

COMPETITIVE LOCAL EXCHANGE SERVICES

The following terms and conditions, together with the applicable Embarq cover agreement and the Embarq Standard Terms and Conditions for Communication Services, govern the provision of Competitive Local Exchange Services by Embarq Communications, Inc..

1. EMBARQ SOLUTIONS FOR BUSINESS: LOCAL EXCHANGE SERVICE.

- 1.1. **General Description.** Local Exchange Service consists of switched communication services connecting one-way and/or two-way information transmission points within a Local Calling Area offered pursuant to these terms and conditions. The service provides an individual access line for the transmission of two-way switched voices or data communication within a local calling area. The individual access line is the connecting facility between Customer's premise and a serving central office that provides Customer access to the switched network for placing and receiving calls. The individual access line also enables Customer to access the service of long distance carriers. The connection to the public switched network enables Customer to:
 - A. receive calls from other stations on the public switched telephone network; access Embarq's Local and IntraLATA Calling Services;
 - B. access intraLATA, interLATA, intrastate, interstate and international calling services provided by other certified common carriers;
 - C. access Embarq's operator and customer service center for service related assistance; access toll-free telecommunications services such as 800, 888, 877 NPA; and access 9-1-1 service for emergency calling.
- 1.2. **Calling-Party Pays Limitations.** Unless otherwise specified in these terms and conditions for specific exchange services, Embarq's service can not be used to originate calls to other telephone companies' caller-paid information services (e.g., 900, 976). Calls to these numbers and other numbers used for caller-paid information services will be blocked by Embarq's switch.
- 1.3. **Term and Termination Liability.** The term for Local Exchange Services one, two, or three years. All The term will begin in month one. If Customer requests that service be disconnected prior to the expiration of the term, , a 100% early termination charge will be assessed for the remaining months of the term.
- 1.4. **Termination Liability Exclusions.** Customers may upgrade a service arrangement without incurring termination liability charges under the following circumstances:
 - A. The order for the disconnect of the existing service and the order for the upgraded service arrangement must be received at the same time, with no lapse in service between the installation of the new service and the disconnect of the existing service.
 - B. The upgraded service is provided between the same customer and central office locations as the discontinued service.
 - C. The term of the upgraded service is equal to or greater than the term of the existing service.
- 1.5. **Expiration.** If Customer does not specify renewal terms in writing 90 days prior to the expiration of the initial term, the existing rates in effect at the time of expiration will automatically continue on a month-to-month basis. Customer can terminate services at the end of the term with no penalty or obligation to continue the service.

- 1.6. Service Rearrangements.** When service is rearranged, a charge equal to one-half the nonrecurring installation charges for the service arrangement will apply. Service rearrangements are changes to existing (installed) services which do not result in either a change in the minimum period requirements or a change in the physical location of the point of termination at Customer-designated premises. Changes in the physical location of the point of termination are treated as disconnects and starts, and will be assessed the full nonrecurring charge associated with the arrangement selected.
- 1.7. Cancellation Charges.** When Customer cancels an order, cancellation charges will be calculated using the nonrecurring charges associated with the arrangement being cancelled. The Cancellation Charge will be a percentage of all nonrecurring charges associated with the order, or that part of the order being canceled. This percentage is calculated by dividing the number of days from the date on which Embarq confirms to Customer that the requested service can be provided through the cancellation date by the number of days in the agreed upon service interval. The Cancellation Charge is then developed by multiplying the nonrecurring charges associated with installation of the canceled service by the calculated percentage.
- 1.8. Special Construction.** Special Construction charges may apply where facilities and/or operating conditions do not permit the provision of services and Customer desires Embarq to provision the services.

2. BASIC BUSINESS SERVICES.

2.1. Local Access Line Rate Elements.

- A.** The monthly charge for Local Access Line service includes unlimited local calling within the Home Exchange and Local Calling Areas.
- B.** Touch Tone service provides for the origination of calls by means of instrumentalities equipped for tone-type signaling. There is no charge associated with Touch Tone service.
- C.** The Network Access Surcharge and all applicable local, state, and federal taxes, charges and surcharges are in addition to the monthly rates and charges set forth in Customer's order, contract or, in the absence of other, applicable standard list price.

2.2. Business Fax Line. The Business Fax Line is available to business customers who are subscribed to Basic Business Service, Analog PBX Trunks/Key Trunks, or one of the Bundled Services for their primary Local Exchange Service. Customers may subscribe up to a maximum of two fax lines per location.

2.3. Analog PBX Trunks/Key Trunks.

- A. Description.** The following are the available Analog PBX Trunks. When DID Service is requested, DID number charges apply. Service connection charges will apply. Three types of trunk signaling are also available: DP (Dial Pulse) signaling, MF (Multi Frequency) signaling and DTMF (Dual Tone Multi Frequency) signaling. One of these types of signaling must be selected by Customer. Line hunting as specified in Section 10.6 is included.
 - (1)** Local Access Trunk 2-Way – An analog PBX trunk allowing inward and outward calling.
 - (2)** Local Access Trunk Outward – An analog PBX trunk allowing outward calling only.

- (3) Local Access Trunk Inward – An analog PBX trunk allowing inward calling only to the PBX.
- (4) Local Access Trunk DID – An analog PBX trunk allowing inward calls to the station level.
- (5) Local Access Trunk DID 2-Way – An analog PBX trunk allowing inward calls to the station level and transfer of those calls to another line through the use of an incoming/outgoing trunk facility. Establishment of service and subsequent trunk installations will incur a set-up charge per trunk group. Charges apply for changes or redesigns in signaling or transmission interface. This trunk requires Customer's PBX to work with E&M signaling and to connect to a 4-Wire facility. It also allows for outward calling. DID Termination Rearrangement charge applies per trunk group to add or remove 2 Way DID. A Change Order charge applies for changing individual trunks between existing trunk groups.
- (6) Key Trunk -A central office exchange line that terminates in customer-provided systems that accommodate more than one line.

B. Rates. The Network Access Surcharge and all applicable local, state, and federal taxes, charges and surcharges are in addition to the monthly rates and charges stated in Customer's order, contract, or, in the absence of either, the standard list price.

2.4. Digital Trunking Service (DTS).

A. Description.

- (1) This service provides digital access from Customer's premises to the central office via a DS1 (1.544 Mbps) connection. This connection provides the equivalent of 24 access lines between Customer's premises and a central office that can be used as Wide Area Telecommunications Service (WATS), or as PBX trunks, which may or may not include Direct Inward Dial (DID). Digital trunking service is provided in a base capacity of 24 channels.
- (2) A non recurring charge applies in addition to the applicable Service Connection Charges for each facility established or added. Changes or rearrangements of channels are charged a service change charge for each channel changed, in addition to the applicable Service Connection Charges.
- (3) DTS Local Channel. Provides 1.544 Mbps digital trunking and the local distribution channel between the serving central office and 24 channels.
- (4) DTS Local Access. Provides for the communications path between Customer's designated premises and the serving wire center of that premises.

B. Rates. The Network Access Surcharge, Line Port Charge and all applicable local, state, and federal taxes, charges and surcharges are in addition to the monthly rates and charges stated in Customer's order, contract, or, in the absence of either, the standard list price.

2.5. Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI).

A. Description.

- (1) ISDN – PRI is a high speed end-to-end digital switched service that provides PBX and host computers access to switched services via an ISDN central office.

The service can carry voice, data and video simultaneously. Traffic can be inward, outward or a combination of both. This is controlled by Customer's CPE.

- (2) A standard service consists of up to twenty-three "B" (Bearer) channels and one "D" (Delta) channel at a total speed of 1.544 Mbps. The D channel is used for signaling and can usually handle an additional 19 ISDN services containing 24 B channels. The local channel may be a DS1 with clear channel capability.
- (3) A PRI Service Change Charge applies for changes or additions of one or more channels to existing trunk groups on each PRI service, per occasion, per trunk group in addition to the Change Order-Subsequent Charge.

B. Required Service Components.

- (1) PRI Local Channel. Provides the local distribution channel between the Central Office and Customer's premise, as well as the Central Office termination for either PRI Custom or PRI National ISDN products.
- (2) PRI Local Interface. Provides the multiplexing to support up to twenty-three B-Channels at 64 Kbps and one D-Channel for signaling also at 64 Kbps.

C. Optional Service Components/Features.

- (1) PRI TIE Line Termination. Allows Tie Line calls to be directed to and originated from the ISDN PRI B channels.
- (2) PRI Name Display. Allows incoming name display on compatible customer-provided equipment.
- (3) PRI Intercommunications Group. Allows PRI B channels to connect to a Centrex system or another PRI service that originates in the same central office. This feature is offered on a per trunk group basis.
- (4) PRI D Channel. A D channel may be designated as a Backup D channel for another D channel that provides signaling and control for one or more ISDN PRI connections.
- (5) PRI Network Ring Again. Enables Customer to complete calls to a busy station without continually redialing. Certain equipment restrictions may apply.
- (6) PRI Call-by-Call/Integrated Service Access Feature Capability. Allows Customer to dynamically allocate the use of channels for ISDN-PRI. Customer may also choose voice or data transmission on a per call basis and may choose to subscribe to more services than channels. The Customer Premises Equipment signals the local central office as to which type of service to access for each call.
- (7) B-Channel Transfer. Allows the central office switch to establish a call directly to the final destination and release the trunks going in and out of the forwarding device, when otherwise two trunks between the Central Office and the original device would be employed for the duration of a call when the call terminates at a given location and is then forwarded to another location.

D. Standard Features.

- (1) Call by Call for Trunk Groups. Allows the circuit switched voice and data services enabled on a PRI service to share B channels and arrange them as a single trunk group. This allows incoming and outgoing circuit switched voice and data calls to utilize B channels on a call by call basis.
- (2) Caller ID. The number associated with incoming calls will be passed to Customer's CPE, including numbers associated with calls to PRI DID numbers. The feature is provided on a per trunk group basis only and is offered in appropriately equipped central offices.
- (3) Clear Channel Capability. Each B Channel is a 64kbps Clear channel. Calls over the network may either be 56 kbps or 64 kbps depending on the public network in place between the PRI service and the terminating end of the call.
- (4) D Channel Control Capability. Provides the capability for a single D channel to provide signaling and control functions for multiple PRI services, leaving the 24th channel on those PRI services available for incoming and outgoing calls. For those PRI services, 24B channels may be ordered.
- (5) Dedicated Trunk Groups. Allows all 23 channels (24 where technology permits), or a subset thereof, to be used as stand alone trunk groups. Each channel is capable of handling incoming or outgoing circuit switched voice or circuit switched data.
- (6) Direct Inward Dialing Signaling. Permits incoming dialed calls from the exchange network to reach a specific number serviced by customer-premises equipment without the assistance of an attendant. DID numbers are required at the charges set forth in 9.1.7.
- (7) Equal Access Calling. Allows Customer to preselect an Interexchange Carrier for each circuit switched voice or circuit switched data trunk group.
- (8) PBX Station ID Capability. Allows the stations user's number to be transmitted over the PRI D channel from DID-equipped CE PBXs. This number is provided by the originating station and must have an associated DID number working in the central office.

E. Rates. The Network Access Surcharge, Line Port Charge and all applicable local, state, and federal taxes, charges and surcharges are in addition to the monthly rates and charges stated in Customer's order, contract, or, in the absence of either, the standard list price.

3. BUNDLED SERVICES.

3.1. EMBARQ Integrated T-1.

A. Description.

- (1) EMBARQ Integrated T-1 is designed for the utilization of multiple voice and frame relay combinations over a single 1.544 Mbps facility. EMBARQ Integrated T-1 includes frame relay channels and the use of a digital access and cross connect system (DACS) located in a Telephone Company wire center. The channels designated for frame relay will be routed to a frame relay switch through the DACS to a customer designated location. EMBARQ Integrated T-1

is limited to the frame relay and DACS capability, and voice channels must be obtained separately. The frame relay bandwidth selected by Customer will determine the UNI port connection and PVC committed information rate provided. One PVC, with throughput equal to 50% of the UNI port connection, is provided with each EMBARQ Integrated T-1 arrangement. For example, when Customer selects an EMBARQ Integrated T-1 arrangement for 10 voice channels and 512 Kbps frame relay service, a PVC with a CIR of 256 Kbps will be provided.

- (2) EMBARQ Integrated T-1 is designed to accommodate the voice and frame relay channel combinations identified below. The frame relay portion of EMBARQ Integrated T-1 is designed as part of a voice/frame relay combination, with concurrent voice and frame relay availability. Customer is responsible for providing the voice capability.

Frame Relay Service						
Voice Channels	256 Kbps (4 Channels)	384 Kbps (6 Channels)	512 Kbps (8 Channels)	768 Kbps (12 Channels)	1.024 Mbps (16 Channels)	1.472 Mbps (23 Channels)
1	N/A	N/A	N/A	N/A	N/A	24
6	10	12	14	18	22	N/A
8	12	14	16	20	24	N/A
10	14	16	18	22	N/A	N/A
12	16	18	20	24	N/A	N/A
14	18	20	22	N/A	N/A	N/A
16	20	22	24	N/A	N/A	N/A
18	22	24	N/A	N/A	N/A	N/A
20	24	N/A	N/A	N/A	N/A	N/A

Shaded area reflects total channels utilized for each combination.

- (3) EMBARQ Integrated T-1 will be provided over a 1.544 Mbps facility for connection to the Telephone Company's wire center equipment and frame relay network via a digital access and cross connect system. The provision of EMBARQ Integrated T-1 requires terminating equipment (e.g., channel service unit) at Customer's designated premises to allow for the appropriate voice and frame relay channels. Customer is responsible for providing and maintaining the terminating equipment at Customer's designated premises. EMBARQ Integrated T-1 includes the full bandwidth of a 1.544 Mbps facility, and cannot be provisioned over fractional DS1 channels.

B. Standard Features. The following features are provided with EMBARQ Integrated T-1 voice channels at no additional charge to Customer:

- (1) **Caller ID - Number Only.** Provides Customer with the telephone number of the calling party and is intended solely for the use of the EMBARQ Integrated T-1 subscriber.
- (2) **Embarq Solutions for Business Service.** Provides Customer with interstate and/or intrastate Dial-1 and/or toll free Message Telecommunications Service (MTS) described in the Embarq's Intercity Telecommunications Services Tariff PUCO No. 2 and interstate Business Schedule at www.embarq.com/ratesandconditions. Customers must choose one of the following options:

- (a) **Option 1** – Embarq Solutions for Business Services - 2000 Minutes Block of Time. Provides Customer with up to 2000 interstate and/or intrastate Dial-1 and/or: toll free minutes per month at no charge. Additional Dial-1 minutes will be charged a flat non-distance sensitive per-minute rate as specified in Embarq's toll tariffs
 - (b) **Option 2** – Embarq Solutions for Business Services – All Calls All Day: Provides Customer with a flat per minute of use rate for all Dial 1 interstate and/or intrastate usage. This rate applies 24 hours a day, every day.
- (3) **Hunting.** The following hunting arrangements are available:
- (a) **Line Hunting Regular.** The hunt for an idle line starts with the called line in a prearranged group and ends with the last line in the group, completing the call to the first idle line encountered. Unless the first line is called, only a portion of the group is hunted.
 - (b) **Line Hunting Circular.** Permits a complete hunt sequence over all the lines in a prearranged group. If no idle line is encountered, the hunt will continue until it reaches the line that was originally called.
 - (c) **Line Hunting Preferential.** Some or all of the lines in a hunt group may have an associated preferential hunt list. This hunt list permits a pre-hunt over a subset or preferential group of lines before hunting through the multi-line hunt group.
- (4) **Call Forward Busy/No Answer.** Permits the forwarding of incoming calls when Customer's line is busy or remains unanswered after a designated number of rings.
- C. **Required Service Elements.** The provision of EMBARQ Integrated T-1 requires that a combination of voice and frame relay channels, as set forth above, remain in service. If Customer elect to disconnect either the voice or frame relay channels provided, the entire EMBARQ Integrated T-1 arrangement must be disconnected and applicable termination liability penalties will apply.
- D. **Application of Rates.** The rates and charges for EMBARQ Integrated T-1 cover all associated service components (i.e., UNI port connection, PVC, and use of the DACS equipment). The Embarq Custom Access Solutions rates are stated in Customer's order, contract, or, in the absence of either, the standard list price. The applicable rates for EMBARQ Integrated T-1 include monthly recurring rates and nonrecurring charges, both of which are billed in advance.

3.2. **Priority Solution.**

- A. **Description.** Priority Solution is a bundle service that includes basic business service Local Access Lines, Call Waiting, Caller ID with Name, Anonymous Call Rejection, Call Forwarding, and Dial-1 domestic long distance. This service is available to business customers at the same customer location, where technically feasible, and is subject to the availability of facilities.
- B. **Hunting.** The following Hunting arrangements are available at no additional charge.

- (1) **Line Hunting Regular.** The hunt for an idle line starts with the called line in a prearranged group and ends with the last line in the group, completing the call to the first idle line encountered. Unless the first line is called, only a portion of the group is hunted.
- (2) **Line Hunting Circular.** Permits a complete hunt sequence over all the lines in a prearranged group. If no idle line is encountered, the hunt will continue until it reaches the line that was originally called.
- (3) **Line Hunting Preferential.**
 - (a) Some or all of the lines in a hunt group may have an associated preferential hunt list. This hunt list permits a pre-hunt over a subset or preferential group of lines before hunting through the multi-line hunt group.
 - (b) Priority Solutions includes presubscription to Embarq Solutions for Business – All Calls All Day. A per minute of use rate applies for all Dial-1 domestic calls. The intrastate per minute of use rate is specified in Price List Section 23 of the Embarq's Intercity Telecommunications Services Tariff PUCO No. 2. The applicable interstate per minute of use rate is specified in the Embarq's interstate Business Schedule at www.embarq.com/rates and conditions.
 - (c) All applicable local, state and federal taxes, regulatory fees and surcharges apply in addition to the rates specified for this service.

- C. **Rates.** The Network Access Surcharge, and all applicable local, state, and federal taxes, charges and surcharges are in addition to the monthly rates and charges as stated in Customer's order, contract or, in the absence of either, the standard list price.

3.3. Classic Solution.

- A. **Description.** Classic Solution is a bundle service that includes basic business service Local Access Lines, Caller ID with Name, Anonymous Call Rejection, Call Forwarding, Three-Way Calling, Return Call, and Dial-1 domestic long distance. This service is available to business customers at the same customer location, where technically feasible, and is subject to the availability of facilities.
- B. **Hunting.** The following Hunting arrangements are available at no additional charge:
- (1) **Line Hunting Regular.** The hunt for an idle line starts with the called line in a prearranged group and ends with the last line in the group, completing the call to the first idle line encountered. Unless the first line is called, only a portion of the group is hunted.
 - (2) **Line Hunting Circular.** Permits a complete hunt sequence over all the lines in a prearranged group. If no idle line is encountered, the hunt will continue until it reaches the line that was originally called.
 - (3) **Line Hunting Preferential.** Some or all of the lines in a hunt group may have an associated preferential hunt list. This hunt list permits a pre-hunt over a subset or preferential group of lines before hunting through the multi-line hunt group.

- C. **Long Distance.** Classic Solution includes presubscription to Embarq Solutions for Business All Calls All Day. A per minute of use rate applies for all Dial-1 domestic calls. The intrastate per minute of use rate is specified in Price List Section 23 of Embarq's Intercity Telecommunications Services Tariff PUCO No. 2. The applicable interstate per minute of use rate is specified in Embarq's interstate Business Schedule at www.embarq.com/ratesandconditions.
- D. **Rates.** The Network Access Surcharge and all applicable local, state, and federal taxes, charges and surcharges are in addition to the monthly rates and charges. All applicable local, state and federal taxes, regulatory fees and surcharges apply in addition to the rates specified for this service.

3.4. PRI Solution.

- A. **Description.** PRI Solution is a bundle service that includes Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) (Local Channel and PRI Interface), and Caller ID (number only) for a flat monthly rate, with Dial-1 domestic long distance service as specified following. This service is available to business customers at the same customer location, where technically feasible, and is subject to the availability of facilities.
- B. **Hunting.** The following hunting arrangements are available at no additional charge:
 - (1) **Line Hunting Regular.** The hunt for an idle line starts with the called line in a prearranged group and ends with the last line in the group, completing the call to the first idle line encountered. Unless the first line is called, only a portion of the group is hunted.
 - (2) **Line Hunting Circular.** Permits a complete hunt sequence over all the lines in a prearranged group. If no idle line is encountered, the hunt will continue until it reaches the line that was originally called.
 - (3) **Line Hunting Preferential.** Some or all of the lines in a hunt group may have an associated preferential hunt list. This hunt list permits a pre-hunt over a subset or preferential group of lines before hunting through the multi-line hunt group.
- C. **Long Distance.** PRI Solution includes presubscription to Embarq Solutions for Business Service – All Calls All Day. A per minute of use rate applies for all Dial-1 domestic calls. The intrastate per minute of use rate is specified in Price List Section 23, Priority Solutions, of Embarq's Intercity Telecommunications Services Tariff PUCO No. 2. The applicable interstate per minute of use rate is specified in Embarq's interstate Business Schedule at www.embarq.com/ratesandconditions. All applicable local, state and federal taxes, regulatory fees and surcharges apply in addition to the rates specified for this service.
- D. **Rates.** The Network Access Surcharge, Line Port Charge and all applicable local, state, and federal taxes, charges and surcharges are in addition to the monthly rates and charges.

3.5. Embarq Business Basic.

- A. **Description.** Embarq Business Basic is a bundle service that includes basic business service Local Access Lines and Dial-1 domestic long distance. This service is available to

business customers at the same customer location, where technically feasible, and is subject to the availability of facilities.

B. Hunting. The following Hunting arrangements are available at no additional charge:

- (1) **Line Hunting Regular.** The hunt for an idle line starts with the called line in a prearranged group and ends with the last line in the group, completing the call to the first idle line encountered. Unless the first line is called, only a portion of the group is hunted.
- (2) **Line Hunting Circular.** Permits a complete hunt sequence over all lines in a prearranged group. If no idle line is encountered, the hunt will continue until it reaches the line that was originally called.
- (3) **Line Hunting Preferential.** Some or all of the lines in a hunt group may have an associated preferential hunt list. This hunt list permits a pre-hunt over a subset or preferential group of lines before hunting through the multi-line group.

C. Long Distance. Embarq Business Basic includes presubscription to Embarq Solutions for Business – All Calls All Day. A per minute of use rate applies for all Dial-1 domestic calls. The intrastate per minute of use rate is specified in Price List Section 23 of Embarq’s Intercity Telecommunications Services Price Tariff P.U.C.O. No. 2. The applicable interstate per minute of use rate is specified in the Company's Interstate Business Schedule at www.embarq.com/ratesandconditions.

D. Rates. The Network Access Surcharge and all applicable local, state, and federal taxes, charges and surcharges are in addition to the monthly rates and charges.