- Low Income Home Energy Assistance Program (LIHEAP)
- Supplemental Nutrition Assistance Program (SNAP) (fka Food Stamps)
- Supplemental Security Income program (SSI)
- Federal Public Housing Assistance (Section 8)
- Temporary Assistance for Needy Families (TANF)
- National School Lunch Program's free lunch program

b. The New Mexico Low-Income Telephone Assistance Program is also available to applicants when the household income of the applicant is at or below 150% of the Federal Poverty Guidelines.

**3. Terms and Conditions**

a. Applicants must self-certify, under penalty of perjury, that his/her household is eligible for telephone assistance under one or more programs listed above. The Federal poverty guideline upon annual publication by the U. S. Department of Health and Human Services in the Federal Register.

b. At the option of the Company, the Company will verify eligibility requirements directly with the state agency charged with the duty of administering the New Mexico Low-Income Telephone Assistance Program, or require the customer to obtain a certificate verifying such eligibility to establish benefits.

(T) (M)

(M) Material previously appeared on Sheets 6 and 6.1.

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a **CenturyLink**  
New Mexico

Exchange All (T)  
Section No. 1  
Sheet No. 6.3  
Amendment No. 1

EXCHANGE RATES

**LIFELINE ASSISTANCE PROGRAMS**

(T)

**B. New Mexico Low-Income Telephone Assistance Program**

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

c. The application form for participation in the New Mexico Low-Income Telephone Assistance Program is available through the company web site or through the offices of the New Mexico Public Regulation Commission, Consumer Relations Division. At the option of the Company, the Company will verify eligibility of Lifeline customers on an annual basis by confirmation from the state agency charged with the duty of administering LITAP or with confirmation of participation in one or more of the above programs.

d. The New Mexico Low-Income Telephone Assistance Program credits are applicable only to the qualifying customer's principle residence and the credits apply to Residence 1-Party Access Lines.

e. A customer is not eligible for a credit from the Company if he/she is currently receiving New Mexico Low-Income Telephone Assistance Program credit for service provided by another Eligible Telecommunications Carrier. The program is limited to one credit per household which includes both wireline and wireless service.

(M)

**3. Monthly Credit <sup>[1]</sup>**

|  |                                     |
|--|-------------------------------------|
|  | <u>Credit Amount</u> <sup>[2]</sup> |
| State Telephone Assistance Credit, per month | \$3.50                              |

(T) (M)

<sup>[1]</sup> The total of the federal credit and the state credit shall not reduce the monthly combined line and usage rates below \$1.00.

(M)

<sup>[2]</sup> Credits for qualifying low-income customers that were in effect prior to the effective date of this filing are grandfathered to the extent the credits exceed those set out in this Section **B**.

(T) (M)

(M) Material previously appeared on Sheet 7, Amendment 6.

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyLink  
New Mexico

Exchange All  
Section No. 1  
Sheet No. 7  
Amendment No. 8

EXCHANGE RATES

LIFELINE ASSISTANCE PROGRAMS

C. Tribal Lands Lifeline Program

1. Description

The Tribal Lands Lifeline Program provides a monthly credit in addition to the Federal Lifeline Program credit for qualifying low-income individuals who reside on Tribal Lands defined in paragraph (e) of Title 47 Code of Federal Regulations, Section 54.400.

2. Eligibility Requirements

To receive Tribal Lands Lifeline credit, applicants must meet the eligibility criteria specified in A preceding or must demonstrate participation by the applicant, applicant's dependent(s) or a member of applicant's household in one of the following qualifying programs:

- Bureau of Indian Affairs (BIA) general assistance program
- Tribally administered Temporary Assistance for Needy Families (TANF)
- Head Start programs (under income qualifying eligibility provision only)
- Food Distribution Program on Indian Reservations

Applicants who qualify for the Tribal Lands Lifeline credit through participation in one of the above listed programs are automatically eligible for the Federal Lifeline Program Credit.

3. Terms and Conditions

- a. Applicants residing on Tribal Lands must sign under penalty of perjury that they reside on a reservation, as defined in Title 47 Code of Federal Regulations, Section 54.400(e) and receive benefits from at least one of the qualifying programs or have an annual household income at or below 135% of the federal poverty guidelines. Tribal Lands applicants must also agree to notify the Company if they cease to participate in the qualifying program or programs.
- b. Tribal Lands Lifeline benefits apply to the primary flat local residential access line, including Extended Area Service (EAS), mileage charges, zone charges, or other non-discretionary charges associated with basic residential service or qualified broadband service. The benefit may not bring the basic local residential access line rate below **zero during any** month.

(C)

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyLink  
New Mexico

Exchange All  
Section No. 1  
Sheet No. 8  
Amendment No. 5

EXCHANGE RATES

LIFELINE ASSISTANCE PROGRAMS

C. Tribal Lands Lifeline Program

3. Terms and Conditions (Cont'd)

c. Customers are limited to one Tribal Lands Lifeline credit per household from the Company, which may be applied towards a qualifying wireline service, broadband service or a bundled voice and data service package. Customers are not eligible to receive a Tribal Lands Lifeline credit from the Company if they receive a Federal Lifeline Program credit for a service provided by another Eligible Telecommunications Carrier or Lifeline Broadband Provider.

4. Monthly Credit

|                            | <u>Credit Amount</u>         |
|----------------------------|------------------------------|
| Flat rated individual line | Up to \$25.00 <sup>[1]</sup> |

<sup>[1]</sup> The Tribal Lifeline Credit is up to \$25.00, but **will not result in a rate of less than zero** for the service against which the credit is applied. The credit amount is calculated by adding the applicable rates for a flat individual line, including Extended Area Service and other non-discretionary charges for basic residential service and the interstate subscriber line charge. The Federal Lifeline credit specified in A. preceding is subtracted from the total and the remaining **difference is** the applicable credit amount.

(C)

(C)

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a **CenturyLink**  
**New Mexico**

Exchange All (T)  
Section No. 1 (T)  
Sheet No. 8.1  
Amendment No. 1

EXCHANGE RATES

**LIFELINE ASSISTANCE PROGRAMS** (Cont'd)

D. Tribal Link-Up **Program**

**As of April 1, 2012**, non-Tribal Lifeline customers are not eligible for Link-Up **support. Eligible** residents of federal Tribal Lands may receive Link-Up support to cover 100% of the customary charges up to \$100.00 in connection with commencing telecommunications service to the qualifying customer's principal place of residence on Tribal Lands. Tribal Link Up applies to qualifying low-income residence customers of the Company who apply for basic residential service and who meet the eligibility criteria established by the Federal Communications Commission. The customer may defer payment on up to \$200.00 of the above charges without interest for a period not to exceed one year. The deferred charges do not include the deposit if required.

(T)  
(T)  
(T) (M)  
(T) (M)

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

(M) Material previously appeared on Sheet 8, Amendment 3.

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel  
(New Mexico)

Exchange All  
Section No. 1  
Sheet No. 9  
Amendment No. 0

EXCHANGE RATES

LINE/TRUNK HUNTING SERVICE

(N)

General

1. Line Hunting Service provides a feature where a group of telephone numbers are linked together so that if any one number in the group is busy when called, subsequent numbers are searched until an idle telephone number is connected.
2. When a hunt number is dialed, the Central Office equipment will connect the call to that line. If that line/trunk is busy, the Central Office equipment hunts for the first available idle line/trunk in sequence behind that line/trunk. When the first idle line/trunk is found, the call rings through on that line/trunk.
3. The Central Office will continue hunting through the sequence until it has searched through the entire group.
4. Should all of the lines/trunks in that group be busy, the Central Office equipment will return a busy signal to the caller.
5. This offering is for terminal line/trunk hunting. Customized hunting may be provided when technically feasible and the proper equipment is available.
6. When the hunt feature is to be added to lines/trunks, and no other service order related work is being performed on that line/trunk, then service order charges will apply.

Rates

1. Service charges apply as follows:

|                                    | <u>Monthly<br/>Rate</u> | <u>Non-Recurring<br/>Charge</u> |
|------------------------------------|-------------------------|---------------------------------|
| Line/Trunk Hunting, per Line/Trunk | \$2.00                  | \$5.00                          |

(N)

Issued 02/18/08 \_\_\_\_\_ Applicable to bills rendered on and after 02/28/08

Authorization by Order No. \_\_\_\_\_

Letter \_\_\_\_\_



## TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.

Exchange All  
Section No. 1  
Sheet No. 10  
Amendment No. 0

### EXCHANGE RATES

#### F. CENTURYLINK LINE VOLUME PLAN (CLVP)

##### 1. General

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

##### 2. Regulations

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

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.

Exchange All  
Section No. 1  
Sheet No. 11  
Amendment No. 0

EXCHANGE RATES

F. CENTURYLINK LINE VOLUME PLAN (CLVP)

2. Regulations (Continued)

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

Caller ID (includes Anonymous Call Rejection, where available)  
Call Forwarding  
Call Forward Busy  
Call Forward No Answer  
Call Forward Remote Activation  
Call Waiting/Cancel Call  
Three-Way Calling  
Three-Way Calling with Transfer (Not currently available)  
Call Return  
Distinctive Ring aka SignalRing (Not currently available)  
Message Waiting Indicator <sup>[1]</sup>  
Voicemail <sup>[1]</sup>

- c. The terms and conditions for qualifying services and optional features apply as specified in applicable CenturyLink tariffs, guidebooks, schedules, and/or other local terms of service documents, unless stated otherwise herein.
- d. CLVP rates are based on line volume and a term commitment period of two, three, four or five years. Customers may not have more than one CLVP tier and term commitment period in effect across all CenturyLink service locations except as described in e. following. Rates for qualifying services at new service locations will be charged based on the already established tier and commitment period. Any lines added after execution of the initial CLVP are contributory towards the Minimum Line Commitment but will not prompt a change in the assigned tier for the previously established lines.

<sup>[1]</sup> This service is not regulated under this tariff.

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.

Exchange All  
Section No. 1  
Sheet No. 12  
Amendment No. 0

EXCHANGE RATES

F. CENTURYLINK LINE VOLUME PLAN (CLVP)

2. Regulations (Continued)

- e. Customers with a previously existing CLVP offered by Qwest Corporation may select a separate (second) CLVP for services in an eligible location other than Qwest Corporation. Lines in all CenturyLink ILEC service locations, including locations served by Qwest Corporation, may, at Customer's request, be contributory towards determining the tier for the second CLVP. Services in a Qwest Corporation service location are not eligible for the rates associated with the tier assigned for the second CLVP and will continue to be charged at the tier rates under the original CLVP offered by Qwest Corporation for the remainder of its term commitment period.

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

- f. All qualifying services must be associated with the same customer. The Company may, at its discretion, provide this plan to Affiliates or Franchisees of Customer. An Affiliate or Franchisee is an entity whose operation of business is substantially associated with Customer's name, mark, or commercial symbol. When, at the Company's discretion, this plan is provided to Affiliates or Franchisees of Customer, Customer must designate the specific account to which Early Termination Charges and Shortfall Penalties will be applied.
- g. Services subject to rates under this CLVP are not eligible for discounted rates under any other local voice discount plan. Only the qualifying services listed in 2.a. preceding are both contributory to and eligible for the CLVP rates herein. However, a line or key trunk in any packaged service may contribute towards the minimum line requirement. PBX trunks are neither eligible for or contributory to CLVP for purposes of determining the appropriate rate tier and minimum line requirement.
- h. Customers may select a CLVP tier lower than their actual quantity of contributory services.

## TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.

Exchange All  
Section No. 1  
Sheet No. 13  
Amendment No. 0

### EXCHANGE RATES

#### F. CENTURYLINK LINE VOLUME PLAN (CLVP)

##### 2. Regulations (Continued)

- i. Services receiving promotional or competitive response discounts or recurring charge waivers under other term commitment programs are not eligible for CLVP rates until the terms of those offers have been satisfied for those lines.
- j. Additional business lines may be added at any time during Customer's term commitment period, but will not affect the tier and monthly discount levels established upon execution of the CLVP agreement unless Customer commits to a new agreement for a greater number of lines than the existing agreement. Rates applicable under the new agreement will not apply retroactively nor will the months accrued under the initial agreement apply towards the new commitment period.
- k. Customer may move all or some of the lines under this CLVP to any eligible CenturyLink service location without incurring termination charges, as long as Customer maintains the overall minimum line requirement. The CLVP rates for relocated lines are as specified in the appropriate CenturyLink tariffs, guidebooks, schedules, and/or local terms of service documents for the new service location.

##### 3. Early Termination Liability

- a. If CenturyLink terminates the Service(s) for cause, or if Customer terminates the Services(s) in whole without cause before expiration of the initial commitment period, the customer will pay termination charges of \$15.00 per line of the customer's Minimum Line Requirement multiplied by the remaining number of months left on the Term. For example: a customer terminating all service with 3 months remaining on the Term and a Minimum Line Requirement of 50 lines will pay  $\$15.00 \times 50 \times 3 = \$2,250.00$ .
- b. If during an annual review of Customer's account, the account falls below the Minimum Line Requirement for the discount tier, the customer will pay a shortfall penalty of \$60.00 for each line below the Minimum Line Requirement. If the customer is charged a shortfall charge, the Company may subsequently conduct quarterly audits and apply shortfall charges until the customer meets the Minimum Line Requirement.

## TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.

Exchange All  
Section No. 1  
Sheet No. 14  
Amendment No. 0

### EXCHANGE RATES

#### F. CENTURYLINK LINE VOLUME PLAN (CLVP)

3. Early Termination Liability (Continued)
  - c. The optional CLVP Feature Package does not contribute to the discount tier and is not subject to termination charges or shortfall penalty.
  - d. Early Termination Liability charges will be waived for CLVP customers who commit to a new term agreement that includes the same or greater number of equivalent lines or similar services (e.g. channels within a 1.544 Mbps service) for the same or greater term than their existing agreement. Months accrued under the CLVP term commitment period will not apply towards the new commitment period.
4. Application of Rates
  - a. Touch calling service charges and/or Extended Area Service charges normally billed in addition to the local exchange service rate are included in the rates specified herein. Charges for lines and key trunks in a hunting arrangement (a.k.a. rotary line service or rotary access service) that would otherwise apply as an incremental charge are also included in the rates specified herein.
  - b. Customers will not incur service charges or other nonrecurring charges when switching existing basic business line service to CLVP.
  - c. Nonrecurring charges and/or Service Charges will apply as specified in applicable CenturyLink tariffs, guidebooks, schedules, and/or local terms of service documents. Nonrecurring charges may be waived if customer moves future services from another telecommunications service provider to lines under the CLVP. However, such subsequently moved lines will not affect the tier and monthly discount level established upon execution of this agreement.

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.

Exchange All  
Section No. 1  
Sheet No. 15  
Amendment No. 0

EXCHANGE RATES

F. CENTURYLINK LINE VOLUME PLAN (CLVP)

4. Application of Rates (Continued)
  - d. Qualifying services may be aggregated across the entire CenturyLink Incumbent LEC service territory to determine the applicable Tier (based on total number of lines). The monthly rate(s) in effect for each service location upon execution of a CLVP agreement will apply for the duration of the term commitment period, and are not subject to Company initiated rate increases.
  - e. At the end of the initial CLVP term commitment period, the CLVP term will automatically renew for up to two consecutive renewal periods unless either party provides thirty days written notice of its intention not to renew or Customer executes a new CLVP agreement. Each renewal period will be equal to the initial term commitment period for existing lines in place. During the renewal periods, Customer must retain the minimum number of lines required for the Tier assigned under the original agreement. Lines added during an auto-renewal period are eligible for the rates extended under the CLVP. If, at the end of the second auto-renewal period, Customer has not executed a new agreement, the rates for business individual lines and/or key lines/trunks, including lines/trunks in a hunting arrangement (a.k.a. rotary line service or rotary access service), and ala carte rates for optional features selected with CLVP Feature Package, if applicable, will revert to the non-contractual monthly rates in effect for those services as specified in CenturyLink's tariffs, guidebooks, schedules, and/or other local terms of service documents.
  - f. If, at any time during an auto-renewal period(s), Customer's total number of qualifying services fall below the minimum number of lines required to receive the CLVP discounted rates, the lines/trunks will no longer qualify for CLVP rates and will be charged at the prevailing non-contractual monthly rates for business individual lines and/or key lines/trunks, including lines/trunks in a hunting arrangement (a.k.a. rotary line service or rotary access service), as specified in CenturyLink tariffs, guidebooks, schedules, and/or other local terms of service documents. Lines/trunks reverted to non-contractual monthly rates will no longer qualify for the CLVP Feature Package rate, and features associated with those lines will be charged at the prevailing non-contractual monthly ala carte feature rates. Early termination liability charges will not apply for any lines disconnected or reverted to monthly rates after expiration of the initial term commitment period.
  - g. The CLVP Feature Package rate applies in addition to the Flat Rate Business Service rate. When applicable, the Flat Rate Business Service and CLVP Feature Package will appear as a single line item on the customer's bill.

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.

Exchange All  
 Section No. 1  
 Sheet No. 16  
 Amendment No. 0

EXCHANGE RATES

F. CENTURYLINK LINE VOLUME PLAN (CLVP)

5. Application of Rates (Continued)

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

| Two, Three and Five Year Term Rates             |                                   |                   |                    |                      |
|---|-----------------------------------|-------------------|--------------------|----------------------|
| Exchange  | Tier/<br>Minimum Line Requirement |                   |                    |                      |
|   | 10 – 49 Lines                     | 50 – 499<br>Lines | 500 – 999<br>Lines | 1000 – 3000<br>Lines |
| Fence Lake,<br>Pine Hill, Ramah,<br>Vanderwagen | \$19.07                           | \$19.07           | \$19.07            | \$19.07              |
| Zuni  | 21.27                             | 21.27             | 21.27              | 21.27                |
| Pecos   | 24.36                             | 24.36             | 24.36              | 24.36                |

b. Optional Services

| LVP Feature Package          | Two Year Term | Three - Five Year Terms |
|------------------------------|---------------|-------------------------|
| per line/trunk,<br>per month | \$5.00        | \$5.00                  |

Extended Area Service and optional Hunting is included, where applicable, at no additional charges.

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.

Exchange All  
Section No. 1  
Sheet No. 17  
Amendment No. 0

EXCHANGE RATES

G. RESIDENTIAL EMERGENCY LINE SERVICE

1. Description

Residential Emergency Line Service provides 711/911 abbreviated touchtone dialing only and allows unlimited incoming calls.

2. Terms and Conditions

- a. Residential Emergency Line Service is offered in exchanges where operating conditions and facilities permit.
- b. Abbreviated dialing to 9-1-1 (Emergency Reporting Services) and 7-1-1 (Service for Telecommunications Relay Services) is allowed. All other outbound dialing is blocked. Incoming calls are unrestricted.
- c. Pay-per-use features and all other calling features and services are prohibited with this service, except as specifically described within this section.
- d. A primary listing is included with this service. Customers may subscribe to Non-published Number or Non-listed Number Service at the rates as specified in Section 5 of this Tariff.
- e. This service is not eligible for benefits offered under generally available promotional offerings unless specifically provided for in a promotional offering.
- f. The Company retains the right, in its sole discretion, to change some or all of the network technology on which it delivers this service, including a change to Voice over Internet Protocol technology. If the Company's network technology changes in such a way that this tariff will no longer apply to this Residential Emergency Line Service, the following monthly rates will continue to apply, and the new service(s) or plan(s) will be governed by separate, commercial terms between the Company and the customer.

NM 17-11

Issued: 12-21-2017

Effective: 01-02-2018

Darlene N. Terry, Manager-Tariffs  
600 New Century Parkway  
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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.

Exchange All  
Section No. 1  
Sheet No. 18  
Amendment No. 0

EXCHANGE RATES

G. RESIDENTIAL EMERGENCY LINE SERVICE (CONT'D)

3. Application of Rates

- a. Normally applicable Service Charges apply for establishment of or changes to this service.
- b. Extended Area Service (EAS) and Touchtone charges do not apply.
- c. Additional fees and surcharges (e.g. Subscriber Line Charge, Access Recovery Charge, Facilities Relocation Charge) apply in addition to the monthly rate.

4. Rates

Monthly Rate

- Residential, per line \$22.50

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All (C)  
Section No. 2  
Sheet No. 1  
Amendment No. 1

EXCHANGE RATES

Reserved for future filing of Exchange Area Maps.

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Issued 05/29/98 Applicable to bills rendered on and after 05/19/98  
Authorization by Order No. 98-148-TC  
Letter \_\_\_\_\_

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a **CenturyLink**

Exchange All  
Section No. 3  
Sheet No. 1  
Amendment No. 3

(T)

NONRECURRING CHARGES

SERVICE CHARGES

A. GENERAL

1. A service charge consisting of one or more of the charges shown in this section is applicable for the following activities undertaken at subscriber's request.
  - a. Connections
  - b. Changes
2. Nonrecurring service charges are in addition to rates and any other charges normally applying under the tariffs, except where such application is specifically excluded. They apply in addition to installation, change, termination or construction charges specifically stated in connection with the various services described in the Company's tariffs. The nonrecurring charges in this tariff section also apply for service connection or change of miscellaneous services and equipment that have no other nonrecurring charge.
3. The charges specified herein do not contemplate work begun being interrupted by the subscriber. If the subscriber interrupts work once begun, a charge in addition to the specified charges will be made equal to the additional cost involved.

B. DEFINITIONS

1. Access line

The term "Access Line" denotes the line between the serving Central Office and the customer's premises.

2. **Cancellation of Order Charge**

**A Cancellation of Order Charge is 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.**

3. Change

As a result of deregulation of customer premises equipment (CPE), any change of style, color, or type of telephone or other terminal equipment or a rearrangement of equipment, cordage, or wiring which does not involve the access line itself, is deregulated and is not covered under these tariffs.

(N)

(N)

(T)

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a **CenturyLink**

Exchange All (T)  
Section No. 3  
Sheet No. 2  
Amendment No. 2

NONRECURRING CHARGES

**B. DEFINITIONS (Cont'd)**

**4. Connecting Device**

The term "Connecting Device" denotes the terminal block or jack to which the station or terminal equipment may be connected. As a result of deregulation of customer premises wiring (CPW), all said "connecting devices" have been deregulated except for Network Interface (NI) jacks which are used as a demarcation point between customer-provided facilities and the Telephone Company's Network.

**5. Connection**

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

**6. Expedited Order Charge**

**An Expedited order Charge is 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.**

**7. Service Date Change Charge**

**A Service Date Change Charge is 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.**

**8. Station**

The term "Station" denotes any telephone instrument or ancillary device that requires connection to the access line through the connecting apparatus. Such equipment is deregulated and not covered under these tariffs.

**C. SERVICE CHARGES AND APPLICATION**

**1. Service Ordering Charge**

a. The service ordering charge consists of three categories: Initial, subsequent, or record change. The initial order charge applies to work done in receiving, recording and processing information necessary to execute each subscriber request for connection of service. The subsequent order charge applies to each order for a move, change, or addition to existing service. The record change charge applies to a requested change which only involves changes in utility records.

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

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New Century, Kansas 66031

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

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Amendment No. 1

NONRECURRING CHARGES

2. C.O. Connection/Rearrangement Charge
  - a. The Central Office Connection/Rearrangement charge applies to work performed in the central office due to a subscriber's service request. The central office in this case is defined to include the Main Distribution frame.
  - b. The Central Office Connection/Rearrangement charge is applicable for work in the central office required in:
    - (1) Connection or reconnection of local exchange lines, FX lines, local private lines, local off-premises extension lines, and local tie lines.
    - (2) Number change on a local exchange central office line or trunk.
    - (3) Rearrangement of an existing C.O. Line for the connection of either touch calling or custom calling features.
3. Access Line Connection Charge
  - a. The line connection charge is applicable for work done in association with providing an access line from the Central Office to the subscriber's premises or making changes thereto. It is also applicable for work done in providing service between two points not within the same building.
4. Connecting Device
  - a. The connecting device charge applies for each Network Interface Device installed as a point of interconnection/demarcation between customer-owned/maintained inside wiring and Telephone Company facilities upon subscriber request. See Sheet 7 for more detailed information.

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All (C)  
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Sheet No. 4  
Amendment No. 2

NONRECURRING CHARGES

5. Wiring (Regulated)
  - a. The wiring charge is applicable for work done at the customer's premises to install, extend, or move inside wiring to provide regulated services.
  - b. The wiring charge applies for each location where connection of regulated services is requested by the customer and suitable company-provided wiring is not already in place.
6. Premises Visit Charge
  - a. A premises visit charge is applicable whenever a Company employee is dispatched to the subscriber's premises to connect, move or change regulated service or equipment at the request of the customer.
  - b. No premises visit charge is applicable for subsequent visits required to complete an order to which a premises visit charge has been applied previously or for visits required for changes made at the option of the Company.
  - c. The premises visit charge is applicable on a per visit basis except as noted in A.3. above.
7. Disconnect/Reconnect (Restoration of Service)

See Section 5, Sheet 1.
8. Returned "NSF" check  

See Section 3, Sheet 6.
9. Nonlist or Nonpublished Number Establishment  

See Section 18, Sheets 2 and 3.

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Issued 05/29/98 Applicable to bills rendered on and after 05/19/98  
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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyLink  
New Mexico

Exchange All  
Section No. 3  
Sheet No. 4.1  
Amendment No. Original

NONRECURRING CHARGES

C. SERVICE CHARGES AND APPLICATION (Cont'd)

10. 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.

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 12. 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 11. 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 Field Connection 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 11. following.

11. Cancellation of Order Charge

a. 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.



TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyLink  
New Mexico

Exchange All  
Section No. 3  
Sheet No. 4.2  
Amendment No. Original

NONRECURRING CHARGES

C. SERVICE CHARGES AND APPLICATION

11. Cancellation of Order Charge

a. (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.

- b. Unless specified otherwise elsewhere in this tariff for a specific service, cancellation of a Private Line or Design service in whole or in part by the Customer prior to establishment thereof will require payment of an amount equal to the cost of engineering, manufacturers' billings resulting from equipment orders, installation, assembly, labor, cost of removal and any other costs incurred up to the time of cancellation.

12. 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, an expedited order charge may apply as specified in Section 3, Sheet 6, Overtime Work or Work Performed Outside Regular Working Hours, and Section 6, Special Construction Charges, unless set forth elsewhere in this tariff for a specific service.

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.

Exchange All  
 Section No. 3  
 Sheet No. 5  
 Amendment No. 3

NONRECURRING CHARGES

D. CHARGES

|   | <u>Nonrecurring<br/>Service Charges</u> | <u>Nonrecurring<br/>Service Charges</u> |
|---|---|---|
|   | <u>Business</u>                         | <u>Residence</u>                        |
| <u>Service Ordering</u>                               |   |   |
| Initial   | \$30.00                                 | \$20.00                                 |
| Subsequent  | \$10.00                                 | \$10.00                                 |
| Record Change   | \$ 8.00                                 | \$ 8.00                                 |
| <u>C. O. Line Connection/Rearrangement</u>            | \$ 6.00                                 | \$ 6.00                                 |
| <u>Access Line Connection</u>                         | \$15.00                                 | \$15.00                                 |
| <u>Connecting Device (Regulated)</u>                  | \$ 7.50                                 | \$ 7.50                                 |
| <u>Wiring (Regulated)</u>                             | \$12.50                                 | \$12.50                                 |
| <u>Premises Visit</u>                                 | \$ 6.00                                 | \$ 6.00                                 |
| <u>Disconnect/Reconnect (Restoration of Service )</u> | \$12.00                                 | \$12.00                                 |
| <u>Returned "NSF" Check</u>                           | <b>\$15.00</b>                          | <b>\$15.00</b>                          |
| <u>Nonlist or Nonpublished Number Establishment</u>   | \$ 2.50                                 | \$ 2.50                                 |

(I)

MULTI-ELEMENT CHARGES DO NOT APPLY TO:

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

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyLink  
(New Mexico)

Exchange All  
Section No. 3  
Sheet No. 6  
Amendment No. 8

NONRECURRING CHARGES

OVERTIME WORK OR WORK PERFORMED OUTSIDE REGULAR WORKING HOURS

- A. The rates and charges specified in the various sections of this tariff contemplate that all work at the subscriber's premises be performed during regular working hours and such work once begun will not be interrupted by the subscriber.
- B. If a subscriber requests that any work including repairs be performed outside of regular working hours, either to meet his convenience or because the time allowed is insufficient to permit completion during regular working hours, or interrupts such work after it has begun, the subscriber may be required to bear any additional costs incurred.

(M)  
|  
(M)

RETURN CHECK CHARGE

A charge will be made to the subscriber for each check presented in payment for services which is subsequently returned by the bank unpaid.

Returned check charge                      \$30.00

COPY OF BILL

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

A nonrecurring charge applies for each printed copy furnished.

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

(M)  
(M)

(M) Material moved to Sheet No. 6.1 of this section

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyLink  
(New Mexico)

Exchange All  
Section No. 3  
Sheet No. 6.1  
Amendment No. 1

NONRECURRING CHARGES

Maintenance of Service Charge (A.K.A Trouble Isolation)

(D)

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 the Company 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.

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.

|                               |                       |        |
|-------------------------------|-----------------------|--------|
|                               | <u>Per Occurrence</u> | (C)    |
| <b>Business and Residence</b> | <b>\$95.00</b>        | (C)(I) |

(D)  
(D)

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All (C)  
Section No. 3  
Sheet No. 7  
Amendment No. 2

NONRECURRING CHARGES

CONNECTING DEVICES

A. GENERAL

- 1. Standard jack equipment is provided for use with plug ended portable instruments on a deregulated basis in connection with any service except Pay Telephone Service.
- 2. Network Interface (NI) jacks are provided as a point of interconnection/demarcation between customer provided facilities and the Telephone Company's network.
  - a. Subscribers are able to disconnect their customer premises wiring (CPW) from the network via the NI to test its operability or to augment, rearrange or repair CPW.
  - b. NI jacks are installed in locations near where the service enters the premises as follows:
    - 1. Outdoors for single-line installations in single and duplex buildings, where reasonably practical.
    - 2. Indoors for multi-unit and multi-line situations, where reasonably practical.
  - c. Reasonable subscriber requests for relocating the NI or a special type of NI are allowed by the Company; however, the additional costs of such requests will be charged to the customer.
  - d. Maintenance replacement will be made in accordance with General Rule governing "Care of Equipment".

B. CHARGES (In addition to other applicable charges)

|   |                                   |
|---|-----------------------------------|
| Standard Jack Equipment                   | See Multi-Element Charges-Sheet 5 |
| Network Interface (standard weatherproof) | Cost                              |

NI CHARGES DO NOT APPLY TO:

- New service installations
- A service or repair call to customer's premise

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All  
Section No. 3  
Sheet No. 8  
Amendment No. 3

NONRECURRING CHARGES

(D)

(D)

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All  
Section No. 3  
Sheet No. 9  
Amendment No. 3

NONRECURRING CHARGES

(D)

(D)

(M1)

(M1)

(M1) Material previously in this section has been moved to Section 1, Sheet 8.

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Letter \_\_\_\_\_



TELEPHONE RATE FILE

CenturyTel the Southwest, Inc. d/b/a CenturyTel

Exchange All (C)  
Section No. 4  
Sheet No. 1  
Amendment No. 1

Reserved for future use.

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Letter \_\_\_\_\_

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All (C)  
Section No. 5  
Sheet No. 1  
Amendment No. 1

RESTORATION OF SERVICE

1. If the service furnished a subscriber is temporarily suspended for nonpayment of charges due or for any other violation of the regulations of the Telephone Company, as described under "Rules and Regulations Applying to Telephone Service," but the equipment is not removed from the subscriber's premises, such service is restored only upon payment of a restoration of service charge of \$12.00. Such charges are in addition to any charges due for current service and facilities furnished up to the date of suspension of service.
2. Where an employee is dispatched to remove service because of non-payment, and the subscriber pays the employee the amount due, a charge equivalent to the restoral of service charge will apply.
3. In cases where the customer's record has been removed (permanently suspended) because of discontinuance of service for non-payment of charges due or for any other violation of the regulations of Telephone Company as described under "General Rules and Regulations Applying to Telephone Service," service is re-established only upon payment of the charges that would apply for a complete new installation for a new subscriber.

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Letter \_\_\_\_\_

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a **CenturyLink**

Exchange All  
Section No. 6  
Sheet No. 1  
Amendment No. 2

(T)

DEFINITIONS

BASE RATE AREA

That portion of an exchange area surrounding and including the central office or offices or exchange rate center, within which urban classes of exchange service are offered without extra mileage charges.

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

- a. as the village or city corporation limits,
- b. as the village or city corporate limits as of a given date,
- c. by means of a map specifically identifying the area.

CIRCUIT

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

CONNECTING COMPANY

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

EXCHANGE

A basic unit for the administration of communication service in a specified area, called the exchange 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 plant used in furnishing communication service to the general public within that area.

DESIGN SERVICE

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

(N)  
|  
(N)

EXCHANGE AREA

The territory served by an exchange.

EXCHANGE SERVICE

The service of furnishing facilities for telephone communication within a local service area, in accordance with the regulations and charges specified in the Local Exchange and General Exchange Tariffs. Exchange service includes the furnishing of the local facilities required to establish and maintain connection between an exchange station and the toll plant in connection with toll calls.

New Century, Kansas 66031

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyLink

Exchange All  
Section No. 6  
Sheet No. 2  
Amendment No. 3

DEFINITIONS

**INDIVIDUAL LINE (a.k.a. One-Party Line)**

(T)

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

(T)

**LOCAL MESSAGE**

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

**LOCAL SERVICE** - (Same as Exchange Service)

**LOCAL SERVICE AREA**

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

**ONE-PARTY LINE (1-PTY)**

(T)

**See "Individual Line"**

(T)

**PREMISES**

The building, portion or portions of a building, used and occupied at one time by the subscriber in the conduct of his business or as a residence. Where floor space in adjoining buildings 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**

A private branch exchange 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 intercommunication between these stations, and also communication with the general exchange system.

**SPECIAL DESIGN SERVICE**

See "Design Service."

**SUBSCRIBER**

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

New Century, Kansas 66031

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All (C)  
Section No. 6  
Sheet No. 3  
Amendment No. 1

DEFINITIONS

TELEPHONE STATION

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

TOLL MESSAGE

A message from a calling station to a station located in a different local service area for which a message charge applies.

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All  
Section No. 7  
Sheet No. 1  
Amendment No. 1

(C)

GENERAL RULES AND REGULATIONS APPLY TO TELEPHONE SERVICE

SCOPE

The rules and regulations specified herein apply to telephone service and facilities associated therewith furnished by the Telephone Company, and are in addition to the rules and regulations contained in the general exchange tariffs or in the local exchange tariffs.

ADVANCE PAYMENTS

An applicant for service who has no account with the Telephone Company, or whose financial responsibility is not a matter of general knowledge, may be required to make an advance payment at the time the application is signed in an amount equal to the charges for one month's local service and equipment plus the service connection, installation or construction charges that may be applicable, plus estimated bills for two months toll service. (Also refer to DEPOSITS in this section.)

ALLOWANCE FOR FAILURE OF SERVICE

The Telephone Company does not guarantee uninterrupted working of its lines and equipment. In case service is interrupted otherwise than by the negligence or willful act of the subscriber, an adjustment will be made in the amount of charges for such of the service, equipment, and facilities furnished as are rendered useless or inoperative. The adjustment shall apply to the period the interruption continues beyond twenty-four (24) hours, where such interruption has been confirmed by the Telephone Company, either by its own investigation or upon notice by the subscriber. No other liability shall in any case attach to the Telephone Company.

APPLICATION FOR SERVICE

Application for service shall constitute a contract when accepted in writing by the Company or upon the establishment of service. The minimum period for business or residence telephone service will be twelve months. No seasonal disconnects will be allowed. Subscribers are required to pay full rates for service each year. An applicant who has no 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. 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.

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Authorization by Order No. 98-148-TC  
Letter \_\_\_\_\_



## TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.  
(New Mexico)

Exchange All  
Section No. 7  
Sheet No. 2  
Amendment No. 4

(T)  
(T)

### GENERAL RULES AND REGULATIONS APPLYING TO TELEPHONE SERVICE

#### APPLICATION OF BUSINESS AND RESIDENCE RATES

Determination as to whether subscriber's service should be classified as business or residence will be based on the character of use to be made of the service. The practice of advertising a telephone number in newspapers, business cards or on trucks shall be contributing but not an exclusive factor in determining the classification of service. Rates for business service apply where the primary or dominant use of the service is for business, occupational or administrative purposes. Rates for residence service apply where the primary or dominant use is of a social or domestic nature and other use, if any, is merely incidental.

When it is determined that a customer with residence service is using the service in such a manner that it should be classified and charged for as business service under the above provisions, the Telephone Company will discontinue the service of such customer in the event he refuses to permit his service to be classified as business service and pay the applicable business rates.

#### BILLING RULE

Local service charges are billed one month in advance. Charges for toll calls are billed one month in arrears.

Subscriber bills are due and payable when presented. If bill is unpaid twenty (20) days after the date of bill, service will be subject to disconnection upon five (5) days written notice.

#### CARE OF EQUIPMENT

Equipment, apparatus and lines furnished by the Telephone Company under this tariff shall be carefully used and cared for by the subscriber and shall be surrendered to the Telephone Company upon termination of the subscriber's right of use in as good condition as when received. ordinary wear and tear alone excepted. All ordinary expense of maintenance and repair for above said facilities, unless otherwise specified in the Telephone Company's tariffs or in the contract for use of such facilities, will be borne by the Telephone Company. In case of damage to, or destruction of, any of the said facilities due to negligence of the subscriber, the subscriber shall pay either the cost of replacement of the facilities or the cost of restoring the facilities to their original condition.

(M)

(M) Material moved to Sheet No. 2.1.

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyLink  
(New Mexico)

Exchange All  
Section No. 7  
Sheet No. 2.1  
Amendment No. 4

GENERAL RULES AND REGULATIONS APPLYING TO TELEPHONE SERVICE

LATE PAYMENT CHARGE

A Late Payment Charge of 5% of the unpaid balance or **\$13.00**, whichever is greater, applies to all regulated balances, which are not paid by the billing date shown on the next bill. (I)

Collection procedures, temporary disconnection of service, and the requirements for deposit are unaffected by the application of a Late Payment Charge.

The Late Payment Charge does not apply to the following:

- Billed amounts under dispute that are resolved to the Company's satisfaction, in the customer's favor.
- Bills rendered more than 10 days after bill date.

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Baton Rouge, LA 70801

NM2020-14

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.

Exchange All  
Section No. 7  
Sheet No. 3  
Amendment No. 2

(D)

GENERAL RULES AND REGULATIONS APPLYING TO TELEPHONE SERVICE

DEFACEMENT OF PREMISES

No liability shall attach to the Telephone Company by reason of any defacement or damage to the subscriber's premises resulting from placing the Company's instruments, apparatus, and associated wiring on such premises or by the removal thereof when such defacement or damage is not the result of negligence on the part of the Company or its employees.

DEFAULT OF PAYMENT OR OTHER VIOLATION OF REGULATIONS

Charges for exchange service and facilities are due in advance. Charges for toll and long distance service are due when the bill for such service is rendered. All bills are payable at the Telephone Company's business office or collection agency. Failure to receive a bill does not exempt the subscriber from prompt payment of his account. The subscriber is held responsible for all charges for exchange service and facilities furnished at his request and for all toll and long distance service furnished at his station or stations, including charges for toll messages received at his station or stations on which the charges have been reversed.

In the event of default of payment of any sum due for exchange service, the use of foul or profane language, the impersonation of any other person with fraudulent intent, listening in on party lien conversations, or any other violation of the Telephone Company's regulations, the Telephone company may either suspend service or terminate the service without suspension. At least five (5) days written notice will be given to the customer before service is denied.

DEPOSITS

The Telephone Company may, in order to safeguard its interests, require an applicant or subscriber to make a suitable deposit to be held by the Telephone Company as a guarantee of the payment of charges. The fact that a deposit has been made in no way relieves the applicant or subscriber from complying with the Telephone Company's regulations as to the prompt payment of bills on presentation. At such time as the service is terminated, the amount of the deposit is credited to the customer's account and any credit balance which may remain is refunded. At the option of the Telephone Company such a deposit may be refunded or credited to the customer at any time prior to termination of the service. **The deposit will bear interest, as required or allowed by state laws or regulations.**

(C)  
(C)

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyLink  
(New Mexico)

Exchange All  
Section No. 7  
Sheet No. 4  
Amendment No. 5

GENERAL RULES AND REGULATIONS APPLYING TO TELEPHONE SERVICE

ERRORS IN DIRECTORY LISTINGS

The Telephone Company's liability arising from error or omission of directory listings shall be limited to the resulting impairment of the customer's service, and such liability may be discharged by an abatement or refund of an amount not exceeding the charge for service during the period covered by the directory in which the error or omission occurs.

The Telephone Company issues directories to assist in furnishing prompt and efficient service and it does not guarantee to its subscriber(s) correct listings therein. Every precaution is taken to prevent errors in and omission of directory listings, but they may occur and the Telephone Company will assume no liability for damages caused to a subscriber because of such errors or omissions. Likewise, the Telephone Company will not be a party to controversies arising between subscribers or others as a result of listings published in its directories.

LIABILITY OF THE COMPANY

- 1. Except as provided for elsewhere in this tariff, no liability shall attach to the Company for damages arising from errors, mistakes, omissions, interruptions, or delays of the Company, its agents, servants, or employees, in the course of establishing, furnishing, rearranging, moving, terminating, or changing the service or facilities (including the obtaining or furnishing of information in respect thereof or with respect to the customers or users of the service or facilities) in the absence of gross negligence or willful misconduct. (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 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)
- 3. **Customer will defend and indemnify the Company, its affiliates, agents and contractors from all third party claims, liabilities, fines, penalties, costs and expenses, including reasonable attorneys' fees, arising from or related to any acts or omissions by the customer, customer's end users or customer's third-party provider(s) that cause, give rise to or bring about the non-compliance of the service with any applicable law, including the failure to purchase or implement features that enable compliance with laws.** (N)

(N)  
|  
(N)

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyLink  
(New Mexico)

Exchange All  
Section No. 7  
Sheet No. 4.1  
Amendment No. Original

GENERAL RULES AND REGULATIONS APPLYING TO TELEPHONE SERVICE

MAINTENANCE AND REPAIR

The Telephone Company undertakes to maintain and repair the regulated facilities which it furnishes to customers. The customer shall be responsible for damages to facilities of the Telephone Company caused by the negligence or willful act of the customer or joint user. The customer or joint user may not rearrange, disconnect, remove or attempt to repair any regulated facilities owned and installed by the Telephone Company.

MOVES OF TELEPHONE FACILITIES

Telephone Company-owned facilities shall not be moved or changed without approval of the Telephone Company. For any changes in location of Telephone Company-owned telephone facilities, the subscriber shall be required to pay the established charges for making such change in location.

NATURAL DISASTER RELIEF FOR CUSTOMERS

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

(M)

(M)

(M) Material moved from Sheet 4.

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. **d/b/a CenturyLink**  
New Mexico

Exchange All (T)  
Section No. 7  
Sheet No. 5  
Amendment No. 5

GENERAL RULES AND REGULATIONS APPLYING TO TELEPHONE SERVICE

**PRORATING OF OPENING AND CLOSING BILLS**

**Bills for telephone service are normally rendered on a monthly basis. Bills rendered for establishment of business and residential 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.**

(N)  
|  
(N)

**RIGHT OF ACCESS TO PREMISES**

For the purpose of inspecting, repairing, or removing any party of the Telephone Company's equipment, apparatus and lines, the Telephone Company's employees shall upon producing the proper identification have the right of access to subscriber's premises at any reasonable hour.

**TELEPHONE DIRECTORIES**

The Telephone Company distributes to each customer, without additional charge, copies of each issue of the directory as required by the customer. Directories so furnished to subscribers are the property of the Telephone Company, 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. No binder, holder or auxiliary cover, except such as may be provided by, or with the consent of the Telephone Company shall be used in connection with any directory furnished by the Telephone Company.

**TELEPHONE NUMBERS**

The customer has no property right in the telephone number which is assigned by the Telephone Company nor any right to continuance of service through any particular central office, and the Telephone Company reserves the right to change the telephone number of the central office designation, or both, of the customer whenever it deems it necessary to do so in the conduct of its business.

**TRANSMITTING MESSAGES**

The Telephone Company does not undertake to transmit messages but offers the use of its facilities when available for communications between its customers. The customer indemnifies and saves the Company harmless against claims for libel, slander, or infringement of copyright from the material transmitted over its facilities; against claims for infringement of patents arising from combining with, or using in connection with, facilities of the Company, apparatus and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.

When the lines of other companies are used in establishing connection to points not reached by the Company's lines, the Company is not liable for any act or omission of the other company or companies and their agents, servants, or employees.

**UNAUTHORIZED ATTACHMENTS OR CONNECTIONS**

No equipment, apparatus, circuit or device not furnished by the Telephone company shall be attached to or connected with the facilities furnished by the Telephone Company, whether physically, by induction or otherwise, except as provided in this tariff. In case any such unauthorized attachment or connection is made, the Telephone Company shall have the right to remove or disconnect the same, or to suspend the service during the continuance of said attachment or connection, or to terminate the service.

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.

Exchange All (D)  
Section No. 7  
Sheet No. 6  
Amendment No. 3

GENERAL RULES AND REGULATIONS APPLYING TO TELEPHONE SERVICE

**UNAUTHORIZED ACCESS AND HACKING**

(N)

**Except for physical damage to Customer's transmission facilities or Customer premise equipment directly caused by the Company's negligence or willful misconduct, the Company is not responsible for unauthorized access to, or alteration, theft, or destruction of, Customer's equipment, data, programs or other information through accident, wrongful means or any other cause while such information is stored on or transmitted across Company-provided network facilities or Customer premise equipment. Customer is responsible for any Company service or usage charges resulting from any such unauthorized access, unless a tariff, schedule or other written agreement expressly states otherwise.**

(N)

**UNLISTED NUMBERS AND NON-PUBLISHED DIRECTORY LISTINGS**

(M)

An "Unlisted Number" request in writing to the Telephone Company by a subscriber will be handled as follows:

(M)

1. The subscriber's name or number shall not appear in a directory published during the time covered by the written request.
2. The subscriber's telephone number will be given out by the information operator when requested.
3. The Company shall be saved blameless from any number given out at its own discretion.

A "Non-Published Number" requested by the subscriber in writing to the Telephone Company differs from unlisted numbers in the following respect.

1. The subscriber's name or number shall not appear in a directory published during the time covered by the written request.
2. The subscriber's number will not be given out by the Telephone Company. But, in case of any emergency, the operator may call the subscriber at the request of a calling party and ask if he would accept the emergency call.
3. A subscriber may give his non-published number to any other party at his own discretion.
4. The Company shall be saved blameless from any person receiving the subscriber's number through a third party.

**USE OF CUSTOMER SERVICE**

Customer service is furnished only for use of the customer, his family, employees or representatives, persons residing in the customer's household, or guests of the customer, except as the use of the service may be extended to joint users or to persons temporarily subleasing a customer's residential premises. The Telephone Company will decline to install customer service or to permit such service to remain on premises of a public character where the instrument is so located that the public in general or the patrons of the customer may make use of the service.

(M) Material moved from Sheet 5.

Issued 3/22/10 Applicable to bills rendered on and after 4/1/10  
Authorization by Order No. \_\_\_\_\_  
Letter \_\_\_\_\_

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All  
Section No. 7  
Sheet No. 7  
Amendment No. 2

GENERAL RULES AND REGULATIONS APPLYING TO TELEPHONE SERVICE

SPECIAL PROMOTIONS

1. The Company may provide certain promotions to its customers and/or prospective customers to attract new customers or to increase subscriber awareness of a particular service offering. (C)
2. These promotional offerings may only apply to certain services and may be limited to specific dates, times and locations. Except for the rates charged under special promotions offerings, all other terms and conditions of service contained in this tariff will apply to such service offerings. (D)

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Issued 07/25/08 Applicable to bills rendered on and after 08/04/08  
Authorization by Order No. \_\_\_\_\_  
Letter \_\_\_\_\_



TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All  
Section No. 8  
Sheet No. 1  
Amendment No. 1

(C)

BRIDGED SERVICE - COMBINED BUSINESS AND RESIDENCE SERVICE

A. GENERAL

1. Where a subscriber wishes to contract for two access lines at two separate locations in the same exchange area, but also wishes to be able to answer calls for one location or either location at the other location, the arrangements described below are provided subject to the availability of the facilities necessary to furnish satisfactory service.
2. Bridged service may be employed where one is a business location and the other is a residence or where both are either business or residence locations. However such an arrangement is permitted only on the premises of the same subscriber or where the subscriber at the residence location is associated in business with, or is an employee of, the subscriber at the business location.
3. In any arrangement for bridged service, each location may be assigned its own telephone number.

B. EQUIPMENT ARRANGEMENTS

One type of bridged service is available as follows: The bells at both stations will ring when either location is called.

C. RATES AND CHARGES

Business Access Line charges apply to business service and Residence Access Line charges apply to residential service along with other applicable line charges. Nonrecurring charges as shown in Section 3 of this tariff will also apply. Charges for facilities provided to the customer on a deregulated basis may also apply but are not covered under this tariff.

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyLink  
(New Mexico)

Exchange All (T)  
Section No. 9  
Sheet No. 1  
Amendment No. 4

CENTREX SERVICE

A. General

Equipment connected to the Company's network on or after February 16, 2020, must, upon connection to the Company's facilities, be configured by the Customer or equipment manufacturer to allow direct "911" dialing by any end user and must be configured to send MLTS notifications as described in Section 31.C.1.

(T)

**Equipment connected as described preceding must also be configured such that it is capable of conveying the dispatchable location of a "911" caller as described in Section 31.C.2.**

(N)

(N)

1. Centrex is a Central Office-based, flat rate, business communications service which provides capabilities similar to those offered on a Private Branch Exchange, but without requiring switching equipment on the customer's premises. Centrex integrates all of a business/residence customer's lines into a single telecommunications system.
2. Centrex is a local exchange telecommunication service provided from suitably equipped Telephone Company Central Offices with available outside plant.
3. Centrex permits the direct dialing between lines connected to the service and the direct dialing of outgoing calls. Incoming calls are received by direct inward dialing from the calling party to the station line or through an attendant console.
4. All Centrex station lines will be equipped with the standard features, as set forth in paragraph B.1.a and Touchtone Service. Additional optional features may also be selected and generally result in additional charges as specified in paragraph B.2. through B.6.
5. A Centrex System may be comprised of the following rate components:
  - a. Centrex Station Lines
  - b. Features

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Chantel Bosworth, Director-Government Operations  
301 Main, Suite 1200  
Baton Rouge, LA 70801

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All (C)  
Section No. 9  
Sheet No. 2  
Amendment No. 2

CENTREX SERVICE

B. Rates and Charges

1. Centrex Station Line Rates

a. The monthly rates for Centrex lines specified in paragraph B.1.b below include the following standard features:

- (1) Business Group Automatic Identified Outward Dialing
- (2) Call Forward Busy Line
- (3) Call Forward Don't Answer
- (4) Call Forward Variable
- (5) Call Forwarding Incoming Only
- (6) Call Forwarding Within Group Only
- (7) Call Forwarding Distinctive Ringing
- (8) Call Hold
- (9) Call Park
- (10) Call Pickup
- (11) Call Transfer
- (12) Call Transfer Return
- (13) Direct Dialing
- (14) Direct Outward Dialing
- (15) Distinctive Alerting
- (16) DTMF Signaling
- (17) Fully-Restricted Line
- (18) Hunting
  - (a) Regular Hunting
  - (b) Circle Hunting
  - (c) Enhanced Hunt Service
  - (d) Preferential Hunting
  - (e) Series Completion
- (19) Intercom Dialing
- (20) Semi-Restricted Line
- (21) Speed Call 8
- (22) Three-Way Calling
- (23) Toll Restriction
- (24) Visual/Audible Message Waiting

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All (C)  
 Section No. 9  
 Sheet No. 3  
 Amendment No. 1

CENTREX SERVICE

B. Rates and Charges (Continued)

- b. The following per-line business rates and charges apply for contract periods ranging from month-to-month to 60 months. Residence rates are only offered on a per line monthly basis. The customer is required to pay for the number of months in the service period selected:

RATE SCHEDULE

Business Rate Per Line

| Number of Lines | Monthly Rate | 24 Months | 36 Months | 48 Months | 60 Months |
|-----------------|--------------|-----------|-----------|-----------|-----------|
| 2 - 3           | \$21.50      | \$20.65   | \$17.65   | \$15.90   | \$14.60   |
| 4 - 6           | \$20.65      | \$19.80   | \$16.90   | \$15.25   | \$14.05   |
| 7 - 10          | \$17.40      | \$16.70   | \$14.30   | \$12.90   | \$11.85   |
| 11 - 20         | \$16.15      | \$15.50   | \$13.20   | \$11.95   | \$10.95   |

Service Establishment Charges

|            | <u>Non-Recurring Charges</u> |
|------------|------------------------------|
| Per System | \$50.00                      |
| Per Line   | \$10.00                      |

- c. Centrex lines that terminate in key system common equipment or other CPE that performs pooling or switching functions must be provided in a "squared" arrangement in order to retain Centrex tariff rates. A "squared" arrangement is one in which the number of Centrex lines equals the number of stations/lines served by the key system common equipment and/or the CPE switching/pooling equipment. If the number of stations served by the CPE common equipment and/or switching equipment exceed the number of Centrex lines, the Centrex lines will be rated at the appropriate Key Trunk or PBX Trunk rates plus \$6.00 per trunk for the additional Centrex functionality.

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All (C)  
Section No. 9  
Sheet No. 4  
Amendment No. 1

CENTREX SERVICE

B. Rates and Charges (Cont'd)

1. Centrex Station Line Rates (cont'd)

d. The above rates and non-recurring charges are in addition to the applicable service ordering charge as provided in Section II of this tariff.

2. End User Common Line Charge (EUCL)

a. The FCC End User Common Line Charge (EUCL) will be assessed based upon the total number of Centrex lines to which the customer subscribes. This amount will be collected by the Telephone Company and forwarded to the National Exchange Carrier Association.

3. Individual Station Features

a. Chargeable Individual Station Features

The following features may be activated on an individual per line basis dependent on the customer's requirements.

The monthly rates shown below apply to the following individual station features:

- (1) Call Waiting/Cancel Call Waiting
  - (2) Directed Call Pick-Up
  - (3) Direct Connect Service
    - (a) Manual Line Service
    - (b) Warm Line
  - (4) Do Not Disturb
  - (5) Night Service
  - (6) Speed Calling 30
  - (7) Voice/Data Protection
- |   |                    |
|---|--------------------|
| Individual features per line/station    | \$ .50 per feature |
| Three to four features per line/station | \$ .40 per feature |
| Five or more features per line/station  | \$ .30 per feature |

NOTE: Service Ordering Charges as specified in PART II of this tariff apply for the connection of the services listed above unless ordered at the time initial service is established.

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Letter \_\_\_\_\_

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All (C)  
 Section No. 9  
 Sheet No. 5  
 Amendment No. 1

CENTREX SERVICE

B. Rates and Charges (Cont'd)

3. Individual Station Features (Cont'd)

b. Additions and Changes to Individual Station Features  
 Feature Additions/Changes Per Station \$8.00 Non-Recurring

4. Features Associated With Groups of Lines

a. Code Restriction Features:

(1) Code Restriction  
 (2) Outgoing Call Screening  
 Per List \$4.50 per month  
 Per Line Using List \$ .50 per month  
 Changes to Toll/Code/  
 Outgoing Call Screening Lists \$12.00 Non-Recurring

b. Business Group Dialing Plan  
 Standard Dialing Plan No Charge  
 Customized Dialing Plan \$80.00 Non-Recurring

c. Special Intercept Announcement  
 Standard Announcement \$24.00 per month  
 Customer Worded Announcement \$96.00 per month  
 Announcement Trunk \$24.00 per month  
 Changes to Customer Worded  
 Announcement \$60.00 Non-Recurring

d. Paging Access  
 Per Paging Circuit \$20.00 per month

e. Music On Hold Access  
 Per Connection \$20.00 per month

f. Simplified Message Desk Interface (SMDI) \$105.00 per month  
 SMDI Non-Recurring \$170.00 Non-Recurring

g. Authorization Codes \$ 2.00 per month  
 Per Group of 20 \$60.00 Non-Recurring

NOTE: Service Ordering Charges as specified in PART II of this tariff apply for the connection of the services listed above unless ordered at the time initial service is established.

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Issued 05/29/98 Applicable to bills rendered on and after 05/19/98  
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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyLink  
**(New Mexico)**

Exchange All (T)  
Section No. 9 (T)  
Sheet No. 6  
Amendment No. 2

CENTREX SERVICE

B. Rates and Charges (Cont'd)

5. **Reserved**

(C)

(D)

(D)

(D)

(D)

Issued: 12-5-18

Effective: 12-15-18

Darlene N. Terry, Manager-Tariffs  
5454 West 110th Street  
Overland Park, Kansas 66211

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All (C)  
 Section No. 9  
 Sheet No. 7  
 Amendment No. 1

CENTREX SERVICE

B. Rates and Charges (Cont'd)

6. Enhanced Hunt Service

a. Changes to Hunting Group Arrangements/Patterns

Additional Lines/Change Hunting Order \$12.00 Non-Recurring

b. Hunt Group Options

(1) Queuing for Hunt Group \$20.00 per month

(2) Delay Announcements for Queued Calls  
 Standard Announcement \$24.00 per month

Customer Worded Announcement \$96.00 per month

Announcement Trunk \$24.00 per month

Changes to Customer Worded  
 Announcement \$25.00 Non-Recurring

(3) Stop Hunt/Make Busy  
 Access Code Activation \$ .50 per month

Key/Switch Activation \$ 6.50 per month

c. Uniformed Call Distribution (UCD)

(1) Per UCD Group N/A

(2) Per Station \$ 5.00 per month

(3) Per UCD Group \$120.00 Non-Recurring

NOTE: Service Ordering Charges as specified in PART II of this tariff apply for the connection of the services listed above unless ordered at the time initial service is established.

Issued 05/29/98 Applicable to bills rendered on and after 05/19/98  
 Authorization by Order No. 98-148-TC  
 Letter \_\_\_\_\_



TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All (C)  
Section No. 9  
Sheet No. 8  
Amendment No. 1

CENTREX SERVICE

C. Regulations and Conditions

1. A Centrex customer must have a minimum of two Centrex lines.
2. The minimum charge period for services provided under this tariff shall be for one month.
3. Centrex is offered subject to the availability of outside plant and/or Central Office facilities.
4. One directory listing is provided without charge for each Centrex customer.
5. The business customer may choose to pay for the service on a month-to-month basis or under a service contract plan. A month-to-month business customer may, at any time, convert to a service contract plan by paying the applicable service period plan rate currently in effect. Residential service is only offered on a month to month basis.
6. The monthly rate for customers choosing the service period plan is guaranteed against Telephone Company initiated changes during the selected service contract period.
7. Subsequent line additions/deletions to the original service contract period are stipulated as follows:
  - a. Subsequent additions will be added to an existing contract, based upon the remaining period of the initial contract. If the line addition causes the customer's total Centrex line count to exceed the threshold of the line count previously contracted, all lines will be billed at the rate for the larger line count.
  - b. Subsequent line deletions, resulting in reductions equal to or exceeding 20% of the initial quantity of lines under contract, will be considered a termination liability and treated as specified in paragraph C.8 below. If the reduction causes the total number of lines to fall into a different line size group, all remaining lines will be billed at rates for the smaller line size group.

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyLink  
(New Mexico)

Exchange All (T)  
Section No. 9 (T)  
Sheet No. 9  
Amendment No. 2

CENTREX SERVICE

C. Regulations and Conditions (Cont'd)

8. Termination Liabilities shall be treated as follows:

- a. If the service is canceled by the customer after installation of the service, but prior to the completion of the service period, the customer shall be obligated to pay a termination liability charge. The charge is calculated by multiplying the monthly rate by the remaining months in the contract period times fifty percent.
- b. A customer who reduces the quantity of Centrex lines under contract has the following options for the duration of the contract period:
  - (1) Continue to pay an amount equal to the monthly rate for the number of Centrex station lines that are disconnected under contract, or
  - (2) Pay termination charges as described in (a) above on the number of Centrex station lines disconnected.

9. Reduction/Waiver of service establishment charges may be offered as follows:

At the Telephone Company's discretion, the following non-recurring service establishment charges may be reduced or waived during promotional campaigns:

- a. Nonrecurring service establishment charges (per system and per line charges) as provided in paragraph B.1.b.
- b. **Reserved**

(C)

10. All exchange lines in a Centrex group must have the same billing arrangement, either flat-rate or measured service (where offered).

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All (C)  
Section No. 9  
Sheet No. 10  
Amendment No. 1

CENTREX SERVICE

C. Regulations and Conditions (Cont'd)

11. Intercom calls between lines in a Centrex group are not subject to local measured service (where offered).
12. When used with Call Forwarding or Call Transfer, the Centrex customer is responsible for the payment of the applicable toll charge for each billable call connected over the public network between the Centrex station and the station at which the call is answered. The charge is applicable to each call answered, including the Call Forwarding set-up call. It also applies to collect and person-to-person calls, which may be refused at the answering station.
13. The Centrex lines for a Centrex customer may terminate at multiple locations; however, all Centrex lines in the same group must be served by the same Central Office.
14. Terminal equipment may be offered by the Telephone Company under contract or may be provided by the customer.
15. Unless specifically exempted, Centrex service shall be subject to all general regulations applicable to the provision of service by the Telephone Company as stated in the general tariff.

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All (C)  
Section No. 9  
Sheet No. 11  
Amendment No. 1

CENTREX SERVICE

D. Definitions

The following standard and optional features may be provided as a part of the Centrex Service:

1. Authorization Codes

Authorization Codes feature is used to identify callers for billing purposes, to assign a Network Class of Service (NCOS), and to control network access.

2. Business Group Automatic Identified Outward Dialing

Business Group Automatic Identified Outward Dialing provides identification of the calling line or the Centrex Group billing/pilot number on billable calls directed to the public network.

3. Business Group Dialing Plan

A Business Group Dialing Plan enables a Centrex Group to have a unique dialing scheme which includes Intercom Dialing; access to an attendant, private network and/or special facilities using 1 to 5 digit codes; Single-Digit Dialing; and customized feature activation/deactivation codes. Each Centrex group may use either a standardized or a customized Business Group Dialing Plan.

4. Call Forwarding Busy Line

Call Forwarding Busy Line caused all calls to be redirected to an alternate station when the called station is busy.

5. Call Forwarding Distinctive Ringing

Call Forwarding Distinctive Ringing is a Call Forwarding line option that allows station users to distinguish between forwarded and nonforwarded calls. The distinctive ringing pattern is two short rings. This option is assigned to the base or forwarding station, but is active (rings) on the forward-to station.

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All (C)  
Section No. 9  
Sheet No. 12  
Amendment No. 1

CENTREX SERVICE

D. Definitions (Cont'd)

6. Call Forwarding Don't Answer

Call Forward Don't Answer allows all calls that terminate to a user's station to be redirected to an alternate station after a predetermined number of rings.

7. Call Forwarding Incoming Only

Call Forwarding Incoming Only is an option that can be used with any of the Call Forwarding features (Call Forwarding Variable, Don't Answer, and Busy Line) and allows only incoming calls (calls that originate outside the Centrex group) to be forwarded. Calls from within the group or a private facility are not forwarded.

8. Call Forwarding Variable (All Calls)

Call Forwarding Variable enables a station user to divert all incoming calls to another directory number. Activation, deactivation and the forward-to destination are controlled by the station user.

9. Call Forwarding Within Group Only

Call Forwarding Within Group Only is an option that can be used with any of the Call Forwarding features (Call Forwarding Variable, Don't Answer, and Busy Line) and restricts call forwarding to only directory numbers within the same Centrex group, thus preventing the station user from forwarding calls outside the Centrex group.

10. Call Hold

Call Hold allows a station user to place a call on hold in order to initiate a second call, answer a waiting call, consult privately with another party, or return to the previously held call.

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All (C)  
Section No. 9  
Sheet No. 13  
Amendment No. 1

CENTREX SERVICE

D. Definitions (Cont'd)

11. Call Park

Call Park enables a user to park a call against his/her directory number. The parked call can be retrieved from any station by first requesting Call Park Retrieve and then dialing the directory number of the station against which the call was parked.

12. Call Pick-Up

Call Pick-Up permits a station user to answer incoming calls directed to another station within the same pick-up group by dialing an access code.

13. Call Transfer

Call Transfer allows a station user to transfer calls to another station by flashing the switchhook and dialing the transfer-to number.

14. Call Waiting

Call Waiting provides a burst of tone to inform a station user with a call already in progress that another call is waiting to be answered. The station user may answer the waiting call by hanging up or flashing the switchhook.

15. Cancel Call Waiting

Cancel Call Waiting allows a station user, on a per-call basis, to deactivate Call Waiting by dialing an access code.

16. Circle Hunting

Circle Hunting allows calls directed to busy stations in the middle of the hunt group to search through to the end of the hunt group and then return to the beginning of the hunt list in search of an idle station. The caller is connected to the first idle station encountered.

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All (C)  
Section No. 9  
Sheet No. 14  
Amendment No. 1

CENTREX SERVICE

D. Definitions (Cont'd)

17. Code Restriction

Code Restriction blocks the completion of calls that are directed to customer specified area codes (NPAs) and/or central office codes (NXXs). A Code Restriction list may be assigned to either an individual line or shared by multiple lines.

18. Customer Access Treatment Code Restrictions

Customer Access Treatment Code Restrictions (CAT Codes) can be used to prevent a Centrex station from dialing certain codes. For example, CAT Codes could be used to prevent a station from gaining access to the public network, using private facilities, or dialing specific stations within the Centrex group.

19. Delay Announcements for Queued Calls

Delay Announcements can optionally be used to inform a caller that his or her call has been placed in a queue. The delay announcement can be repeated at regular intervals until an idle station becomes available.

20. Direct Connect Service

Direct Connect Service allows a station user to automatically place a call to a preselected directory number by lifting the receiver off the switchhook. No dialing is required for the calling party to reach the specified destination.

21. Direct Inward Dialing

Direct Inward Dialing allows Centrex station users to directly receive incoming calls without the assistance of an attendant.

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All (C)  
Section No. 9  
Sheet No. 15  
Amendment No. 1

CENTREX SERVICE

D. Definitions (Cont'd)

22. Direct Outward Dialing

Direct Outward Dialing enables Centrex station users to call outside the Centrex group directly without the assistance of an attendant.

23. Directed Call Pick-Up

Directed Call Pick-Up enables a station user to answer a call that is ringing at another station within the Centrex group by dialing an access code and the ringing station number.

24. Distinctive Alerting/Call Waiting Indication

Distinctive Alerting/Call Waiting Indication allows a Centrex station user to determine the source of incoming calls (from within or outside the business) by the Distinctive Ringing pattern or the Call Waiting tone. Normal ringing and Call Waiting tones are used to identify intra-Centrex group calls. Calls which originate from outside the Centrex group are identified by either two short rings and/or Call Waiting tones.

25. Do Not Disturb

Do Not Disturb allows a station user to prevent incoming calls from ringing at his/her station by diverting them to a tone or recorded announcement. This feature can be offered with a Personal Identification Number (PIN) override option that selected callers can dial to override Do Not Disturb.

26. Fully-Restricted Line

A Fully-Restricted Line is prevented from making calls to and/or receiving calls from stations outside the Centrex group. It is also prevented from making calls to and/or receiving calls from the attendant, thereby denying it indirect access to/from outside the Centrex group.



TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All (C)  
Section No. 9  
Sheet No. 16  
Amendment No. 1

CENTREX SERVICE

D. Definitions (Cont'd)

27. Intercom Dialing

Intercom Dialing allows Centrex station users to call other stations within their Centrex groups by dialing abbreviated codes.

28. Make Busy

Make Busy can be used to temporarily make a particular station in a Multiline Hunt Group appear busy to incoming callers. Make Busy causes the hunt to skip over a station during the search for an idle station.

29. Group Make Busy

Make Busy can be used to temporarily make a group of stations or an entire Multiline Hunt Group appear busy to incoming callers. Make Busy causes the hunt to skip over a group of stations during the search for an idle station and is operated via a physical switch.

30. Manual Line Service

Manual Line Service automatically places a call to the operator when the station user lifts the receiver off the switchhook.

31. Night Service

Night Service allows calls directed to the attendant to be rerouted to predesignated station lines within the same Centrex group when the attendant position is not staffed (i.e., evening hours, weekends).

32. Off-Premises Stations/Secondary Locations

Off-Premises Stations enable a secondary business location to access the same Centrex features and services as the main business location. The secondary locations must be served by the same Digital Central Office as the primary location.

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyLink  
**(New Mexico)**

Exchange All (T)  
Section No. 9 (T)  
Sheet No. 17  
Amendment No. 2

CENTREX SERVICE

D. Definitions (Cont'd)

33. Outgoing Call Screening

Outgoing Call Screening blocks the completion of calls to specific directory numbers (3, 6, 7, or 10 digit basis). An Outgoing Call Screening may be assigned to either an individual line or shared by multiple station users.

34. **Reserved**

(C)

(D)

(D)

35. **Reserved**

(C)

(D)

(D)

36. Paging Access

Paging Access allows selected stations to have dial access to customer-provided loudspeaker paging equipment. A line or a tie-trunk is required to support the customer's paging equipment.

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All (C)  
Section No. 9  
Sheet No. 18  
Amendment No. 1

CENTREX SERVICE

D. Definitions (Cont'd)

37. Preferential Hunting

Preferential Hunting allows any station in a Multiline Hunt Group to have its own (preferential) hunting list. If a call is made to a station with a Preferential Hunting list assigned to it, and that station is busy, the preferential list is first hunted until an idle station is found. If an idle station is not found on the preferential list, the hunt will proceed to the entire hunt group.

38. Queueing

Queueing may optionally be used when all stations in a hunt group are busy. When this occurs, a call is placed into a queue. The call remains in the queue until an idle station is located. Up to ten calls can be in queue for a Multiline Hunt Group. Queueing cannot be provided for Preferential Hunt groups or Series Completion groups.

39. Regular Hunting

Regular Hunting or Linear Hunting is performed in a sequential fashion across all members of a Multiline Hunt Group. The search for an idle station starts with the pilot number. If the first station is busy, the group is sequentially hunted until an idle station is found. If there are no idle stations available, the caller receives a busy signal.

40. Semi-Restricted Line

A Semi-Restricted Line is prevented from making calls to and/or receiving calls from stations outside the Centrex group. It may, however, make and/or receive outside calls indirectly via the attendant, Call Forwarding, Call Transfer, and Call Pick-Up features.

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All (C)  
Section No. 9  
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CENTREX SERVICE

D. Definitions (Cont'd)

41. Series Completion

Series Completion is similar to Multiline Hunt Service; however, a significant difference between the two services is that Series Completion stations always have their own directory number and their own classes of service. Two different hunting arrangements can be selected with Series Completion: linear or circle.

42. Single-Digit Dialing

Single-Digit Dialing permits a Centrex station user to reach a line or facility, or to access a feature by dialing a single-digit code. The Single-Digit dialing codes are shared by all users in a Centrex group and are preprogrammed by the Telephone Company.

43. Simplified Message Desk Interface (SMDI)

Simplified Message Desk Interface (SMDI) can optionally deliver 10 digit directory numbers in the call information message sent over the SMDI data link to the voice system.

44. Special Intercept Announcement

A Special Intercept Announcement may optionally be used to address the following conditions: (a) If a Centrex station user dials a code which is not defined or assigned in the Business Group Dialing Plan, or (b) If the call is restricted due to various restriction arrangements (i.e., Semi-Restricted, etc.).

45. Speed Calling 8-Code

Speed Calling 8-Code enables a station user to call a list of up to 8 preselected directory numbers by dialing one-digit codes instead of the directory numbers.

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All (C)  
Section No. 9  
Sheet No. 20  
Amendment No. 1

CENTREX SERVICE

D. Definitions (Cont'd)

46. Speed Calling 30-Code

Speed Calling 30-Code enables a station user to call a list of up to 30 preselected directory numbers by dialing one-digit codes instead of the directory numbers.

47. Stop Hunt

Stop Hunt allows a station user to stop the normal hunting process at a predetermined point. Activating this feature at a particular station in a Multiline Hunt Group will cause the search for an idle line to stop there.

48. Three-Way Calling

Three-Way Calling allows a station user to add a third party to an existing call, and thus enables a simultaneous conference between parties at multiple locations.

49. Toll Restriction

Toll Restriction blocks the completion of calls that are directed to the outside operator or to numbers outside the local calling area. A Toll Restriction list may be assigned to either an individual line or shared by multiple lines.

50. Uniform Call Distribution

Uniform Call Distribution is intended to distribute calls evenly among the stations in a Multiline Hunt Group.

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All (C)  
Section No. 9  
Sheet No. 21  
Amendment No. 1

CENTREX SERVICE

D. Definitions (Cont'd)

51. Voice/Data Protection

Voice/Data Protection allows a station user to inhibit intrusion features such as Call Waiting and Operator Verification which are directed to that line when it is busy.

52. Warm Line

Warm Line provides a time-out option with either Direct Connect Service or Manual Line Service. The time-out interval may be set at 1 to 14 seconds. During the time-out interval, a station user will receive normal dial tone and can originate calls. However, after the time-out interval expires, a call is automatically set up and routed to the specified destination.

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a **CenturyLink**

Exchange All (T)  
Section No. 10  
Sheet No. 1  
Amendment No. 2

CONTRACT PERIODS AND TERMINATION OF SERVICE

A. GENERAL

1. The initial service period for service and facilities is one month except as otherwise provided in this tariff. **When business service is terminated at the customer's request after the minimum service period or initial contract period described following has been met, service will be discontinued immediately, and a final bill will be issued in accordance with Section 7, 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 7, Prorating of Opening and Closing Bills.**

(N)  
|  
(N)

2. Additional Directory Listing(s) and Joint User Service:

The length of contract period for directory listings, and for joint user service, where the listing actually appears in the directory, is the directory period, except as modified in paragraph B2b of this section. The directory period is from the day on which the directory is first distributed to the subscribers to the day the succeeding directory is first distributed to subscribers.

3. The initial service periods for service and facilities of any class may be greater than those specified above when plant facilities are not available and the subscriber's location or the character or quantity of the service or facilities requested are such that, upon termination of the subscriber's use thereof, they are not likely to be useful as a part of a properly designed telephone distribution system serving telephone users in or beyond the subscriber's location. The initial service period for service and facilities furnished under such conditions and the termination charge applicable when such service is terminated prior to the expiration of the initial service period will be filed with the State Corporation Commission of New Mexico.

B. APPLICATION OF CHARGES

1. Service which has continued beyond the initial service period may be terminated without charge except payment of all charges due for service which has been furnished.

2. Service may be terminated prior to the expiration of the initial service period upon payment of all charges due for service which has been furnished plus the termination charges specified **following:**

(T)

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Chantel Bosworth, Director-Government Operations  
301 Main, Suite 1200  
Baton Rouge, LA 70801

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a **CenturyLink**

Exchange All (T)  
Section No. 10  
Sheet No. 2  
Amendment No. 2

CONTRACT PERIODS AND TERMINATION OF SERVICE

B. APPLICATION OF CHARGES (Cont'd)

(T)

**2. (Cont'd)**

- a. In the case of service for which the initial period is one month, the charges due are for the balance of the month.
- b. In the case of directory listings and Joint User service where the listing has appeared in the directory, the charges are due to the end of the directory period, except that in the following cases charges will be continued only to the date of termination of the extra listings or Joint User service, subject, however, to a minimum charge of one month.
  - (1) In case the main service is terminated.
  - (2) In case the listed party or Joint User becomes a customer to some class of exchange service in his own name.
  - (3) In case the customer, the listed party or the Joint User, moves to another building or to a new location as a result of which the service of the customer is not readily available to the listed party or Joint User.
  - (4) In case of the death of the listed party or Joint User.

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Issued: 07-01-2020

Effective: 07-17-2020

Chantel Bosworth, Director-Government Operations  
301 Main, Suite 1200  
Baton Rouge, LA 70801



TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All (C)  
Section No. 11  
Sheet No. 1  
Amendment No. 2

EXTENSION SERVICE

A. GENERAL

1. Outside of "off-premises" extension service wired from the customer's side of the main service drop protector is considered as inside wire and is not regulated.

Off-premises extensions wired directly from the utility network side of the protector are regulated and as such are covered under this tariff.

2. Off-premises extension service is for use of persons authorized to use a customer's service and may not be installed on other than the customer's premises or joint user's premises except as follows:

- a. Off-premises extension service may be installed with or without a workable dial if there is separate main service or private branch exchange service on the premises where the extension service is to be installed.
- b. Separate telephone numbers or other distinctive designations are not assigned to off-premises extension service.
- c. Off-premises extension service is not listed in the telephone directory and no free listings are allowed in connection with the main service because of off-premises extensions.

- 3.

4. Mileage charges will be based upon airline mileage between the locations of the main and extension service and will apply to those off-premises extensions that remain regulated as indicated under Paragraph 1 above. See Section 13 of this tariff for such charges.

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Issued 05/29/98 Applicable to bills rendered on and after 05/19/98  
Authorization by Order No. 98-148-TC  
Letter \_\_\_\_\_

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All (C)  
Section No. 11  
Sheet No. 2  
Amendment No. 1

EXTENSION SERVICE

B. RATES/CHARGES COVERING EXTENSION SERVICE

Nonrecurring charges for installation of regulated extension wiring covered by this tariff are shown in Section 3 of this tariff. Monthly recurring mileage charges for off-premises extension service are shown in Section 13, Sheet 2 of this tariff.

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All (C)  
Section No. 12  
Sheet No. 1  
Amendment No. 1

JOINT USER SERVICE

A. GENERAL

1. Joint user service is an arrangement whereby a person or firm, whose telephone needs, in the opinion of the Telephone Company, are not such as to justify the provision of separate telephone service, is permitted to use the service of an existing customer. To facilitate this use, a listing in the alphabetical section of the directory is provided for each joint user. This service is not designed to meet situations where a customer is engaged in furnishing service of a secretarial nature or is in the business of renting office space to transient or permanent tenants and desires to furnish telephone service to his lessees.
2. The joint user must be located in the same office or suite of offices or in offices immediately adjacent to and connected with the office of the subscriber and must be so located as to be accessible to the telephone to be used. Joint use of hotel service is not furnished for persons or firms occupying stores, shops, or offices in transient or family hotels.
3. All arrangements for joint user service must be made by the subscriber who is held responsible for all charges for service including those incurred by the joint user.
4. Not more than one joint user is permitted for each individual line or PBX trunk and not more than two Joint Users are permitted per customer service at any given location.
5. The charges for joint user service date from the day the information record is posted.

B. RATES

Joint user service, including one listing in the directory, is furnished at the following rates for each joint user, per month.

|                                   |                          |
|-----------------------------------|--------------------------|
|                                   | <u>Monthly Charge</u>    |
| Business individual line service  | 1/2 the Access Line Rate |
| Residence individual line service | 1/2 the Access Line      |
| Rate                              |                          |

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

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Amendment No. 1

Reserved for future use.

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All (C)  
Section No. 13  
Sheet No. 2  
Amendment No. 1

MILEAGE AND CIRCUIT MEASUREMENT CHARGES

EXTENSION MILEAGE CHARGES - OFF PREMISES

A. GENERAL

Mileage charges applicable to off-premises extension service are based upon airline measurements between the main service location and the location of the off-premises extension. See Section 11 for definition of Off-Premises Extension.

B. RATES

1. For each 1/10 mile or fraction thereof, within 1/2 mile distance of main service.

|                 |                   |
|-----------------|-------------------|
| Minimum charge* | \$ .50 per month  |
|                 | \$ 2.00 per month |

2. Over 1/2 mile - first 1/4 mile or fraction thereof,

\$ 2.50 per month

Each 1/4 mile or fraction thereof,

\$1.25 per month

- \* PBX and key system off-premises extension mileage will apply to each circuit required. The minimum \$2.00 charge does not apply.

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Letter \_\_\_\_\_

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All (C)  
Section No. 13  
Sheet No. 3  
Amendment No. 1

MILEAGE AND CIRCUIT MEASUREMENT CHARGES

SPECIAL LOOPS 2-WIRE AND/OR CIRCUIT MILEAGE

A. GENERAL

The following monthly charges shall apply for local loops used for private telegraph, teletype, control, interexchange foreign exchange, or other special circuits except tie lines between private branch exchange switchboards.

B. RATES

|   | <u>Per Month</u> |
|---|------------------|
| From central office, first 1/2 mile, or fraction thereof (airline distance) | \$ 4.00          |
| Each additional 1/4 mile or fraction thereof                                | \$ 1.00          |

One-half of such monthly charges shall apply for users of less than seven consecutive days.

C. INSTALLATION

The subscriber shall pay an installation charge in lieu of a service connection charge equal to the labor and material costs of the installation.

Loops will be equalized at cost.

D. TIE LINES

A tie line is a direct connection between two points of connection, private branch exchange switchboards, or other authorized devices primarily for the use of intercommunication without using central office trunk lines.

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All (C)  
Section No. 13  
Sheet No. 4  
Amendment No. 1

MILEAGE AND CIRCUIT MEASUREMENT CHARGES

D. TIE LINES

Rates

|    |  | <u>Per Month</u> |
|----|--|------------------|
| 2. | a. Intraexchange Tie Line Mileage<br>Each tie line - first mile or<br>fraction thereof | \$4.00           |
|    | b. Each additional 1/4 mile or<br>fraction thereof                                     | \$1.00           |
|    | c. Tie Line terminated within<br>the same building                                     | \$1.00           |

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All (C)  
Section No. 14  
Sheet No. 1  
Amendment No. 2

PAYPHONE SERVICE

RESERVED FOR FUTURE USE

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Letter \_\_\_\_\_



TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All (C)  
Section No. 14  
Sheet No. 2  
Amendment No. 2

PAYPHONE SERVICE

RESERVED FOR FUTURE USE

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All (C)  
Section No. 14  
Sheet No. 3  
Amendment No. 2

PAYPHONE SERVICE

II. PAYPHONE SERVICE

A. DEFINITION

1. Payphones - Privately owned coin or coinless telephones, or telephones which use any other method of billing and collecting telephone calls that are capable of reselling public telecommunications services.
2. Central Office - Implemented Coin Line Service is an access line for use with a coin supervision feature. Payphone instruments are to be provided by the customer. (T)
3. Customer - Owners or operators of Payphones.

B. RESPONSIBILITY OF THE TELEPHONE COMPANY

1. Payphones will be connected to measured public access line at a business measured rate where measured service is available.
2. When measured service is not available, Payphones will be connected to a business one-party line at the prevailing flat rate until such time as measured service becomes available. At such time, the payphone shall be transferred to measured service at the prevailing rate for such service.

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Letter \_\_\_\_\_

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All (C)  
Section No. 14  
Sheet No. 4  
Amendment No. 2

PAYPHONE SERVICE

C. RESPONSIBILITY OF THE CUSTOMER

1. In accordance with the certification requirements of the New Mexico Telecommunication Act, all customers operating in the State of New Mexico are to be certificated by the Commission prior to commencing operations. A customer shall in writing provide the Commission with the location and telephone number of all Payphones together with the name, business address and telephone number of the customer. Unless otherwise provided by the Commission, a Payphone shall be deemed to be certificated upon receipt of such information.
2. Payphones shall be registered in compliance with all Federal, State and local laws and regulations and have the following operational characteristics:
  - a. a Payphone customer must order a separate business telephone access line for each Payphone installed and will be billed at the tariff rate in accordance with Section II-B above for each Payphone
  - b. be able to access the Telephone Company provided operator at no charge and without using a coin
  - c. be able to access 911 emergency service at no charge and without using a coin
  - d. be able to access 411 directory assistance
  - e. be able to complete local and toll calls
  - f. a local exchange telephone directory shall be provided at each Payphone location
  - g. all coin operated Payphones must be capable of accepting nickels, dimes and quarters
  - h. the customer shall be responsible for the installation, operation and maintenance of the Payphone used in connection with this service

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Letter

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All (C)  
Section No. 14  
Sheet No. 5  
Amendment No. 2

PAYPHONE SERVICE

C. RESPONSIBILITY OF THE CUSTOMER (Cont'd)

3. Customers must provide instructions in both English and Spanish and in close proximity to the Payphone explaining the provisions in Section II-C-2 (b and e) as will as the following:
  - a. the manner in which refunds may be obtained
  - b. the customer's name, business address and telephone number in order for users to contact the customer to address complaints about the Payphone, to report repairs needed and to report out-of-service Payphones
  - c. the manner in which to obtain coin refund from the Payphone
  - d. the manner in which to access long distance carriers
  - e. the manner in which to access 911 emergency service
  - f. the manner in which to access the telephone company operator, and
  - g. the telephone number of the Payphone
4. The customer shall insure that the Payphone is in accordance with all applicable federal, state and local laws and regulations concerning the use of Payphones by disable and/or hearing impaired persons.
5. The customer shall be responsible for the payment of all charges for local exchange services, all toll messages originating or accepted at the Payphone and for all directory assistance 411 charges incurred at the Payphone.
6. The customer may not disconnect any Payphones that the Commission has determined to be located for the public health and safety without prior approval by the Commission for such discontinuance of service.
7. Public telephone service is not to be considered as a substitute for regular customer service.
8. Extension stations are not provided with public telephone service unless required to meet special conditions.
9. Directory listings are not provided in connection with public telephone service.
10. Slug redemption does not apply to public telephones.

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All (C)  
Section No. 14  
Sheet No. 6  
Amendment No. 2

PAYPHONE SERVICE

D. INSTALLATION

Payphones shall be installed in compliance with the National Association of Regulatory Utility Commissioners generally accepted telecommunications industry technical standards and the current National Electric Code and National Electrical Safety Code.

E. COIN RETURN

The Payphone must return the coins to the caller in the case of a incomplete call.

F. INTEREXCHANGE CARRIERS

In order to provide the user of the Payphone with a carrier of his/her choice, all Payphones must be capable of providing access to all interexchange carriers certificated to do business in New Mexico.

G. TWO-WAY LINE ACCESS

Telephone access lines shall only be provided as two-way service and there shall be no charge imposed for incoming calls.

H. CHARGES

The maximum price which a customer can charge a user of a Payphone is at the rate charged the local exchange company for Payphone usage in the local exchange company service area as authorized by the Commission and found elsewhere in this tariff. All Payphone owners including the local exchange companies may charge the user of a Payphone any rate below the maximum rate.

1. The monthly access line (each) is billed at a flat rate equal to the business one-party flat rate for the rate group of each respective exchange.
2. Coin Supervision/Transmission - COPT optional Coin Supervision/Transmission provides dial tone first with inbound signaling capability from the central office for pay telephones that do not have signaling capability within the telephone. The signaling capability provides operators and/or operator systems coin control where facilities and operating conditions exist. \$3.56 per access line.

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All (C)  
Section No. 14  
Sheet No. 7  
Amendment No. 2

PAYPHONE SERVICE

H. (Continued)

3. Validation may be performed through Originating-Line Screening (OLS). OLS enables operator service providers to determine whether there are billing restrictions on the exchange access line from which a call originates. OLS service delivers codes on operator assisted calls to identify calls originating from privately owned payphones, inmate locations, and hotels/motels, etc. Rates for this service are found in the appropriate interstate access tariff, when facilities and service are available. The customer has the option to request Selective Class of Call Screening and/or OLS.

I. MAINTENANCE SERVICE CHARGES

The providing for maintenance service charges between the local exchange telephone company and a customer are to be governed by tariff provisions filed by the local exchange company and found elsewhere in this tariff.

J. COMMISSION INVESTIGATION

The Commission will not investigate disputed local or toll calls and will not serve as an arbitrator between the local exchange company, customer and users of Payphones.

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Fence Lake  
 Ramah  
 Vanderwagen  
 Exchange Zuni  
 Section No. 15  
 Sheet No. 1  
 Amendment No. 1

(C)

FIRE REPORTING SYSTEMS

TELLABS 291 FIREBAR

A. GENERAL

This equipment is designed for communities where volunteer departments provide fire protection.

A fire alarm circuit to which a number is assigned is located in the central office. Telephones at the volunteer firemen's premises are connected to it by means of the same circuit that connects the subscriber station equipment to the central office. When the fire number is dialed to report a fire, telephones at the premises of the volunteers connected to the circuit ring. Should any of these be busy, a distinctive tone interrupts giving notice of the call.

B. RATES AND CHARGES\*

|   | <u>Installation</u> | <u>Per Month</u> |
|---|---------------------|------------------|
| Tellabs 291 Firebar Common<br>Equipment equipped for 10 lines | \$350.00            | \$118.00         |
| Firebar Line Card, additions for<br>Lines 11 through 30       |                     |                  |
| Per Line  | \$ 23.00            | \$ 6.10          |

\*Any future requests for service to be provided on an individual case basis.

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange Pecos (C)  
Section No. 15  
Sheet No. 2  
Amendment No. 1

FIRE REPORTING SYSTEMS

GROUP ALERTING AND DISPATCHING TELEPHONE SERVICE

1. GENERAL

- a. Group alerting and dispatching telephone service is available to volunteer fire departments, military bases, airports, industrial plants and other organizations who have a requirement for making simultaneous emergency calls to a fixed group or groups of exchange telephones.
- b. The service is furnished only in dial central office areas. The equipment is designed for calling individual line services.
- c. A maximum of 20 individual lines per group within any one central office area may be connected for the group alerting service.
- d. The subscriber releases, indemnifies and holds harmless the Telephone Company from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the subscriber or by any other 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 subscriber or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of equipment or facilities associated with this service.

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange Pecos  
 Section No. 15  
 Sheet No. 3  
 Amendment No. 1

C)

FIRE REPORTING SYSTEMS

GROUP ALERTING AND DISPATCHING TELEPHONE SERVICE (cont.)

2. RATES\*

|   | <u>Monthly<br/>Rate</u> | <u>Instal-<br/>lation<br/>Charge</u> | <u>5-yr. Basic<br/>Termination<br/>Charge**</u> |
|---|-------------------------|--------------------------------------|---|
| a. Group Calling<br>common control equip-<br>ment 20 exchange line<br>maximum, each   | \$6.00                  | \$20.00                              | \$800.00  |
| b. Line equipment for<br>terminating exchange<br>lines, each  | \$3.50                  |                                      |   |
| c. Line connections and rearrangements  |                         |                                      | <u>Installation<br/>Charge</u>                  |
| Connections or any rearrangements of<br>exchange lines subsequent to installation<br>of exchange line termination equipment<br>First line |                         |                                      | \$ 10.00  |
| Additional lines connected or<br>rearranged at same time, each  |                         |                                      | \$ 1.00   |

\*Any future requests for service to be provided on an individual case basis.

\*\*The basic termination charge reduces 1/60 for each month the monthly rate is collected.

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel  
New Mexico

Exchange All  
Section No. 16 (T)  
Sheet No. 1  
Amendment No. 2

UNIVERSAL EMERGENCY NUMBER SERVICE (9-1-1)

A. DESCRIPTION

General

1. Emergency Telephone Service, also referred to as 9-1-1 Service, is a telephone exchange communication service whereby one or more Public Safety Answering Points designated by the 9-1-1 Customer may receive telephone calls dialed to the telephone number 9-1-1. 9-1-1 Service includes a line and equipment necessary for the answering, transferring, and dispatching of public emergency telephone 9-1-1 calls originated by persons within the serving area. 9-1-1 Service may include Selective Routing, Automatic Number Identification, and Automatic Location Identification. Unless expressly stated herein, 9-1-1 Service includes Basic 9-1-1 Service or Enhanced 9-1-1 Service. (T)
2. 9-1-1 Service is offered by the Company subject to the availability of facilities.
3. The 9-1-1 Service customer may be a municipality or other state or local government unit, or an authorized agent of one or more municipalities or other state or local governmental units to which authority has been lawfully delegated. The 9-1-1 Customer or customer must be legally authorized to subscribe to the service and have public safety responsibility to respond to telephone calls from the public for emergency police and fire service within the telephone central office areas arranged for 9-1-1 Service calling. (T)
4. The following Regulations and Rates will only apply to exchanges of the Company existing as of the effective date of this tariff.
5. The service may be offered by the Company or jointly with another Local Exchange Carrier.

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UNIVERSAL EMERGENCY NUMBER SERVICE (9-1-1)

B. DEFINITIONS

Alternate Routing (AR)

A method by which 9-1-1 calls are routed to a designated alternate location if all E-9-1-1 lines to the primary PSAP are busy, or the primary PSAP is closed for a period of time.

Automatic Location Identification (ALI)

A feature by which the name and address associated with the calling party's telephone number (identified by ANI feature) is forwarded to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off premises, etc.) will be identified with the address of the telephone number at the main location.

Automatic Location Identification/Data Management System (ALI/DMS)

A computer data base used to create, store and update the data (e.g., emergency service numbers, addresses, customer names, etc.) required to provide the Selective Routing (SR) and ALI features.

Automatic Number Identification (ANI)

A feature by which the calling party's telephone number is forwarded to the 9-1-1 Customer's customer premises equipment for display. (T)

Avoidance

Provides the routing of a facility to avoid a customer specified geographic area.

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UNIVERSAL EMERGENCY NUMBER SERVICE (9-1-1)

B. DEFINITIONS (Continued)

Customer Records

Information consisting of individual records of Company customers, each containing name, address and telephone number of the end user customer as used for billing. This information may not be the same as that of the physical location of the customer's telephone.

Default Routing (DR)

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 to a 9-1-1 Customer-designated default PSAP. (T)

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. (N)

Diversity

Provides separate facility paths to avoid routing all of a 9-1-1 Customer's traffic through a single transmission facility. (T)

Diverse Routing

A method of deploying end office facilities using separate systems to provide 9-1-1 Service in case of facility or central office equipment failure.

Emergency Service Numbers (ESNs)

Numbers used to identify primary and secondary Public Safety Answering Point (PSAP) locations as well as unique combinations of police, fire, ambulance or any other appropriate agencies responsible for providing emergency service in the 9-1-1 service area. ESNs are programmed into the Automatic Location Identification/Data Management System and are assigned by the 9-1-1 Customer to facilitate the routing and transfer features. (T)

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UNIVERSAL EMERGENCY NUMBER SERVICE (9-1-1)

B. DEFINITIONS (Continued)

End Office

A central office which receives originating 9-1-1 calls.

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.

(N)

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.

(N)

E-9-1-1 Control Office

A central office which provides tandem switching of E-9-1-1 calls. It controls switching of Automatic Number Identification (ANI) information to the PSAP and also provides the Selective Routing (SR) feature and certain maintenance functions for each PSAP.

E-9-1-1 (or 9-1-1) Service Area

The geographic area in which the 9-1-1 Customer will respond to all 9-1-1 calls and dispatch appropriate emergency assistance.

(T)

E-9-1-1 (or 9-1-1) Service Customer

A municipality, state or local governmental unit, or an authorized agent of one or more of these units to which the State Emergency Telephone System Plan has lawfully delegated authority. The 9-1-1 Customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to emergency calls from the public within the Company's exchange areas where 9-1-1 Service is provided. The 9-1-1 Customer may be referred to herein as "the Customer" of the Company.

(T)

(T)

(T)

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UNIVERSAL EMERGENCY NUMBER SERVICE (9-1-1)

B. DEFINITIONS (Continued)

E-9-1-1 (or 9-1-1) Transport

Utilization of dedicated point-to-point facilities between an end office and an E-9-1-1 control office, a control office and a PSAP serving office, and/or a PSAP serving central office and a node to transmit a telephone number (ANI Transport), a name and address (Automatic Location Identification Transport), or routing information (SR Transport) associated with a 9-1-1 call. Also utilization of dedicated point-to-point facilities between an end office and a PSAP to transmit a 9-1-1 call.

Fixed Transfer

A feature which enables a PSAP attendant to transfer incoming 9-1-1 calls to secondary PSAPs by use of a single button on the customer premises equipment.

Forced Disconnect

A feature which enables the Public Safety Answering Point (PSAP) attendant to release a connected call even though the calling party has not hung up. This prevents blockage of incoming 9-1-1 facilities to the PSAP.

Manual Transfer

A feature that enables the PSAP attendant to transfer an incoming 9-1-1 call by manually obtaining dial tone through use of the telephone switchhook or the appropriate button on the customer premises equipment and dialing the appropriate telephone number or speed calling code.

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UNIVERSAL EMERGENCY NUMBER SERVICE (9-1-1)

B. DEFINITIONS (Continued)

Master Street Address Guide (MSAG)

The document or computer file that lists the standard street names, address ranges, and routing codes used in the Data Management System of an E-9-1-1 system equipped with Selective Routing and/or Automatic Location Identification (ALI).

Node

A computer utilized to multiplex ALI data lines between the PSAPs and the ALI/DMS computers. A pair of Node Computers is utilized for up to 48 PSAPs.

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 tariff. 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.

Public Safety Answering Point (PSAP)

An answering location for 9-1-1 calls originating in a given area. PSAPs are designated as primary or secondary, which refers to the order in which calls are directed for answering. Primary PSAPs receive calls directly from the public; secondary PSAPs receive calls only on a transfer or relay basis from the primary PSAP. Secondary PSAPs generally serve as centralized answering locations for a particular type of emergency call. PSAPs are staffed by employees of service agencies such as police, fire, or emergency medical personnel, or by employees of a common bureau serving a group of such entities.

Selective Routing (SR)

A feature that permits a 9-1-1 call to be routed to the designated primary PSAP based upon the identified telephone number of the calling party.

(N)

(N)

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UNIVERSAL EMERGENCY NUMBER SERVICE (9-1-1)

B. DEFINITIONS (Continued)

Selective Routing "In" Trunk

The incoming trunking arrangement from the end office to the Selective Router for transmitting voice messages to the PSAP.

Selective Routing "Out" Trunk

The outgoing trunking arrangement from the Selective Router to the Public Safety Answering Point (PSAP) for purposes of transmitting voice and data.

Selective Transfer

A feature that enables a PSAP attendant to transfer an incoming 9-1-1 call to another agency by depressing a button labeled with the type of agency; e.g., "Fire," on the customer premises equipment.

Serving Central Office

The central office from which a PSAP, either primary or secondary, is served.

Standard Addressing

A means of addressing which provides street/road names and house numbers, used in populating the Automatic Location Identification/Data Management System.

Sublocation Information

(N)

Information of originating station location (end user) in PS ALI applications.

(N)



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UNIVERSAL EMERGENCY NUMBER SERVICE (9-1-1)

C. RULES AND REGULATIONS

1. This service is limited to the use of the telephone number 9-1-1 as the universal emergency telephone number. Only one 9-1-1 service will be provided within any government agency's locality.
2. The 9-1-1 emergency telephone number is not intended to be a total replacement of the telephone service of the various public safety agencies which may participate in the use of this number and the public safety agencies must subscribe to other telephone service as provided in Paragraph C(33) (e) following.
3. The service is furnished to the Customer only for the purpose of receiving reports of emergencies by the public.
4. 9-1-1 Service will be provided to only one PSAP for calling from any telephone number within any central office serving area, except that 9-1-1 Service may be provided to more than one PSAP within a central office serving area if the Selective Routing Feature (SR) is provided. When 9-1-1 Service is furnished to a 9-1-1 Customer with the Selective Routing Service Feature for a part of a central office serving area, if a request is received from a governmental unit with police and fire public safety responsibility for other parts of the central office serving area, that 9-1-1 Customer must subscribe to a combination of 9-1-1 Service Features which includes the Selective Routing Service Feature. (T)
5. 9-1-1 Service is a telephone exchange communications service and is arranged for one-way incoming service to an appropriate PSAP. Outgoing calls may only be made on a transfer basis with 9-1-1 Service. (T)

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UNIVERSAL EMERGENCY NUMBER SERVICE (9-1-1)

C. RULES AND REGULATIONS (Continued)

6. 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 for the benefit of, or creating any Company obligation toward, or any right of action on behalf of, any third person or other legal entity. (T)
7. The Company does not undertake to answer and forward 9-1-1 Service calls, but furnishes the use of its facilities to enable the Customer's personnel to respond to such calls on the Customer's premises.
8. The Company is not liable in cases where CPE will not allow for the completion of 911 calls.
9. 9-1-1 Customers may not temporarily suspend any portion of 9-1-1 Service. (T)
10. 9-1-1 information consisting of the names, addresses, and telephone numbers of Company customers, whose listings are not published in directories or listed in Directory Assistance offices, is treated as strictly confidential (except as indicated in 11, following). Information may only be retrieved by the Public Safety Answering Point (PSAP) on a call-by-call basis and may only be used for the purpose of responding to 9-1-1 emergency calls placed to 9-1-1. Should a 9-1-1 Customer not take the necessary steps to protect this confidential information, the Company has the right to restrict access to such confidential customer information. (T)
11. The 9-1-1 Service calling party forfeits the privacy afforded by non-listed and non-published service to the extent that the telephone number and the address (and name of business accounts only) associated with the originating station location are furnished to the PSAP. Information will be provided only for the purpose of responding to emergency calls.

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UNIVERSAL EMERGENCY NUMBER SERVICE (9-1-1)

C. RULES AND REGULATIONS (Continued)

- 12. Central offices that are not currently equipped to transmit ANI will not be modified to provide ANI just for 9-1-1 Services. When the SR or ANI Service Features are provided, in such circumstances, or in the event of ANI failure, default routing will be provided in lieu of Selective Routing and/or ANI display.
- 13. The Automatic Location Identification feature of the 9-1-1 System is dependent upon Automatic Number Identification (ANI) being provided by the Company central office serving the caller. ANI will only be provided on single-party lines.

(D)

RESERVED FOR FUTURE USE

(D)

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UNIVERSAL EMERGENCY NUMBER SERVICE (9-1-1)

RESERVED FOR FUTURE USE

(D)

(D)

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RESERVED FOR FUTURE USE

(D)

(D)

22. An end user whose service has been temporarily or permanently suspended will not be able to complete 911 calls.

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UNIVERSAL EMERGENCY NUMBER SERVICE (9-1-1)

C. RULES AND REGULATIONS (Continued)

23. 9-1-1 Service will be designed by the Company to provide at least the same level of service reliability and quality as local exchange telephone service in the exchanges where 9-1-1 Services are offered.

24. The Company does not guarantee the accuracy of the routing and information provided in 9-1-1 Service. Ensuring the accuracy and routing is the responsibility of the Customer.

(D)  
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(D)

25. When a 9-1-1 call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 9-1-1 call, the quality of the call, or any features that may otherwise be provided with 9-1-1 Service.

(T)

26. The 9-1-1 Customer agrees to provide trained personnel for 24-hour coverage and receive all 9-1-1 calls routed to the PSAP. The 9-1-1 Customers recognize that addresses must first be verified from a calling party. The 9-1-1 Customers accept responsibility for dispatching, or the responsibility for having others dispatch, law enforcement, fire, rescue, or other emergency services as required.

(T)  
(T)  
(T)

27. Under normal circumstances, work will not be performed on 9-1-1 circuits until an authorized release is obtained from the person responsible for the operation of the PSAP.

(T)

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UNIVERSAL EMERGENCY NUMBER SERVICE (9-1-1)

C. RULES AND REGULATIONS (Continued)

28. Because the Company service boundaries and political subdivision boundaries may not coincide, the Customer must make arrangements to handle all calls received on its 9-1-1 Service lines that originate from all telephones served by central offices within the 9-1-1 Service Area whether or not the calling telephone is situated on property within the geographical boundaries of the Customer's public safety jurisdiction. (T)
29. Application for 9-1-1 Service must be executed in writing by each Customer. If application for service is made by an agent, the Company must be provided in writing with satisfactory proof of appointment of the agent by the Customer. At least one local law enforcement agency must be included among the participating agencies in any 9-1-1 Service Request. (T)
30. Customers which subscribe to "9-1-1" service agree to give the Company at least 60 days written notice before terminating the "9-1-1" service. Service and facilities associated with "9-1-1" service are subject to applicable minimum contract periods and termination liabilities as set forth in other Sections of this Tariff. (T)
31. Service provided from a control central office is subject to a minimum 36-month contract period. (T)
32. In addition to all other terms and conditions, the 9-1-1 Customer must furnish the Company with agreement to the following terms and conditions: (T)
- a. All 9-1-1 Service calls will be answered on a 24-hour day, seven-day week basis.

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C. RULES AND REGULATIONS (Continued)

32. Continued (T)

- b. The Customer has the responsibility 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.
- c. The Customer will develop an appropriate method for responding to calls for non-participating agencies which may be directed to a 9-1-1 Service PSAP by calling parties.
- d. The Customer will subscribe to a sufficient number of interoffice facilities and 9-1-1 exchange lines, as determined by the Company, to adequately handle incoming calls but in all cases subject to a minimum of two facilities or lines required at any point in the 9-1-1 network including the 9-1-1 exchange lines terminated at the PSAP. For 9-1-1 exchange line groups from an E-9-1-1 control office to a secondary answering location used for central off transfer purposes only, the line quality may be determined by the Customer and could result in only one line being provided.
- e. The Customer will subscribe to additional local exchange service at the PSAP location for administrative purposes, for placing of outgoing calls and for receiving other emergency calls including any which may be relayed by Company operators.
- f. The 9-1-1 Customer will develop an appropriate method of responding to calls for non-participating agencies which may be directed to the 9-1-1 Public Safety Answering Point. (T)
- g. The 9-1-1 Customer will subscribe to local exchange service at the PSAP location for administrative purposes, for placing outgoing calls, and for receiving other calls. (T)

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UNIVERSAL EMERGENCY NUMBER SERVICE (9-1-1)

C. RULES AND REGULATIONS (Continued)

33. When the SR Service Feature is provided (E-9-1-1), the Customer is responsible for identifying primary and secondary PSAP locations as well as the unique combinations of police, fire and ambulance or any other appropriate agencies responsible for providing emergency service within various portions of the 9-1-1 Service area. An Emergency Service Number (ESN) will be provided by the Customer for each such combination. The Customer will associate these ESNs with street address ranges or other mutually agreed upon routing criteria in the 9-1-1 Service area. The ESNs will be carried in the DMS to permit routing of 9-1-1 Service calls to the appropriate primary and secondary PSAP's responsible for handling 9-1-1 Service calls from each telephone in the 9-1-1 Service area. (T)
34. The Customer's responsibility for providing this information is as follows: (T)
- a. Initial and subsequent ESN assignments by street name, address range and area or other mutually agreed upon routing criteria shall be furnished to the Company by the Customer at a mutually agreed upon time prior to the effective date of the service.
  - b. If the Customer establishes new street names and/or address ranges where they did not previously exist, it shall be the Customer's responsibility to notify residents in the affected area(s) of the new street names and/or address ranges. If the Customer desires to have the new street names and/or address ranges reflected in the DMS (E-9-1-1), it shall also be the Customer's responsibility to provide the Company with a cross-reference listing of all residents of the affected area(s), showing old address and new address for each resident.

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UNIVERSAL EMERGENCY NUMBER SERVICE (9-1-1)

C. RULES AND REGULATIONS (Continued)

34. Continued (T)
- c. After establishment of service, it is the Customer's responsibility to continually verify the accuracy of the routing information contained in the MSAG and to advise the Company of any changes in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance or other appropriate agencies' jurisdiction over any address, annexations, and other changes in municipal and county boundaries, incorporation of new cities, or any other matter that will affect the routing of 9-1-1 Service calls to the proper PSAP.
  - d. The 9-1-1 Customer has an obligation to verify law enforcement, fire, and ambulance PSAP routing destinations once they have been reformatted by the Company at the request of the 9-1-1 Customer. (T)
  - e. Changes, deletions and additions which the Customer desires to have made in the master address file should be submitted as they occur; these changes, deletions and additions should be submitted on forms supplied by the Company.
  - f. The Company's sole responsibility in respect to the MSAG is to reformat it and provide a printout of it on request to the 9-1-1 Customer. (T)
35. Cancellation of the service in whole or in part by the Customer prior to establishment thereof will require payment of an amount equal to the cost of engineering, manufacturers' billings resulting from equipment orders, installation, assembly, labor, cost of removal and any other costs incurred up to the time of cancellation resulting from the Customer's order for service. (T)

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C. RULES AND REGULATIONS (Continued)

- 36. The use of Automatic Location Identification (ALI) on anything less than a total 9-1-1 System basis is not permitted. (T)
- 37. Where facilities permit, the 9-1-1 Customer can request diversification and redundancy of any or all inter-office and/or local facility routes. Additional charges for such facilities, or the construction and provision thereof, will be the responsibility of the Customer and will be assessed on an individual case basis. (T)
- 38. Where facilities permit, the Customer may request avoidance of any point in the interoffice facilities and/or local loop facilities and/or the central offices serving the 9-1-1 system. Additional charges for facilities, or the construction and provision thereof, will be the responsibility of the Customer and will be assessed on an individual case basis. (T)
- 39. Secondary PSAPs that are not equipped to display Automatic Number Identification on compatible customer premises equipment will receive calls on a transfer basis over the exchange network or the customer may subscribe to additional 9-1-1 Transport Service. (T)
- 40. Information obtained when purchasing customer records may only be used for the single purpose of the provision of 9-1-1 Service. (T)
- 41. One node port is required per Public Safety Answering Point (PSAP) served. (T)
- 42. When the Selective Ringing (SR) feature is purchased, the 9-1-1 Customer must also purchase SR "In" and "Out" trunks. (T)
- 43. Database updates are made on an as-occurred basis within the time period specified in the contract between the Company and the Customer. In the event that no time period is specified, the Company will make the updates by the end of the second business day following the date of the change or notification of that change. Updates are made for additions, deletions, moves or changes of an end user which affect the database. Database listings are made on an as-needed basis as requested by the Customer. (M)(T)  
|  
(M)

(M) Material moved from Sheet No. 19.

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UNIVERSAL EMERGENCY NUMBER SERVICE (9-1-1)

(M)

(M)

D. METHODS OF APPLYING RATES - 9-1-1 SYSTEMS (M1)

1. Facilities - Routed Systems

9-1-1 Systems utilizing a control office require adequate facilities from each end office in the serving area to the control office and from the control office to each PSAP's serving end office.

Rates for routed facilities found in this tariff are all inclusive. No additional mileage, channel termination, or trunk unit charges apply, other than PSAP equipment.

2. Facilities - Direct Trunked Systems

9-1-1 Systems without a control office require adequate facilities from each end office to the PSAP's serving office. Sufficient exchange lines are required from the serving office to the PSAP to complete interoffice facilities, as well as to complete 9-1-1 calls originating within the area served by the PSAP's serving central office.

Rates for direct trunked facilities found in this tariff are all inclusive. No additional mileage channel termination or trunk unit charges apply for these circuits.

Exchange lines to complete 9-1-1 calls originating from locations served by the PSAP serving office require an end office outgoing trunk unit.

3. For routed or direct systems, facilities between Company offices and a point of interconnection with another telephone company shall be billed at the appropriate flat rate found in this tariff.

These rates are all inclusive. No additional channel termination mileage or trunk unit charges from the Company apply for these circuits.

(M1)

(M) Material moved to Sheet No. 18.  
(M1) Material moved from Sheet No. 20.

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UNIVERSAL EMERGENCY NUMBER SERVICE (9-1-1)

E. RATES AND CHARGES

(M)(M1)

1. General

- a. The calling party is not charged for calls placed to the 9-1-1 number.
- b. When a call is transferred from a primary PSAP and toll charges are applicable, the charges are billed to the primary PSAP according to rates applicable from the rate center in which the E-9-1-1 control office providing the transfer resides to the rate center where the transfer terminates.
- c. The rates and charges contained herein are in addition to any applicable charges rendered by other Local Exchange Companies in connection with the provisioning of this service to the 9-1-1 Service Customer. (T)
- d. The rates and charges for 9-1-1 Service features are based upon utilizing Standard Addressing in populating the Automatic Location Identification/Data Management System. Should there be a need for any other form of addressing, i.e., Rural Route, P. O. Box, etc., additional charges apply and will be calculated on an individual case basis.
- e. Tie lines, extension lines and other such channels connecting a PSAP to various agencies such as police, fire or ambulance service, are provided at established rates for such channels and facilities specified in other tariffs/catalogs. (M)(M1)

(M) Material moved to Sheet No. 19.  
(M1) Material moved from Sheet No. 21.

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TELEPHONE RATE FILE

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New Mexico

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Section No. 16 (T)  
Sheet No. 21  
Amendment No. 2

UNIVERSAL EMERGENCY NUMBER SERVICE (9-1-1)

E. RATES AND CHARGES (Continued) (M)(M1)

1. General (Continued)

f. Service and equipment charges for this service are based on the assumption that addresses are programmed in the Automatic Location Identification/Data Management System utilizing the standard addressing format as required by the software specifications. Addressing not in this format will result in errors that must be manually corrected. Resultant additional charges will be billed directly to the customer on an individual case basis.

2. Rates

|   | <u>Monthly Charges</u> |         |
|---|------------------------|---------|
| E9-1-1 Transport<br>Per mile                    | \$ 9.22                |         |
| E9-1-1 Transport Termination<br>Per termination | \$123.42               |         |
| E9-1-1 Channel Termination<br>Per termination   | \$ 25.64               |         |
| Data Base Charges<br>Per month                  | \$ 51.29               |         |
| Initial Setup Costs (Non-Recurring)<br>Per hour | \$ 22.59               | (M)(M1) |

(M) Material moved to Sheet No. 20.  
(M1) Material moved from Sheet No. 22.

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New Mexico

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Section No. 16  
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(T)

UNIVERSAL EMERGENCY NUMBER SERVICE (9-1-1)

F. LIABILITY

(N)

1. 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 Tariff, and in any sections of other tariffs 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.
2. 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 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.
3. 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.

(N)

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CenturyTel of the Southwest, Inc. d/b/a CenturyTel  
New Mexico

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(T)

UNIVERSAL EMERGENCY NUMBER SERVICE (9-1-1)

F. LIABILITY (Continued)

(N)

4. 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.
5. 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.
6. 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.

(N)

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New Mexico

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(T)

UNIVERSAL EMERGENCY NUMBER SERVICE (9-1-1)

F. LIABILITY (Continued)

(N)

- 7. 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.
- 8. 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 voice over internet protocol, or mobile/cellular telephones.
- 9. 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.

(N)

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel  
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Section No. 16  
Sheet No. 25  
Amendment No. 1

(T)

UNIVERSAL EMERGENCY NUMBER SERVICE (9-1-1)

(N)

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

1. Description

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

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

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

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.

(N)

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(T)

UNIVERSAL EMERGENCY NUMBER SERVICE (9-1-1)

(N)

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

2. Conditions (Cont'd)

a. Availability of Options (Cont'd)

1) (Cont'd)

- b) Orders two "PS 9-1-1 Service" trunks or that quantity necessary to provide P.01 Grade of Service, whichever is the higher standard, to connect the PS Provider's Private Switch to its serving central office; and
- c) Has a Private Switch capable of forwarding the ANI of each PS End User's Directory Numbers to the 9-1-1 Service Trunk when either 9-1-1 or X-9-1-1 is dialed (where X is the access number for the public switched network).

- 2) The ANI and ALI option is available if the 9-1-1 Customer subscribes to Enhanced 9-1-1 service and meets the same condition in 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.

(N)

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UNIVERSAL EMERGENCY NUMBER SERVICE (9-1-1) (N)

G. 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.

(N)

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UNIVERSAL EMERGENCY NUMBER SERVICE (9-1-1)

(N)

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

2. Conditions (Cont'd)

b. (Cont'd)

2) Point of Concentration: The 9-1-1 Customer is required to order network facilities in order to provide a minimum of two E9-1-1 Service Trunks or that quantity which will provide a minimum of P.01 Transmission Grade of Service, whichever is the higher standard, from the PS Provider's serving Central Office to the PSAP. This may be done via dedicated trunking from the PS to the PSAP, or it may be done via a Point of Concentration. Thus, there may arise a need to install an E9-1-1 Selective Router or Tandem in order to handle the traffic from numerous PS Providers. If so, the cost for this network modification is the responsibility of the 9-1-1 Customer.

3) Termination at the PSAP: If additional lines, trunks, or termination are required from the Point of Concentration to the PSAP to handle PS 9-1-1 Service, and/or if additional local loop connections or terminations are required at the PSAP end, regardless of whether there is a Point of Concentration or not, the cost of these additions is the responsibility of the 9-1-1 Customer.

c. The 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.

(N)

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(T)

UNIVERSAL EMERGENCY NUMBER SERVICE (9-1-1)

(N)

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

3. Application for Service

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

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

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 ALLI updates to the company.

(N)

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UNIVERSAL EMERGENCY NUMBER SERVICE (9-1-1) (N)

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

4. Customer Obligations (Cont'd)

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

(N)

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UNIVERSAL EMERGENCY NUMBER SERVICE (9-1-1)

(N)

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

4. Customer Obligations (Cont'd)

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

(N)

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(T)

UNIVERSAL EMERGENCY NUMBER SERVICE (9-1-1)

(N)

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

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 tariff regarding 9-1-1 Service in any other applicable section of the Company's tariffs, 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 implied 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.
- 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.

(N)

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UNIVERSAL EMERGENCY NUMBER SERVICE (9-1-1)

(N)

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

5. Liabilities (Cont'd)

- e. The PS Provider agrees to release, indemnify, defend and hold harmless the Company and the 9-1-1 Customer from any and all loss, claims, demands, suits or other action or any liability whatsoever, to any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the 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.

(N)

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Section No. 17  
Sheet No. 1  
Amendment No. 2

CUSTOM CALLING SERVICES

A. General

Custom Calling Services are available only in connection with individual line service in exchanges where the Telephone Company's central office is equipped to provide such services. They will be provided to customers with either rotary dial or Tone Dial service but are not available with semi-public telephone service.

Each customer to Custom Calling Services agrees to release, indemnify and hold harmless the Company, its employees and agents from any and all loss, claims, demands, suits, or other action or from any liability whatsoever whether suffered, made, institutes, or asserted by the customer or any other party or person, for any business loss, damage or destruction of any property whether owned by the customers or others, arising out of the use of the Custom Calling features offered in this Section.

(N)  
|  
(N)

B. Features

1. Call Waiting - Provides a tone signal to indicate to the customer who is using his/her telephone that another call is waiting on the line. The customer may answer the incoming call by placing the original call on hold and may alternate between calls. This feature is not available with key system service or Private Branch Exchange Service. (C)
2. Speed Calling - Permits the customer to establish a group of eight or thirty separate seven or eleven digit telephone numbers which may then be called by keying abbreviated codes rather than the complete telephone number. (C)
3. Call-Forwarding - Permits customers to have all incoming calls to their telephone automatically transferred to another seven or eleven telephone number of their choosing. In addition to the charge specified herein, any applicable long distance charges will apply to calls forwarded from the customer's telephone to telephones located outside of the local calling area and will be billed to the number initially called. (C)
4. Three-Way Calling - Permits the customer to add a third party to an established connection without the aid of an operator. The quality of transmission on three-way calls may vary depending on the distance and routing necessary to complete the call. (C)

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CUSTOM CALLING SERVICES

Features (Continued)

- 5. Direct Line - Provides direct routing of a call to a predetermined telephone number without dialing. In addition, the direct line delay feature allows normal telephone services. The line is programmed to automatically route a call to a predetermined number when the station is off-hook for a specified time period. When the time delay is complete the programmed number is processed. If a number is dialed during the timing period the programmed number is canceled and the dialed number is processed.
- 6. Personal Ringing - 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.
- 7. Call Forwarding with Remote Activation - Allows activation and deactivation of Call Forwarding from another telephone served by the addition to the charge for Call Forwarding.
- 8. Hot Line - 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.
- 9. Anonymous Call Rejection -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 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. The customer must provide and connect their own compatible premise equipment (CPE) in order to reject calls.
- 10. Call Forward - Busy -.Enables an incoming call to be automatically directed to a predetermined alternate telephone number if the intended call destination encounters a busy signal.
- 11. Call Forward - No Answer - Enables an incoming call to be automatically directed to a predetermined alternate telephone number if the intended call destination is not answered after a specified number of rings. A subscriber to this feature designates the number of rings to be received before an incoming call is routed to another number when the feature is installed.
- 12. Call Pickup - Enables a customer with multi-line business or residential service to answer the other line by dialing a Call Pickup access code and taking the call at a more convenient location.
- 13. Call Return - 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.

(N)

(N)

(M) Material Moved to Section No. 17, Sheet No. 7

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Authorization by Order \_\_\_\_\_

Letter \_\_\_\_\_

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All  
Section No. 17  
Sheet No. 3  
Amendment No. Original

CUSTOM CALLING SERVICES

B. Features (Continued)

13. Call Return - (Continued)

Call Return cannot operate when:

- a. a call originates from a central office that is not equipped for such features;
- b. the calling party's (redialed) number has been Call Forwarded;
- c. the call was blocked or placed from a blocked line.

14. Call Trace - Allows a called party to initiate an automatic trace of the last call received. Call Trace is available on a usage basis only. After receiving the call that is to be traced, the customer dials a code and the traced telephone number is automatically sent to the Company for further action. The customer originating the trace will not receive the traced telephone number. The results of a trace will be furnished only to legally constituted law enforcement agencies or authorities upon proper request

15. 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.

16. Call Waiting Deluxe (DSCWID) - Call Waiting Deluxe, also called Deluxe Spontaneous Call Waiting Identification (DSCWID), when added to an access line that also has Call Waiting and Caller ID, provides the customer with disposition options for incoming calls:

- a. if the line is available, the call rings through as usual;
- b. if the customer's telephone is on-hook, the incoming caller's name and/or directory number display(s);
- c. if the customer is on a call, a second incoming call will not display name and/or directory number; the calling party hears an audible ring and the called party hears a call waiting tone signal.

Also, the calling party's name and number will not display if:

- a. the calling party answers the telephone during the first ring;
- b. the calling party has blocked the call or has a blocked line.

The charge for Call Waiting Deluxe is in addition to charges for Call Waiting and Caller ID.

(N)

(N)

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

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CUSTOM CALLING SERVICES

B. Features (Continued)

17. Call Waiting Display (SCWID) - Call Waiting Display, 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/or 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 Display is in addition to the charges for Call Waiting and Caller ID.

(N)

18. Caller ID Blocking - Per Call - Enables a customer to control the disclosure of his/her name and telephone number to a subscriber of Caller ID (where technically feasible) by temporarily changing the public/private status indicator of the telephone number. A customer must dial a code before each call to change the indicator from public to private. "Public Status" allows delivery of the name and telephone number. "Private Status" prevents delivery of the name and telephone number. Per Call Blocking is provided at no charge. status

19. Caller ID Blocking - Per Line - Provides a permanent private indicator on a customer's line. Line blocking can be deactivated (Per-Call Unblocking) on a per-call basis by dialing an activation code prior to placing the call to be unblocked.

If a line is equipped with Per Line Blocking, the name and number of that line will not be delivered to any subscriber of Caller ID. Poison control centers, hospitals, medical centers and others who might use Caller ID will not be able to identify callers with Per Line Blocking who need assistance. 911 is not affected.

Customers who choose Per Line Blocking within 90 days of service availability will not be charged the nonrecurring charge. New customers to the Caller ID serving area will be provided the same option. After the 90 day free period, a customer requesting Per Line Blocking will pay a nonrecurring charge for each line equipped with Per Line Blocking.

20. Caller ID Name and Number - Allows for the automatic delivery of a calling party's name, telephone number (including non-published and non-listed telephone numbers), and the current date and time to the called customer. The called customer must have special equipment in order to be able to recognize and display caller identification.

The name displayed is the name associated with the calling telephone number as shown on the Company's records. The Company, at its discretion, may abbreviate or limit that name for display purposes. The Company does not assure name accuracy, and it shall not be liable to any party for errors, omissions or mistakes. The Company's only obligation is to reasonably correct errors in names when notified of such errors.

(N)

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All  
Section No. 17  
Sheet No. 5  
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CUSTOM CALLING SERVICES

B. Features (Continued)

- 21. Caller ID Number Only - Allows for automatic delivery of a calling party's telephone number (including non-published and non-listed numbers), and the current date and time to the called customer. The called customer must have special equipment in order to be able to recognize and display caller identification.
- 22. Cancel Call Waiting - Allows a customer to prevent, on a per-call basis, any incoming call from waiting on the line. The incoming call receives a busy signal. This feature ensures that Call Waiting tones will not interrupt important calls or disrupt data transmission. This feature is provided at no additional charge with Call Waiting.
- 23. Distinctive Ring - Allows a customer to program up to thirty-one (31) directory numbers with a distinctive tone or ring to alert the customer of an incoming call from those numbers. The customer can modify the list by activating or deactivating numbers. Distinctive Ring functions if the telephone receiver is on-hook or off.
- 24. Home Intercom - Allows a customer to communicate between telephone instruments on the same single-party access line. The customer dialing a Home Intercom code and the telephone number hears a busy signal. After hanging up, all telephones on the line ring. When any telephone on the line is picked up, the ringing stops, letting the customer know the call has been answered.
- 25. Long Distance Alert - Provides a distinctive ring if the receiver is on-hook to identify that the 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.
- 26. Make Set Busy - Allows customers to make their telephone lines appear busy to all incoming calls.
- 27. Repeat Dial - Permits the customer to automatically redial the last outgoing telephone number dialed. If the redialed number is busy, the customer may dial an activation code, and 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.  

The Repeat Dial feature will not operate to monitor and place a call to a telephone number served by a central office that is not equipped for such a feature. Neither will it operate if the calling number is currently Call Forwarded, nor if the call is made from a line or trunk from a multi-line hunt group that has no associated number.
- 28. Selective Call Acceptance - 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 Acceptance is activated or deactivated by dialing appropriate codes.

(N)

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Letter \_\_\_\_\_

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.  
(New Mexico)

Exchange All  
Section No. 17  
Sheet No. 6  
Amendment No. 3

CUSTOM CALLING SERVICES

B. Features (Continued)

29. Selective Call Forwarding - 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 Forwarding list will forward. Selective Call Forwarding is activated or deactivated by dialing appropriate codes.

If the customer forwards to a long distance number, applicable toll charges apply for each completed call.

30. Selective Call Rejection - Permits the customer to select a list of up to twelve (12) directory numbers from which calls are to be rejected. Calls from all directory numbers on the list route to a rejection announcement. Selective Call Rejection is activated or deactivated by dialing appropriate codes.

Standard call completion will occur if a call originates from a central office that is not equipped for such features

31. Subscriber Activated Blocking/PIN - Permits the customer to block certain types of calls. When activated, all calls made from that line are screened. If a call is made to a restricted number, the caller is routed to a recorded message. The customer may enter a Personal Identification Number (PIN) to override blocked status to continue a call. Subscriber Activated Blocking/PIN is activated or deactivated by dialing appropriate codes.

32. Wake Up Service Permits the customer to program a request for a wake up call to ring at a preset time within the next 24 hours. Wake up Service is activated and deactivated by dialing appropriate codes.

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

34. Outbound Call Block Feature <sup>(1)</sup> - blocks all outbound dialing with the exception of abbreviated dialing for 211 (Community Information and Referral Service), 311 (Non-Emergency Governmental Services), 511 (Traffic and Transportation Information), 711 (Service for Telecommunications Relay Services), 811 (One-Call Notification Systems), and 911 (Emergency Reporting Services). In addition, all pay-per-use features are blocked. All other Custom Calling Service features are prohibited with the use of this feature and lines equipped with this feature will not have a directory listing. This feature is subject to the availability of facilities and is only available to flat rate business and residence One-Party Local Exchange Service customers. (C)

<sup>(1)</sup> **Effective January 2, 2018, Outbound Call Block Feature is grandfathered for residential customers. Availability to current residential customers is limited to lines in service at existing locations.**

(N)  
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(N)



TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.  
(New Mexico)

Exchange All  
Section No. 17  
Sheet No. 7  
Amendment No. 7

CUSTOM CALLING SERVICES

C. Rates and Charges

The following rates apply

|  | Nonrecurring <sup>(1)</sup>       |                                 |
|--|-----------------------------------|---------------------------------|
|  | <u>Business</u>                   | <u>Residence</u>                |
| Per Line Arranged:<br>Service Order Charge               | \$10.00                           | \$10.00                         |
|  | Per Month                         |                                 |
|  | <u>Business</u> <sup>(2)(7)</sup> | <u>Residence</u> <sup>(7)</sup> |
| Call Waiting <sup>(3)</sup>                              | \$ 5.00                           | \$ 5.00                         |
| Speed Calling - 8 Code                                   | \$ 5.00                           | \$ 5.00                         |
| - 30 Code  | \$ 6.00                           | \$ 6.00                         |
| Call Forwarding  | \$ 5.00                           | \$ 5.00                         |
| Three-Way Calling  | \$ 5.00                           | \$ 5.00                         |
| Direct Line  | \$ 5.00                           | \$ 5.00                         |
| Personal Ringing, per number                             | \$ 5.00                           | \$ 5.00                         |
| Call Forward Remote Activation                           | \$ 3.00                           | \$ 3.00                         |
| Hot Line   | \$ 5.00                           | \$ 5.00                         |
| Anonymous Call Rejection                                 | \$ 2.00                           | \$ 2.00                         |
| Call Forward - Busy                                      | \$ 2.00                           | \$ 2.00                         |
| Call Forward - No Answer                                 | \$ 2.00                           | \$ 2.00                         |
| Call Pickup  | \$ 5.00                           | \$ 5.00                         |
| Call Return <sup>(3)</sup>                               | \$ 5.00                           | \$ 5.00                         |
| Call Transfer  | \$ 5.00                           | \$ 5.00                         |
| Call Waiting Deluxe (DSCWID) <sup>(4)</sup>              | \$ 5.00                           | \$ 5.00                         |
| Call Waiting Display (SCWID) <sup>(4)</sup>              | \$ 2.00                           | \$ 2.00                         |
| Caller ID Name and Number <sup>(3)</sup>                 | \$ 10.00                          | \$ 10.00                        |
| Caller ID Blocking - Per Call                            | \$ 0.00                           | \$ 0.00                         |
| Caller ID Blocking - Per Line                            | \$ 0.00                           | \$ 0.00                         |
| Cancel Call Waiting <sup>(5)</sup>                       | \$ 0.00                           | \$ 0.00                         |
| Distinctive Ring <sup>(3)(5)</sup>                       | \$ 5.00                           | \$ 5.00                         |
| Home Intercom  | \$ 3.00                           | \$ 3.00                         |
| Long Distance <sup>Alert</sup> <sup>(5)</sup>            | \$ 3.30                           | \$ 3.30                         |
| Make Set Busy  | \$ 1.50                           | \$ 1.50                         |
| Privacy Protector  | \$ 3.95                           | \$ 3.95                         |
| Selective Call Acceptance                                | \$ 5.00                           | \$ 5.00                         |
| Selective Call Forwarding <sup>(3)</sup>                 | \$ 5.00                           | \$ 5.00                         |
| Selective Call Rejection <sup>(3)</sup>                  | \$ 5.00                           | \$ 5.00                         |
| Subscriber Activated Blocking/PIN                        | \$ 5.00                           | \$ 5.00                         |
| Wake Up Service  | \$ 5.00                           | \$ 5.00                         |
| Outbound Call Block Feature <sup>(10)</sup>              | \$ 5.00                           | \$ 5.00                         |
| <u>Multiple Feature Discount</u> <sup>(9)</sup>          |                                   |                                 |
| Credit per second feature and<br>each additional feature | \$ 0.50                           |                                 |

(C)

NOTE: Items (1) through (9) on Sheet No. 8 also apply to features listed above.

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Darlene N. Terry, Manager-Tariffs  
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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.  
(New Mexico)

Exchange All  
Section No. 17  
Sheet No. 8  
Amendment No. 4

CUSTOM CALLING SERVICES

C. Rates and Charges (Continued)

| <u>Usage Sensitive Features</u>   | Minimum Charge <sup>(6)</sup><br>Per Activation or Use |                  |
|-----------------------------------|--|------------------|
|                                   | <u>Business</u> <sup>(2)</sup>                         | <u>Residence</u> |
| Call Forwarding                   | \$ 1.50 *  | \$ 1.50 *        |
| Call Forwarding Remote Activation | \$ 1.50 *  | \$ 1.50 *        |
| Call Return                       | \$ 1.50 *  | \$ 1.50 *        |
| Call Trace                        | \$ 5.00  | \$ 5.00          |
| Three-Way Calling                 | \$ 1.50 *  | \$ 1.50 *        |

Note: Items (1) through (10) following also apply to features listed on the preceding Sheet.

(T)

- (1) No charge will be made if one or more Custom Calling Services are installed at the time the work is done for which a nonrecurring charge is made.
- (2) Not available on key systems with trunk hunting.
- (3) Not available to pay phone and PBX customers.
- (4) Requires Caller ID and Call Waiting.
- (5) This feature requires Call Waiting.
- (6) Usage Sensitive Features do not carry a monthly rate. The customer is charged each time the feature is activated. The total monthly charge for Usage Sensitive Features, with the exception of Call Trace, will not exceed \$6.00.
- (7) All features may not be available in all exchanges.
- (8) The Nonrecurring Charge will be waived the first ninety (90) days new Custom Calling Services are offered.
- (9) Grandfathered to existing customers at existing locations
- (10) **Effective January 2, 2018, Outbound Call Block Feature is grandfathered for residential customers. Availability to current residential customers is limited to lines in service at existing locations.**
- \* The increase from \$1.25 to \$1.50 on Usage Sensitive Features will be implemented on August 1, 2016.

(N)  
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(N)

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Darlene N. Terry, Manager-Tariffs  
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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All (C)  
Section No. 18  
Sheet No. 1  
Amendment No. 1

DIRECTORY LISTINGS

A. GENERAL

1. One primary listing which will 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.
2. Listings must conform to the Telephone Company's specifications.
3. The length of a listing may be limited by the use of abbreviations where the clarity of the listing and the identification of the customer will not be impaired.
4. An additional listing must include the same address and telephone number as the primary listing except that different address must be shown for an extension of a button telephone system located on another premises occupied solely by the customer.
5. Additional listings may be furnished with residence service for members of the customer's domestic establishment who occupy the same premises.
6. Business additional listings are not permitted in conjunction with residence service.
7. An alternate call listing refers a calling party to certain other telephone numbers after business hours if there is no answer on the first listed number.
8. Where the alternate call number is that of another customer, the listing will be furnished only with written approval of the other customer.
9. A foreign listing may be furnished to customers requesting that their listing be included in a directory for another exchange. The rate for a foreign listing in another exchange will be the rate of the company in which directory the listing appears.

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Issued 05/29/98 Applicable to bills rendered on and after 05/19/98  
Authorization by Order No. 98-148-TC  
Letter \_\_\_\_\_

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.

Exchange All  
Section No. 18  
Sheet No. 2  
Amendment No. 3

DIRECTORY LISTINGS

A. GENERAL (Cont.)

10. Cross-reference or duplicate listings are permitted when necessary for proper identification of the listed party and are not desired to secure a preferential treatment or position in the directory or for advertising purposes.
11. Charges for foreign listings, additional, alternate, or cross-reference listings and lines of information begin the day the listings are entered in the information records. When such listings are included in a directory the charges will be discontinued only at the end of the publication period for that directory, and then only if notice is received on or before the closing date of the next directory. Also, charges will be discontinued upon the death of the listed party, termination of service to the customer, or if the listed party vacates the customer's premises or subscribes to exchange service in his own name.

B. NONLISTED AND NONPUBLISHED TELEPHONE SERVICE

1. At the request of the customer a listing or listings (including name, address and telephone number) may be omitted or deleted from the telephone directory. The divulgence of the customer's telephone number to the public is dependent upon the type of service provided as follows:

a. Nonlisted (semi-private) Telephone Number Service

The customer's listing is omitted or deleted from the telephone directory, but such listing will be carried in the Telephone Company information records, and the number will be given to any calling party upon request.

b. Nonpublished (private) Telephone Number Service

The customer's listing is omitted or deleted from the telephone directory. Only the name and address of the customer will be carried in the Telephone Company information records, and the number will not be given to any calling party.

The Telephone Company shall not be liable should a nonpublished telephone number be divulged inadvertently.

The Telephone company shall not be liable for failure or refusal to complete any local or long distance call to a nonpublished telephone number when the call is not placed by number.

**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 receipt.**

(N)  
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(N)

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyLink  
(New Mexico)

Exchange All  
Section No. 18  
Sheet No. 3  
Amendment No. 9

DIRECTORY LISTINGS

B. NONLISTED AND NONPUBLISHED TELEPHONE SERVICE (cont.)

2. The initial service period for Nonlisted and Nonpublished telephone number service is one month.
3. The nonlisted and nonpublished number service rate does not apply to a customer requesting non-published service due to personal safety concerns (stalking, domestic violence, sexual assault, etc.). 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.

C. RATES

|  | <u>Per Month</u> |     |
|--|------------------|-----|
| 1. Additional, Alternate, or Cross-Reference Listings  |                  |     |
| • Business, each   | <b>\$8.00</b>    | (1) |
| • Residence, each  | <b>8.00</b>      | (1) |
| 2. Listings of local company subscribers in a foreign directory are billed at the rate charges by the foreign company. |                  |     |
| 3. Foreign Listing   |                  |     |
| • Business, each   | <b>8.00</b>      | (1) |
| • Residence, each  | <b>8.00</b>      | (1) |
| 4. Nonlisted Listings  |                  |     |
| • Business, each   | <b>8.00</b>      | (1) |
| • Residence, each  | <b>8.00</b>      | (1) |
| 5. Nonpublished Listings   |                  |     |
| • Business, each   | <b>8.00</b>      | (1) |
| • Residence, each  | <b>8.00</b>      | (1) |

D. NONRECURRING CHARGES

1. Multi-element charges as shown in Section 3 of this tariff apply.
2. In addition to multi-element charge, a one-time Establishment Charge of \$2.50 will apply for non-listed and non-published numbers.

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.  
(New Mexico)

Exchange All  
Section No. 19  
Sheet No. 1  
Amendment No. 3

CONSTRUCTION CHARGES

(T)

I. SPECIAL CONSTRUCTION

(C)

A. General

1. Special construction consists of a series of regulations that are designed to protect CenturyLink from undue risk associated with specially constructed facilities and allows CenturyLink to recover costs incurred by the construction of the facilities.
2. When special construction of facilities is required, the provisions in this Tariff apply in addition to all terms, conditions, and charges set forth in this and any other appropriate service tariff or *Local Terms of Service*. All applicable provisions set forth in this Tariff will be implemented by a written agreement prepared by CenturyLink and signed by the customer.
3. The terms, conditions, rates and charges applicable for special construction of CenturyLink facilities which are used to provide services under this Tariff are as follows.

B. Conditions Requiring Special Construction

Special construction is required when suitable facilities are not available to meet a customer's order for service and/or a mutually agreed upon facility forecast and one or more of the following conditions exist:

1. CenturyLink has no other current requirement for the facilities constructed at the customer's request.
2. The customer requests that service be furnished using a type of facility, or via a route, other than that which CenturyLink would otherwise utilize in furnishing the requested service.
3. The customer requests or consents to the construction of more facilities than will be utilized as a result of customer actions.
4. The customer requests construction be expedited resulting in added cost to CenturyLink.
5. The customer requests that temporary facilities be constructed.
6. The cost to construct line extension facilities for one or more subscribers exceeds a prudent investment for CenturyLink.

(C)

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.  
(New Mexico)

Exchange All  
Section No. 19  
Sheet No. 2  
Amendment No. 3

CONSTRUCTION CHARGES

(T)

I. SPECIAL CONSTRUCTION (Cont'd)

(C)

B. Conditions Requiring Special Construction (Cont'd)

7. If the customer's actions, e.g. delayed access, result in CenturyLink delaying construction such that the delay results in increased cost of construction e.g. replacing landscaping, boring roadways, etc. the customer is responsible for the additional cost incurred as a result of the delay. Such actions would include expediting construction to provide service which expediting would not have otherwise been needed except for the delay in the start of construction encountered as a result of the customer's actions.
8. The term "customer" as used in the preceding context also includes those entities, businesses, government agencies or their agents, which request the construction of temporary facilities or create a requirement for the construction of temporary network facilities. The services provided over the temporary facilities may be ordered by and billed to separate end user customers. Examples of such entities or businesses include, but are not limited to, developers, multi-unit property owners, developer agents for homeowner associations, political campaigns, sporting events, concerts, government agencies such as the Federal Emergency Management Agency (FEMA) or the United States Army Corps of Engineers or agents of such agencies or businesses.

C. Ownership of Facilities

Unless specified elsewhere in this Tariff, CenturyLink retains ownership of all specially constructed facilities even though the customer may be required to pay special construction charges.

D. Interval to Provide Facilities

1. Based on available information and the type of service ordered, CenturyLink will establish an objective date for the installation of necessary facilities. The date will be established on an individual case basis and provided to the customer. CenturyLink will make every reasonable effort to assure that the date is met. However, shortage of components, personnel or other factors may lengthen the installation interval.
2. If the scheduled completion date cannot be met due to circumstances beyond the control of CenturyLink, a new completion date will be established and the customer will be notified.

(C)

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.  
(New Mexico)

Exchange All  
Section No. 19  
Sheet No. 3  
Amendment No. 3

CONSTRUCTION CHARGES

(T)

I. SPECIAL CONSTRUCTION (Cont'd)

(C)

E. Special Construction Involving Interstate and Intrastate Facilities

When special construction involves facilities used to provide both interstate and intrastate services, charges for the portion of the construction used to provide intrastate service shall be in accordance with CenturyLink's intrastate access tariff(s). Charges for the portion of the construction used to provide interstate service shall be in accordance with CenturyLink Operating Companies interstate tariff(s).

F. Charges of Other Companies

Charges for special construction of facilities provided by another company are developed by the other company and may be applied by CenturyLink under this Tariff on the other company's behalf.

G. Special Construction Charges

Charges are applicable for special construction as follows:

1. Rearrangement and/or Removal Charges

- a. When CenturyLink is requested to move, change, rearrange or remove existing plant for which no specific charge is quoted in this Tariff, the person/company at whose request such move or change is made will be required to bear the costs incurred by CenturyLink in complying with the request.
- b. Where by statute, ordinance or other legal requirement, existing aerial facilities are required to be relocated underground, CenturyLink will charge the net cost attributable to such relocation to the local exchange subscribers located within the political subdivision or area affected by such statute, ordinance or other legal requirement. This nonrecurring charge (NRC), developed by dividing the total rearrangement and/or removed cost by the total number of subscribers affected by the ordinance, will be billed as a one-time charge via the customer's bill.
- c. Engineering costs including any applicable overhead determined by CenturyLink, associated with investigating a request and/or inquiry about the potential need to relocate CenturyLink facilities will be billed to the person/company at whose request such investigation is conducted. This provision will apply when investigative activity occurs and it is determined a relocation of CenturyLink facilities may/will not be required.

(C)

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.  
(New Mexico)

Exchange All  
Section No. 19  
Sheet No. 4  
Amendment No. 3

CONSTRUCTION CHARGES

(T)

I. SPECIAL CONSTRUCTION (Cont'd)

(C)

G. Special Construction Charges (Cont'd)

Charges are applicable for special construction as follows: (Cont'd)

2. **Expedited Order Charge** - An expedited order charge applies when a customer requests that construction be completed on an expedited basis and CenturyLink incurs additional costs. The charge is equal to the difference in the estimated cost of construction on an expedited basis and construction without expediting.
3. **Supporting Structures on Private Property** - These charges include the costs of planning and building supporting structure on private property. Supporting structure includes poles, conduit, trenching, backfilling and associated costs. In cases where the customer or property owner is unable to provide the structure, CenturyLink, at its discretion, will perform the work and bill the customer or property owner.
4. **Service Entrance Facilities** - Entrance facilities include all cable and wire required to reach the normal network interface. When, at the request of the property owner or customer, a special route, network location, network arrangement or duplicate facility is required, special construction charges will apply. The charge will be equal to the additional cost above that which would have normally been incurred if the special route, location or arrangement was not required.
5. **Temporary Facilities**
  - a. **Special Construction** is considered to be "temporary" if one of the following conditions exist:
    - 1) The facilities are constructed to provide service to a customer for less than the minimum service period or less than one month, whichever is longer.
    - 2) The facilities are constructed and it is known in advance that the newly placed plant will be relocated or removed prior to the end of the normal service life of the plant.
    - 3) Where a developer, owner or agent, requests or consents to CenturyLink constructing facilities to serve subscribers in a development or multi unit complex and CenturyLink, subsequent to start of construction, determines that the developer, owner or agent has contracted with another service provider which results in the termination of use of CenturyLink's facilities or the facilities are stranded or underutilized.

(C)

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.  
(New Mexico)

Exchange All  
Section No. 19  
Sheet No. 5  
Amendment No. 3

CONSTRUCTION CHARGES

(T)

I. SPECIAL CONSTRUCTION (Cont'd)

(C)

G. Special Construction Charges (Cont'd)

Charges are applicable for special construction as follows: (Cont'd)

5. Temporary Facilities (Cont'd)

b. If a customer desires to change the service requested from temporary to permanent, such a change will be permitted if the request is made before any initial payment for the temporary service is received by CenturyLink. The customer is liable for any special construction charges for the construction of temporary facilities that cannot be reused or transferred to the permanent facilities.

c. The special construction charges for temporary facilities include all nonrecoverable costs associated with the placement and removal of such facilities.

6. Excess Capacity Charge - An excess capacity charge applies when the customer requests more facilities be placed than are required to satisfy the customer's actual demand for the service. The charge is based on the estimated cost of the unused or underutilized facilities placed to accommodate the customer's projected demand for the service.

7. Charge for Route or Type Other Than Normal - When the customer requests special construction using a route or type of facilities other than that which CenturyLink would normally use, a monthly recurring charge is applicable. The charge is the difference between the estimated recurring costs of the specially constructed facilities and the estimated recurring costs of the facilities CenturyLink would normally use. The charge will be no greater than the recurring costs of the specially constructed facilities.

8. Lease Charge - A lease charge applies when CenturyLink leases equipment (e.g., portable microwave equipment) in order to provide service to meet the customer's requirements. The amount of the charge is the total added cost to CenturyLink caused by the lease.

9. Excess Costs - When a customer requests service that involves extraordinary conditions or circumstances and the anticipated costs associated with the service provision do not represent a prudent investment for CenturyLink, then a special construction charge is applicable.

10. Payment of Special Construction Charges – Payment of charges applicable for Special Construction will be required prior to the start of any construction related activity.

(C)

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.  
(New Mexico)

Exchange All  
Section No. 19  
Sheet No. 6  
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CONSTRUCTION CHARGES

(T)

I. SPECIAL CONSTRUCTION (Cont'd)

(C)

G. Special Construction Charges (Cont'd)

Charges are applicable for special construction as follows: (Cont'd)

11. Line Extensions

- a. Where telephone facilities are not in place to fulfill an applicant's request for local telephone service, CenturyLink, at its discretion, may extend its facilities to provide the requested service if the costs of the facility extension represent a prudent investment for CenturyLink.
- b. Where the costs to extend facilities to accommodate an applicant's request for service do not represent a prudent investment, the applicant may be required to pay a line extension charge equal to all or a portion of the construction charges incurred by CenturyLink to extend the facilities. These charges are in addition to the regularly applicable rates and charges to establish service stated in CenturyLink's Tariff.
- c. When the applicant is so located that it is necessary to use private right-of-way/easement to furnish service and CenturyLink is unable to obtain the required right-of-way/easement without cost, the applicant may be required to pay the cost incurred in securing, clearing and retaining such right-of-way. CenturyLink will not proceed with a requested line extension if a satisfactory right-of-way/easement is not provided,
- d. For the purpose of this section, costs shall include all material, supplies, engineering, labor, supervision, transportation, and rights-of-way/easements for placing all facilities necessary to provide the requested service, including but not limited to channel equipment, feeder, distribution, and drop facilities, electronics, cards, and any applicable overhead, as determined by CenturyLink.
- e. Where a line extension charge is applicable, payment will be required prior to the start of any construction related activity.

(C)

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.  
(New Mexico)

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Section No. 19  
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CONSTRUCTION CHARGES

(T)

II. EXTENSION OF FACILITIES TO SERVE RESIDENTIAL DEVELOPMENTS

(C)

A. Terms and Conditions

1. The terms and conditions in this section apply for the following developments:
  - a. Developments for the purpose of constructing single-family detached dwellings or two-family dwellings; multifamily dwellings; or a mix of single-family detached, two-family dwellings and multifamily dwellings.
  - b. Developments for mobile home lots that are individually owned. CenturyLink will provide facilities to a post provided by the owner of the mobile home or mobile home park. The post shall meet the specifications of CenturyLink.
  - c. RV parks platted for long-term residence. CenturyLink will provide facilities to a post provided by the owner of the RV park. The post shall meet the specifications of CenturyLink.
2. For the purpose of this section, a dwelling is any building or portion thereof which is designed or used exclusively for residential purposes. A single-family detached dwelling is designed for and occupied by not more than one family. A two-family dwelling contains two attached dwelling units, designed for and occupied by not more than two families (also called a duplex). A multifamily dwelling is a dwelling containing three or more dwelling units, designed for and occupied by an equal number of families.
3. The following do not fall under the provisions of this section.
  - a. Developments containing less than four single or two-family residential lots. These will be treated according to the terms set forth in CenturyLink's line extension policy in effect at the time.
  - b. Marinas.
  - c. Mobile home parks, except as defined in II.A.1.b. of this Tariff.
  - d. RV parks, except as defined in II.A.1.c. of this Tariff.

(C)

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CenturyTel of the Southwest, Inc.  
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CONSTRUCTION CHARGES

II. EXTENSION OF FACILITIES TO SERVE RESIDENTIAL DEVELOPMENTS (Cont'd)

A. Terms and Conditions (Cont'd)

4. A developer's request to CenturyLink to extend facilities to provide service to a residential development shall include, but is not limited to, the following information: a description of the development; an addressed, recorded plat; trench and backfill requirements; reasonable and necessary or otherwise mutually agreed upon requirements for easements, rights-of-way and other similar rights to access the property that are satisfactory to CenturyLink and provided without cost to CenturyLink.

The terms and conditions associated with serving each residential development may vary as appropriate and may include provisions that are different from or additional to those in this section.

5. Developer/Builders' Responsibilities and Charges
  - a. When a Developer/Builder requests that CenturyLink construct facilities to serve a residential development, the Developer/Builder will be required to disclose whether or not the Developer/Builder has an arrangement or agreement with another provider to provide communications, facilities and services. If the Developer/Builder has entered into an arrangement or agreement with another provider, CenturyLink is not required to place facilities to and within the development. CenturyLink may agree to place facilities within the development under mutually agreeable terms and conditions.
  - b. If paragraph a. preceding does not apply, the following charges and responsibilities shall apply:
    - 1) The Developer/Builder will provide, without expense to CenturyLink, trench and backfill based on the specifications provided by CenturyLink for the facilities within the development. The Developer/Builder will also provide, as specified by CenturyLink and without expense to CenturyLink, conduit with adequate pull string for the service drop from the serving pedestal or property line to the dwelling. In areas where CenturyLink has trench and backfill agreements with other utilities, the Developer/Builder is responsible for CenturyLink's trench and backfill costs.



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CenturyTel of the Southwest, Inc.  
(New Mexico)

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CONSTRUCTION CHARGES

II. EXTENSION OF FACILITIES TO SERVE RESIDENTIAL DEVELOPMENTS (Cont'd)

A. Terms and Conditions (Cont'd)

5. Developer/Builders' Responsibilities and Charges

b. If paragraph a. preceding does not apply, the following charges and responsibilities shall apply:

- 2) The Developer/Builder shall provide at no cost to CenturyLink a legally sufficient easement to accommodate the placing and maintenance of the facilities (e.g. distribution cables plus terminal pedestals or like devices and access point cabinet) throughout the development. The surface of the easements shall be brought to final grade prior to the installation of buried or underground facilities.
- 3) Where CenturyLink deems it necessary or desirable to use private and/or government right-of-way to place facilities to and within the development, such Developer/Builder shall be required to provide or pay the cost of providing such right-of-way in addition to any other applicable charges. The route established shall be determined by CenturyLink.
- 4) If in the opinion of CenturyLink, construction to and within the development does not constitute a prudent investment, the Developer/Builder will assume that portion of the construction costs that exceed a prudent financial contribution by CenturyLink. For the purpose of this section, construction costs are defined in Section II.A.6.
- 5) The Developer/Builder may request an engineering quote to be performed to establish an estimated construction charge by CenturyLink. For the purpose of this section, CenturyLink will provide an engineering quote of the construction charges to the Developer/Builder for a fee of \$300. All quotes are valid for thirty (30) days from the date they are presented to the Developer/Builder. This fee is non-refundable.
- 6) All costs payable by the Developer/Builder shall be paid prior to the start of any construction.

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CenturyTel of the Southwest, Inc.  
(New Mexico)

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CONSTRUCTION CHARGES

II. EXTENSION OF FACILITIES TO SERVE RESIDENTIAL DEVELOPMENTS (Cont'd)

A. Terms and Conditions (Cont'd)

6. For the purpose of this section, construction costs shall include all material, supplies, engineering, labor, supervision, transportation, and rights-of-way for placing and removal of all facilities necessary to provide service to and within the development, including but not limited to channel equipment, feeder, distribution, and drop facilities, and any applicable overhead, as determined by CenturyLink.
7. For the purpose of this section, facilities means feeder facilities and distribution facilities, including but not limited to the communications cable, wire, standard network interfaces, pedestals and terminals necessary to enable end-users to arrange to have communications services to their living unit activated in the future from a standard network interface, as well as any necessary structures including but not limited to communications conduit, sleeveings, and pull strings. Title to all facilities placed by or for the benefit of CenturyLink to provide services to the development shall belong solely to CenturyLink.
8. CenturyLink will not provide facilities at the request of a Developer/Builder within new developments which meet the conditions listed in this section, absent the execution of a written agreement.
9. To the extent that the terms and conditions in this section conflict with any terms and conditions of any other section within this Tariff, the terms and conditions set forth in this section and/or a written agreement shall control.

B. Developer Non-Participation

If a Developer/Builder does not accept the terms and conditions in this section, CenturyLink, at its option, may accept requests for service from individual customers in the subdivision/development area as provided for in CenturyLink's line extension policy in effect at that time.

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CenturyTel of the Southwest, Inc.  
(New Mexico)

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CONSTRUCTION CHARGES

III. PROVISION OF FACILITIES TO SERVE COMMERCIAL DEVELOPMENTS AND STRUCTURES

- A. The terms for extending service onto commercial developments and/or commercial structures are detailed below. Where a building or property is mixed residential/commercial, the rules for commercial developments will apply.
- B. When a Developer requests that CenturyLink construct facilities to serve a commercial development, the Developer will be required to disclose whether or not the Developer has an arrangement or agreement with another provider to provide communications, facilities and services. If the Developer has entered into an arrangement or agreement with another provider, CenturyLink is not required to place facilities to and within the development. CenturyLink may agree to place facilities within the development under mutually agreeable terms and conditions.
- C. Where a Developer requests that CenturyLink construct facilities to provide service to a new commercial development/structure, and the financial risk, in the judgment of CenturyLink, does not constitute a prudent investment, the Developer will assume that portion of the construction costs that exceeds a prudent financial contribution by CenturyLink.
- D. The Developer may be the property owner, the owner's agent, contractor, developer, or any legally authorized individual, company, or corporation acting on behalf of the property owner with the authority to bind the property owner.
- E. For the purpose of this section, construction costs shall include all material, supplies, engineering, labor, supervision, transportation, and rights-of-way for placing and removal of all facilities necessary to provide service to and within the development, including but not limited to channel equipment, feeder, distribution, and drop facilities, and any applicable overhead, as determined by CenturyLink.
- F. For the purpose of this section, facilities mean feeder facilities and distribution facilities, including but not limited to the communications cable, wire, standard network interfaces, pedestals and terminals necessary to enable end-users to arrange to have communications services to their unit activated in the future from a standard network interface, as well as any necessary structures including but not limited to communications conduit, sleeveings, and pull strings. Title to all facilities placed by or for the benefit of CenturyLink to provide services to the development shall belong solely to CenturyLink.
- G. All costs payable by the Developer shall be paid prior to the start of any construction.

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CenturyTel of the Southwest, Inc.  
(New Mexico)

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CONSTRUCTION CHARGES

III. PROVISION OF FACILITIES TO SERVE COMMERCIAL DEVELOPMENTS AND STRUCTURES  
(Cont'd)

- H. The terms and conditions associated with the provision of facilities to serve a commercial development/structure will be specified on an individual case basis and agreed to by CenturyLink and the Developer. This will include the requirements of the Developer and CenturyLink with respect to easements, rights-of-way, conduit systems, entrance conduit, trench and backfill, surface grading, facilities demarcation, conduit within commercial structures, intra-building facilities distribution, equipment rooms, electrical, grounding, etc., as the case may be. Specific requirements will be communicated to the property owner and/or Developer as needed prior to the construction of any facilities.
- I. The terms and conditions of each agreement for provision of facilities to serve a commercial development/structure may vary as appropriate and may include provisions that are different from or additional to those in this section.

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CenturyTel of the Southwest, Inc. d/b/a CenturyTel

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Sheet No. 1  
Amendment No. 1

INTRA-LATA FOREIGN EXCHANGE SERVICE

Foreign Exchange Service is provided based on the rules and regulations described in the Access Tariff of the Company, SCC No. 3.

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Issued 05/29/98 Applicable to bills rendered on and after 05/19/98  
Authorization by Order No. 98-148-TC  
Letter \_\_\_\_\_

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All  
Section No. 21  
Sheet No. 1  
Amendment No. 2

21. MESSAGE TOLL TELEPHONE SERVICE

21.1 Message Telecommunication Service

21.1.1 General

A. Application

1. Originating Message Telecommunication Service (MTS) applies to all MTS calls originating in a rate center which is a part of the serving area of the Company and terminating in a rate center within the same LATA in New Mexico. The rate centers are specific geographic locations from which airline mileage measurements are determined.
2. MTS provides telecommunication beyond the local calling area. MTS charges cover the service furnished between the calling and called stations.
3. The telecommunications network is designed maintained, and operated to originate and terminate calls between station lines furnished by the Company and to originate calls over station lines furnished by the Company which are terminated on station lines provided outside of the serving area of the company within the same LATA. Connection of facilities, equipment and/or communications systems provided by others will be necessary in order to terminate calls outside of the Company's serving area. The Company is not responsible for the through transmission of signals or quality of transmission on such connections. When such connections are made at premises where the customer does not originate or terminated calls, the Company may require exchange service to be provided from a central office(s) different from central office(s) designated by the Company to serve that premises.

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5454 West 110th Street  
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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All  
Section No. 21  
Sheet No. 2  
Amendment No. Original

21. MESSAGE TOLL TELEPHONE SERVICE

21.1 Message Telecommunication Service

21.1.1 General (Cont'd)

**B. Regulations**

1. Scope

- a. MTS is the furnishing of facilities for telecommunication between station lines in different local service areas of the same LATA in accordance with the regulations and system of charges specified in this **Rate File**. Only those calls whose originating end is switched in rate centers served by the Company are subject to this **Rate File**.
- b. The Company does not undertake to transmit messages but furnishes the use of its facilities to its customers for communications.
- c. Service is furnished subject to the availability of the service components required. The Company will (1) determine which of those components shall be used and (2) make modifications to those components at its option.

2. Priority of Services

When a shortage of facilities exists, MTS will be established before other services. However, the duration of MTS calls may be limited due to facility shortages caused by emergency conditions.

3. Liability

- a. In view of the fact that the customer has exclusive control of his communications over the facilities furnished him by the Company, and of the other uses for which facilities may be furnished him by Company, and because of **the** unavailability errors incident to the services and to the use of such facilities of the Company, the services and facilities furnished by the Company are subject to the terms, conditions and limitations specified in **b., c. and d.** following.

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21. MESSAGE TOLL TELEPHONE SERVICE

21.1 Message Telecommunication Service

21.1.1 General

B. Regulations

3. Liability (Cont'd)

- b. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failures or defects in facilities furnished by the Company, occurring in the course of furnishing service or other facilities and not caused by the negligence of the customer, or of the Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay or error or defect in transmission, or failure or defect in facilities occurs. (T)
- c. The Company indemnifies and saves the Company harmless against claims for libel, slander, or infringement of copyright from the material transmitted over its facilities; against claims for infringement of patents arising from combining with, or using in connection with, facilities of the Company, apparatus and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company. (T)
- d. The Company shall not be liable for any act or omission of any other company that provides a portion of the facilities necessary to provide MTS service. (T)

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

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21. MESSAGE TOLL TELEPHONE SERVICE

21.1 Message Telecommunication Service

21.1.1 General

B. Regulations (Cont'd)

4. Use

a. Use of Service

The service is provided for use by the customer and may be used by others, when so authorized by the customer, providing that such use shall be subject to the provisions of this **Rate File**.

b. Abuse and Fraudulent Use

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

- (1) The use of service or facilities of the Company to transmit a message or to locate a person or otherwise to give or obtain information, without payment of the charge applicable for service;
- (2) The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain MTS, by rearranging, tampering with, or making connection with any facilities of the Company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular charges for such service;
- (3) The use of service or facilities of the Company for a call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment, or harass another;
- (4) The use of profane or obscene language;
- (5) The use of the service in such a manner as to interfere unreasonably with the use of the service by one or more other customers.

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

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Section No. 21  
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Amendment No. Original

21. MESSAGE TOLL TELEPHONE SERVICE

21.1 Message Telecommunication Service

21.1.1 General

B. Regulations

4. Use (Cont'd)

c. Unlawful Purposes

The service is furnished subject to the condition that it will not be used for an unlawful purpose.

5. Obligation of the Customer

a. The calling party shall establish his identify in the course of any communication as often as may be necessary.

b. 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.

6. Termination of Service for Cause

Upon nonpayment of any sum due the Company, or upon a violation of any of the conditions governing the furnishing of service, the Company may, by notice in writing to the customer, without incurring any liability, forthwith discontinue the furnishing of said service.

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. (New Mexico)

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21. MESSAGE TOLL TELEPHONE SERVICE

21.2 Standard\_Service Offerings

21.2.1 Two-Point Message Telecommunication Service

A. Classes of Calls

There are various classes of intraLATA calls. Charges apply according to the class of call the calling station selects.

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1. Customer Dialed Credit Card Station-to-Station - applies when the calling person dials 0 plus the desired number and bills the call to an authorized calling card. (T)
  2. Operator-Handled Station-to-Station - applies when calls are completed with the assistance of an operator (except in 1. and 2. above and 4.). Operator Station-to-Station also applies when calls originate at a coin telephone and when a customer asks that the completed dial station-to-station call be billed to another telephone number. (T)

[1] Effective September 3, 2015, Dial Station-to-Station MTS service is no longer available

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. (New Mexico)

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Amendment No. 1

21. MESSAGE TOLL TELEPHONE SERVICE

21.2 Standard Service Offerings

21.2.1 Two-Point Message Telecommunication Service

A. Classes of Calls (Cont'd)

4. Operator-Handled Person-to-Person - applies when a calling station names the particular party to be reached by an operator. The party may be:

- A person
- A mobile station
- A station, department or office reached through a PBX attendant

a. Person-to-Person also applies when the calling party:

- Cannot speak to the intended person or station by agrees to speak to someone else.
- Requests an operator to make arrangements with a person to receive a call at a specified time.

B. Timing of Calls

1. **On Customer** Dialed Calling Card Station-to-Station and Operator-Handled Station-to-Station, the timing of a call begins when the calling and called stations are connected. (C)
2. On Person-to-Person calls, the timing of a call begins when the calling party is connected to a specified person, station or an agreed upon alternate.

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

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21. MESSAGE TOLL TELEPHONE SERVICE

21.2 Standard\_Service Offerings

21.2.1 Two-Point Message Telecommunication Service

B. Timing of Calls (Cont'd)

3. Chargeable time ends when the connection is terminated at any point.
4. When exchange telephone service used for MTS is directly connected (i.e., not connected through a Multiline Terminating System) at a Customer's premises to a communications system, chargeable time for all classes of calls begins when a call from the telecommunications network terminates in or passes through the first multiline terminating system or terminal equipment on that communications system. It is the Customer's responsibility to furnish appropriate answer supervision to the point of connection with the exchange telephone service so that chargeable time may begin.
5. MTS service rates are quoted in terms of initial and additional minutes.
  - a. The initial minute is the first minute or any fraction after connection is made.
  - b. The additional minute is each minute or any fraction after the initial minute.
6. The timing of a call does not include time lost because of service faults or defects that are reported to the Company.
7. On all classes of service, the rate charged is determined by the day and the time - standard or daylight savings - at the rate center of the calling station.

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21. MESSAGE TOLL TELEPHONE SERVICE

21.2 Standard Service Offerings

21.2.1 Two-Point Message Telecommunication Service (Cont'd)

C. Collection of Charges

Charges (including messenger charges) for all MTS calls are billed to the calling party, except where the calls are billed to:

1. The called party as a collect call, and the charge is accepted by the called party. This does not apply if the called station is a coin telephone. In this case, the charge may be accepted by must be billed to a calling card number, or a third number; otherwise, the called station must originate a new call.
2. A third telephone number, except for coin. The third number must be an authorized telephone number as determined by the Company.
3. An authorized Company calling card or special billing number.

D. Payment Arrangements

The customer is responsible for payment of all charges for service furnished, due on receipt of the bill.

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CenturyTel of the Southwest, Inc. d/b/a CenturyTel

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Amendment No. Original

21. MESSAGE TOLL TELEPHONE SERVICE

21.2 Standard\_Service Offerings

21.2.1 Two-Point Message Telecommunication Service (Cont'd)

E. Handicapped Persons Discount

A rate reduction of Dial Station-to-Station calls, originating from a teletypewriter (**TTY**) or similar device of a certified hearing or speech impaired customer's residential line to any other teletypewriter or similar device with the same LATA in this State will be extended to customers who have a hearing or speech disability to such an extent that he or she cannot communicate via the telephone by regular voice communication. The rate reduction will be the application of the Evening Rate discount during the Day Rate Period and the Night and Weekend Rate discount during all other Rate Periods.

F. Charge\_Determination

1. The charge for MTS is determined by the:

- distance between rate centers
- time of day and day of week
- duration of call
- class of call

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21. MESSAGE TOLL TELEPHONE SERVICE

21.2 Standard\_Service Offerings

21.2.1 Two-Point Message Telecommunication Service

F. Charge\_Determination (Cont'd)

2. Basic MTS schedule of charges applies to each intraLATA call with applicable discounts (see **F.3.**, following) and/or additions (See **F.5.**, following). The schedule is as follows:

| RATE<br>MILEAGE | INITIAL<br>1 MIN(1) | EACH ADD'L<br>MINUTE(1) |
|-----------------|---------------------|-------------------------|
| 0-10            | .17                 | .10                     |
| 11-16           | .19                 | .13                     |
| 17-22           | .22                 | .16                     |
| 23-30           | .26                 | .18                     |
| 31-40           | .30                 | .21                     |
| 41-55           | .35                 | .26                     |
| 56-70           | .36                 | .27                     |
| 71-124          | .37                 | .28                     |
| 125-196         | .38                 | .29                     |
| 197-292         | .39                 | .30                     |
| 293-& Over      | .41                 | .31                     |

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(M) Material now appearing on this page previously appeared in Section 12 of Tariff S.C.C. No. 3.

Issued: May 11, 2012

Effective: May 25, 2012

Darlene N. Terry, Manager-Tariffs  
 5454 West 110th Street  
 Overland Park, Kansas 66211



TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All  
 Section No. 21  
 Sheet No. 12  
 Amendment No. Original

21. MESSAGE TOLL TELEPHONE SERVICE

21.2 Standard Service Offerings

21.2.1 Two-Point Message Telecommunication Service

F. Charge Determination (Cont'd)

3. Discounts for Evening, Night and Weekends are expressed as a percent reduction of the charges, calculated in the table in F.2., preceding. Discounts are applied, based on the following table:

| Mon.                       | Tue. | Wed. | Thurs | Fri. | Sat                                 | Sun. |
|----------------------------|------|------|-------|------|-------------------------------------|------|
| 8:00 AM<br>to<br>*5:00 PM  |      |      |       |      | Day Rate Period<br>Full Rate        |      |
| 5:00 PM<br>to<br>*11:00 PM |      |      |       |      | Evening Rate Period<br>35% discount |      |
| 11:00 PM<br>to<br>*8:00 PM |      |      |       |      | Night and Weekend Rate Period       |      |
|                            |      |      |       |      | Eve. Rate<br>35%<br>discount        |      |

\* To, but not including

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. (New Mexico)

Exchange All  
Section No. 21  
Sheet No. 13  
Amendment No. 1

21. MESSAGE TOLL TELEPHONE SERVICE

21.2 Standard Service Offerings

21.2.1 Two-Point Message Telecommunication Service

F.3. (Cont'd)

- a. In cases where a message begins in one discount period and ends in another, the initial period discount is the discount in effect at the time the connections is established. The discount for each additional period is the discount in effect at the beginning of each additional period.
- b. Discounts, when applicable, apply to the Initial and Additional Minutes for all calls. Discounts do not apply to operator service charges at any time.
- c. When a discount results in a fractional charge, the amount will be rounded down to the lower cent.
- d. The Evening rate applies to the holidays listed below unless a lower rate applies:
  - New Year's Day                      January 1
  - Independence Day                      July 4
  - Labor Day                                      -
  - Thanksgiving Day                      -
  - Christmas Day                              December 25

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Issued: August 19,2015

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All  
Section No. 21  
Sheet No. 14  
Amendment No. Original

21. MESSAGE TOLL TELEPHONE SERVICE

- 21.2 Standard\_Service Offerings
- 21.2.1 Two-Point Message Telecommunication Service
- F. Charge\_Determination (Cont'd)

5. Operator-Handled Calls

There is an intraLATA service charge for calls classified as Customer Dialed Calling Card Station-to-Station, Operator-Handled Station-to-Station or Person-to-Person. This charge is in addition to the Initial and Additional Minute Rate computed in **F.2.** preceding. The appropriate operator handled charge will also apply when a customer requests a time and charges quote for an intraLATA toll call regardless of whether the call was placed. The operator-handled surcharges are as follows:

|                                       | <b>CHARGE</b> |
|---------------------------------------|---------------|
| • Customer Dialed Calling Card        | \$ .50        |
| • Operator-handled Station-to-Station | 1.10          |
| • Operator-handled Person-to-Person   | 3.15          |

G. Determination of Airline Mileage

1. MTS rates between points within the same LATA (cities, towns or localities) are based on the airline distance between rate centers. In general, each point 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.
2. Airline mileages are determined by using vertical and horizontal grid lines which have been established across the United States. The spacing between adjacent vertical grid lines and between horizontal grid lines represents a distance of one coordinate unit.
3. A four-digit vertical (V) and a four digit horizontal (H) coordinate are computed for each rate center from its latitude and longitude location on a map. The intersection of the horizontal grid and the vertical grid identifies the V and H coordinates. The distance between any two rate centers is the airline mileage computed between their respective coordinate intersections. The rates applicable to mileage bands is provided in F.2 preceding.

(M) Material now appearing on this page previously appeared in Section 12 of Tariff S.C.C. No. 3.

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All  
Section No. 21  
Sheet No. 15  
Amendment No. Original

21. MESSAGE TOLL TELEPHONE SERVICE

21.2 Standard\_Service Offerings (Cont'd)

21.2.2 Operator-Handled\_Conference Service

A. Description of Service

1. This service provides for communications between a calling station and three or more called stations. An operator connects all stations. The operator will attempt to arrange a conference call at a time specified by the customer. The conference call may be arranged so that all stations can communicate or so that one station transmits and all others receive.
2. Person-to-Person service is the only class of service available for Operator-Handled Conferencing.
3. In cases where a message begins in one discount period and ends in another, the initial period discount is the discount in effect at the time the connection is established. The discount for the additional period is the discount in effect at the beginning of the additional period.

B. Timing of Calls

1. The following regulations apply in addition to the timing regulations previously specified.  
Chargeable time:
  - begins when all connections are established.
  - ends when the connection is terminated at the originating station.
  - does not include time lost because of defects in the service.
2. When the originating customer requests that a station or stations be added to or disconnected from a conference call on which conversation is in progress, it is considered as terminating the call and initiating a new call to the revised group or stations.

(M) Material now appearing on this page previously appeared in Section 12 of Tariff S.C.C. No. 3.

Issued: May 11, 2012

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Darlene N. Terry, Manager-Tariffs  
5454 West 110th Street  
Overland Park, Kansas 66211

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All  
Section No. 21  
Sheet No. 16  
Amendment No. Original

21. MESSAGE TOLL TELEPHONE SERVICE

21.2 Standard\_Service Offerings

21.2.2 Operator-Handled\_Conference Service (Cont'd)

C. Rates and Charges

1. Rate airline distances for conference service are determined using the V-H system, as specified in **21.2.1.G.**, preceding.
2. Conference service rates are quoted in terms of initial and additional periods.

a. Initial Period

All initial period rates are for conference connection of one minute or any fraction thereof plus the Person-to-Person Operator Service Charge.

b. Additional Period

All Additional Period rates are for each additional minute or any fraction thereof that the conference connection continues beyond the initial period.

3. The total charges for the conference connection is the sum of the initial period charge and the additional period charge.
  - a. Initial Period Rate is the sum of the initial 1 minute period charges plus the Person-to-Person Operator Charge for each conference point from the originating station as determined in 21.2.1.F. preceding.
  - b. Additional Period Rate is the sum of the additional minute charges for each conference point from the originating station as determined in **21.2.1.F.**, preceding.

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Darlene N. Terry, Manager-Tariffs  
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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All  
Section No. 21  
Sheet No. 17  
Amendment No. Original

21. MESSAGE TOLL TELEPHONE SERVICE

21.2 Standard\_Service Offerings

21.2.2 Operator-Handled\_Conference Service

C. Rates and Charges (Cont'd)

4. For conference service where all the station are within an exchange, the initial period and the additional period charges will be based on the first mileage band.
5. The charges for conference service may be reversed if:
  - the total charges will be billed to one called conference point.
  - the total charges are accepted by the designated point.
6. if more than ten conference points are connected at one time, the minimum rate will be for a ten minute conference connection.
7. When suitable facilities are not available to allow connection of the requested number of conference points, a special charge, in addition to the initial and additional period rates, may apply for the equipment needed to make the connection.

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Overland Park, Kansas 66211

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyLink  
(New Mexico)

Exchange All (T)  
Section No. 21 (T)  
Sheet No. 18  
Amendment No. 4

21. MESSAGE TOLL TELEPHONE SERVICE

21.3 Optional Service Offerings

21.3.1 Long Distance Directory

A. General

1. The Company furnishes Directory Assistance whereby customers may request assistance in determining telephone numbers within this State.
2. The charges set forth below apply when customers of the Company request assistance in determining telephone number of individuals or businesses located within this State.
3. **If** a customer abuses or fraudulently uses Directory Assistance service, the appropriate Directory Assistance charges may be assessed on that customer's telephone account. (T)
4. A caller may request a maximum of two telephone numbers for each call to Directory Assistance.

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Issued: 01-21-2019

Darlene N. Terry, Manager-Tariffs  
600 New Century Parkway  
New Century, Kansas 66031

Effective: 02-01-2019

## TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyLink  
(New Mexico)

Exchange All  
Section No. 21  
Sheet No. 19  
Amendment No. 8

### 21. MESSAGE TOLL TELEPHONE SERVICE

#### 21.3 Optional Service Offerings

##### 21.3.1 Long Distance Directory (Cont'd)

###### B. Charges

(T)

1. The charge for a call to Directory Assistance is:

###### CHARGE

- For each call dialed directly by customer
- For each call connected by an operator, the applicable charge for Operator-Handled Calls (21.2.1.F.4) is added to the above charge.

**\$5.99**

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2. These charges don't apply to Directory Assistance calls from:

- Public or Semipublic Telephones,
- Semipublic PBX trunks
- Visual or physically handicapped customers
- Hospitals
- Mobile Service
- Customers making emergency calls directed to the "0" Operator or 911

3. When monthly billing detail, other than that listed on the customer's toll statement, is furnished, additional charges will be assessed based upon each individual request.

4. The service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. Abuse or fraudulent use of the service includes the obtaining, or attempting to obtain, or assisting another to obtain or attempt to obtain Directory Assistance service, by rearranging, tampering with, or making connection with any facilities of the Company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with attempt to avoid payment, in whole or in part, of the regular charge for such service. In addition to any other action authorized by this Rate File, the Company may, in such cases of abuse or fraudulent use, assess appropriate Directory Assistance charges on the customer's regular telephone account.

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Darlene N. Terry, Manager-Tariffs  
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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. (New Mexico)

Exchange All  
Section No. 21  
Sheet No. 20  
Amendment No. 4

21. MESSAGE TOLL TELEPHONE SERVICE

21.3 Optional Service Offerings (Cont'd)

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Darlene N. Terry, Manager-Tariffs  
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New Century, Kansas 66031

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. (New Mexico)

Exchange All  
Section No. 21  
Sheet No. 21  
Amendment No. 1

21. MESSAGE TOLL TELEPHONE SERVICE

21.3 Optional Service Offerings

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Darlene N. Terry, Manager-Tariffs  
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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All (C)  
Section No. 22  
Sheet No. 1  
Amendment No. 1

SWITCHED DATA SERVICES

SWITCHED DATA SERVICE

1. GENERAL

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

2. REGULATIONS

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



TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel  
New Mexico

Exchange All  
Section No. 22  
Sheet No. 2  
Amendment No. 2

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SWITCHED DATA SERVICES

SWITCHED DATA SERVICE (Continued)

2. REGULATIONS (Continued)

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

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Issued October 30, 2006

Applicable to bills rendered on and after November 29, 2006.

Authorization by Order No. 98-148-TC

Letter \_\_\_\_\_

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All (C)  
Section No. 22  
Sheet No. 3  
Amendment No. 1

SWITCHED DATA SERVICES

SWITCHED DATA SERVICE

3. RATES AND CHARGES

a. Service Connection Charges

In addition to the Line Connection Charge found below, a Service Order Charge as specified in Section 3 of this tariff applies.

Line Connection Charges \$50.00

b. Monthly Rates

Switched Data Line \$45.00

Local Usage  
per minute \$.00680

c. Toll calls placed by the Switched Data Service line will be billed the appropriate message telecommunications service charges.

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All  
 Section No. 23  
 Sheet No. 1  
 Amendment No. 2

DEDICATED DIGITAL DATA SERVICE

(N)

A. General

Dedicated Digital Data Service provides a transmission path to connect customer designated premises directly through a telephone company's serving wire center.

A Digital Data channel is a channel for duplex four-wire transmission of synchronous serial data at the rate of 2.4, 4.8, 9.6, 19.2 or 56.0 Kbps. The actual bit rate is a function of the channel interface selected by the customer. The channel provides a synchronous service with timing provided by the Telephone Company through the Telephone Company's facilities to the customer in the received bit stream.

B. Regulations

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

C. Rates

|  | <u>Non-Recurring<br/>Charges</u> | <u>Monthly<br/>Rates</u> |
|--|----------------------------------|--------------------------|
| 1. Channel Termination *                         |                                  |                          |
| per termination 2.4, 4.8, 9.6, 19.2, 56.0        | \$150.00                         | \$105.00                 |
| per termination 64.0                             | 150.00                           | 115.50                   |
| 2. Channel Mileage Facility – per mile per month |                                  | .30                      |
| 3. Channel Mileage Termination – per termination |                                  | 7.50                     |

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

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Issued 08/07/02 Applicable to bills rendered on and after 08/21/02  
 Authorization by Order No. \_\_\_\_\_  
 Letter \_\_\_\_\_

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All  
Section No. 24  
Sheet No. 1  
Amendment No. 2

HIGH CAPACITY SERVICE

(N)

A. General

A High Capacity channel is a channel for the transmission of 1.544 Mbps isochronous serial data. The actual bit rate is a function of the channel interface. High Capacity channels are provided between customer designated premises or between a customer designated premises and a Telephone Company hub or hubs.

B. Regulations

1. The customer may provide the Network Channel Terminating Equipment associated with the High Capacity channel at the customer's premises.
2. In addition to the following, appropriate regulations established in other tariffs of the Company will apply to High Capacity Service.
3. The minimum billing for High Capacity Service is one month.
4. The provision of High Capacity Service and any associated features are subject to the availability of central office and outside plant facilities.
5. As a result of any interface or technical change required of the Company due to FCC rules, the Company shall not be liable if changes in any of the equipment, operations or procedures of the Company utilized in the provision of High Capacity Service, render any customer premises equipment provided by a customer obsolete or require modification or alteration of such equipment or systems or otherwise affect its use or performance.
6. The Company makes no guarantee and assumes no liability for the accuracy, performance or non-performance of the High Capacity Service.

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Issued 08/07/02 Applicable to bills rendered on and after 08/21/02  
Authorization by Order No. \_\_\_\_\_  
Letter \_\_\_\_\_

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All  
 Section No. 24  
 Sheet No. 2  
 Amendment No. Original

HIGH CAPACITY SERVICE

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| D. Rates  | <u>Non-Recurring<br/>Charges</u> | <u>Monthly<br/>Rates</u> |
|---|----------------------------------|--------------------------|
| 1. Channel Termination, per termination<br>DS1 - 1.544 Mbps | \$400.00                         | \$221.55                 |
| 2. Channel Mileage Facility – per mile, per month           |                                  | \$5.36                   |
| 3. Channel Mileage Termination – per termination            |                                  | 50.00                    |
| 4. DS1 CT Loop Transport greater than 3 miles               |                                  | 30.33                    |

\* An additional Channel Termination charge will apply whenever the spare line is provided as a leg to the customer designated premises.

\*\* An additional Channel Termination charge and Installation charges will apply whenever a spare channel is configured as a leg to the customer premises.

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Issued 08/07/02 Applicable to bills rendered on and after 08/21/02  
 Authorization by Order No. \_\_\_\_\_  
 Letter \_\_\_\_\_

## TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. **d/b/a CenturyLink**  
**(New Mexico)**

Exchange All (T)  
Section No. 25 (T)  
Sheet No. 1  
Amendment No. 5

### DIRECTORY ASSISTANCE SERVICE

#### LOCAL DIRECTORY ASSISTANCE

##### A. GENERAL

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

##### B. REGULATIONS

1. Charges apply for directory assistance service calls placed for numbers in the local calling area in which the customer receives local exchange telecommunications service and for numbers in all other exchanges within the Area Code in which the customer is located.
2. Rates are for each access line, key system or PBX central office trunk, mobile telephone **unit**. The application of rates are on a cumulative basis for the total number of access lines or central office trunks, mobile telephone **units billed** to the same account. (D)
3. Rates apply to directory assistance service calls from each primary main Centrex telephone and dormitory Centrex telephone and are not applied on a cumulative basis. (D)
4. Excepted from a charge for directory assistance service are calls originating from accounts being used by certified visually or physically handicapped persons; from all hospitals that equip patient rooms for telephone service.
5. A maximum of two requested telephone numbers is provided with each directory assistance call request.

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Darlene N. Terry, Manager-Tariffs  
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Overland Park, Kansas 66211

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyLink  
(New Mexico)

Exchange All  
Section No. 25  
Sheet No. 2  
Amendment No. 8

25. DIRECTORY ASSISTANCE SERVICE

LOCAL DIRECTORY ASSISTANCE

B. REGULATIONS (Cont'd)

7. The Telephone Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished, and the customer shall indemnify and save the Company harmless against all claims, damages, or judgments (including costs and reasonable attorney's fees) that may arise from the use of such information.

C. RATES

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

|            | <u>CHARGE</u> |     |
|------------|---------------|-----|
| • Per Call | <b>\$6.99</b> | (l) |

Issued: 01-15-2021

Chantel M. Bosworth, Director-Government Operations  
301 Main, Suite 1200  
Baton Rouge, LA 70801

Effective: 02-01-2021

NM2021-01

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyLink  
(New Mexico)

Exchange All  
Section No. 25  
Sheet No. 3  
Amendment No. 6

25. DIRECTORY ASSISTANCE SERVICE

NATIONAL DIRECTORY ASSISTANCE SERVICE

A. Description

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

B. Terms and Conditions

1. There are no call allowances or exemptions for National Directory Assistance customers.
2. If a customer dials Directory Assistance for the purpose of obtaining a National Directory Assistance listing, and also asks for a listing within their local Directory Assistance service area, the charge for National Directory Assistance applies.
3. A maximum of two requested telephone numbers are allowed per call.
4. Charges apply to each call placed to National Directory Assistance from a Public Access Line.
5. In locations, including Public Access Lines, where the customer has the capability to dial National Directory Assistance but places a call to the National Directory Assistance service attendant via an operator, the operator assistance charge may apply, in addition to the National Directory Assistance Charge.

C. Rates

|   | <u>CHARGE</u> |     |
|---|---------------|-----|
| • Each call dialed directly by customer | <b>\$6.99</b> | (l) |

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Chantel M. Bosworth, Director-Government Operations  
301 Main, Suite 1200  
Baton Rouge, LA 70801



TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All  
Section No. 25  
Sheet No. 4  
Amendment No. 1

25. DIRECTORY ASSISTANCE SERVICE

DIRECTORY ASSISTANCE CALL COMPLETION

A. Description

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

B. Terms and Conditions

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

C. Rates

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

|                       | <u>CHARGE</u>     |
|-----------------------|-------------------|
| • Each call completed | <b>\$0.00 (R)</b> |

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange AI (C)  
Section No. 26  
Sheet No. 1  
Amendment No. 1

OPERATOR-HANDLED LOCAL CALLS

A service charge applies for operator-handled local calls. The operator-handled surcharges are those reflected in 12.2.1.F.4 of CenturyTel of the Southwest, Inc.'s Message Telecommunications Service Tariff, Tariff S.C.C. No. 3.

(C)

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Issued 05/29/98 Applicable to bills rendered on and after 05/19/98  
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Letter \_\_\_\_\_

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel  
(New Mexico)

Exchange All  
Section No. 27  
Sheet No. 1  
Amendment No. 2

DIGITAL SWITCHED SERVICE

(N)

A. General Description

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

B. Definitions

1. DSS Facility and Common Equipment - This element includes the digital DS1 facility, transmitting at a rate of 1.544 Mbps, and the common equipment necessary to interface each of the 24 channels into the central office switch.
2. In-only Trunk - One-way trunk which only allows traffic from the central office to be transmitted to the customer's CPE.
3. In-only Trunk with Direct-Inward Dialing (DID) - In-only trunk with DID feature.
4. Out-only Trunk - One-way trunk which allows only traffic originating in the customer's CPE to be transmitted to the central office switch.
5. Two-Way Trunk - Trunk which allows for traffic to be transmitted from either the central office of the customer's CPE.
6. Two-Way Trunk with DID and Answer Supervision - Two-Way trunk with DID and answer supervision features.

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## TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a **CenturyLink**  
(New Mexico)

Exchange All (T)  
Section No. 27  
Sheet No. 2  
Amendment No. 1

### DIGITAL SWITCHED SERVICE

#### C Terms and Conditions

##### 1. Provisioning of Service

- a. DSS is provided at the option of the Company and can only be provided from digital Central Offices equipped and programmed to provide such service. The availability, functionality and capabilities of DSS features may vary by serving Central Office.
- b. Each DSS facility enables the customer to add up to a maximum of 24 trunks per DS1 facility. The customer is billed for the actual number and types of trunks in service on each DSS facility. The customer must subscribe to a minimum of 8 trunks, per trunk group, per facility. The DSS facility cannot be purchased without a minimum of eight individual switched access trunks. Where more than one trunk group is requested on a DSS service, there will be a minimum of 8 trunks in each group.
- c. **Reserved** (C)
- d. Each DSS trunk group is provided with one telephone number. Additional numbers may be purchased at the rates for DID service specified elsewhere in this Tariff. DID service permits calls incoming to a PBX or other CPE from the network to reach a specific station line number without the assistance of an attendant. DID service is provided subject to the availability of facilities and may be furnished from the central office which regularly serves the area in which the customer is located. DID numbers are provided in blocks consisting of minimum of 20 consecutive numbers which maybe assigned to station lines.
- e. Any services in addition to DSS services must be subscribed to under separate sections of this Tariff. Regulations, rates and charges, as described elsewhere in this Tariff apply as appropriate.
- f. The following services will not be provided within the DSS facility:
  - Access Lines in Schedule 1
  - Feature Groups A, B, C, or D
  - Other private line/access services
  - Datapath, DiaLAN Service, Switched 56 Service
  - Joint User service
  - Foreign Exchange Service
  - Identified Outward Dialing
- g. Customers are required to provide muxing/demuxing, at the customer premises, for analog trunks riding the DS1 facility.
- h. Line Power option is not available with DSS.

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Issued: 12-5-18

Effective: 12-15-18

Darlene N. Terry, Manager-Tariffs  
5454 West 110th Street  
Overland Park, Kansas 66211

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel  
(New Mexico)

Exchange All  
Section No. 27  
Sheet No. 3  
Amendment No. Original

DIGITAL SWITCHED SERVICE

(N)

C Terms and Conditions (Continued)

1. Provisioning of Service (Continued)

- i. Customers who wish to have incoming calls to a busy line overflow to other of the customer's lines which are not busy must subscribe to Call Forward Busy for each line that is to have the overflow capability. Rates and Conditions for Call Forward Busy are found elsewhere in this tariff.
- j. For DSS facilities requiring loops greater than three miles in length, a DSS loop transport rate applies per facility.

2. Reselling & Government Entities

- a. Except as specified for Government Entity, DSS shall not be used for any purpose for which any consideration is rendered to pay any party other than the Company.
- b. Any Government Entity (as defined elsewhere in this Tariff) may authorize any other government entity to use its DSS. In such cases, the initial primary user will be considered the customer and will be responsible for the payment of all the incurred nonrecurring charges and monthly rates.

3. Equipment Interface Specifications

All customer-provided equipment (CPE) used to interface with DSS is required to conform with Technical Reference Specifications as used by the Company.

(N)

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel  
(New Mexico)

Exchange All  
Section No. 27  
Sheet No. 4  
Amendment No. Original

DIGITAL SWITCHED SERVICE

(N)

C Terms and Conditions (Continued)

4. Contract Periods

- a. The minimum contract period is one month from the date service or additions to service are established and the minimum charge is the authorized rate for one month under a monthly plan or on a contractual basis. For purposes of rate administration each month is considered to have 30 days.
- b. The Company may require a contract period longer than one month at the same location in connection with special types or arrangements of equipment or for unusual construction necessary to meet specific demands for service.
- c. DSS is offered on a month-to-month basis. The provision if DSS service on a month-to-month basis is dependent on the availability and capacity of Central Office facilities. Month-to-month prices will be subject to Company-initiated price adjustments.
- d. DSS is offered under a term contract. Customers may subscribe to DSS service for an extended period under a term contract which allows a customer to select a 12, 36, or 60 month service term for the associated trunks. All trunks on the same DSS facility must be under the same term contract period.
- e. During the length of the selected term contract, monthly rates for service elements ordered under the plan are subject to change (increase or decrease) as Company-initiated price changes become effective. However, any price change will not cause the monthly rate for respective service elements to exceed the price that was in effect at the beginning of the selected contract term.
- f. During the term commitment period, the customer may add DSS channels and / or additional DSS services at the same monthly rate specified in the customer's original term commitment. All trunks on the same DSS facility must be under the same term contract period.
- g. Upon fulfilling the term contract period, if a customer does not elect a new Term contract and does not request discontinuance of service, service will be continued at the month-to-month rates then currently in effect. If the customer elects a new contract term, the rates and options in effect at that time would apply. No installation charges, however, will apply for service continuance whether under a month-to-month or term contract basis.

(N)

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel  
(New Mexico)

Exchange All  
Section No. 27  
Sheet No. 5  
Amendment No. Original

DIGITAL SWITCHED SERVICE

C Terms and Conditions (Continued)

(N)

4. Contract Periods (Continued)

h. With the written permission of the Company, the obligation to pay the term contract charges for DSS service may be assumed by another customer if the service has not been terminated and if the other customer intends to continue using the service at the present location and actually continues such use. Such assumption of service does not relieve or discharge the original customer from remaining jointly or severally liable with the transferee for any and all obligations existing at the time of the transfer until the term contract is fulfilled. Service installation charges for DSS will not apply for this transference, however, other charges outlined in this Tariff may apply. A subsequent activity charge for DSS will apply if any changes are made to the configuration of the current DSS service.

i. During a term contract period, a customer may convert to a new term contract of the same or different length if the expiration date for the new contract is beyond the expiration date or the current contract. The new term contract becomes effective upon execution. Customers may also change from a month-to-month arrangement to a term contract. No credit for months under the previous term contract or under the month-to-month plan may be transferred to the new term contract. The customer incurs no liability for the remaining months of the prior term contract since the change is not considered a termination of service. The prices applicable for the new term contract are those currently in effect at the time of transfer. No installation charges will apply for a contract change.

5. Cancellation, Moves, & Early Termination Charges

a. In the event a customer cancels their order for DSS service prior to the service being established, the loss on equipment and facilities in process of building or being installed, cost of installation labor, cost of removal and other expenses, not to exceed the installation charge(s), will apply.

b. In the event DSS service is terminated by the customer prior to completion of the contract period, the customer shall be liable for early termination charges equal to one-half (50%) of the un-expired portion of the applicable contract period for each DSS service element prematurely terminated. In addition to the termination charge, the customer shall also be liable for any unpaid and deferred system and line installation charges.

(N)

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel  
(New Mexico)

Exchange All  
Section No. 27  
Sheet No. 6  
Amendment No. Original

DIGITAL SWITCHED SERVICE

C Terms and Conditions (Continued)

(N)

5. Cancellation, Moves, & Early Termination Charges (Continued)

- c. Termination charges are not applicable to changes in the physical location of the DSS service so long as the service originates in the same serving central office area and the customer retains the current term contract or converts to a new term contract having an expiration date beyond that of the current term contract. Non-recurring charges for the re-design of the DSS service will apply. The customer will experience some down-time on the DSS service during the physical move of the transport element.
- d. Termination charges do apply to changes in the physical location of DSS when the new DSS service originates in a different serving central office area. The current DSS contract will be terminated and the DSS service provided at the new location will be treated as a new installation.

6. Subsequent Activity Charge

The DSS Subsequent Activity Charge (SAC) is applicable for any changes to customer configurations after the initial installation. The SAC is applicable per occurrence and not based on the number of trunks.

7. Temporary Suspension of Service

The Company may, following five (5) days written notice, refuse to furnish, or may terminate the service and remove its equipment under the following circumstances, provided suitable notice has been given to the customer:

- a. Upon the continuance of any unpaid regulated amount due for a period of five (5) days following temporary suspension;
- b. Upon objection to the furnishing of a service made in writing by or on behalf of any governmental law enforcement agency acting within its jurisdiction, on the grounds that such service is, or will be, used for an illegal purpose;
- c. Upon the use of a service in such a manner that, in the opinion of the Company, constitutes abuse or fraud or may tend to injuriously affect the efficiency of the Company's plant, property, or service; or
- d. Upon a violation of any of the regulations governing the furnishing of this service.

(N)



TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel  
(New Mexico)

Exchange All  
Section No. 27  
Sheet No. 7  
Amendment No. Original

DIGITAL SWITCHED SERVICE

D. Standard Features

The following features, where from a specific central office, are offered to the customer as part of the DSS service at no additional charge.

1. Digital Voice Transmission

All voice calls are terminated using digital signaling.

2. Unlimited Local Usage

Allows DSS customers to pay a flat rated monthly charge for usage on circuit-switched voice and circuit-switched data traffic rather than Local Usage Charges described elsewhere in this Tariff. This applies only to Local Service Areas as defined in this Tariff. It does not apply to Extended Community Calling exchanges nor can it be combined with other service packages.

E. Application of Charges and Rates

1. The rates and charges shown herein apply in addition to all other applicable rates and charges shown elsewhere in the Company's tariff.

2. Circuit Switched Voice calls will be subject to Long Distance Message Telecommunications Service charges as specified elsewhere in this tariff, if applicable.

3. Circuit Switched Data calls will be subject to Local Usage sensitive rates based on minutes of use for local and Extended Community Calling Service or Long Distance Telecommunications Service charges as specified elsewhere in this tariff.

4. This service is only provided where the software has been installed in the switch where the service has been requested.

(N)

(N)

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel  
(New Mexico)

Exchange All  
Section No. 27  
Sheet No. 8  
Amendment No. Original

DIGITAL SWITCHED SERVICE

(N)

F. Charges and Rates

See Preface Sheet 1 for additional charges which will be added to these rates on the customer's bill.

|  | Non-recurring<br>Charge*    | -----Monthly Contract Rates----- |          |          |          |
|--|-----------------------------|----------------------------------|----------|----------|----------|
|  |                             | Monthly                          | 12-Month | 36-Month | 60-Month |
| DSS facility &<br>common equipment<br>per 24 channel facility    | \$600.00                    | \$120.00                         | \$120.00 | \$120.00 | \$120.00 |
| DSS Loop Transport<br>Per DSS facility<br>Each mile over 3 miles |                             | \$60.00                          | \$60.00  | \$60.00  | \$60.00  |
| Trunks:  |                             |                                  |          |          |          |
| In-only trunk  |                             | \$29.50                          | \$28.00  | \$27.00  | \$25.00  |
| Out-only trunk   |                             | \$29.50                          | \$28.00  | \$27.00  | \$25.00  |
| Two-way trunk  |                             | \$29.50                          | \$28.00  | \$27.00  | \$25.00  |
| In-only trunk (w/ DID)   |                             | \$29.50                          | \$28.00  | \$27.00  | \$25.00  |
| Two-way trunk (w/ DID<br>& answer supervision)                   |                             | \$29.50                          | \$28.00  | \$27.00  | \$25.00  |
| DID Numbers  | See Section 32, Sheet No. 2 |                                  |          |          |          |
| Subsequent Activity<br>Charge (SAC)                              | \$200.00                    |                                  |          |          |          |

(\*) The non-recurring charges for individual trunks ordered with the initial DSS order are waived. When additional trunks are ordered on an existing DSS facility, the normal non-recurring charges for trunks apply. The non-recurring charges for DID features is not waived with the initial order.

(N)

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All (C)  
Section No. 28  
Sheet No. 1  
Amendment No. 1

ENTERPRISE (TRANSFER OF TOLL CHARGE SERVICE)

Enterprise service is provided as described in the Access tariff SCC No. 3.

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Issued 05/29/98 Applicable to bills rendered on and after 05/19/98  
Authorization by Order No. 98-148-TC  
Letter \_\_\_\_\_

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.

Exchange All  
Section No. 29  
Sheet No. 1  
Amendment No. 4

PACKAGE SERVICES

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

A. DESCRIPTION

Simple Choice™/Business Assist Advantage are packages of features available to both residential and business customers. Simple Choice™/Business Assist Advantage includes the features specified following and a flat rate access line with tone dial service. Simple Choice™Two<sup>(2)</sup> includes two access lines with tone dial service. Customers subscribing to Simple Choice™/Business Assist Advantage are entitled to unlimited use of the service/features specified. (T)

B. FEATURES

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

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

C. TERMS AND CONDITIONS

1. A customer may select an unlimited number of compatible services and features from the Features list. All terms and conditions as specified elsewhere in this tariff shall apply.
2. Nonrecurring charges as specified elsewhere in this tariff do not apply for transactions involving additions, deletions, or changes to the services/features requested as part of Simple Choice™/Business Assist Advantage. However, appropriate nonrecurring charges do apply for installation of, moves, and changes to the access line.

(1) **Effective December 5, 2014, Simple Choice is not available to new customers and is limited to lines in service for existing customers.** (N)  
(N)

(2) Grandfathered to existing customers at their present location. (T)

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc  
(New Mexico)

Exchange All  
Section No. 29  
Sheet No. 2  
Amendment No. 5

PACKAGE SERVICES

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

C. TERMS AND CONDITIONS (continued)

3. Customers subscribing to the Simple Choice™Two<sup>(2)</sup> may select different features for each line. All lines must be billed to the same account and located at the same premise.
4. Simple Choice™/Business Assist Advantage features must be activated by the customer before they can be used without incurring usage charges.
5. All recurring charges applicable to an access line apply to Simple Choice™/Business Assist Advantage. Among other things, these can include but are not limited to, EAS charges, surcharges, subscriber line charges, and taxes.
6. If access line rates for residence and business service, as listed elsewhere in this tariff, increase, Simple Choice™/Business Assist Advantage rates may also increase (upon Commission approval).

D. RATES

|                                  | <u>Residence:</u> | <u>Business:</u> |     |
|----------------------------------|-------------------|------------------|-----|
| Simple Choice™ <sup>(1)</sup>    | <b>\$29.95</b>    | -                | (1) |
| Business Assist Advantage        | -                 | \$38.45          | (1) |
| Simple Choice™Two <sup>(2)</sup> | <b>\$47.95</b>    | \$64.95          |     |

Nonrecurring:

A nonrecurring charge will not apply for installation of the features for Simple Choice™. Installation, moves, and changes to the access line(s) will incur the appropriate nonrecurring charges found in Schedule 3.

- (1) Effective December 5, 2014, Simple Choice is not available to new customers and is limited to lines in service for existing customers.
- (2) Grandfathered to existing customers at their present location.

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.

Exchange All  
Section No. 29  
Sheet No. 3  
Amendment No. 3

PACKAGE SERVICES

2. SELECT PAK/BUSINESS ASSIST SELECT <sup>(1)</sup>

A. CONDITIONS

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

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

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

B. RATES

|                        | SelectPak<br>Per Line | Business Assist<br>Select |
|------------------------|-----------------------|---------------------------|
| Monthly Rate Residence | \$13.95               | ---                       |
| Monthly Rate Business  | ---                   | \$13.95                   |

3. CALLER ID EXTRA <sup>(2)</sup>

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

4. CALLER ID PLUS <sup>(2)</sup>

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

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

<sup>(2)</sup> **Effective December 5, 2014, Caller ID Extra and Caller ID Plus Package Services are not available to new customers and are limited to lines in service for existing customers.**

(T)

(T)

(N)  
(N)

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.  
(New Mexico)

Exchange All  
Section No. 29  
Sheet No. 4  
Amendment No. 1

PACKAGE SERVICES

5. BUSINESS UNLIMITED

A. DESCRIPTION

**The Business Unlimited bundle is available to business customers with up to a total of 10 lines. Subscription to the Business Unlimited bundle includes one (1) line of unlimited local calling with an unlimited choice of all compatible features offered by the Company and unlimited long distance calling provided by CenturyTel Long Distance, LLC. Additional lines of Unlimited Local and Long Distance calling, up to a maximum of nine (9) additional lines, may be added. The monthly rate for Business Unlimited does not include applicable taxes and surcharges.**

(T)  
|  
(T)

B. TERMS AND CONDITIONS

**Metered/measured line services, PBX, Key, or Centrex accounts are not eligible for the Business Unlimited bundle. The customer must subscribe to the CenturyTel Long Distance, LLC, Basic Business Unlimited Long Distance Bundle plan for each Business Unlimited line.** 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.

(T)  
|  
(T)  
|  
(D)  
|  
(D)

TELEPHONE RATE FILE

**CORRECTED**

CenturyTel of the Southwest, Inc.  
(New Mexico)

Exchange All  
Section No. 29  
Sheet No. 5  
Amendment No. 2

PACKAGE SERVICES

5. BUSINESS UNLIMITED (Continued)

C. MONTHLY RATES

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

| Primary Access Line Charge | Additional Access Line Charge |
|----------------------------|-------------------------------|
| <b>\$40.00</b>             | <b>\$40.00</b>                |

(T)

(N)

(N)

(T)

|

(T)



TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.  
(New Mexico)

Exchange All  
Section No. 29  
Sheet No. 6  
Amendment No. 1

PACKAGE SERVICES

6. PURE BROADBAND BUNDLE – GRANDFATHERED<sup>[1]</sup> (C)

A. DESCRIPTION

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

B. FEATURES

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

C. TERMS AND CONDITIONS

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

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

The bundle rate will include the Subscriber Line Charge, Telecommunications Relay Service (TRS) Charge, and E911 Charge.

Service Charges or nonrecurring charges do not apply.

D. RATES

|                       | Residence              | Business               |     |
|-----------------------|------------------------|------------------------|-----|
| Per Bundle, per month | \$26.50 <sup>[2]</sup> | \$27.50 <sup>[2]</sup> | (T) |

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

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

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.  
(New Mexico)

Exchange All  
Section No. 29  
Sheet No. 7  
Amendment No. 5

PACKAGE SERVICES

7. HOME PHONE II – GRANDFATHERED<sup>[1]</sup>

(C)

A. Description

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

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

(N)  
(N)

<sup>[2]</sup> Deregulated service.

(T)

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. **d/b/a CenturyLink**  
(New Mexico)

Exchange All (T)  
Section No. 29  
Sheet No. 7.1  
Amendment No. 2

PACKAGE SERVICES

7. HOME PHONE II – GRANDFATHERED<sup>[1]</sup>

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 described in Section 7, Prorating of Opening and Closing Bills.** (N)  
(N)
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 discount unless otherwise specified.

<sup>[1]</sup> Effective June 11, 2017, Home Phone II is grandfathered. Availability to current customers is limited to lines in service at existing locations.

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.  
(New Mexico)

Exchange All  
Section No. 29  
Sheet No. 7.2  
Amendment No. 1

PACKAGE SERVICES

7. HOME PHONE II – GRANDFATHERED<sup>[1]</sup> (C)

C. Rates and Charges

1. The monthly rate includes the Local Exchange Service, flat rate EAS, and features only. All other recurring charges applicable to an access line apply to Home Phone II. 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 Connection Charges, as described in Section 3, apply for new and additional Home Phone II lines, and moves of existing lines.
3. Service Connection Charges do not apply when Home Phone II replaces existing Local Exchange Service. Service Connection Charges do apply when customers request a change from Home Phone II back to Local Exchange Service.

Monthly Rate

|                              |         |     |
|------------------------------|---------|-----|
| Home Phone II <sup>[2]</sup> | \$38.95 | (T) |
|------------------------------|---------|-----|

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

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

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc  
(New Mexico)

Exchange All  
Section No. 29  
Sheet No. 7.3  
Amendment No. 1

PACKAGE SERVICES

8. ECONOMY PACK

The Company will offer this bundle to residential customers only. Economy Pack includes an access line, the subscriber line charge, caller id and call waiting for **\$26.95**. Customers agreeing to a 12-month commitment will receive a \$5.00 reduction per month for the 12-month term. (I)

9. RESIDENCE SECOND LINE BUNDLE (T)

The Company will offer a bundled service package 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 for **\$11.95**. The Company will waive the appropriate nonrecurring charges for residential customers subscribing to this offer. (I)

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 tariffed monthly rate.

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.

Exchange All (T)  
Section No. 29  
Sheet No. 8  
Amendment No. 2

PACKAGED SERVICES

10. CORE CONNECT

A. Description

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

B. Regulations

- 1. **CORE CONNECT** customers must also subscribe to the Company's non-regulated 1.5 Mbps or greater High-speed Internet at each CORE CONNECT location. In locations where 1.5 Mbps is not available, customers may alternatively subscribe to the Company's non-regulated **512 or 768 Kbps HSI**. These qualifying services must be billed on the same invoice as CORE CONNECT, but may be provisioned on access lines or trunks other than CORE CONNECT. (T)(M1)  
(T)
- 2. Customers may subscribe to a maximum of ten (10) CORE CONNECT business lines at each customer location.
- 3. There is no minimum service period for CORE CONNECT. Customers who discontinue services within thirty days after establishment of service will be charged only for the number of days CORE CONNECT was in service. **Early termination liability charges for customers who subscribe to CORE CONNECT under a Term Discount Plan (TDP) are as specified in C., following.** (N)(M1)  
(N)

(M) Material moved to Sheet No. 12.  
(M1) Material moved from Sheet No. 10

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.

Exchange All (T)  
Section No. 29  
Sheet No. 9  
Amendment No. 2

PACKAGED SERVICES

10. CORE CONNECT

B. Regulations (Cont'd)

- 4. CORE CONNECT lines cannot terminate into a PBX or other line trunking device except as otherwise indicated herein. (M1)
- 5. Components of CORE CONNECT will be converted to ala carte rates for the remaining services if customers remove any of the qualifying services.
- 6. All terms and conditions specified elsewhere for the respective services/features requested as part of this plan shall apply. (T)
- 7. Services selected as part of this plan can only be provided where technically available and compatible with other services the customer may choose to order.
- 8. CORE CONNECT cannot be combined with any other discounts unless otherwise specified. (M1)
- 9. This plan is not available to customers who are or become toll restricted. Service Charges will not apply for those existing lines converted, in-place, to business exchange service due to company-initiated toll restrictions. Such customers will not be permitted to re-enroll in this plan until such time as all associated unpaid balances are satisfactorily paid in full. (M2)

- (M) Material moved to Sheet No. 13.
- (M1) Material moved from Sheet No. 10.
- (M2) Material moved from Sheet No. 11.

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.

Exchange All (T)  
Section No. 29  
Sheet No. 10  
Amendment No. 2

PACKAGED SERVICES

10. CORE CONNECT (CONT'D)

C. Term Discount Plan (TDP)

- 1. A Term Discount Plan provides customers with discounts when the customer subscribes to CORE CONNECT under a one, two or three-year term agreement. (T)
- 2. Any CORE CONNECT line(s) added subsequent to establishment of a TDP must be added under a separate TDP commitment period.
- 3. The rates and discounts in effect when customers subscribe to CORE CONNECT under a TDP will apply until expiration of that TDP. CORE CONNECT lines that are subsequently added under a separate TDP will receive the tariffed rates in effect when those lines are added. (T)
- 4. Upon expiration of a TDP, the TDP discounts specified in E. following will expire, and the customer will be charged at the then prevailing monthly rate. If the customer renews the TDP or signs up for a new TDP, the tariffed rates then in effect will apply for the new or renewed TDP. (T)
- 5. If the Company terminates service for cause or if the customer discontinues the service in whole or in part without cause prior to the expiration date, no termination liability charges will apply for the regulated portion(s) of CORE CONNECT. However, if customers remove any of the qualifying services prior to the TDP expiration date, the remaining components of CORE CONNECT will be converted to ala carte rates and the TDP discount will not apply. (M2)

(M)  
(M1)  
(T)(M2)  
|  
(T)  
|  
(T)  
|  
(T)  
|  
(M2)

(M) Material moved to Sheet No. 8.  
(M1) Material moved to Sheet No. 9.  
(M2) Material moved from Sheet No. 11.





TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.

Exchange All (T)  
 Section No. 29  
 Sheet No. 12  
 Amendment No. 1

PACKAGED SERVICES

10. CORE CONNECT (CONT'D)

E. Rates and Charges

1. Core Connect 1 <sup>[1]</sup>

Business Individual Line Service or Key Trunk Service

Hunting (optional)

Choice of the following features and services:

- Busy Redial
- Caller ID with Name (includes Anonymous Call Rejection)
- Call Forward Busy
- Call Forward/No Answer
- Call Forward Remote Access
- Call Forward Variable
- Call Transfer
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Distinctive Ring
- Message Waiting
- Return Call
- Three-Way Calling
- Voicemail <sup>[2]</sup>

| Per Location, Per Month |   |             |             |             |
|-------------------------|---|-------------|-------------|-------------|
| Initial Bundle          | 2 <sup>nd</sup> through 10 <sup>th</sup> bundle |             |             |             |
| All Terms               | Month-to-Month                                  | 1-Year Term | 2-Year Term | 3-Year Term |
| \$70.00                 | \$40.00   | \$35.00     | \$32.50     | \$30.00     |

<sup>[1]</sup> **Customers** must **also** subscribe to CenturyTel Long Distance, LLC, Business Unlimited (**Option 1**) long distance plan for **each line** or trunk subscribed.

<sup>[2]</sup> Deregulated Service.

(M) Material moved to Sheet No. 11.  
 (M1) Material moved from Sheet No. 8.  
 (M2) Material moved from Sheet No. 12.

(T)  
 (M)  
 (T)(M1)

(T)(M1)

(T-M2)

(T-M2)

(T-M)

(T-M)

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.

Exchange All  
 Section No. 29  
 Sheet No. 13  
 Amendment No. Original

PACKAGED SERVICES

10. CORE CONNECT

E. Rates and Charges (Cont'd)

2. Core Connect 1 LITE

Business Individual Line Service or Key Trunk Service  
 Hunting (optional)  
 Choice of the following features and services:

- Caller ID with Name (includes Anonymous Call Rejection)
- Call Forward Variable
- Call Forward Busy
- Call Forward/No Answer
- Call Forward Remote Access
- Call Waiting/Cancel Call Waiting'
- Call Waiting ID
- Three-Way Calling
- Call Transfer
- Return Call
- Distinctive Ring
- Message Waiting
- Voicemail <sup>[1]</sup>

| Per Location, Per Month |   |                               |             |             |
|-------------------------|---|-------------------------------|-------------|-------------|
| Initial Bundle          | 2 <sup>nd</sup> through 10 <sup>th</sup> bundle |                               |             |             |
|                         | All Terms                                       | Month-to-Month <sup>[2]</sup> | 1-Year Term | 2-Year Term |
| \$70.00                 | \$40.00   | \$35.00                       | \$32.50     | \$30.00     |

<sup>[1]</sup> Deregulated Service.

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

(M) Material moved from Sheet No. 9.  
 (M1) Material moved from Sheet No. 12.

(N)  
 (T)(M)  
 (M)  
 (M1)  
 (M1)  
 (M)  
 (T)  
 (M)

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.

Exchange All  
 Section No. 29  
 Sheet No. 14  
 Amendment No. Original

PACKAGED SERVICES

10. CORE CONNECT

E. Rates and Charges (Cont'd)

2. Core Connect 2 <sup>[1]</sup>

Business Individual Line Service or Key Trunk Service

Hunting (optional)

Choice of the following features and services:

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

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

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

[2] Deregulated Service.

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.

Exchange All  
 Section No. 29  
 Sheet No. 15  
 Amendment No. Original

PACKAGED SERVICES

10. CORE CONNECT

E. Rates and Charges (Cont'd)

2. Core Connect 2 LITE

Business Individual Line Service or Key Trunk Service

Hunting (optional)

Choice of the following features and services:

- Caller ID with Name (includes Anonymous Call Rejection)
- Call Forward Busy
- Call Forward/No Answer
- Call Forward Remote Access
- Call Forward Variable
- Call Transfer
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Distinctive Ring
- Message Waiting
- Return Call
- Selective Call Rejection
- Three-Way Calling
- Voicemail <sup>[1]</sup>

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

<sup>[1]</sup> Deregulated Service.

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

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.  
(New Mexico)

Exchange All  
Section No. 29  
Sheet No. 16  
Amendment No. 2

PACKAGED SERVICES

11. CENTURYLINK BUSINESS BUNDLES (T)

A. General

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

B. Regulations

- 1. Customers must also subscribe to companion long distance service provided by CenturyLink Communications, LLC for the initial and each additional bundle and the Company's 1.5 Mbps or greater High-Speed Internet provided by the Company or a CenturyLink affiliate: at each bundle location. In locations where 1.5 Mbps is not available, customers may alternatively subscribe to the Company's non-regulated 512 or 768 Kbps HSI. The qualifying High-Speed Internet service must be billed on the same invoice as the CENTURYLINK BUSINESS BUNDLE, but may be provisioned on access lines or trunks other than CENTURYLINK BUSINESS BUNDLE. Specific requirements are as follows:
  - a. CENTURYLINK BUSINESS BUNDLE Option 1 - Month-To-Month Option (C)
    - CenturyLink Business Bundle Unlimited Plan A long distance plan, and (C)
    - Non-regulated 1.5 Mbps or greater High-speed Internet on a month-to-month basis or under a two-year term minimum commitment period at each CENTURYLINK BUSINESS BUNDLE location.
  - b. CENTURYLINK BUSINESS BUNDLE Option 1 - Two-Year Term Option (C)
    - CenturyLink Business Bundle Unlimited Plan A long distance plan, and (C)
    - Non-regulated 1.5 Mbps or greater High-speed Internet under a two-year term minimum commitment period at each location.
  - c. CenturyLink Business Bundle Preferred (N)
    - CenturyLink Business Bundle Unlimited Plan B long distance plan, and
    - Non-regulated 1.5 Mbps or greater High-speed Internet on a month-to-month basis or under a two-year term minimum commitment period at each bundle location. (N)

(M) Material moved to Page 16.1 of this section.

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.  
(New Mexico)

Exchange All  
Section No. 29  
Sheet No. 16.1  
Amendment No. 1

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PACKAGED SERVICES

11. CENTURYLINK BUSINESS BUNDLES

B. Regulations (Cont'd)

- |    |  |                          |
|----|--|--------------------------|
| 2. | There is no minimum service period for the Local Exchange Service and features provided in CENTURYLINK BUSINESS BUNDLE. Customers who discontinue this service within thirty days after establishment of service will be charged only for the number of days of service.   | (M)                      |
|    |  |                          |
|    |  | (M)                      |
| 3. | CENTURYLINK BUSINESS BUNDLE lines cannot terminate into a PBX or other line trunking device except as otherwise indicated herein.  | (M1)                     |
|    |  |                          |
| 4. | Components of <b>the</b> CENTURYLINK BUSINESS BUNDLE <b>selected by the customer</b> will be converted to a la carte rates for the remaining services if customers remove any of the qualifying services. If the qualifying High-Speed Internet service is discontinued at any <b>bundle</b> location, components of all CENTURYLINK BUSINESS BUNDLES at that location will be converted to ala carte rates. No termination liability charges will apply for the regulated portion(s) of a CENTURYLINK BUSINESS BUNDLE if a qualifying service is discontinued prior to the minimum service period or term commitment period for that qualifying service. Early Termination Fees may apply if non-regulated HSI is discontinued prior to the end of a two-year commitment. | (T)<br>(T)<br>(T)<br>(T) |
| 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.   | (M1)                     |

(M) Material moved from Page 16 of this section.

(M1) Material moved from Page 17 of this section.

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CenturyTel of the Southwest, Inc.  
(New Mexico)

Exchange All  
Section No. 29  
Sheet No. 17  
Amendment No. 2

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PACKAGED SERVICES

11. CENTURYLINK BUSINESS **BUNDLES** (Cont'd) (T)

B. Regulations (Continued)

(M)

(M)

7. CENTURYLINK BUSINESS **BUNDLES** cannot be combined with any other discounts unless otherwise specified. (T)

8. This plan is not available to customers who are or become toll restricted. Service Connection Charges will not apply for those existing lines converted, in-place, to business exchange service due to company-initiated toll restrictions. Such customers will not be permitted to re-enroll in this plan until such time as all associated unpaid balances are satisfactorily paid in full.

9. An Activation **Fee will** apply for the month-to-month option in lieu of any other Service Charge(s), except that if a premises visit is required in order to establish service, the nonrecurring charge normally applicable for a premises visit will apply in addition to the Activation Fee. (D)

The Activation Fee will be waived when:

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

The Activation Fee does not apply for the two-year term option.

(M) Material moved to Page 16.1 of this section.

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.  
(New Mexico)

Exchange All  
Section No. 29  
Sheet No. 18  
Amendment No. 2

PACKAGED SERVICES

11. CENTURYLINK BUSINESS BUNDLES (Cont'd) (T)

C. Service Description and Rates (T)

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

a. Description (T)

CENTURYLINK BUSINESS BUNDLE **Options 1 and 2** include a flat rate Business Individual Line Service or Key Trunk Service **with Touch-tone**, flat rate Extended Area Service, and unlimited expanded local calling (where available) and the following optional services and features: (T)

- Line Hunting Service
- Repeat Dial
- Caller ID with Name (includes Anonymous Call Rejection)
- Call Forwarding
- Call Forward - Busy
- Call Forward - No Answer
- Call Forward Remote Activation
- Call Waiting and Cancel Call Waiting
- Call Waiting Display
- Three-Way Calling
- Three-Way Calling with Transfer (Not currently available)
- Call Return
- Distinctive Ring
- Selective Call Rejection
- Selective Call Acceptance
- Message Waiting Indicator
- Voicemail <sup>[1]</sup>

b. Rates and Charges (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. (M) (T)

| CenturyLink Business Bundle<br>Per Line, Per Location | Monthly Rate      |  | Activation<br>Fee |
|---|-------------------|--|-------------------|
|   | Initial<br>Bundle | 2 <sup>nd</sup> through<br>10 <sup>th</sup> Bundle |                   |
| Month-to-Month ( <b>Option 1</b> )                    | \$45.00           | \$24.99  | \$50.00           |
| Two-Year Term ( <b>Option 2</b> )                     | 45.00             | 24.99  | N/A               |

[1] Deregulated service.

(M) Material moved within this page.

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.  
(New Mexico)

Exchange All  
Section No. 29  
Sheet No. 18.1  
Amendment No. 1

PACKAGED SERVICES

11. CENTURYLINK BUSINESS BUNDLES

C. Service Description and Rates (Cont'd)

(N)

2. CenturyLink Business Bundle Preferred

a. Description

CenturyLink Business Bundle Preferred includes a flat rate Business Individual Line or Key Trunk with Touch tone, flat rate Extended Area Service, unlimited expanded local calling (where available), and the following optional services and features:

- Line Hunting Service
- Busy Redial (a.k.a. Repeat Dial)
- Caller ID with Name (includes Anonymous Call Rejection)
- Call Forwarding
- Call Forward Busy - Fixed
- Call Forward No Answer – Fixed
- Call Forward Remote Activation
- Selective Call Forwarding
- Call Waiting/Cancel Call Waiting (a.k.a. Enhanced Call Waiting)
- Call Waiting ID
- Three-Way Calling or Three-Way Calling with Transfer
- Return Call
- Selective Call Rejection
- Message Waiting
- Voicemail <sup>[1]</sup>

b. Rates and Charges

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

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

[1] Deregulated service.

(N)

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.  
(New Mexico)

Exchange All  
Section No. 29  
Sheet No. 19  
Amendment No. 2nd

PACKAGED SERVICES

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

(C)

A. Description

1. Unlimited Nationwide Calling or Essential Home Phone with 30 Minutes Long Distance (hereafter referred to as Essential Home Phone w/ 30 Minutes LD) is an optional enrollment plan that permits residence customers who subscribe to qualifying products and services to receive Local Exchange Service and additional features and services for a flat monthly rate.
2. Customers must subscribe to either the Unlimited Nationwide Calling or 30 Minutes Long Distance calling plan provided by CenturyLink Communications, LLC for each package provided at a customer location.
3. Unlimited Nationwide Calling or Essential Home Phone w/ 30 Minutes LD includes a flat rate one-party residence line with Touch tone, flat rate Extended Area Service, unlimited expanded local calling (where available), and the following services and features:
  - Anonymous Call Rejection
  - Call Forward - Busy
  - Call Forward - No Answer
  - Call Forward Remote Activation (where available)
  - Call Forwarding
  - Call Waiting ID
  - Caller ID Name and Number
  - Call Waiting/Cancel Call Waiting
  - Message Waiting
  - Repeat Dial
  - Call Return
  - Selective Call Acceptance
  - Selective Call Forwarding
  - Selective Call Rejection
  - Selective Call Ring
    - Three-Way Calling
  - Voicemail <sup>[2]</sup>

(T)

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

(N)

<sup>[2]</sup> Deregulated service.

(N)

(T)

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.  
(New Mexico)

Exchange All  
Section No. 29  
Sheet No. 20  
Amendment No. 2nd

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PACKAGED SERVICES

12. UNLIMITED NATIONWIDE CALLING OR ESSENTIAL HOME PHONE WITH 30 MINUTES LONG DISTANCE <sup>[1]</sup> (Cont'd)

(C)

B. Regulations

1. Components of Unlimited Nationwide Calling or Essential Home Phone w/ 30 Minutes LD will be converted to ala carte rates for the remaining services if customers remove any of the qualifying services.
2. All terms and conditions specified elsewhere for the respective services/features requested as part of this plan shall apply.
3. 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.
4. Unlimited Nationwide Calling or Essential Home Phone w/ 30 Minutes LD cannot be combined with any other discounts unless otherwise specified.
5. This plan is not available to customers who are or become toll restricted. Service Charges will not apply for those existing lines converted, in-place, to residence exchange service due to company-initiated toll restrictions. Such customers will not be permitted to re-enroll in this plan until such time as all associated unpaid balances are satisfactorily paid in full.

C. Rates and Charges

1. The monthly rate includes a flat rate one-party residence line with Touch tone, flat rate EAS, expanded local calling (where available), features, and the following fees and surcharges: Interstate Subscriber Line Charge, Intrastate Subscriber Line Charge (where applicable), Access Recovery Charge, and Facilities Relocation Charge (where applicable).
2. Service Charges will not apply for new and additional package lines, and moves of existing lines.
3. Service Charges do not apply when Unlimited Nationwide Calling or Essential Home Phone w/ 30 Minutes LD replaces existing Local Exchange Service. The normally applicable Service Charges do apply when Customers request a change back to Local Exchange Service.

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

(N)

(N)



TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.  
(New Mexico)

Exchange All  
Section No. 29  
Sheet No. 21  
Amendment No. 2nd

PACKAGED SERVICES

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

(C)

C. Rates and Charges (Cont'd)

4. The Company retains the right, in its sole discretion, to change some or all of the network technology on which it delivers this service and the associated long distance service, including a change to Voice over Internet Protocol technology. If the Company's network technology changes in such a way that this tariff will no longer apply to Unlimited Nationwide Calling or Essential Home Phone w/ 30 Minutes LD, the following monthly rate will continue to apply, and the new service(s) or plan(s) will be governed by separate, commercial terms between the Company and the customer.

| Unlimited Nationwide Calling<br>or<br>Essential Home Phone w/ 30 Minutes LD | Monthly Rate           |
|---|------------------------|
| Per package, per location   | \$35.00 <sup>[2]</sup> |

(T)

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

(N)  
|  
(N)

<sup>[2]</sup> Rate includes local services, features, fees and surcharges described in C.1. preceding. 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)

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.  
(New Mexico)

Exchange All  
Section No. 29  
Sheet No. 22  
Amendment No. 1

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PACKAGED SERVICES

13. Simply Unlimited Business

A. Description

1. Simply Unlimited Business is an optional enrollment plan that permits business customers who subscribe to qualifying products and services to receive Local Exchange Service an additional features and services for a flat monthly rate.
2. Simply Unlimited Business is available for a maximum of twenty business lines and/or key trunks at a given customer location, not to exceed twenty-five lines across all customer locations in territories served by a CenturyLink incumbent local exchange carrier.
3. Customers must also subscribe to companion long distance service provided by CenturyLink Communications, LLC for the initial and each additional bundle.
4. Customers may also subscribe to Company's 1.5 Mbps or greater High-Speed Internet provided by the Company or a CenturyLink affiliate: at each bundle location. In locations where 1.5 Mbps is not available, customers may alternatively subscribe to the Company's non-regulated 512 or 768 Kbps HSI. The qualifying High-Speed Internet service must be billed on the same invoice as the Simply Unlimited Business but may be provisioned on access lines or trunks other than Simply Unlimited Business.
5. Simply Unlimited Business includes a flat rate one-party business line or key trunk with Touch Tone, flat rate Extended Area Service, unlimited expanded local calling (where applicable) and the following services and features, where available:

- Rotary Line Service
- Busy Redial (aka Repeat Dial)
- Caller ID with Name (includes Anonymous Call Rejection)
- Call Forwarding
- Call Forward Busy - Fixed
- Call Forward No Answer – Fixed
- Call Forward Remote Activation
- Selective Call Forwarding
- Call Waiting/Cancel Call Waiting (a.k.a. Enhanced Call Waiting)
- Call Waiting ID
- Three-Way Calling or Three-Way Calling with Transfer
- Return Call (a.k.a. Call Return)
- Selective Call Rejection (a.k.a. Call Rejection)
- Message Waiting <sup>[1]</sup>
- Voicemail <sup>[1]</sup>

<sup>[1]</sup> Deregulated service.

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.  
(New Mexico)

Exchange All  
Section No. 29  
Sheet No. 23  
Amendment No. 1

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PACKAGED SERVICES

13. Simply Unlimited Business (Cont'd)

B. Regulations

1. Simply Unlimited Business lines cannot terminate into a PBX or other line trunking device except as otherwise indicated herein.
2. 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. All terms and conditions specified elsewhere for the respective services/features requested as part of this plan shall apply.
3. There is no minimum service period for the Local Exchange Service and features provided in Simply Unlimited Business. Customers who discontinue this service within thirty days after establishment of service will be charged only for the number of days of service.
4. If customers discontinue any of the required services or features, the remaining components of the Simply Unlimited Business selected by the customer will be converted to a la carte rates. If optional High-Speed Internet service is discontinued at any bundle location, the discounted monthly rate will no longer apply and all Simply Unlimited Business lines at that location will be converted to the applicable monthly rate.
5. Simply Unlimited Business is not available to customers who are or become toll restricted. Service Connection Charges will not apply for those existing lines converted, in-place, to business exchange service due to company-initiated toll restrictions. Such customers will not be permitted to re-enroll in this plan until such time as all associated unpaid balances are satisfactorily paid in full.
6. Simply Unlimited Business cannot be combined with any other discounts unless otherwise specified.
7. The Company retains the right, in its sole discretion, to change some or all of the network technology on which it delivers this service and the associated long distance service, including a change to Voice over Internet Protocol technology. If the Company's network technology changes in such a way that this tariff will no longer apply to Simply Unlimited Business, the following monthly rate will continue to apply until such time as customers are notified in advance of rate increases, and the new service(s) or plan(s) will be governed by separate, commercial terms between the Company and the customer.

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Baton Rouge, LA 70801

NM2021-09



## TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.  
(New Mexico)

Exchange All  
Section No. 29  
Sheet No. 24  
Amendment No. 1

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### PACKAGED SERVICES

#### 13. Simply Unlimited Business (Cont'd)

##### C. Application of Rates and Charges

1. An Activation Fee will apply for the month-to-month option in lieu of any other Service Charge(s), except that if a premises visit is required in order to establish service, the nonrecurring charge normally applicable for a premises visit will apply in addition to the Activation Fee. The Activation Fee will be waived when:
  - customer migrates existing Local Exchange Service lines to Simply Unlimited Business, or
  - customer orders Simply Unlimited Business additional lines subsequent to establishment of the initial line, or
  - customer orders optional High-Speed Internet at each bundle location.
2. The normally applicable service charges will apply when Simply Unlimited Business customers request a change back to Local Exchange Service or another packaged service.
3. The monthly rate includes a flat rate one-party business line or key trunk with Touch tone, flat rate EAS, expanded local calling (where available), features, unlimited long distance provided by CenturyLink Communications, Inc., and the following fees and surcharges: Interstate Subscriber Line Charge, Intrastate Subscriber Line Charge (where applicable), and Access Recovery Charge.
4. Simply Unlimited Business includes a rate stability plan which allows customers to pay a fixed monthly rate that is not subject to rate changes over a fixed period. Customers will pay the tariffed rate in effect as of the service establishment date for the first twelve months after service is established. On the service establishment anniversary date, the customer's monthly rate will increase to the lesser of the then-prevailing tariffed rate or a rate that is \$5.00 higher than the rate in effect on the service establishment date. Thereafter, on each subsequent anniversary date, the monthly rate may increase by no more than \$5.00, not to exceed the then-prevailing tariffed rate.

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Chantel Bosworth, Director-Government Operations  
301 Main, Suite 1200  
Baton Rouge, LA 70801

NM2021-09

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.  
(New Mexico)

Exchange All  
Section No. 29  
Sheet No. 25  
Amendment No. 1

PACKAGED SERVICES

13. Simply Unlimited Business

C. Application of Rates and Charges (Cont'd)

5. Simply Unlimited Business lines subsequently added to the customer's account will be charged the monthly tariffed rate in effect as of the date the new Simply Unlimited Business line(s) is/are added to the account. The same rate stability provisions apply to subsequently added lines, based on the service establishment date for those lines.
6. Customers will be notified at least thirty days prior to any service anniversary date rate increase. Such notice will include the actual amount by which customer's Simply Unlimited Business will increase.
7. The following monthly rates do not include applicable charges for non-regulated High-Speed Internet provided by the Company. However, the charges listed in 13.C.3. preceding and the rate for High-Speed Internet will appear as a single line item on the customer's bill. Zone charges do not apply.

D. Rates and Charge

| 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 <sup>[1]</sup> | 40.00                        | 35.00                                | --             |

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

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange Pine Hill  
Section No. 30  
Sheet No. 1  
Amendment No. 3

**INTEGRATED SERVICES DIGITAL NETWORK – PRIMARY RATE INTERFACE (PRI)<sup>1</sup>**

(C)

A. General Description

Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) is a digital business service that provides access from a customer premises to the Company's circuit switched voice and circuit switched data, via a 1.544 Mbps central office termination and a 1.544 Mbps channel to the customer's premises. ISDN PRI service includes the transport, common equipment, local exchange switching and trunks for access to the local exchange and toll networks.

ISDN-PRI and other local services are offered on an end user basis only. Use of such services for transmitting inter-exchange traffic that does not either originate or terminate at the customer premises is prohibited.

B. Definitions

1. ISDN PRI Facility and Common Equipment - This element includes the digital DS1 facility, transmitting at a rate of 1.544 Mbps, and the common equipment necessary to interface each of the 24 channels into the central office switch.
2. "B" Channel - (Bearer Channel) is a 64 Kbps digital channel capable of transporting circuit switched data and circuit switched voice. "B" channels can be dedicated to either circuit switched data (CSD) or circuit switched voice (CSV) services, or they may alternate these service types by using the Call-by-Call feature.
3. "D" Channel - (Delta Channel) is a 64 Kbps digital channel used to transport signaling and control information, including out of band signaling. Where technology permits, "D" channels can be shared by additional PRIs for the same customer.
4. Out of Band Signaling - is a signaling that is separated from the channel carrying the circuit switched data and voice services.
5. Unlimited Local Usage – is an optional plan that provides a flat monthly rate for unlimited local usage on circuit-switched voice and circuit-switched data traffic.

<sup>1</sup>Effective 01-28-11, this service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service, as specified elsewhere in this section, at any time without incurring any Nonrecurring Charges or Service Charges. TDP customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a **CenturyLink**  
**(New Mexico)**

Exchange Pine Hill (T)  
Section No. 30 (T)  
Sheet No. 2  
Amendment No. 2

**INTEGRATED SERVICES DIGITAL NETWORK – PRIMARY RATE INTERFACE (PRI)<sup>1</sup>**

C. Terms and Conditions

This section addresses provisioning of service, central office availability with associated charges, reselling & government entities, equipment interface specifications, contract periods, cancellation & early termination charges, service substitution, subsequent activity charges, and temporary suspension of service.

1. Provisioning of Service

a. ISDN PRI is provisioned on a clear channel 1.544 megabit per second (Mbps) facility. The channel may be a DS1 or other suitable facility using the ISDN architecture of 23 "B" channels and one "D" channel (23 B+D) or 24 "B" channels to provide the customer with the capabilities of simultaneous access, transmission and switching of voice, data and imaging services via channelized transport. The ISDN PRI facility for all channels may be provisioned on an existing DS-3 or other facility at the discretion of the Company.

b. ISDN PRI provides the capability to transport customer information in the form of circuit-switched voice or data up to 64 Kbps over any "B" channel. One "D" channel can control up to 20 PRI circuits. In these cases, a single "D" channel in one ISDN PRI trunk handles all signaling and control functions of the other trunks in the arrangement, which allows supplemental circuits to consist of 24 "B" channels.

c. For ISDN PRI facilities requiring loops greater than three miles in length, an ISDN PRI loop transport rate applies per facility.

(D)  
|  
(D)

<sup>1</sup>Effective 01-28-11, this service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service, as specified elsewhere in this section, at any time without incurring any Nonrecurring Charges or Service Charges. TDP customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange Pine Hill  
Section No. 30  
Sheet No. 3  
Amendment No. 1

**INTEGRATED SERVICES DIGITAL NETWORK – PRIMARY RATE INTERFACE (PRI)<sup>1</sup>**

(C)

C. Terms and Conditions (Continued)

2. Central Office Availability

- a. ISDN PRI is provided at the option of the Company and can only be provided from digital Central Offices equipped and programmed to provide such service and when the customer's serving wire center is ISDN PRI capable. The availability, functionality and capabilities of ISDN PRI features may vary by serving Central Office.
- b. If ISDN is available from a customer's normal serving central office, the customer must accept service from that office and ISDN Foreign Central Office/Foreign Exchange is available at an additional fee to the customer.
- c. If ISDN is not available from a customer's normal serving central office, the Company may choose, at the Company's discretion, to provide service from an alternate (or foreign) ISDN-capable central office (determined by the Company).
- d. If this office is within the calling scope/Extended Area Service (EAS) of the exchange where the customer is served, no additional charges will apply for the transport between those two exchanges in order to provide the service. However, if they are not in the same EAS area, then additional FX and/or transport charges will apply.
- e. When ISDN PRI service is provided from another central office, the customer will utilize the feature availability and dialing plan associated with that central office.

<sup>1</sup>Effective 01-28-11, this service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service, as specified elsewhere in this section, at any time without incurring any Nonrecurring Charges or Service Charges. TDP customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange Pine Hill  
Section No. 30  
Sheet No. 4  
Amendment No. 1

**INTEGRATED SERVICES DIGITAL NETWORK – PRIMARY RATE INTERFACE (PRI)<sup>1</sup>**

(C)

C. Terms and Conditions (Continued)

2. Central Office Availability (Continued)

- f. When ISDN service becomes available from the customer's normal serving central office, the customer will accept a number change to a number associated with the ISDN serving central office. The customer will be subject to calling areas associated with the normal serving central office, as specified in Company's tariffs. No charge will apply to transfer the customer back to their normal serving central office as set forth above.
- g. If the customer does not wish to take ISDN service from the normal serving central office after the service is available from their office, but continues to utilize service from an alternate serving central office, then additional FX and/or transport charges will apply.
- h. Each ISDN PRI trunk group is provided with one telephone number. Additional numbers may be purchased at the rates for DID service specified elsewhere in this tariff.
- i. Any services in addition to ISDN PRI services must be subscribed to under separate sections of this Tariff. Private Line arrangements or Special Access Services used to transport ISDN PRI from a foreign central office are subject to rates, rules, and conditions as set forth in the appropriate tariffs.

3. Reselling & Government Entities

- a. Except as specified for Government Entity, ISDN PRI shall not be used for any purpose for which any consideration is rendered to pay any party other than the Company.
- b. Any Government Entity (as defined elsewhere in this Tariff) may authorize any other government entity to use its ISDN PRI. In such cases, the initial primary user will be considered the customer and will be responsible for the payment of all the incurred nonrecurring charges and monthly rates.

4. This section intentionally left blank

5. Equipment Interface Specifications

All customer-provided equipment (CPE) used to interface with ISDN PRI is required to conform with Technical Reference Specifications as used by the Company.

<sup>1</sup>Effective 01-28-11, this service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service, as specified elsewhere in this section, at any time without incurring any Nonrecurring Charges or Service Charges. TDP customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.

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Applicable to bills rendered on and after January 28, 2011

Authorization by Order \_\_\_\_\_

Letter \_\_\_\_\_

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange Pine Hill  
Section No. 30  
Sheet No. 5  
Amendment No. 1

**INTEGRATED SERVICES DIGITAL NETWORK – PRIMARY RATE INTERFACE (PRI)<sup>1</sup>**

(C)

C. Terms and Conditions (Continued)

6. Contract Periods

- a. The minimum contract period is one month from the date service or additions to service are established and the minimum charge is the authorized rate for one month under a monthly plan or on a contractual basis. For purposes of rate administration each month is considered to have 30 days.
- b. The Company may require a contract period longer than one month at the same location in connection with special types or arrangements of equipment or for unusual construction necessary to meet specific demands for service.
- c. ISDN PRI is offered on a month-to-month basis. The provision if ISDN PRI service on a month-to-month basis is dependent on the availability and capacity of Central Office facilities. Month-to-month prices will be subject to Company-initiated price adjustments.
- d. ISDN PRI is offered under a term contract. Customers may subscribe to ISDN PRI service for an extended period under a term contract which allows a customer to select a 12, 36, or 60 month contract.
- e. During the length of the selected term contract, monthly rates for service elements ordered under the plan are subject to change (increase or decrease) as Company-initiated price changes become effective. However, any price change will not cause the monthly rate for respective service elements to exceed the price that was in effect at the beginning of the selected contract term.

<sup>1</sup>Effective 01-28-11, this service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service, as specified elsewhere in this section, at any time without incurring any Nonrecurring Charges or Service Charges. TDP customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.

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Authorization by Order \_\_\_\_\_

Letter \_\_\_\_\_

**INTEGRATED SERVICES DIGITAL NETWORK – PRIMARY RATE INTERFACE (PRI)<sup>1</sup>**

(C)

## C. Terms and Conditions (Continued)

## 6. Contract Periods (Continued)

- f. During the term commitment period, the customer may add ISDN PRI services at the same monthly rate specified in the customer's original term commitment.
- g. Upon fulfilling the term contract period, if a customer does not elect a new Term contract and does not request discontinuance of service, service will be continued at the month-to-month rates then currently in effect. If the customer elects a new contract term, the rates and options in effect at that time would apply. No installation charges, however, will apply for service continuance whether under a month-to-month or term contract basis.
- h. With the written permission of the Company, the obligation to pay the term contract charges for ISDN PRI service may be assumed by another customer if the service has not been terminated and if the other customer intends to continue using the service at the present location and actually continues such use. Such assumption of service does not relieve or discharge the original customer from remaining jointly or severally liable with the transferee for any and all obligations existing at the time of the transfer until the term contract is fulfilled. Service installation charges for ISDN PRI will not apply for this transference, however, other charges outlined in this Tariff may apply. A subsequent activity charge for ISDN PRI will apply if any changes are made to the configuration of the current ISDN PRI service.
- i. During a term contract period, a customer may convert to a new term contract of the same or different length if the expiration date for the new contract is beyond the expiration date or the current contract. The new term contract becomes effective upon execution. Customers may also change from a month-to-month arrangement to a term contract. No credit for months under the previous term contract or under the month-to-month plan may be transferred to the new term contract. The customer incurs no liability for the remaining months of the prior term contract since the change is not considered a termination of service. The prices applicable for the new term contract are those currently in effect at the time of transfer. No installation charges will apply for a contract change.

<sup>1</sup>Effective 01-28-11, this service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service, as specified elsewhere in this section, at any time without incurring any Nonrecurring Charges or Service Charges. TDP customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.



TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange Pine Hill  
Section No. 30  
Sheet No. 7  
Amendment No. 1

**INTEGRATED SERVICES DIGITAL NETWORK – PRIMARY RATE INTERFACE (PRI)<sup>1</sup>**

(C)

C. Terms and Conditions (Continued)

7. Cancellation, Moves, & Early Termination Charges

- a. In the event a customer cancels their order for ISDN PRI service prior to the service being established, the loss on equipment and facilities in process of building or being installed, cost of installation labor, cost of removal and other expenses, not to exceed the installation charge(s), will apply.
- b. In the event ISDN PRI service is terminated by the customer prior to completion of the contract period, the customer shall be liable for early termination charges equal to 100% of the un-expired portion of the applicable contract period during the first year and 50% of any unexpired portion thereafter, for each ISDN PRI prematurely terminated. In addition to the termination charge, the customer shall also be liable for any unpaid and deferred system and line installation charges.
- c. Termination charges are not applicable to changes in the physical location of the ISDN PRI service so long as the service originates in the CenturyTel serving exchange area and the customer retains the current term contract or converts to a new term contract having an expiration date beyond that of the current term contract. Non-recurring charges for the re-design of the ISDN PRI service will apply. The customer will experience some down-time on the ISDN PRI service during the physical move of the transport element.
- d. Termination charges do apply to changes in the physical location of ISDN PRI when the new ISDN PRI service originates in a different serving central office area. The current ISDN PRI contract will be terminated and the ISDN PRI service provided at the new location will be treated as a new installation.

<sup>1</sup>Effective 01-28-11, this service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service, as specified elsewhere in this section, at any time without incurring any Nonrecurring Charges or Service Charges. TDP customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange Pine Hill  
Section No. 30  
Sheet No. 8  
Amendment No. 1

**INTEGRATED SERVICES DIGITAL NETWORK – PRIMARY RATE INTERFACE (PRI)<sup>1</sup>**

(C)

C. Terms and Conditions (Continued)

7. Cancellation, Moves, & Early Termination Charges (Continued)

- e. At the option of the Company, and where technology, regulations, and availability permit, customers may elect to change the physical location of their ISDN PRI service to a different serving central office location, yet retain the ISDN PRI service out of the existing location by converting to Foreign Exchange service. Termination charges are not applicable when the customer retains the current term contract or converts to a new term contract with an expiration date beyond that of the current term contract. Non-recurring charges for the re-design of the ISDN PRI service will apply and the customer will experience some down-time during the physical move of the transport element.

8. Service Substitution

- a. A customer may establish ISDN PRI services as a replacement to similar services whether or not those services are under a term contract at the time of substitution. In either case, specific non-recurring charges associated with service substitution will apply.
- b. If the services being replaced are under a term contract at the time of substitution, early termination charges will not be applied if the customer contracts for ISDN PRI service under an equal or longer term that commences upon the delivery of the ISDN PRI service.
- c. The following services qualify as substitute services for which the aforementioned conditions will apply. Each of these services is described elsewhere in this Tariff.
- (1) DCS (Digital Channel Service) / DSS (Digital Switch Service) – including the DS-1 facility and the corresponding channel components.

9. Subsequent Activity Charge

The ISDN PRI Subsequent Activity Charge (SAC) is applicable for any changes to customer configurations after the initial installation. The SAC is applicable per occurrence and not based on the number of trunks.

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange Pine Hill  
Section No. 30  
Sheet No. 9  
Amendment No. 1

**INTEGRATED SERVICES DIGITAL NETWORK – PRIMARY RATE INTERFACE (PRI)<sup>1</sup>**

(C)

C. Terms and Conditions (Continued)

10. Temporary Suspension of Service

The Company may, following five (5) days written notice, refuse to furnish, or may terminate the service and remove its equipment under the following circumstances, provided suitable notice has been given to the customer:

- a. Upon the continuance of any unpaid regulated amount due for a period of five (5) days following temporary suspension;
- b. Upon objection to the furnishing of a service made in writing by or on behalf of any governmental law enforcement agency acting within its jurisdiction, on the grounds that such service is, or will be, used for an illegal purpose;
- c. Upon the use of a service in such a manner that, in the opinion of the Company, constitutes abuse or fraud or may tend to injuriously affect the efficiency of the Company's plant, property, or service; or
- d. Upon a violation of any of the regulations governing the furnishing of this service.

D. Standard Features

The following features, where from a specific central office, are offered to the customer as part of the ISDN PRI service at no additional charge when they are available from the serving Central Office.

1. Caller Number Identification

Allows the caller's number, if not blocked, to be displayed on compatible CPE when an incoming call is received, including calls made to Direct Inward Dialing (DID) Service telephone numbers.

2. Caller Name Delivery

Allows ISDN Calling Name Identification with call control to send calling party information to ISDN Class II equipment.

<sup>1</sup>Effective 01-28-11, this service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service, as specified elsewhere in this section, at any time without incurring any nonrecurring charges or Service Charges. TDP customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.

## TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a **CenturyLink**  
**(New Mexico)**

Exchange Pine Hill (T)  
Section No. 30 (T)  
Sheet No. 10  
Amendment No. 2

### INTEGRATED SERVICES DIGITAL NETWORK – PRIMARY RATE INTERFACE (PRI)<sup>1</sup>

#### D. Standard Features (Continued)

##### 3. Call-By-Call Service Selection

Provides an option to the dedicated channel configuration by allowing channels to be configured to access multiple services on a per call basis. With this feature, separate facilities are not required for individual services, such as DID, **DOD**, and local switched access lines; nor do services require a dedicated "B" channel. (D)

##### 4. Clear Channel Capability

Is a characteristic of the transmission paths on the "B" channels for ISDN PRI service that allows the full bandwidth on each "B" channel, 64 Kbps, to be available to the customer. However, depending on the telecommunications network configuration, customer information may be transmitted at either 56 Kbps or 64 Kbps.

##### 5. "D" Channel Backup

Provides a backup "D" channel for a failed "D" channel. This arrangement can be used where multiple ISDN PRI's share a single "D" channel. A predetermined channel on another ISDN PRI automatically takes over the signaling and control functions for circuit switched data and voice calls.

##### 6. "D" Channel Control of Multiple ISDN PRI lines / NFAS

Provides the capability for a single "D" channel to provide the signaling and control information for up to 20 ISDN PRIs. This arrangement allows the twenty-fourth channel on one or more ISDN PRIs to be available for incoming or outgoing voice and circuit switched data. This feature is also known as Non-Facility Associated Signaling (NFAS).

##### 7. Dedicated Trunk Groups

Allows all 23 "B" channels (24 for subsequent trunk groups where technology permits) to be used as stand alone trunk groups. Each "B" channel is capable of handling incoming or outgoing voice and circuit switched data.

##### 8. Digital Voice Transmission

All voice calls are terminated using digital signaling.

<sup>1</sup>Effective 01-28-11, this service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service, as specified elsewhere in this section, at any time without incurring any Nonrecurring Charges or Service Charges. TDP customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.

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5454 West 110th Street  
Overland Park, Kansas 66211

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange Pine Hill  
Section No. 30  
Sheet No. 11  
Amendment No. 1

**INTEGRATED SERVICES DIGITAL NETWORK – PRIMARY RATE INTERFACE (PRI)<sup>1</sup>**

(C)

D. Standard Features (Continued)

9. Direct Inward Dialing (DID)

Permits incoming dialed calls from the exchange network to reach a specific number served by the customer premises equipment without the assistance of an attendant or otherwise provides for unique identification of the call based on digits sent to the customer premises equipment by the Central Office. ISDN PRI will transmit digits to the CPE which can further process the calls as desired. Additional charges found elsewhere in this Tariff will apply for the DID blocks of numbers.

10. Equal Access

Allows the customer to pre-select an inter-exchange carrier for each trunk group enabled for circuit switched data and voice services.

11. PBX Station ID Capability

Allows the station user's number (calling party) to be transmitted over the ISDN PRI "D" channel from the customer's CPE PBXs that use the ISDN PRI service. This number is provided by the originating station.

12. Unlimited Local Usage

Allows ISDN PRI customers to pay a flat rated monthly charge for usage on circuit-switched voice and circuit-switched data traffic rather than Local Usage Charges as described elsewhere in this Tariff. This applies only to Local Service Areas as defined in this Tariff. It does not apply to Extended Community Calling exchanges nor can it be combined with other service packages.

<sup>1</sup>Effective 01-28-11, this service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service, as specified elsewhere in this section, at any time without incurring any Nonrecurring Charges or Service Charges. TDP customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.

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Authorization by Order \_\_\_\_\_  
Letter \_\_\_\_\_

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange Pine Hill  
 Section No. 30  
 Sheet No. 12  
 Amendment No. 1

**INTEGRATED SERVICES DIGITAL NETWORK – PRIMARY RATE INTERFACE (PRI)<sup>1</sup>**

(C)

E. Application of Charges and Rates

1. The rates and charges shown herein apply in addition to all other applicable rates and charges shown elsewhere in the Company's tariff.
2. Circuit Switched Voice calls will be subject to Long Distance Message Telecommunications Service charges as specified elsewhere in this tariff, if applicable.
3. Circuit Switched Data calls will be subject to Local Usage sensitive rates based on minutes of use for local and Extended Community Calling Service or Long Distance Telecommunications Service charges as specified elsewhere in this tariff.
4. This service is only provided where the hardware and software have been installed in the Central Office equipment in which the service has been requested.

F. Charges and Rates

|    |  | Non-recurring | -----Monthly Contract Rates*----- |                 |                 |                 |
|----|--|---------------|-----------------------------------|-----------------|-----------------|-----------------|
|    |  | <u>Charge</u> | <u>Month-Month</u>                | <u>12-Month</u> | <u>36-Month</u> | <u>60-Month</u> |
| 1. | ISDN PRI Access Line, each (1),(2)                                   | \$1,200.00    | \$995.00                          | \$950.00        | \$900.00        | \$875.00        |
| 2. | Substitutional Service Installation                                  | \$600.00      |                                   |                 |                 |                 |
| 3. | Subsequent Activity Charge (SAC)                                     | \$200.00      |                                   |                 |                 |                 |
| 4. | ISDN PRI Loop Transport Per ISDN PRI facility Each mile over 3 miles |               | \$60.00                           | \$60.00         | \$60.00         | \$60.00         |

G. Optional Features - This field intentionally left blank.

- (1) A customer establishing ISDN PRI as a replacement to a service as outlined in Section C.8, may pay the Substitutional Service Installation Charge rather than the standard installation charge for ISDN PRI Service.
- (2) If DID and/or Answer Supervision are required additional charges from DID Service Section will apply.
- \* Subscriber Line Charge not included.

<sup>1</sup>Effective 01-28-11, this service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service, as specified elsewhere in this section, at any time without incurring any Nonrecurring Charges or Service Charges. TDP customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.

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Authorization by Order \_\_\_\_\_  
 Letter \_\_\_\_\_

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a **CenturyLink**  
**(New Mexico)**

Exchange All (T)  
Section No. 30 (T)  
Sheet No. 13  
Amendment No. 1

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

A. General

1. Integrated Services Digital Network - Primary Rate Interface (ISDN-PRI) Business Service ("ISDN-PRI Business Service") is a local exchange offering supported by the ISDN architecture.
2. ISDN-PRI Business Service provides a method of access to the telephone network called Primary Rate Access. Primary Rate Access is an ISDN based, DS1 access link to the telecommunications network and provides integration of multiple voice and data transmission channels on the same line. The service provides connectivity between an ISDN-PBX or other ISDN-compatible CPE and a serving central office. The basic channel structure for Primary Rate Access is twenty-three 64 Kbps B-Channels and one 64 Kbps D-Channel. After purchasing the original 23 B-Channel plus one D-Channel configuration, the customer may purchase additional ISDN-PRI Business service arrangements in 24-B Channel or 23-B + D Channel increments.

These channels may be used to connect the customer's CPE to the Public Network (i.e., outward, inward, and two-way **trunks**).

(D)

3. ISDN-PRI Business Service provides network communication paths providing the end user with access to a variety of network services and features including data, voice and video which conforms to internationally developed, published, and recognized standards generated by the International Telecommunications Union (ITU).
4. Unless specified, the regulations for ISDN-PRI Business Service apply in addition to the General Regulations set forth in Section 7 of this tariff.
5. ISDN-PRI Business Service and its optional features and functions are provided within a LATA from central offices where appropriate ISDN facilities are available as determined by the Company. Service inquiries will be necessary to determine availability. Construction and Special Installation Charges may apply as specified in Section 19 of this tariff.

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TELEPHONE RATE FILE

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Exchange All  
Section No. 30  
Sheet No. 14  
Amendment No. Original

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

(N)

B. Regulations

1. The customer is responsible for providing Customer Premises Equipment (CPE) that is compatible with ISDN-PRI Business Service.
2. The Company shall not be responsible if changes in any of the equipment, operations or procedures of the Company utilized in the provisioning of ISDN-PRI Business Service render any facilities provided by the customer obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.
3. Digital transmission rates at speeds less than those indicated may be accomplished as a function of the particular CPE furnished by the user.
4. Suspension of service at the customer's request, as defined in Section 1 of this tariff, is not available for ISDN-PRI Business Service.
5. Service Charges specified in Section 3 of this tariff apply to any charges not specified in this section.
6. The minimum service period for ISDN-PRI Business Service is six months. A Term Discount Plan commitment period of one year is available.
7. Telephone numbers transmitted via the Optional or Standard Incoming Call Identification feature are intended solely for the use of the ISDN-PRI Business Service subscriber. Resale of this call identification information is prohibited by this tariff.
8. Non-Facility Associated Signaling (NFAS) provides the capability to serve multiple DS1's via a single D-Channel. This feature can be ordered where switch capabilities exist as determined by the Company. When NFAS is selected, the customer must order one ISDN-PRI Business Service arrangement that includes 23 B-Channels and 1 D-Channel. After the first 23-B + D arrangement is purchased, a customer may purchase additional arrangements in increments of 24-B-Channels. The D-Channel activated on the initial arrangement serves the additional arrangements. The Company recommends that the quantity of B-channels supported by a single D-Channel not exceed 95.

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

(N)

B. Regulations (Cont'd)

- 9. This service is available only from central offices which have the necessary facilities to provide ISDN-PRI on the standard network platform. In the event a customer is served by a non-ISDN capable central office, the Company may provide ISDN-PRI Business Service from an alternative serving central office, as designated by the Company. The subscriber may be required to accept a foreign NXX. When a foreign NXX is required, the rates for the interoffice facilities of an interexchange ISDN-PRI Business Service arrangement as specified in G.1. following will apply in addition to the rates normally applicable for an ISDN-PRI Business Service arrangement. The local calling area may not be the same as the local calling area of the exchange in which the customer is located

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

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

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

- 10. This service is available only where the customer's service location is within the provisioning limitations as determined prior to installation of the service. Should the customer's service location exceed said limitations, service will be provided where the Company has electronically compatible facilities available, or where existing facilities can be made compatible.
- 11. Rotary hunt functionality, at no additional charge, is available with ISDN-PRI Business Service. This functionality increases the likelihood of an incoming call being completed over an ISDN-PRI B-channel. The functionality is exclusively within the B-channels of a single ISDN-PRI Business Service arrangement or between multiple ISDN-PRI Business Service arrangements and is not allowed between ISDN-PRI Business Service arrangements and other services, including but not limited to, Business Individual Line Service. The total number of Primary Rate Interfaces in a single, standard hunting configuration may not exceed 50.

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

(N)

12. ISDN-PRI Business Service is not offered in conjunction with Local Measured Service. No additional charges apply for calls to Local Calling Area and Extended Area Service (EAS) exchanges.
13. In order to maintain the quality of ISDN-PRI Business Service, the Company reserves the right to perform preventative maintenance and software updates to the network. The Company has classified this maintenance as indicated below:

Scheduled Maintenance

Scheduled maintenance is used to perform such functions as hardware and software upgrades and network optimization. The Company will perform these tasks in a maintenance window that is anticipated to minimize disruption of customer service and activity. The Company will provide advance notice of all scheduled maintenance.

Demand Maintenance

Demand Maintenance may occur as a result of unexpected events and is used when ISDN-PRI network elements are in jeopardy. The Company will perform this type of maintenance at its discretion. Due to the nature of demand maintenance prior notification may not be possible, however, the customer will be informed when the maintenance has been completed.

14. One Directory Listing will be provided per D-Channel. Additional Directory Listings are available as specified in Section 18 of this tariff.

C. Definitions

1. B-Channel - A bi-directional synchronous channel capable of supporting 64 Kbps of digital transmission.
2. D-Channel - A 64 Kbps digital signaling only channel for call establishment when used with Primary Rate Access.
3. Primary Rate Access Line – The facility between the serving central office and the customer's premises. Provides transport for up to twenty-four (24) 64 Kbps.
4. Primary Rate Interface – The central office switching elements that are dedicated to a customer's ISDN-PRI service.
5. Primary Rate Channels – B-Channels or D-Channels, as defined above.
6. Rotary Hunt Functionality - A service arrangement which allows calls made to a busy number to be completed to another idle line in that rotary number group.

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Section No. 30  
Sheet No. 17  
Amendment No. Original

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

(N)

D. Features

1. Standard Features

Clear Channel Capability - The B-Channels on ISDN-PRI are clear, since all signaling and control functions are handled by the D-Channel. This allows all 64 Kbps on each B-Channel to be used for customer information.

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

Direct Inward Dialing (DID) Signaling - Permits incoming dialed calls from the exchange network to reach a specific number served by customer premises equipment (CPE) without the assistance of an attendant. The central office will outpulse digits to the CPE that can further process the calls as desired. The rates and charges for DID telephone numbers are in addition to the ISDN charges and are provided in Section 32 of this tariff.

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

Incoming Call Identification (Caller ID) - When provided by the originating carrier's facilities, incoming call identification transmits the telephone number of the calling party to the subscriber via the D-Channel subject to availability. Incoming call identification is provided via the D-Channel associated with the incoming calls on a B-Channel to a PBX.

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

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Sheet No. 18  
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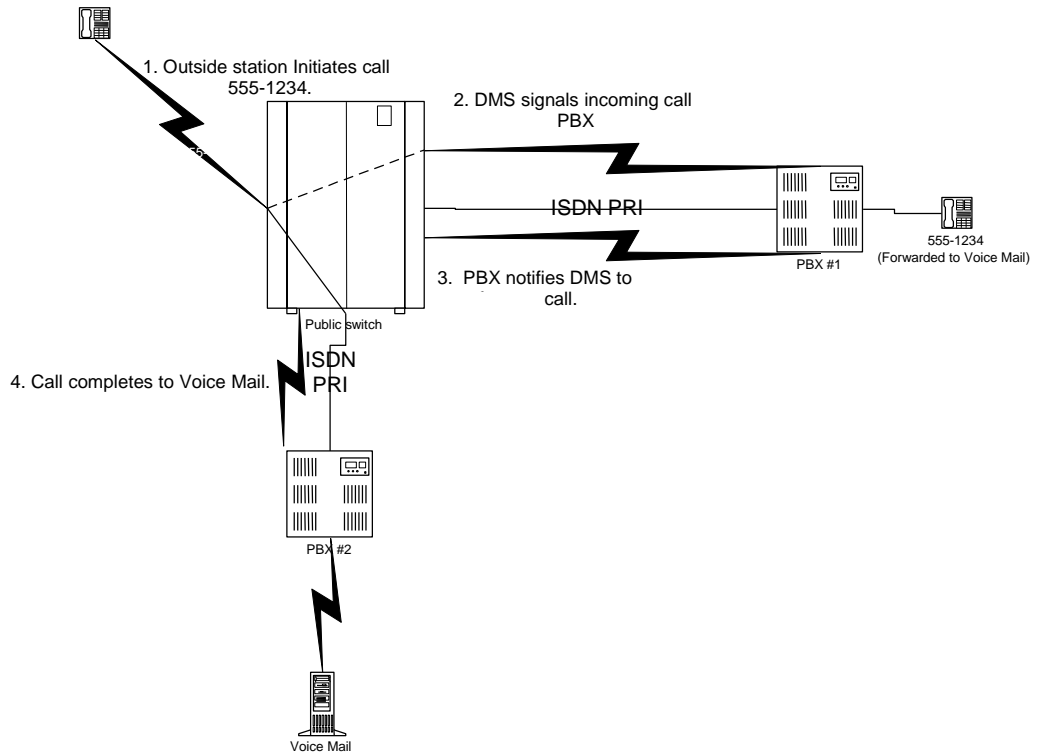
**INTEGRATED SERVICES DIGITAL NETWORK-PRIMARY RATE INTERFACE (ISDN-PRI)**  
**BUSINESS SERVICE (Cont'd)**

(N)

D. Features (Cont'd)

2. Optional Features

2 B-Channel Transfer - If a call terminates at a given location, but is then forwarded to another location, two trunks between the Central Office and the original device are typically employed for the duration of the forwarded call. 2 B-Channel Transfer allows the central office switch to establish the call directly to the final destination and release the trunks going in and out of the forwarding device. This saves the customer PRI facilities and provides for more efficient use of the network. A common use of 2 B-Channel Transfer is illustrated below.



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## TELEPHONE RATE FILE

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**(New Mexico)**

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Section No. 30 (T)  
Sheet No. 19  
Amendment No. 1

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

#### D. Features (Cont'd)

##### 2. Optional Features (Cont'd)

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

Call-by-Call/Integrated Service Access Feature Capability - Allows the customer to dynamically allocate the use of channels for ISDN-PRI Business Service. The customer may also choose voice or data transmission on a per call basis. In addition, the customer may also choose to subscribe to more services than channels. The Customer Premises Equipment signals the local central office as to which type of service (inward/outward **trunk**) to access for each call. (D)

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

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

Incoming Call Identification (Caller ID Name and Number) - Provides the customer with the telephone number and name of the calling party. Incoming call identification is provided via the D-Channel associated with incoming calls on a B-Channel to a PBX. The Customer's equipment must be compatible with this service. Calling Number Delivery Blocking is available as stipulated in Section 17 of this tariff.

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

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

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

(N)

E. Service Components

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

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

- a. Primary Rate Access Line - Provides a four-wire access loop from the customer premises to the serving central office. The transmission via this loop supports Clear Channel Capability. One Primary Rate Access Line is provided for every 24 channels.
- b. Primary Rate Interface - Provides the multiplexing to support up to twenty-three (23) B-Channels at 64 Kbps and one (1) D-Channel for signaling also at 64 Kbps. When NFAS is ordered, the Primary Rate Interface can provide up to twenty-four B-Channels at 64 Kbps. Primary Rate Interfaces may be provisioned as one-way or two-way.
- c. Primary Rate Channels - The initial ISDN-PRI Business Service arrangement consists of 24 channels (23-B + D) with unlimited usage that will allow either voice or data transmission up to 64 Kbps. Additional arrangements may be ordered in 24-B Channel or 23-B + D Channel increments.
- 1) Voice calls may be completed to both ISDN and non-ISDN lines.
  - 2) Data Transmission on the B-Channels will be at 64 Kbps within the switch and between ISDN-PRI compatible central offices. ISDN-PRI interconnection to non-ISDN-PRI equipped central offices may be potentially subjected to analog transmission or sub-rated to 56 Kbps.
  - 3) The customer may choose to subscribe to additional non exchange based services. Initial choices for these services will be WATS and 800/888 Service. The subscription to these services is in addition to the charges for ISDN-PRI Business Service.

2. Each Primary Rate Access Line (may be active with a corresponding number of services (i.e., inward/outward trunks, WATS Lines, 800/866/877/888 Service) selected. The customer may also choose to subscribe to more services than channels. The Customer Premises Equipment signals the local central office as to which type of service (inward/outward trunk, WATS Lines, 800/866/877/888 Service) to access for each call.

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

(N)

F. Application of Rates

1. Nonrecurring charges will not be applicable for ISDN-PRI Business Service arrangements that are updated from an existing High Capacity DS1 to ISDN-PRI Business Service.
2. The initial ISDN PRI Service arrangement at any location must include a 23-B + D configuration, after which additional arrangements may be ordered with 23-B + D Channels or 24-B Channels.
3. Rates and charges for optional features and functions are applied to each ISDN-PRI Business Service arrangement for which a separate Primary Rate Interface is required. For example, when a customer has the initial 23-B+D configuration and an additional 24-B Channel arrangement, two Primary Rate Interfaces are provided. The feature charge applies for each Primary Rate Interface over which the optional feature is activated.

G. Rates and Charges

1. ISDN-PRI Business Service Arrangement

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

The rates, charges and regulations for a High Capacity DS1 interoffice channel, as specified in Section 24 of this Tariff apply in addition to the following rates for the interoffice facilities of an interexchange ISDN-PRI Business service arrangement.

ISDN-PRI Business Service Arrangement is available at month-to-month rates (subject to minimum service period of six months) or under a Term Discount Plan (TDP) with a one year commitment period.

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

(N)

G. Rates and Charges (Cont'd)

1. ISDN-PRI Business Service Arrangement (Cont'd)

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

|                             | <u>Monthly Rate</u> | <u>Nonrecurring<br/>Charge (Initial)</u> | <u>Nonrecurring<br/>Charge (Add'l*)</u> |
|-----------------------------|---------------------|--|---|
| Month-to-month (6 mo. Min.) | \$995.00            | \$650.00                                 | \$0.00                                  |
| One Year                    | 950.00              | 450.00                                   | 0.00                                    |

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

|                             | <u>Monthly Rate</u> | <u>Nonrecurring<br/>Charge (Initial)</u> | <u>Nonrecurring<br/>Charge (Add'l*)</u> |
|-----------------------------|---------------------|--|---|
| Month-to-month (6 mo. Min.) | \$995.00            | \$650.00                                 | \$0.00                                  |
| One Year                    | 950.00              | 450.00                                   | 0.00                                    |

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

(N)

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All  
 Section No. 30  
 Sheet No. 23  
 Amendment No. Original

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

(N)

G. Rates and Charges (Cont'd)

2. Optional Features

|  | Monthly Rate | Nonrecurring Charge |
|--|--------------|---------------------|
| a. D-Channel Backup*<br>each channel   | \$ 50.00     | \$20.00             |
| b. Network Ring Again<br>Per Primary Rate Interface**<br>(Available with Two-Way<br>Primary Rate Interface only)   | 160.00       | 0.00                |
| c. Call-by-Call/Integrated<br>Service Access Feature Capability<br>Per Primary Rate Interface<br>(Available with Two-Way<br>Primary Rate Interface only) | 50.00        | 35.00               |
| d. Incoming Call Identification<br>(Caller ID Name and Number)<br>Per Primary Rate Interface   | 100.00       | 0.00                |
| e. 2 B-Channel Transfer**<br>Per Primary Rate Interface  | 75.00        | 100.00              |
| f. Circular Hunt**<br>Per Primary Rate Interface   | 25.00        | 100.00              |
| g. National ISDN-2 Protocol**<br>Per Primary Rate Interface  | 0.00         | 0.00                |
| h. E911 Call Screening**<br>Per Primary Rate Interface<br>(up to 100 station numbers)  | 125.00       | 150.00              |

\* Available only to customers subscribing to more than one Primary Rate Interface.  
 \*\* Certain equipment restrictions apply.

(N)

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All  
 Section No. 30  
 Sheet No. 24  
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**INTEGRATED SERVICES DIGITAL NETWORK-PRIMARY RATE INTERFACE (ISDN-PRI)  
 BUSINESS SERVICE (Cont'd)**

(N)

G. Rates and Charges (Cont'd)

|  | <u>Monthly Rate</u> | <u>Nonrecurring Charge</u> |
|--|---------------------|----------------------------|
| 3. Optional Feature Packages   |                     |                            |
| a. Premium Package*  |                     |                            |
| Includes National ISDN-2 Protocol**,<br>E911 Call Screening**, Incoming Call<br>Identification (Caller ID Name and<br>Number), Call-by-Call/Integrated<br>Service Access Feature Capability,<br>and 2 B-Channel Transfer** |                     |                            |
| Per Primary Rate Interface   | \$195.00            | \$285.00                   |

4. Move Charge

A Move Charge, per ISDN-PRI Business Service arrangement, applies for each arrangement moved to a new location in the same building. This Move Charge is equal to the sum of the Primary Rate Access Line nonrecurring charges plus the Service Change Charge - Inside Moves plus the Premises Visit Charge specified following.

5. Service Connection Charges

- a. Service Establishment Charges are applicable for each ISDN-PRI Business Service arrangement, based on the quantity of Primary Rate Access Lines required, for receiving and recording information and/or taking action in connection with a customer's request, and processing the necessary data. These charges include engineering design, common centralized testing and coordination. The nonrecurring charges associated with service establishment are found in Section 30 G.1.a and b.
- b. Service Change Charges are applicable for receiving and recording information and/or taking action in connection with a customer's termination change at the same premises or transfer of service responsibility request, for processing the necessary data on an existing ISDN-PRI Business Service. A Service Change Charge is applicable for each ISDN-PRI Business Service associated with the customer request (in lieu of a Service Establishment Charge).
- c. Premises Visit Charges are applicable per Primary Rate Access Line, for the termination of a channel at a customer's premises or for termination change at the same premises. Only one Premises Visit Charge applies when more than one channel service of the same type is terminated or moved at the same premises at the same time.

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

\*\* Certain equipment restrictions apply.

(N)

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

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

(N)

G. Rates and Charges (Cont'd)

5. Service Connection Charges (Cont'd)

d. Nonrecurring Charges

- 1) Service Change Charge  
per Primary Rate Access Line
  - a) For termination change at the same premises,  
physical, per Primary Rate Interface \$ 30.00
  - b) For termination change at the same premises,  
Programming, per Primary Rate Interface 30.00
- 2) Premises Visit Charge per Primary Rate Access  
Line or for an Inside Move 125.00

6. Termination Liability Charges

- a. If a customer under a Term Discount Plan (TDP) disconnects all or a portion of the ISDN-PRI Business Service prior to the expiration of the TDP, then a Termination Liability Charge will apply to those services that are disconnected. The Termination Liability Charge will be a one-time charge equal to the sum of 50% of the payments remaining for the rest of the TDP. If Construction and Special Installation Charges were applied to the service being terminated, any termination charges associated with Construction and Special Installation Charges will also apply.
- b. Rate increases or decreases will automatically be applied to the monthly term plan rates for the remaining term of the TDP. If Company initiated rate increases causes the charges for the ISDN-PRI Business Service under the TDP to increase by 10% or more annually, then the customer may cancel the TDP without incurring termination liability charges provided that the customer notifies the Company within 30 days after the effective date of the rate increase.
- c. If multiple TDP commitment periods are available, the customer can extend TDP commitment periods at any time during the term of the plan. The number of months accrued in the current plan will apply toward the new plan selected.

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

(N)

G. Rates and Charges (Cont'd)

6. Termination Liability Charges (Cont'd)

d. At the end of the TDP service commitment period, the customer may subscribe to a new TDP at the then prevailing tariffed rates. If the customer does not select a new TDP, the prevailing rates applicable for the expired TDP will continue in effect for as long as the customer chooses to continue subscribing to the ISDN-PRI Business Service arrangements installed under the expired TDP. Additional ISDN-PRI Business Service arrangements installed after the TDP expiration date will not be eligible for the TDP rates and will be charged at the prevailing Month-to-month rates unless the customer selects a TDP for those services.

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

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

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

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

The Telephone Company will determine whether replacement service qualifies as a next generation service offering.

Nonrecurring charges and Service Connection Charges for the new service will apply according to the requirements of the new service.

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**PRIMARY RATE INTERFACE (PRI) BUNDLE- BUSINESS**

(N)

1. General

PRI Bundle is an optional business service enrollment plan. This offering permits a customer to receive features and services for a flat monthly rate for each bundle provided. PRI Bundle includes the following features and services:

- a. ISDN-PRI Business Service consisting of 2-Way Primary Rate Interface and 24 Primary Rate Channels
- b. Up to 100 Direct Inward Dial (DID) Numbers (in blocks of 20) –Optional
- c. ISDN PRI Business Service Standard Features
- d. Incoming Call Identification (Caller ID Name and Number)

2. Regulations

- a. Unless specified otherwise in this section, the regulations for ISDN-PRI Business Service, including Service Connection Charges, set forth in Section 3, apply in addition to the regulations herein.
- b. Unless specified otherwise in this section, the regulations for DID Service, including Non-recurring and Installation Charges, set forth in Section 9, apply in addition to the regulations herein.
- c. Service Connection Charges do not apply when PRI Bundle replaces existing Local Exchange Service.
- d. Customers may activate all 100 DID numbers included in the bundle rate concurrent with installation of service or may activate the numbers in blocks of 20. When a customer activates fewer than 100 numbers concurrent with establishment of service, Service Charges do not apply for the initial or subsequent activations of 20-number blocks (up to 100 numbers).

(N)

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Authorization by Order \_\_\_\_\_  
Letter \_\_\_\_\_

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel

Exchange All  
 Section No. 30  
 Sheet No. 28  
 Amendment No. Original

**PRIMARY RATE INTERFACE (PRI) BUNDLE- BUSINESS**

2. Regulations (Cont'd)

- e. Customers may order additional DID numbers, in excess of 100 for an individual PRI Bundle, subject to availability, at the rates specified in Section 32 of this tariff. Non-recurring and Installation Charges apply for subsequent activation of numbers beyond those included in the bundle.
- f. The Optional Features available for ISDN-PRI Business Service are available with PRI Bundle at the rates specified in Section 30 for an ISDN-PRI Business Service Arrangement.
- g. Customers may not use Unlimited EAS/ECS for continuous connection to the Internet or full-time data connections.
- h. PRI Bundle is available under the term commitments of 2 years, 3 years, and 5 years. Termination Liability Charges set forth in Section 30 for an ISDN-PRI Business Service Arrangement apply for PRI Bundle.
- i. Unless terminated by the PRI Bundle customer or the Company, a customer will remain enrolled in the PRI Bundle, as amended from time to time, with any applicable changes in rate, for as long as the PRI Bundle continues to be offered by the Company. If any features or services in the bundle are discontinued by the customer, the remaining features and services will be charged the normal tariff rate or charge.
- j. Customers enrolled in the bundle, who subsequently become subject to Company initiated toll restriction will have all existing PRI Bundle lines converted to the applicable tariff rates. Service Charges will not apply for those existing lines converted, in-place, due to termination procedures. In addition, any optional services not affected by the termination procedures will convert to their applicable tariff rates. Such customers will not be permitted to re-enroll in this bundle until such time as all associated unpaid balances are satisfactorily paid in full.

3. Rates and Charges

| 1) Term Commitment | Monthly<br><u>Rate</u> | Nonrecurring<br><u>Charge</u> |
|--------------------|------------------------|-------------------------------|
| 2 years            | \$ 900.00              | \$ 0.00                       |
| 3 years            | 875.00                 | 0.00                          |
| 5 years            | 850.00                 | 0.00                          |

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyLink  
(New Mexico)

Exchange All (T)  
Section No. 31  
Sheet No. 1  
Amendment No. 3

CONNECTION WITH CUSTOMER PROVIDED FACILITIES

GENERAL

Customer-provided facilities may be used with the facilities furnished by the Telephone Company for the purpose of securing telecommunication services subject to the provisions of this tariff. Interconnection by an acoustic or inductive device usually does not require a Telephone Company supplied and maintained interconnect device; however, all customer-provided equipment directly connected to the public switched network must meet FCC Rules & Regulations. A direct electrical connection not meeting these requirements may require a Telephone Company supplied and maintained interconnect device.

RESPONSIBILITY OF THE CUSTOMER

- A. The customer-provided equipment shall not endanger the safety of the Telephone Company employee the public, or impair the operation of the Telephone Company system. The customer will be solely responsible for any loss or damages, or for impairment or failure of service, due to the use of customer-owned equipment or facilities.
- B. The customer shall be responsible for the payment of Telephone Company charges for service calls by Telephone Company employees to the customer's premises where a service difficulty or trouble report results from customer-provided equipment. A maintenance service charge will apply.
- C. 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:

- 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 7 under Liability of the Company.

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Chantel Bosworth, Director-Government Operations  
301 Main, Suite 1200  
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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyLink  
(New Mexico)

Exchange All  
Section No. 31  
Sheet No. 1.1  
Amendment No. 1

CONNECTION WITH CUSTOMER PROVIDED FACILITIES

RESPONSIBILITY OF THE CUSTOMER

C. Multi-Line Telephone Systems

**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.**

(M)(N)

(M)(N)  
(N)

(N)

(M) Material previously appearing on this page was moved to Sheet No. 1.2.

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(New Mexico)

Exchange All  
Section No. 31  
Sheet No. 1.2  
Amendment No. Original

CONNECTION WITH CUSTOMER PROVIDED FACILITIES

RESPONSIBILITY OF THE CUSTOMER

C. Multi-Line Telephone Systems

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

- 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 7 under Liability of the Company.

RESPONSIBILITY OF THE TELEPHONE COMPANY

The responsibility of the Telephone Company shall be limited to the furnishing of facilities suitable for telecommunications service and to the maintenance and operation of such facilities.

NETWORK CONTROL SIGNALING

Satisfactory performance of the telecommunications network requires continuing functional compatibility of the network control signals and the switching equipment involved. This may require a Telephone Company supplied and maintained signaling device.

(M) Material moved from Sheet No. 1.1.

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel  
(New Mexico)

Exchange All  
Section No. 32  
Sheet No. 1  
Amendment No. Original

DIRECT INWARD DIALING SERVICE

A. DESCRIPTION

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

B. CONDITIONS

1. The service is furnished subject to a suitably equipped central office, digital or analog trunk facility and telephone number availability and compatibility of PABX facilities.
2. Direct Inward Dialing service is only available to business customers with Key System Trunks, PBX Access Trunks (see Section 1, Sheet 1) or DSS trunks (see Section 27 Sheet 8). The customer must subscribe to a sufficient number of trunks to ensure service standards as determined by the Telephone Company.
3. The service must be provided on all lines in a trunk group arranged for inward service.
4. Directory listings for station numbers made available by the Telephone Company will be provided in accordance with the regulations and charges contained in Schedule 18 of this Tariff.
5. Customer provided switching systems must be arranged by the customer to provide for the intercepting of unused or reserved station numbers assigned to the customer.
6. Operational characteristics of interface signals between Telephone Company provided connecting arrangements and customer provided switching equipment must conform to the rules and regulations the Telephone Company considers necessary to maintain proper standards of service.

(N)

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel  
(New Mexico)

Exchange All  
Section No. 32  
Sheet No. 2  
Amendment No. Original

DIRECT INWARD DIALING SERVICE

B. CONDITIONS (Continued)

(N)

- 7. The assignment of telephone numbers and the sequence of numbers assigned to this service are made at the discretion of the Company.
- 8. When the Private Branch Exchange system is provided by the customer, machine intercept service for reserved numbers must be provided by the customer at specifications acceptable to the Company.
- 9. The rates and charges following apply only to service provided to switching systems installed on the customer's premises.
- 10. The Telephone Company shall not be responsible to the customer or authorized user if changes in protection criteria or in any of the facilities, operations or procedures of the Telephone Company render any facilities provided by the customer, or authorized user obsolete or require modification or alteration of such system or equipment or otherwise affect its use or performance.

C. RATES

|  | <u>Install Charge</u> | <u>Monthly Rate</u> |
|--|-----------------------|---------------------|
| Block of 20 station numbers used or reserved | \$20.00               | \$10.00             |

Nonrecurring charges from Schedule 3 do not apply in addition to the charges shown above for installation of station numbers.

(N)

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel  
(New Mexico)

Exchange All  
Section No. 33  
Sheet No. 1  
Amendment No. Original

N11 ABBREVIATED DIALING CODES

(N)

A. Description

1. Abbreviated dialing codes enable callers to connect to a location in the phone network that otherwise would be accessible only via a seven or ten-digit telephone number. The network must be pre-programmed to translate the three-digit code into the appropriate seven or ten-digit telephone number and route the call accordingly. For N11 codes, the first digit can be any digit other than 1 or 0 and the last two digits are both 1.
2. The following N11 abbreviated dialing codes were assigned for specific uses by FCC Decision Nos. 97-51 and 00-256, issued in CC Docket 92-105:

211 – Community Information and Referral Services

311 – Non-Emergency Governmental Services

511 - Traffic and Transportation Information

711 – Telecommunications Relay Service

811 – One-Call Notification Systems

B. Terms and Conditions

1. The offering of these abbreviated dialing codes can be delivered via regular exchange access lines (by individual business line, residential line, PBX trunks, etc.)
2. Access to these abbreviated dialing codes is not available through the following dialing arrangements:

1+

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

101XXXX

Operator assisted calls will not be completed.

(N)

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel  
(New Mexico)

Exchange All  
Section No. 33  
Sheet No. 2  
Amendment No. Original

N11 ABBREVIATED DIALING CODES

(N)

B. Terms and Conditions (Cont'd)

3. The company will provide only the delivery of the calls. The entity that has been granted authorization to use the N11 abbreviated dialing code will be responsible for providing any announcements and services to the callers.
4. Directory listings may be provided for N11 services under the terms, conditions, and rates specified in Section 18 of this tariff.
5. The N11 subscriber is restricted from selling or transferring the N11 code to an unaffiliated entity, either directly or indirectly.
6. Calls to the N11 code that translate to a disconnected number will be routed to intercept for a maximum of 60 days when the N11 provider is a Company subscriber.
7. Disputes regarding geographic coverage by two or more N11 subscribers will be referred to the New Mexico Public Regulation Commission.
8. Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to-point number.
9. The N11 subscriber should work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach referral services provided by dialing N11.

(N)

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel  
(New Mexico)

Exchange All  
Section No. 33  
Sheet No. 3  
Amendment No. Original

N11 ABBREVIATED DIALING CODES

(N)

B. Terms and Conditions (Cont'd)

10. N11 will be provided under the following conditions:

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

(N)

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel  
(New Mexico)

Exchange All  
Section No. 33  
Sheet No. 4  
Amendment No. Original

N11 ABBREVIATED DIALING CODES

(N)

B. Terms and Conditions (Cont'd)

10. (Cont'd)

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

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

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

(N)



TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a CenturyTel  
(New Mexico)

Exchange All  
Section No. 33  
Sheet No. 5  
Amendment No. 1st

N11 ABBREVIATED DIALING CODES

B. Terms and Conditions (Cont'd)

12. The Company may take all legal and practical steps to disassociate itself from N11 subscribers whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
13. The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties in Company facilities and equipment or on equipment owned or leased by the subscriber.
14. The Company, its employees, or its agents are not liable to any person for civil damages resulting from or caused by any act or omission in development, design, installation, operation, maintenance, performance or provision of N11 service, except for willful or wanton misconduct.

C. Rates

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

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.  
(New Mexico)

Exchange All  
Section No. 34  
Sheet No. 1  
Amendment No. 1

RESIDENCE CUSTOMER REFERRAL PROGRAM

A. Terms and Conditions

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

(N)

(N)

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.  
(New Mexico)

Exchange All  
Section No. 35  
Sheet No. 1  
Amendment No. Original

**TELECOMMUNICATIONS SERVICES PRIORITY**

(N)

Description of the Service

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

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

Obtaining TSP System Service

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

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

TSPxxxxxn-yy

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

(N)

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TELEPHONE RATE FILE

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(New Mexico)

Exchange All  
Section No. 35  
Sheet No. 2  
Amendment No. Original

**TELECOMMUNICATIONS SERVICES PRIORITY** (Continued)

(N)

Provisioning Priority

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

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

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

Restoration Priority

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

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

The minimum period for service is one month.

(N)

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.  
(New Mexico)

Exchange All  
Section No. 35  
Sheet No. 3  
Amendment No. Original

**TELECOMMUNICATIONS SERVICES PRIORITY** (Continued)

(N)

Obligations of the Customer

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

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

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

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

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

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

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

(N)

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TELEPHONE RATE FILE

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(New Mexico)

Exchange All  
Section No. 35  
Sheet No. 4  
Amendment No. Original

**TELECOMMUNICATIONS SERVICES PRIORITY** (Continued)

(N)

Obligations of the Telephone Company

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

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

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

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

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

Rates and Charges

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

Establishment of TSP System Service

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

|                         | Nonrecurring<br>Charge |
|-------------------------|------------------------|
| Per Access Line/Circuit | \$15.00                |

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.  
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Sheet No. 5  
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**TELECOMMUNICATIONS SERVICES PRIORITY** (Continued)

(N)

Rates and Charges (Continued)

Provisioning Priority

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

(1) Emergency Provisioning

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

(2) Essential Provisioning

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

Restoration Priority

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

|                         | Monthly<br>Rate |
|-------------------------|-----------------|
| Per Access Line/Circuit | \$5.00          |

(N)

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.  
(New Mexico)

Exchange All  
Section No. 36  
Sheet No. 1  
Amendment No. Original

**SATISFACTION GUARANTEE PROGRAM**

(N)

1. General

- a. A Satisfaction Guarantee Program is available to business customers who subscribe to any of the following qualifying services:

|                          |           |
|--------------------------|-----------|
| Individual Business Line | Key Trunk |
| PBX Trunk                | Centrex   |

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

2. Limitations

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

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Issued 1/28/11 Applicable to bills rendered on and after 2/7/11  
 Authorization by Order No. \_\_\_\_\_  
 Letter \_\_\_\_\_



TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.  
(New Mexico)

Exchange All  
Section No. 36  
Sheet No. 2  
Amendment No. Original

**SATISFACTION GUARANTEE PROGRAM**

(N)

2. Limitations (Cont'd)
  - c. Each customer will be entitled to the credit one time per service.
  - d. The Satisfaction Guarantee Program only applies to services provided under the regulations and rates specified in this Tariff and does not apply to services offered under a separately negotiated contract.
  - e. The Telephone Company is not liable for any outage, damages or inconvenience encountered by the customer when switching to an alternative local service provider.

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a **CenturyLink**  
**(New Mexico)**

Exchange All (T)  
Section No. 37 (T)  
Sheet No. 1  
Amendment No. 1

37. RESERVED FOR FUTURE USE

(C)

(D)

(D)

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Issued: 12-5-18

Darlene N. Terry, Manager-Tariffs  
5454 West 110th Street  
Overland Park, Kansas 66211

Effective: 12-15-18

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a **CenturyLink**  
**(New Mexico)**

Exchange All (T)  
Section No. 37 (T)  
Sheet No. 2  
Amendment No. 1

37. RESERVED FOR FUTURE USE

(C)

(D)

(D)

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**(New Mexico)**

Exchange All (T)  
Section No. 37 (T)  
Sheet No. 3  
Amendment No. 1

37. RESERVED FOR FUTURE USE

(C)

(D)

(D)

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a **CenturyLink**  
**(New Mexico)**

Exchange All (T)  
Section No. 37 (T)  
Sheet No. 4  
Amendment No. 1

37. RESERVED FOR FUTURE USE

(C)

(D)

(D)

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a **CenturyLink**  
**(New Mexico)**

Exchange All (T)  
Section No. 37 (T)  
Sheet No. 5  
Amendment No. 1

37. RESERVED FOR FUTURE USE

(C)

(D)

(D)

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a **CenturyLink**  
**(New Mexico)**

Exchange All (T)  
Section No. 37 (T)  
Sheet No. 6  
Amendment No. 1

37. RESERVED FOR FUTURE USE

(C)

(D)

(D)

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a **CenturyLink**  
**(New Mexico)**

Exchange All (T)  
Section No. 37 (T)  
Sheet No. 7  
Amendment No. 1

37. RESERVED FOR FUTURE USE

(C)

(D)

(D)

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a **CenturyLink**  
**(New Mexico)**

Exchange All (T)  
Section No. 37 (T)  
Sheet No. 8  
Amendment No. 1

37. RESERVED FOR FUTURE USE

(C)

(D)

(D)

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a **CenturyLink**  
**(New Mexico)**

Exchange All (T)  
Section No. 37 (T)  
Sheet No. 9  
Amendment No. 1

37. RESERVED FOR FUTURE USE

(C)

(D)

(D)

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a **CenturyLink**  
**(New Mexico)**

Exchange All (T)  
Section No. 37 (T)  
Sheet No. 10  
Amendment No. 1

37. RESERVED FOR FUTURE USE

(C)

(D)

(D)

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TELEPHONE RATE FILE

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Exchange All (T)  
Section No. 37 (T)  
Sheet No. 11  
Amendment No. 1

37. RESERVED FOR FUTURE USE

(C)

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(D)

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a **CenturyLink**  
**(New Mexico)**

Exchange All (T)  
Section No. 37 (T)  
Sheet No. 12  
Amendment No. 1

37. RESERVED FOR FUTURE USE

(C)

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a **CenturyLink**  
**(New Mexico)**

Exchange All (T)  
Section No. 37 (T)  
Sheet No. 13  
Amendment No. 1

37. RESERVED FOR FUTURE USE

(C)

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(D)

(D)

(D)

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a **CenturyLink**  
**(New Mexico)**

Exchange All (T)  
Section No. 37 (T)  
Sheet No. 14  
Amendment No. 1

37. RESERVED FOR FUTURE USE

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc. d/b/a **CenturyLink**  
**(New Mexico)**

Exchange All (T)  
Section No. 37 (T)  
Sheet No. 15  
Amendment No. 1

37. RESERVED FOR FUTURE USE

(C)

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TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.

Exchange All  
Section No. 38  
Sheet No. 1  
Amendment No. 1

38. MISCELLANEOUS SERVICE ARRANGEMENTS

A. Call Line Identifier

1. General

Call Line Identifier is used to attempt to trace and identify, at the request of a subscriber, the source or origin of obscene, harassing, and/or other nuisance type of telephone calls. Call Line Identifier service is intended for situations where subscribers require extended trace for a specified length of time on a per line basis. The Call Trace feature, specified in Section 17, preceding, differs from Call Line Identifier service in that Call Trace is activated and chargeable on a per call basis.

2. Terms and Conditions

- a. Subscribers must initiate requests for Call Line Identifier service by contacting the Annoyance Call Center.
- b. Requests for Call Line Identifier service will be evaluated by the Company's Annoyance Call Center. Call Line Identifier arrangements will be provided at the discretion of the Company, subject to the availability of facilities and line identification equipment.
- c. Call Line Identifier will be provided on a per line basis for an initial 30-day period or 12-month period, and is renewable upon request.
- d. The Company does not guarantee successful tracing results when line identification equipment is placed. When tracing results are successful, the identity of the suspected offending line subscriber will only be furnished to the appropriate law enforcement agency, pursuant to signed Disclosure Authorization by the offended subscriber.
- e. In the event a subscriber's requested trace is unsuccessful, the customer will be given the option of changing the telephone number at no charge.

TELEPHONE RATE FILE

CenturyTel of the Southwest, Inc.

Exchange All  
Section No. 38  
Sheet No. 2  
Amendment No. 1

38. MISCELLANEOUS SERVICE ARRANGEMENTS

A. Call Line Identifier

2. Terms and Conditions (Cont'd)

- f. The Company will not be liable for any damages or injuries of whatever kind to property or to any individuals, which may, in any manner, result from the provision of this service, or from any mistakes, interruptions, delays or errors by the Company in connection with Call Line Identifier service and were not caused by the Company's failure to maintain proper standards of maintenance and operation, or by the Company's failure to exercise reasonable supervision (i.e., willful neglect).
- g. The terms and conditions for Call Line Identifier do not apply to trap and trace arrangements ordered by the state or federal courts, or to emergency situations, such as but not limited to; kidnapping, threatening of jurors, witnesses, or judicial officers, or similar emergencies, declared by law enforcement agencies within its legal powers.
- h. Call Line Identifier will be provided without charge for up to three administrative lines associated with law enforcement and public safety organizations.

C. Rates and Charges

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