



# Oregon

Kate Brown, Governor

## Public Utility Commission

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April 21, 2020



BY EMAIL

CenturyLink

Robyn Crichton

Robyn.crichton@centurylink.com

RE: Advice No. 20-002

Staff of the Oregon Public Utility Commission reviewed the sheets in the filing docketed as PL 151. A receipted copy of the acknowledged sheet(s) in your price list filing is attached.

*/s/ Nolan Moser*

Nolan Moser

Chief Administrative Law Judge

Public Utility Commission of Oregon

(503) 378-3098

**EXCHANGE SERVICES**

(D)

CONDITIONS

The rates listed are for facilities from the central office up to and including the network interface point.

All lines that connect to Key or PBX systems are trunks and are charged at the appropriate Key Line or PBX Trunk Rate.

Service connection charges apply to the establishment, moves, or changes of exchange service. See Section 3 (Service Connection Charges).

The following rates do not include Extended Area Service (EAS) charges or hunting. For EAS charges see Section 5 of the United Telephone Company of the Northwest d/b/a CenturyLink PUC OR No. 4. For hunting charges please see Section 5, Page 7.

The following rates do not include the Service Assistance Program Surcharge.

BUSINESS RATES

	<u>Monthly Rate</u>	(T)
One-Party Flat Rate (1-PTY)	<b>\$32.00 (I)</b>	
One-Party Measured <sup>[1]</sup>	<b>21.00 (I)</b>	(T)
Key Line Flat Rate	34.00	
Key Line Measured <sup>[1]</sup>	<b>21.00 (I)</b>	(T)
Pay Telephone Access Line	24.00 <sup>[2]</sup>	(T)
PBX Trunk Flat	35.00	
PBX Trunk Measured <sup>[1]</sup>	<b>22.00 (I)</b>	(T) (D)

<sup>[1]</sup> Local Measured Service charges are also applicable. See Section 5, Sheet 3. (T)  
<sup>[2]</sup> See Section 7. (T)

**EXCHANGE SERVICES**

JOINT USER SERVICE

A Joint User is a person, firm or corporation authorized by a customer and the Company to share in the use of the customer's business telephone service.

CONDITIONS

- Written permission must be granted by the original customer in order to grant joint user privilege. One bill will be issued to the original customer who will be responsible for all charges for joint user service. It is the responsibility of the joint users to segregate the charges between them.
- The applicability of joint user service is determined by its obvious or actual use. Facilities are not to be extended from the premises on which the primary service is located for the sole purpose of furnishing joint user service.
- The rate for joint user service includes a listing in the telephone directory and is in addition to the rates and charges for the facilities and all other services furnished.
- Joint user service is not intended for use in situations involving the resale of telephone service.
- The minimum charge for joint user service shall be the monthly rate. However, if the listing is included in the telephone directory, the charge will continue until the end of the directory period unless:

The joint user vacates the customer's premises.

The customer's service is disconnected.

The business for which the joint user service is furnished is discontinued at the customer's premises.

The joint user becomes a customer to business service in the same exchange.

- Joint user service is only furnished in connection with business one-party telephone service. It will not be furnished as a substitute for additional directory listings.

RATE

	<u>Monthly Rate</u>	(D)
Joint User, each**	<b>\$10.00 (I)</b>	(D)

\*\*Not available for new installation, regrade, or supersedure.

**SPECIAL EXCHANGE SERVICES**

DIRECTORY LISTINGS (Cont'd)

Service Charge	Monthly Rate	Nonrecurring Charge
Directory List Change Charge	-	5.00

Residential Additional Listings	Monthly Rate	Nonrecurring Charge
Each listing		
- Reference listing	<b>\$3.50 (l)</b>	\$5.00
- Other information, per line	<b>3.50 (l)</b>	5.00
Listings in foreign exchange directories or directory sections		
- Residence listing, each	<b>3.50 (l)</b>	5.00
- Other information, per line	<b>3.50 (l)</b>	5.00
Alpha listing of telephone number, per listing	<b>8.00 (l)</b>	10.00

Business Additional Listings	Monthly Rate	Nonrecurring Charge
Each listing		
- Reference listing	<b>\$3.50 (l)</b>	\$5.00
- Other information, per line	<b>3.50 (l)</b>	5.00
- Hotel guest listing	<b>3.50 (l)</b>	5.00
- Shared Service Provider (SSP) Client listing, per listing	<b>3.50 (l)</b>	5.00
- Secretarial listing**	<b>5.25 (l)</b>	
Listings in foreign exchange directories or directory sections		
- Business listing, each	<b>3.50 (l)</b>	5.00
- Other information, per line	<b>3.50 (l)</b>	5.00
Alpha listing of telephone number, per listing	<b>8.00 (l)</b>	10.00

\*\*Not available as a new service.

(T)

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**SPECIAL EXCHANGE SERVICES**

CUSTOM CALLING FEATURES (Cont'd)

Service Connection Charges do not apply when Custom Calling Features are installed.

"Single" rate applies to one or two features; "multiple" rate applies to three or more features. Multiple rates also apply if Call Forward-Busy and Call Forward-Don't Answer are purchased in combination.

Description	Residence Monthly Rates		Business Monthly Rates	
	Single	Multiple <sup>[1]</sup>	Single	Multiple <sup>[1]</sup>
Call Forwarding (Fixed <sup>[2]</sup> or Variable)	\$5.00	<b>\$5.00 (l)</b>	<b>\$5.00 (l)</b>	<b>\$5.00 (l)</b>
Call Forward Additional Paths (Per Path)	N/A	N/A	3.00	N/A
Call Forward No Answer (Fixed or Customer Programmable)	<b>2.50 (l)</b>	<b>2.50 (l)</b>	<b>2.50 (l)</b>	<b>2.50 (l)</b>
Call Forward Busy (Fixed or Customer Programmable)	<b>2.50 (l)</b>	<b>2.50 (l)</b>	<b>2.50 (l)</b>	<b>2.50 (l)</b>
Call Forward of Call Waiting <sup>[3]</sup>	N/C	N/C	N/C	N/C
Call Waiting	<b>6.00 (l)</b>	<b>6.00 (l)</b>	<b>6.00 (l)</b>	<b>6.00 (l)</b>
Call Waiting with Options <sup>[2]</sup>	<b>6.00 (l)</b>	<b>6.00 (l)</b>	<b>6.00 (l)</b>	<b>6.00 (l)</b>
Personal Alert Line <sup>[2]</sup> (a.k.a. Warm Line)	5.00	<b>5.00 (l)</b>	<b>5.00 (l)</b>	<b>5.00 (l)</b>
SignalRing	5.00	<b>5.00 (l)</b>	<b>5.00 (l)</b>	<b>5.00 (l)</b>
Speed Dial				
- 8-number capacity	5.00	<b>5.00 (l)</b>	<b>5.00 (l)</b>	<b>5.00 (l)</b>
- 30-number capacity	6.00	N/A	6.00	N/A
Three-Way Calling <sup>[4]</sup>	5.00	<b>5.00 (l)</b>	<b>5.00 (l)</b>	3.75
- with Transfer (per line)	N/A	N/A	5.00	N/A
Outbound Call Block Feature	5.00	N/A	5.00	N/A

<sup>[1]</sup> Effective August 7, 2002, Multiple rates are grandfathered and limited to current customers at existing locations.

<sup>[2]</sup> **Grandfathered service limited to lines in service for existing customers at existing locations.**

<sup>[3]</sup> Call Forward of Call Waiting is provided automatically to customers of Call Forward and Call Waiting.

<sup>[4]</sup> Three-Way Calling feature has the subscriber option of a monthly subscription or usage sensitive where central office technology/facilities permit.

(M) Business monthly rates moved from 2nd Revised Page 26 of this section.

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**SPECIAL EXCHANGE SERVICES**

CUSTOM CALLING FEATURES (Cont'd)

Description	Rate Per Feature Activation	
	Residence	Business
Three-Way Calling Usage Sensitive	\$1.50	\$1.50

(T)  
|  
(M) (T)

(M) Business monthly rates moved to 3rd Revised Page 25 of this section.

(M)

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United Telephone Company of the Northwest  
d/b/a CenturyLink  
PL No.102 #20-002

Effective: March 20, 2020

OR2020-02

Received by OPUC  
Filing Center  
03/18/2020

**SPECIAL EXCHANGE SERVICES**

FIXED REMOTE CALL FORWARDING (Cont'd)

- I. FRCF service is subject to immediate disconnection if it is used in any manner which may defraud the public or avoid toll charges.
- J. One listing in the alphabetical section of the directory covering the exchange in which the call forwarding central office is located is provided with Residential and Business FRCF service. In addition, Business FRCF is entitled without charge, to one listing in the classified section ("yellow pages") of the directory.

RATES

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
Fixed Remote Call Forwarding			(D)
Residence	<b>\$15.50 (I)</b>	\$25.00	
Business	<b>\$20.00 (I)</b>	\$25.00	(D)
 Change of number to which calls are forwarded		 \$15.00	

**SPECIAL EXCHANGE SERVICES**

**CUSTOM CALLING/EXPRESSTOUCH SERVICE FEATURE PACKAGES**

- A. Custom Calling/ExpressTouch Service Features and Packages are subject to the terms and conditions set forth in this section.
- B. No substitutions in features of a package will be allowed. Requests for disconnect of an individual feature will result in the loss of the package, and customer will be required to subscribe to each remaining feature at the individual rates as set forth preceding.
- C. Nonrecurring charges will not apply when installing Feature Packages.
- D. Feature Packages

**1. Feature Package Descriptions**

(N)

(M)

- a. Advantage <sup>(1)</sup>
  - Call Waiting
  - Caller ID with Name  
(includes Anonymous Call Rejection)
  - Return Call
  - Call Forward Busy - Fixed
  - Call Forward No Answer - Fixed

(T) (M)

- b. Call Manager <sup>(2)</sup>
  - Call Forwarding
  - Call Waiting
  - Three-Way Calling
  - Repeat Dial
  - Return Call
  - Call Forward Busy - Fixed
  - Call Forward No Answer - Fixed

(T) (M)

(1) Grandfathered service limited to existing customers at existing locations as of April 12, 2000.

(2) Grandfathered service limited to existing customers at existing locations as of June 20, 2008.

(M) Monthly rate moved to Original Page 37.1 of this section.



**SPECIAL EXCHANGE SERVICES**

CUSTOM CALLING/EXPRESSTOUCH SERVICE FEATURE PACKAGES - (Cont'd)

D. Feature Packages - (Cont'd)

**1. Feature Package Descriptions (Cont'd)**

- |  |         |
|--|---------|
|  | (N)     |
|  | (D)     |
|  | (D)     |
| <b>c. <u>Essentials</u> <sup>(1)</sup></b>                 | (T) (M) |
| Call Forwarding  |         |
| Call Waiting   |         |
| Caller ID with Name  |         |
| (includes Anonymous Call Rejection)                        |         |
| Three-Way Calling  |         |
| Repeat Dial  |         |
| Return Call  |         |
| Call Forward Busy - Fixed                                  |         |
| Call Forward No Answer - Fixed                             |         |
| <b>d. <u>In Touch with Call Forward</u> <sup>(2)</sup></b> | (T) (M) |
| Call Forwarding  |         |
| Call Waiting   |         |
| Three-Way Calling  |         |
| Call Forward Busy - Fixed                                  |         |
| Call Forward No Answer - Fixed                             |         |
| <b>e. <u>Elite</u> <sup>(3)</sup></b>                      | (T) (M) |
| Call Forwarding  |         |
| Call Waiting   |         |
| Call Waiting with Options                                  |         |
| Caller ID with Name  |         |
| (includes Anonymous Call Rejection)                        |         |
| Repeat Dial  |         |
| Return Call  |         |
| Three-Way Calling  |         |
| Call Forward Busy - Fixed                                  |         |
| Call Forward No Answer - Fixed                             |         |

(1) Grandfathered service limited to existing residential customers at existing locations as of June 20, 2008.

(2) Grandfathered service limited to existing customers at existing locations as of June 20, 2008.

(3) Effective February 27, 2006, Elite will be grandfathered and limited to current customers at existing locations.

(M) Monthly rate moved to Original Page 37.1 of this section.

**SPECIAL EXCHANGE SERVICES**

CUSTOM CALLING/EXPRESSTOUCH SERVICE FEATURE PACKAGES - (Cont'd)

D. Feature Packages - (Cont'd)

**1. Feature Package Descriptions (Cont'd)**

- |  |         |
|--|---------|
|  | (N)     |
|  | (D)     |
|  | (D)     |
| <b>f. <u>Classics Calling Package</u> <sup>(1)</sup></b> | (T) (M) |
| Call Forwarding  |         |
| Caller ID with Name                                      |         |
| (includes Anonymous Call Rejection)                      |         |
| Three-Way Calling  |         |
| Return Call  |         |
| Call Forward Busy - Fixed                                |         |
| Call Forward No Answer - Fixed                           |         |
| <b>g. <u>Priority Package</u> <sup>(1)</sup></b>         | (T) (M) |
| Call Forwarding  |         |
| Call Forward No Answer - Fixed                           |         |
| Call Forward Busy - Fixed                                |         |
| Call Waiting   |         |
| Caller ID with Name                                      |         |
| (includes Anonymous Call Rejection)                      |         |

(1) Grandfathered service limited to existing customers at existing locations as of June 20, 2008.

(M) Monthly rate moved to Original Page 37.1 of this section.

**SPECIAL EXCHANGE SERVICES**

CUSTOM CALLING/EXPRESSTOUCH SERVICE FEATURE PACKAGES - (Cont'd)

D. Feature Packages - (Cont'd)

**2. Feature Package Rates**

Features Package Name	GF	Monthly Rate Per Line
Advantage	✓	\$15.00 (I)
Call Manager	✓	15.00 (I)
Essentials	✓	16.00 (I)
In Touch with Call Forward	✓	9.00 (I)
Elite	✓	21.00 (I)
Classics	✓	15.00 (I)
Priority	✓	10.00 (I)

(N)  
(M) (T)  
| |  
| |  
| |  
(M) (T)

GF (✓) = Grandfathered and limited to lines in service at existing locations for current customers.

(M) Monthly rates for Feature Package services moved from Original Pages 35 through 37 of this section.

**SPECIAL EXCHANGE SERVICES**

SOLUTIONS – RESIDENCE (Cont'd)

C. Rates and Charges

1. Solutions Package **Descriptions**

- |  |        |
|--|--------|
|  | (T)    |
|  | (M)    |
| a. <u>Ideal Solution</u> <sup>[1]</sup> <sup>[2]</sup>   | (M)(T) |
| Local Exchange Service                                   |        |
| Call Forwarding  |        |
| Call Waiting   |        |
| Caller ID with Name                                      |        |
| (includes Anonymous Call Rejection)                      |        |
| Three-Way Calling  |        |
| Repeat Dial  |        |
| Return Call  |        |
| Call Forward Busy - Fixed                                |        |
| Call Forward No Answer - Fixed                           |        |
| 60 minutes of Local Toll                                 |        |
| b. <u>Sure Solution I</u> <sup>[1]</sup> <sup>[2]</sup>  | (M)(T) |
| Local Exchange Service                                   |        |
| Call Waiting   |        |
| Caller ID with Name                                      |        |
| (includes Anonymous Call Rejection)                      |        |
| Return Call  |        |
| Call Forward Busy - Fixed                                |        |
| Call Forward No Answer - Fixed                           |        |
| 60 minutes of Local Toll                                 |        |
| c. <u>Sure Solution II</u> <sup>[1]</sup> <sup>[2]</sup> | (M)(T) |
| Local Exchange Service                                   |        |
| Call Forwarding  |        |
| Call Waiting   |        |
| Caller ID with Name                                      |        |
| (includes Anonymous Call Rejection)                      |        |
| Three-Way Calling  |        |
| Repeat Dial  |        |
| Return Call  |        |
| Call Forward Busy - Fixed                                |        |
| Call Forward No Answer – Fixed                           |        |

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

[1] Grandfathered service limited to existing customers at existing locations as of February 27, 2007.  
[2] Grandfathered service limited to lines in service for existing customers at existing locations as of July 18, 2011.  
(M) Monthly rates for Residence Solutions Packages moved to Original Page 49.2 of this section.

**SPECIAL EXCHANGE SERVICES**

SOLUTIONS – RESIDENCE (Cont'd)

C. Rates and Charges (Cont'd)

1. Solutions Package **Descriptions** (Cont'd)

d. Custom Solution I <sup>[1]</sup> <sup>[3]</sup>

Local Exchange Service  
Call Waiting  
Caller ID with Name  
(includes Anonymous Call Rejection)  
Return Call  
Call Forward Busy - Fixed  
Call Forward No Answer - Fixed

(T)

(D)  
(M)(T)

e. Choice Solution <sup>[1]</sup> <sup>[3]</sup>

Local Exchange Service  
Call Forwarding  
Call Waiting  
Three-Way Calling  
Call Forward Busy - Fixed  
Call Forward No Answer - Fixed  
60 minutes of Local Toll

(M)(T)

f. Reserved

g. Standard Solution II <sup>[2]</sup> <sup>[3]</sup>

Local Exchange Service  
Call Forwarding  
Call Waiting  
Three-Way Calling  
Call Forward Busy - Fixed  
Call Forward No Answer - Fixed

(M)(T)

(D)  
(D)

<sup>[1]</sup> Grandfathered service limited to existing customers at existing locations as of February 27, 2007.

(T)

<sup>[2]</sup> Grandfathered service limited to existing customers at existing locations as of June 20, 2008.

(T)

<sup>[3]</sup> Grandfathered service limited to lines in service for existing customers at existing locations as of July 18, 2011.

(T)

(M) Monthly rates for Residence Solutions Packages moved to Original Page 49.2 of this section.

**SPECIAL EXCHANGE SERVICES**

SOLUTIONS – RESIDENCE (Cont'd)

C. Rates and Charges (Cont'd)

1. Solutions Package **Descriptions** (Cont'd)

(T)

(D)

- h. Basic Solution <sup>[1]</sup> <sup>[2]</sup>  
Local Exchange Service  
Call Forwarding  
Caller ID with Name  
(includes Anonymous Call Rejection)  
Three-Way Calling  
Return Call  
Call Forward Busy – Fixed  
Call Forward No Answer – Fixed  
60 minutes of Local Toll

(M)(T)

- i. Classic Solution <sup>[1]</sup> <sup>[2]</sup>  
Local Exchange Service  
Call Forwarding  
Caller ID with Name  
(includes Anonymous Call Rejection)  
Three-Way Calling  
Return Call  
Call Forward Busy – Fixed  
Call Forward No Answer – Fixed

(M)(T)

(D)

(D)

<sup>[1]</sup> Grandfathered service limited to existing customers at existing locations as of February 27, 2007.

(T)

<sup>[2]</sup> Grandfathered service limited to lines in service for existing customers at existing locations as of July 18, 2011.

(T)

(M) Monthly rates for Residence Solutions Packages moved to Original Page 49.2 of this section.

**SPECIAL EXCHANGE SERVICES**

SOLUTIONS – RESIDENCE (Cont'd)

C. Rates and Charges (Cont'd)

1. Solutions Package **Descriptions** (Cont'd)

- j. Core Solution <sup>[1] [2]</sup>  
Local Exchange Service  
Call Waiting - Optional  
Call Forwarding  
Three-Way Calling  
Caller ID with Name  
(includes Anonymous Call Rejection)  
Repeat Dial  
Return Call  
Call Forward No Answer - Fixed  
Call Forward Busy - Fixed  
Speed Dial 8  
Selective Call Acceptance  
Selective Call Forwarding  
Selective Call Ring  
Selective Call Rejection

(T)  
(D)

(M)(T)

- k. Clear Solution <sup>[1] [2]</sup>  
Local Exchange Service  
Call Forwarding  
Three-Way Calling  
Caller ID with Name  
(includes Anonymous Call Rejection)  
Repeat Dial  
Return Call  
Call Forward No Answer - Fixed  
Call Forward Busy - Fixed  
Speed Dial 8  
Selective Call Acceptance  
Selective Call Forwarding  
Selective Call Ring  
Selective Call Rejection

(M)(T)

(D)  
(D)

<sup>[1]</sup> Grandfathered service limited to existing customers at existing locations as of February 27, 2007.

(T)

<sup>[2]</sup> Grandfathered service limited to lines in service for existing customers at existing locations as of July 18, 2011.

(T)

(M) Monthly rates for Residence Solutions Packages moved to Original Page 49.2 of this section.

**SPECIAL EXCHANGE SERVICES**

SOLUTIONS – RESIDENCE (Cont'd)

C. Rates and Charges (Cont'd)

1. Solutions Package **Descriptions** (Cont'd)

(T)  
(D)

i. Personal II Solution <sup>[1]</sup> <sup>[2]</sup>

(M)(T)

Local Exchange Service  
Call Waiting – Optional  
Call Forwarding  
Three-Way Calling  
Caller ID with Name  
(includes Anonymous Call Rejection)  
Repeat Dial  
Return Call  
Call Forward No Answer – Fixed  
Call Forward Busy – Fixed  
Selective Call Forwarding

m. Home II Solution <sup>[1]</sup> <sup>[2]</sup>

(M)(T)

Local Exchange Service  
Call Waiting – Optional  
Three-Way Calling  
Caller ID with Name  
(includes Anonymous Call Rejection)  
Call Forward No Answer – Fixed  
Call Forward Busy - Fixed

(D)  
(D)

<sup>[1]</sup> Grandfathered service limited to existing customers at existing locations as of June 20, 2008.

(T)

<sup>[2]</sup> Grandfathered service limited to lines in service for existing customers at existing locations as of July 18, 2011.

(T)

(M) Monthly rates for Residence Solutions Packages moved to Original Page 49.2 of this section.



**SPECIAL EXCHANGE SERVICES**

SOLUTIONS – RESIDENCE (Cont'd)

C. Rates and Charges (Cont'd)

1. Solutions Package **Descriptions** (Cont'd)

- |    |   |        |
|----|---|--------|
| n. | <u>Safe and Sound II Solution</u> <sup>[1] [4]</sup>      | (T)    |
|    | Local Exchange Service                                    | (D)    |
|    | Caller ID with Name                                       | (D)    |
|    | (includes Anonymous Call Rejection)                       |        |
|    | CPE Warranty Plus <sup>[2]</sup>                          | (T)    |
|    | LineGuard <sup>[2]</sup> or Data LineGuard <sup>[2]</sup> | (T)    |
| p. | <u>Progressive Plan</u> <sup>[3] [4]</sup>                | (M)(T) |
|    | Local Exchange Service                                    |        |
|    | Call Waiting - Optional                                   |        |
|    | Call Waiting ID   |        |
|    | Three-Way Calling   |        |
|    | Caller ID with Name                                       |        |
|    | (includes Anonymous Call Rejection)                       |        |
|    | Call Forwarding   |        |
|    | Call Forward No Answer-Fixed                              |        |
|    | Call Forward Busy-Fixed                                   |        |

<sup>[1]</sup> Grandfathered service limited to existing customers at existing locations as of June 20, 2008. (T)

<sup>[2]</sup> Rates for these services can be found in the Oregon Catalog at [www.centurylink.com/tariffs](http://www.centurylink.com/tariffs). A \$2.99 Non-Telecom Services Surcharge applies in addition to the monthly rate for LineGuard or Data LineGuard. (T)

<sup>[3]</sup> Grandfathered service limited to existing customers at existing locations as of April 11, 2007. (T)

<sup>[4]</sup> Grandfathered service limited to lines in service for existing customers at existing locations as of July 18, 2011. (T)

(M) Monthly rates for Residence Solutions Packages moved to Original Page 49.2 of this section.

**SPECIAL EXCHANGE SERVICES**

SOLUTIONS – RESIDENCE (Cont'd)

C. Rates and Charges (Cont'd)

1. Solutions Package **Descriptions** (Cont'd)

- |  |            |
|--|------------|
|  | (T)        |
|  | (D)        |
|  | (D)        |
| q. Simple Solution <sup>[4]</sup><br>Local Exchange Service<br>Caller ID with Name<br>(includes Anonymous Call Rejection)<br>Speed Dial 8  | (M)(T)     |
| r. Standard Home Phone Service II <sup>[3]</sup> <sup>[4]</sup><br>Local Exchange Service<br>Caller ID with Name<br>(includes Anonymous Call Rejection)<br>Call Waiting<br>Call Waiting ID<br>Three-Way Calling<br>Call Forwarding<br>Repeat Dial<br>Return Call<br>Selective Call Forward<br>Speed Dial 8 | (M)(T)     |
| And  |            |
| Embarq Communications, Inc. long distance plan <sup>[1]</sup> and<br>Voicemail <sup>[2]</sup>  | (T)<br>(T) |
| Plus one of the following:   |            |
| LineGuard <sup>[2]</sup>   | (T)        |
| Home Phone Warranty <sup>[2]</sup>   | (T)        |

(D)  
(D)  
(T)

<sup>[1]</sup> Rates for Embarq Communications, Inc. long distance can be found in the Embarq Communications, Inc. Tariff at [www.CenturyLink.com/tariffs](http://www.CenturyLink.com/tariffs).

<sup>[2]</sup> Rates for these services can be found in the Oregon Catalog at [www.CenturyLink.com/tariffs](http://www.CenturyLink.com/tariffs). A \$2.99 Non-Telecom Services Surcharge applies in addition to the monthly rate for VoiceMail. No additional surcharge applies when the customer also subscribes to LineGuard. (T)

<sup>[3]</sup> Grandfathered service limited to existing customers at existing locations as of May 15, 2009. (T)

<sup>[4]</sup> Grandfathered service limited to lines in service for existing customers at existing locations as of July 18, 2011. (T)

(M) Monthly rates for Residence Solutions Packages moved to Original Page 49.2 of this section.

**SPECIAL EXCHANGE SERVICES**

SOLUTIONS – RESIDENCE (Cont'd)

C. Rates and Charges (Cont'd)

1. Solutions Package **Descriptions** (Cont'd)

- |  |        |
|--|--------|
|  | (T)    |
|  | (D)    |
|  | (D)    |
| s. <u>Progressive Plan II</u> <sup>[3]</sup>         | (M)(T) |
| Local Exchange Service                               |        |
| Call Waiting - Optional                              |        |
| Call Waiting ID                                      |        |
| Three-Way Calling                                    |        |
| Caller ID with Name                                  |        |
| (includes Anonymous Call Rejection)                  |        |
| Call Forwarding                                      |        |
| Call Forward No Answer-Fixed                         |        |
| Call Forward Busy-Fixed                              |        |
| Voicemail <sup>[1]</sup>                             | (T)    |
| t. <u>Follow Me Plan</u> <sup>[3]</sup>              | (M)(T) |
| Local Exchange Service                               |        |
| Call Waiting - Optional                              |        |
| Call Waiting ID                                      |        |
| Three-Way Calling                                    |        |
| Caller ID with Name                                  |        |
| (includes Anonymous Call Rejection)                  |        |
| Call Forward No Answer-Fixed                         |        |
| Call Forward Busy-Fixed                              |        |
| Return Call  |        |
| Repeat Dial  |        |
| Voicemail <sup>[1]</sup>                             | (T)    |
| Voicemail Integrated Calling Features <sup>[2]</sup> | (T)    |

(D)  
(D)

<sup>[1]</sup> Rates for Voicemail can be found in the Oregon Catalog at [www.CenturyLink.com/tariffs](http://www.CenturyLink.com/tariffs). A \$2.99 Non-Telecom Services Surcharge applies in addition to the monthly rate for VoiceMail. (T)

<sup>[2]</sup> Rates for Integrated Calling Features can be found in the Oregon Catalog at [www.CenturyLink.com/tariffs](http://www.CenturyLink.com/tariffs). (T)

<sup>[3]</sup> Grandfathered service limited to lines in service for existing customers at existing locations as of July 18, 2011. (T)

(M) Monthly rates for Residence Solutions Packages moved to Original Page 49.2 of this section.

**SPECIAL EXCHANGE SERVICES**

SOLUTIONS – RESIDENCE

C. Rates and Charges

1. Solutions Package **Descriptions** (Cont'd)

u. Essential Home Phone Plan <sup>[1]</sup>

Local Exchange Service  
Call Waiting  
Call Waiting ID - Optional  
Caller ID with Name (includes  
Anonymous Call Rejection)  
Speed Dial 8

(T)  
(D)

(M)(T)

v. Pure Bundle <sup>[2]</sup>

Local Exchange Service  
Outbound Call Block Feature  
Non-Published Number  
Billed Number Screening (optional)

(M1)(T)

(M2)

(M2)

(D)  
(D)

<sup>[1]</sup> Grandfathered service limited to lines in service for existing customers at existing locations as of July 18, 2011.

(T)

(M1)

<sup>[2]</sup> Effective June 11, 2017, Pure Bundle is grandfathered for residential customers. Availability to current customers is limited to lines in service at existing locations.

(T)

(M1)

(M2)

(M2)

(M) Monthly rates for Residence Solutions Packages moved to Original Page 49.2 of this section.

(M) Monthly rates for Residence Solutions Packages moved to Original Page 49.3 of this section.

(M1) Material moved to 2nd Revised Page 48 of this section.

**SPECIAL EXCHANGE SERVICES**

SOLUTIONS – RESIDENCE (Cont'd)

C. Rates and Charges (Cont'd)

1. Solutions Package **Descriptions** (Cont'd)

- |  |   |
|--|---|
| w. <u>Simple Choice Bundle</u> <sup>[1] [2] [4]</sup><br>Local Exchange Service<br>Choice of available Custom Calling or<br>ExpressTouch Service Features            | (T)<br>(D)<br>(D)<br><br>(M)(M1)(T)<br> <br>(M) |
| x. <u>Simple Choice Unlimited Bundle</u> <sup>[1] [3] [4]</sup><br>Local Exchange Service<br>Choice of available Custom Calling<br>or Express Touch Service Features | (M1)(T)   |

<sup>[1]</sup> **The** customer must also subscribe to the Embarq Communications, Inc. Easy Talk Simple Choice Unlimited Long Distance plan. (M)

<sup>[2]</sup> Simple Choice Bundle is available for \$28.95 when customers subscribe to the Company's Voicemail in addition to Embarq Communications, Inc. Easy Talk Simple Choice Long Distance. A \$2.99 Non-Telecom Services Surcharge applies in addition to the monthly rate for Voicemail. (M)(T)  
|  
(M)

<sup>[3]</sup> Simple Choice Unlimited Bundle is available at **discounted monthly rates** when customers also subscribe to **Voicemail and/or High-Speed Internet (1.5M or higher)** in addition to Embarq Communications, Inc. Easy Talk Unlimited Long Distance **plan. See C.2. following.** (T)  
|  
(T)

(M1)

(M1)

<sup>[4]</sup> As of December 26, 2014, this service is limited to lines in service for existing customers. (T)

(M) Material moved from 5th Revised Page 47.

(M1) Monthly rates for Residence Solutions Packages moved to Original Page 49.3 of this section.

**SPECIAL EXCHANGE SERVICES**

SOLUTIONS – RESIDENCE (Cont'd)

C. Rates and Charges (Cont'd)

1. Solutions Package **Descriptions** (Cont'd)

- y. Economy Pack Bundle  
Local Exchange Service  
Caller ID with Name (includes  
Anonymous Call Rejection) – Optional  
Call Waiting ID – Optional  
Enhanced Call Waiting – Optional
  
- z. Economy Pack Plus Bundle <sup>[21]</sup> <sup>[2]</sup>  
Local Exchange Service  
Caller ID with Name (includes  
Anonymous Call Rejection) – Optional  
Call Waiting ID – Optional  
Enhanced Call Waiting – Optional

(T)  
(D)  
(D)

(M)

(M)

(M)

(M)

<sup>[1]</sup> Effective April 13, 2019, Economy Pack Plus Bundle is grandfathered. Availability to current customers is limited to lines and features in service at existing locations.

(T)

<sup>[2]</sup> Customers must also subscribe to the Company's 768 Kbps High Speed Internet. Monthly rate includes local voice and features only; however, the monthly rates for all these services will appear as a single line item on the customer's bill.

(T)

(M) Monthly rates for Residence Solutions Packages moved to Original Page 49.3 of this section.

**EXCHANGE SERVICES**

**SOLUTIONS – RESIDENCE** (Cont'd)

C. **Rates and Charges** (Cont'd)

1. Solutions Package **Descriptions** (Cont'd)

aa. **Home Phone II** <sup>(1) (2)</sup>

Local Exchange Service  
Anonymous Call Rejection  
Repeat Dialing  
Call Forward Busy – Fixed  
Call Forward No Answer - Fixed  
Call Forwarding  
Call Forward Remote Access (where available)  
Return Call  
Enhanced Call Waiting  
Call Waiting ID  
Cancel Call Waiting  
Message Waiting  
Selective Call Acceptance  
Selective Call Forwarding  
Selective Call Rejection  
Selective Call Ring  
Three-Way Calling  
Voice Mail <sup>(3)</sup>

(T)  
(D)  
(M)

(1) Effective June 29, 2017, Home Phone II is grandfathered. Availability to current customers is limited to lines in service at existing locations.

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

(3) Rates for Voicemail can be found in the Oregon Catalog at [www.CenturyLink.com/tariffs](http://www.CenturyLink.com/tariffs). A \$2.99 Non-Telecom Services Surcharge applies in addition to the monthly rate for VoiceMail.

(M) Monthly rates for Residence Solutions Packages moved to Original Page 49.3 of this section.

**SPECIAL EXCHANGE SERVICES**

SOLUTIONS – RESIDENCE (Cont'd)

C. Rates and Charges (Cont'd)

2. Solutions Package Rates

See C.1. preceding for Solutions Package descriptions.

Package Name	GF	Monthly Rate <sup>(1)</sup>
Ideal Solution	✓	\$39.00 (I)
Sure Solution I	✓	39.00 (I)
Sure Solution II	✓	36.00 (I)
Custom Solution I	✓	36.00 (I)
Choice Solution	✓	34.00 (I)
Standard Solution II	✓	29.00 (I)
Basic Solution	✓	39.00 (I)
Classic Solution	✓	36.00 (I)
Core Solution	✓	46.00 (I)
Clear Solution	✓	46.00 (I)
Personal II Solution	✓	41.00 (I)
Home II Solution	✓	34.50 (I)
Safe and Sound II Solution	✓	29.00 (I)
Progressive Plan	✓	34.50 (I)
Simple Solution	✓	29.00 (I)
Standard Home Phone Service II	✓	41.00 (I)
Progressive Plan II	✓	34.50 (I)
Follow Me Plan	✓	35.00 (I)
Essential Home Phone Plan	✓	34.00 (I)

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

GF (✓) = Grandfathered and limited to lines in service at existing locations for current customers.

<sup>(1)</sup> Applicable flat rate Extended Area Service (EAS) charges, found in PUC OR No. 4, Section 5, will apply as separate line items on the customer's bill for each Solutions Package.

(M)  
(M)

(M) Material moved from Pages 39-47 of this section.



**SPECIAL EXCHANGE SERVICES**

SOLUTIONS – RESIDENCE (Cont'd)

C. Rates and Charges (Cont'd)

2. Solutions Package Rates (Cont'd)

See C.1. preceding for Solutions Package descriptions.

Package Name	Monthly Rate
Pure Bundle <sup>[1]</sup>	\$30.00
Simple Choice Bundle <sup>[2]</sup>	<b>33.95 (I)</b>
- with Voicemail <sup>[3]</sup> and Embarq Communications, Inc. Easy Talk Simple Choice Long Distance	<b>30.95 (I)</b>
Simple Choice Unlimited Bundle <sup>[2]</sup>	<b>31.95 (I)</b>
Simple Choice Unlimited Bundle <sup>[2]</sup> with Embarq Communications, Inc. Easy Talk Simple Choice Long Distance and with subscription to:	
- Voicemail <sup>[3]</sup>	<b>30.95 (I)</b>
- High Speed Internet (1.5M or higher)	<b>26.95 (I)</b>
- Voicemail <sup>[3]</sup> and High-Speed Internet (1.5M or higher)	<b>25.95 (I)</b>
Economy Pack Bundle <sup>[2]</sup> <sup>[4]</sup>	<b>33.95 (I)</b>
Economy Pack Plus Bundle <sup>[2]</sup>	<b>29.00 (I)</b>
Home Phone II	28.95

<sup>[1]</sup> The monthly rate includes the interstate Subscriber Line Charge. Extended Area Service (EAS) charges do not apply.

<sup>[2]</sup> Flat rate EAS charges are included in this rate.

<sup>[3]</sup> Rates for Voicemail can be found in the Oregon Catalog at [www.CenturyLink.com/tariffs](http://www.CenturyLink.com/tariffs). A \$2.99 Non-Telecom Services Surcharge applies in addition to the monthly rate for VoiceMail.

<sup>[4]</sup> The monthly rate includes the Subscriber Line Charge. Customers who subscribe under a twelve-month commitment will receive a \$5.00 discount off the monthly rate during the first twelve months of service, after which the applicable monthly rate will apply.

(M) Material moved from Pages 47-49.1 of this section.

(M) (T)

**SPECIAL EXCHANGE SERVICES**

SOLUTIONS – BUSINESS (Cont'd)

C. Rates and Charges

1. Solutions Package **Descriptions**

(T)  
(D)  
(D)

(D)

(D)

a. Sure Solution II <sup>[1]</sup>

(M)(T)

- Local Exchange Service
- Call Forwarding
- Call Waiting
- Caller ID with Name  
(includes Anonymous Call Rejection)
- Three-Way Calling
- Repeat Dial
- Return Call
- Call Forward Busy - Fixed
- Call Forward No Answer - Fixed

(M)  
(M)

(D)

<sup>[1]</sup> Grandfathered service limited to lines in service for existing customers at existing locations as of July 18, 2011.

(T)

(M) The monthly rates for this service was moved to Original Page 56.1 of this section.

**SPECIAL EXCHANGE SERVICES**

SOLUTIONS – BUSINESS (Cont'd)

C. Rates and Charges (Cont'd)

1. Solutions Package **Descriptions** (Cont'd)

(T)  
(D)  
(D)

b. Choice Solution <sup>[1]</sup> <sup>[2]</sup>

(M)(T)

Local Exchange Service  
Call Forwarding  
Call Waiting  
Three-Way Calling  
Call Forward Busy - Fixed  
Call Forward No Answer - Fixed  
60 minutes of Local Toll

(D)  
(D)

<sup>[1]</sup> Effective June 29, 2005, this service will no longer be available for new installations.

(T)

<sup>[2]</sup> Grandfathered service limited to lines in service for existing customers at existing locations as of July 18, 2011.

(T)

(M) The monthly rates for this service was moved to Original Page 56.1 of this section.

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United Telephone Company of the Northwest  
d/b/a CenturyLink  
PL No.102 #20-002

Effective: March 20, 2020

OR2020-02

Received by OPUC  
Filing Center  
03/18/2020

**SPECIAL EXCHANGE SERVICES**

SOLUTIONS – BUSINESS (Cont'd)

C. Rates and Charges (Cont'd)

1. Solutions Package **Descriptions** (Cont'd)

c. Standard Solution II <sup>[1]</sup> <sup>[2]</sup>

Local Exchange Service  
Call Forwarding  
Call Waiting  
Three-Way Calling  
Call Forward Busy - Fixed  
Call Forward No Answer - Fixed

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

(D)

(D)

d. Classic Solution <sup>[1]</sup> <sup>[2]</sup>

Local Exchange Service  
Call Forwarding  
Caller ID with Name  
(includes Anonymous Call Rejection)  
Three-Way Calling  
Return Call  
Call Forward Busy - Fixed  
Call Forward No Answer - Fixed

(M)(T)

(D)

(D)

<sup>[1]</sup> Effective June 29, 2005, this service will no longer be available for new installations.

(T)

<sup>[2]</sup> Grandfathered service limited to lines in service for existing customers at existing locations as of July 18, 2011.

(T)

(M) Monthly rates for these services were moved to Original Page 56.1 of this section.

**SPECIAL EXCHANGE SERVICES**

SOLUTIONS – BUSINESS (Cont'd)

C. Rates and Charges (Cont'd)

1. Solutions Package **Descriptions** (Cont'd)

e. Priority Solution <sup>[1]</sup> <sup>[3]</sup>

- Local Exchange Service
- Call Forwarding
- Call Forward No Answer - Fixed
- Call Forward Busy - Fixed
- Call Waiting
- Caller ID with Name  
(includes Anonymous Call Rejection)

(T)  
(D)  
(D)

(M)(T)

f. Economy Bundle II A <sup>[3]</sup>

- Local Exchange Service,
- Choice of three of the following:
  - Call Forward-Fixed (includes
  - Call Forward-Busy and
  - Call Forward No Answer)
  - Call Waiting <sup>[2]</sup>
  - Caller ID with Name <sup>[2]</sup>  
(includes Anonymous Call Rejection)
  - Return Call
  - Three-Way Calling

(M)(T)

(T)

(T)

g. Rotary Classic Solution <sup>[3]</sup>

- Local Hunting Exchange Service
- Call Forwarding
- Caller ID with Name  
(includes Anonymous Call Rejection)
- Three-Way Calling
- Return Call
- Call Forward Busy - Fixed
- Call Forward No Answer - Fixed

(M)(T)

(D)

(D)

<sup>[1]</sup> Grandfathered service limited to existing customers at existing locations as of June 20, 2008.

(T)

<sup>[2]</sup> When Call Waiting and Caller ID with Name are the selected features, Call Waiting ID is also provided.

(T)

<sup>[3]</sup> Grandfathered service limited to lines in service for existing customers at existing locations as of July 18, 2011.

(T)

(M) Monthly rates for these services were moved to Original Page 56.1 of this section.

**SPECIAL EXCHANGE SERVICES**

SOLUTIONS – BUSINESS (Cont'd)

C. Rates and Charges (Cont'd)

1. Solutions Package **Descriptions** (Cont'd)

(T)  
(D)  
(D)

h. Economy Solution <sup>[1]</sup> <sup>[2]</sup>

(M)(T)

Local Exchange Service  
Caller ID with Name  
(includes Anonymous Call Rejection)  
Choice of one of the following:  
Call Forward No Answer–Fixed  
plus Call Forward Busy–Fixed  
Call Waiting <sup>[1]</sup>  
SignalRing

(T)

i. Pure Bundle <sup>(3)</sup>

(M)(T)

Local Exchange Service  
Outbound Call Block Feature  
Non-Published Number  
Billed Number Screening (optional)

(M)  
(M)

<sup>[1]</sup> When Call Waiting and Caller ID with Name are the selected features, Call Waiting ID is also provided.

(T)

(M)

<sup>[2]</sup> Grandfathered service limited to lines in service for existing customers at existing locations as of July 18, 2011.

(T)

(M)

(M) Moved to Original Page 56.1 of this section.

**SPECIAL EXCHANGE SERVICES**

SOLUTIONS – BUSINESS (Cont'd)

C. Rates and Charges (Cont'd)

2. Solutions Package Rates

See C.1. preceding for Package descriptions.

Package Name	GF	Monthly Rate <sup>[1]</sup>
Sure Solution II	✓	\$50.00 (l)
Choice Solution	✓	44.00 (l)
Standard Solution II	✓	38.00 (l)
Classic Solution	✓	47.00 (l)
Priority Solution	✓	44.00 (l)
Economy Bundle II A	✓	42.00 (l)
Rotary Classic Solution	✓	45.00 (l)
Economy Solution	✓	39.00 (l)
Pure Bundle <sup>[2]</sup>		40.00

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

GF (✓) = Grandfathered and limited to lines in service at existing locations for current customers.

<sup>[1]</sup> Applicable flat rate Extended Area Service (EAS) charges, found in Section 5 of PUC OR No. 4, will apply as separate line items on the customer's bill for each Solutions Package.

(M)  
|  
(M)

<sup>[2]</sup> The monthly rate for Pure Bundle includes the interstate Subscriber Line Charge. Extended Area Service (EAS) charges do not apply.

(M) Material moved from Pages 52-56 of this section.

**SPECIAL EXCHANGE SERVICES**

SOLUTIONS II – BUSINESS (Cont'd)

D. Rates and Charges

1. Connected II <sup>(1)</sup> <sup>(2)</sup> <sup>(3)</sup>

Business Key Line Flat Rate or Business One-Party Flat Rate Service  
Hunting (optional)  
Call Waiting  
Three-Way Calling or Three-Way Calling with Transfer  
Call Forwarding  
Return Call  
Repeat Dial  
Speed Dial (8 Number Capacity)  
Caller ID with Name (includes Anonymous Call Rejection)  
Call Forward No Answer-Fixed  
Call Forward Busy-Fixed  
Call Waiting ID

Monthly Rates				
	Month-to-Month, per bundle	Term Commitments		
		1 Year, per bundle	2 Years, per bundle	3 Years, per bundle
All Exchanges	\$50.00 (I)	\$50.00 (I)	\$50.00 (I)	\$50.00 (I)

- (1) Customers must also subscribe to Embarq Communications, Inc. Small Business Unlimited Solutions II long distance plan (Option 2 – Extended Calling USA).
- (2) Applicable flat rate Extended Area Service (EAS) charges, found in PUC OR No. 4, Section 5, will apply as separate line items on the customer's bill for each Solutions II Package.
- (3) Grandfathered service limited to lines in service for existing customers at existing locations as of July 18, 2011.



**SPECIAL EXCHANGE SERVICES**

SOLUTIONS II – BUSINESS

D. Rates and Charges (Cont'd)

2. Economy Bundle II B <sup>(1)</sup> <sup>(2)</sup> <sup>(3)</sup> <sup>(4)</sup>

Business One-Party Flat Rate Local Exchange Service  
Choice of three of the following:  
Call Forward No Answer – Fixed  
    plus Call Forward Busy - Fixed  
Call Waiting <sup>(3)</sup>  
Caller ID with Name (includes Anonymous Call Rejection)  
Three-Way Calling  
Return Call

Monthly Rates				
	Month-to-Month, per bundle	Term Commitments		
		1 Year, per bundle	2 Years, per bundle	3 Years, per bundle
All Exchanges	<b>\$42.00 (I)</b>	<b>\$42.00 (I)</b>	<b>\$42.00 (I)</b>	<b>\$42.00 (I)</b>

- (1) Customers must also subscribe to an Embarq Communications, Inc. long distance plan.
- (2) Applicable flat rate Extended Area Service (EAS) charges, found in PUC OR No. 4, Section 5, will apply as separate line items on the customer's bill for each Solutions II Package.
- (3) When Call Waiting and Caller ID with Name are the selected features, Call Waiting ID is also provided.
- (4) Grandfathered service limited to lines in service for existing customers at existing locations as of July 18, 2011.

**SPECIAL EXCHANGE SERVICES**

**SOLUTIONS II – BUSINESS** (Cont'd)

D. **Rates and Charges** (Cont'd)

3. **Reserved for Future Use**

(C)

(D)

(D)

**SPECIAL EXCHANGE SERVICES**

BUSINESS ASSIST ADVANTAGE PLANS (Cont'd)

D. Rates and Charges

1. Business Assist Advantage Plan

Business Key Line Flat Rate or Business One-Party Flat Rate Service  
Hunting (optional)  
Choice of available Custom Calling and/or ExpressTouch Service Features

	Monthly Rates <sup>(1)</sup>
Initial bundle, per location	<b>\$56.00 (I)</b> <sup>(2)</sup>
2 <sup>nd</sup> through 10 <sup>th</sup> bundle (per bundle), per location	<b>51.00 (I)</b>

2. Unlimited Business Assist Advantage Plan <sup>(3)</sup>

Business Key Line Flat Rate or Business One-Party Flat Rate Service  
Hunting (optional)  
Choice of available Custom Calling and/or ExpressTouch Service Features

	Monthly Rates <sup>(1)</sup>
Initial bundle, per location	<b>\$57.00 (I)</b> <sup>(2)</sup>
2 <sup>nd</sup> through 10 <sup>th</sup> bundle (per bundle), per location	<b>51.00 (I)</b>

(1) Flat rate EAS charges are included in this rate.

(2) When customers also subscribe to the Company's non-regulated Voicemail, a \$1.00 discount is applied to the monthly rate. Rates for Voicemail can be found in the Oregon Catalog at [www.CenturyLink.com/tariffs](http://www.CenturyLink.com/tariffs). A \$2.99 Non-Telecom Services Surcharge applies in addition to the monthly rate for Voicemail.

(3) Customers must also subscribe to Embarq Communications, Inc. long distance Business Unlimited, a Business Assist Advantage Plan.

**MESSAGE TELECOMMUNICATIONS SERVICE**

6.8 DIRECTORY ASSISTANCE SERVICE (Cont'd)

5. Rates

- a. Each call dialed by the customer, per call **\$5.99 (I)**
- b. When the customer requests Directory Assistance by dialing "0" where the customer has the technical capability to direct dial Directory Assistance, the Operator - Assisted Station – Sent Paid rate specified in the Oregon Price List applies in addition to the Directory Assistance Service Charge.
- c. Applicable usage charges will apply for completed calls in addition to the Directory Assistance Service charge.