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TN REGULATORY AUTHORITY  
UTILITIES DIVISION

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March 25, 2010

Chairman Sara Kyle  
c/o: Ms. Sharla Dillon, Dockets and Records Manager  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, TN 37243-0505

20100061

Dear Chairman Kyle:

On September 11, 2009, United Telephone Southeast LLC notified the Tennessee Regulatory Authority of its intent to operate pursuant to Market Regulation, in accordance with amended T.C.A. Section 65-5-109 enacted May 21, 2009.

This filing withdraws the following tariffs in their entirety as allowed under the provisions of T.C.A. Section 65-5-109.

United Telephone Southeast LLC (d/b/a CenturyLink) General Subscriber Services Tariff  
United Telephone Southeast LLC (d/b/a CenturyLink) Interexchange Services Tariff

Enclosed are an original and four copies of the reissued United Telephone Southeast LLC (d/b/a CenturyLink) General Subscriber Services Tariff. The services and regulations in the reissued tariff are Lifeline, Link-Up Tennessee, Charges Applicable Under Special Conditions (Construction Charges), and FCC Designated N11 Services (Telecommunications Relay Service (711), Universal Emergency Number Service (911) and Enhanced Universal Emergency Number Service (E911)).

This filing is submitted with a March 26, 2010 issue date and an effective date of April 16, 2010. The tariff revision is available on the Company's website at <http://about.centurylink.com/tariffs>.

If you have questions or need additional information regarding this filing, please call me or Pam Wescott at 615-255-0155.

Sincerely,

Debra Levy

Enclosures

c: Pam Wescott

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C ERAL SUBSCRIBER SERVICES TARIFF

UNITED TELEPHONE SOUTHEAST LLC  
d/b/a CENTURYLINK  
TENNESSEE

Original Title Page 1

ISSUED: March 26, 2010  
BY: Regulatory Operations - Tariffs  
Overland Park, Kansas

EFFECTIVE: April 16, 2010

UNITED TELEPHONE SOUTHEAST LLC  
d/b/a CENTURYLINK  
GENERAL SUBSCRIBER SERVICES TARIFF

FOR THE STATE OF TENNESSEE

This tariff contains regulations and rates applicable for the furnishing of Lifeline, Tennessee Link-Up, Construction Charges, Universal Emergency Number Service (911) and Telecommunications Relay Service (711) offered by United Telephone Southeast LLC d/b/a CenturyLink within this State. This tariff is on file with the Tennessee Regulatory Authority of the State of Tennessee.

Terms and conditions for services not covered by this Tariff may be found at:  
[http://about.centurylink.com/legal/rates\\_conditions.html](http://about.centurylink.com/legal/rates_conditions.html).

EXPLANATION OF SYMBOLS

When changes are made in any tariff page, a revised page will be issued cancelling the tariff page affected; such changes will be identified through the use the following symbols:

- (C) - to signify changed regulation
- (D) - to signify discontinued rate, regulation, or text
- (I) - to signify increase
- (N) - to signify new rate and/or new regulation, and/or new text
- (R) - to signify reduction
- (T) - to signify a change in text but no change in rate or regulation

The above symbols will apply except where additional symbols are identified at the bottom of an individual page.

TRADE NAMES, TRADEMARKS AND SERVICE MARKS USED IN THIS TARIFF

Below is a list of trade names, trademarks and/or service marks for services which are offered in this Tariff. These trade names, trademarks and/or service marks are owned by CenturyTel, Inc. or a subsidiary of CenturyTel, Inc. and are used by United Telephone Southeast LLC d/b/a CenturyLink with express permission. Trademark and service mark designations will not be listed hereafter in the Tariff. However, the laws regarding trademarks and service marks will still apply. Trademarks and service marks that are owned by CenturyTel, Inc. or a subsidiary of CenturyTel, Inc. cannot be used by another party without authorization.

CENTURYLINK  
CENTURYLINK<sup>TM</sup>  
CENTURYLINK<sup>SM</sup>

GENERAL SUBSCRIBER SERVICES TARIFF

UNITED TELEPHONE SOUTHEAST LLC  
d/b/a CENTURYLINK  
TENNESSEE

Original Contents Page 1

ISSUED: March 26, 2010  
BY: Regulatory Operations - Tariffs  
Overland Park, Kansas

EFFECTIVE: April 16, 2010

**TABLE OF CONTENTS**

1. DEFINITION OF TERMS
2. GENERAL REGULATIONS
3. LIFELINE
4. LINK-UP TENNESSEE
5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS
6. FCC DESIGNATED N11 SERVICES

GENERAL SUBSCRIBER SERVICES TARIFF

UNITED TELEPHONE SOUTHEAST LLC  
d/b/a CENTURYLINK  
TENNESSEE

Original Index Page 1

ISSUED: March 26, 2010  
BY: Regulatory Operations - Tariffs  
Overland Park, Kansas

EFFECTIVE: April 16, 2010

INDEX

<u>Subject</u>	<u>Section</u>	<u>Page</u>
Charges for Unusual Installations	5	11
Construction Charges	5	1
Definitions of Terms	1	1
Enhanced Universal Emergency Number Service (E911)	6	1
General Regulations	2	1
Lifeline Assistance Program	3	1
Link-Up Tennessee	4	1
Reverse Notification Telephone Number Database Service	6	17
Telecommunications Relay Service (711)	6	20
Underground Installation Plan	5	5
Universal Emergency Number Service (911)	6	1

GENERAL SUBSCRIBER SERVICES TARIFF

UNITED TELEPHONE SOUTHEAST LLC  
d/b/a CENTURYLINK  
TENNESSEE

Original Page 1

ISSUED: March 26, 2010  
BY: Regulatory Operations - Tariffs  
Overland Park, Kansas

EFFECTIVE: April 16, 2010

1. DEFINITION OF TERMS

EMERGENCY NUMBER SERVICE 911 (U6)

See "Universal Emergency Number Service 911"

FCC DESIGNATED N11 CODES (U6)

The following abbreviated three (3)-digit dialing codes (N11 Codes) have been designated by the FCC to allow the caller to connect to a location in the local telephone network that otherwise would be accessible only through a seven (7)- or ten (10)-digit telephone number. The local telephone network must be preprogrammed to translate the three-digit code into the appropriate seven- or ten-digit telephone number and route the call accordingly. Among abbreviated dialing arrangements, "N11" codes are three-digit codes of which the first digit can be any digit other than 0 or 1, and the last two digits are both 1. 0 and 1 are unavailable because those digits are used for switching and routing. The following N11 codes have been designated by the FCC for the purposes listed below:

<u>N11 Code</u>	<u>Purpose</u>
711	Allows access to Telecommunications Relay Services (TRS) for individuals with hearing or speech disabilities. Designated by the FCC.
911	Federally mandated as the National Emergency Number and allows access to emergency services. Designated by the FCC and ordered by the United States Congress.

LINK UP TENNESSEE (U3)

A plan intended to preserve and promote subscribership among low-income households by providing qualifying applicants a credit to the installation and connection charges for residential service.

GENERAL SUBSCRIBER SERVICES TARIFF

UNITED TELEPHONE SOUTHEAST LLC  
d/b/a CENTURYLINK  
TENNESSEE

Original Page 2

ISSUED: March 26, 2010  
BY: Regulatory Operations - Tariffs  
Overland Park, Kansas

EFFECTIVE: April 16, 2010

1. DEFINITION OF TERMS

N11 SERVICES (U6)

Abbreviated three (3)-digit dialing codes which allow the caller to connect to a location in the local telephone network that otherwise would be accessible only through a seven or ten digit telephone number. The local telephone network must be preprogrammed to translate the three-digit code into the appropriate seven- or ten-digit telephone number and route the call accordingly. N11 codes are three-digit codes of which the first digit can be any digit other than 0 or 1, and the last two digits are both 1. The 0 and 1 are unavailable as the first digit because those numbers are used for switching and routing. N11 codes have been assigned by the FCC or designated by the telephone industry as follows:

<u>N11 Code</u>	<u>Purpose</u>
711	Allows access to Telecommunications Relay Services (TRS) for individuals with hearing or speech disabilities. Assigned by the FCC.
911	Federally mandated as the National Emergency Number and allows access to emergency services. Assigned by the FCC and ordered by the United States Congress.

UNIVERSAL EMERGENCY NUMBER SERVICE, 911 (U6)

Universal Emergency Number Service 911, is a telephone exchange service, where a Public Safety Answering Point (PSAP) designated by the customer may receive and answer, transfer and dispatch in response to public emergency telephone calls.

UNITED TELEPHONE SOUTH, ST LLC  
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TENNESSEE

Original Contents Page 1

ISSUED: March 26, 2010  
BY: Regulatory Operations - Tariffs  
Overland Park, Kansas

EFFECTIVE: April 16, 2010

## 2. GENERAL REGULATIONS

	<u>CONTENTS</u>	<u>Page No.</u>
2.1	<u>APPLICATION</u>	1
2.2	<u>LIMITATIONS AND USE OF SERVICE</u>	
	2.2.1 Use of Subscriber's Service	1
2.3	<u>ESTABLISHMENT AND FURNISHING OF SERVICE</u>	1
	2.3.1 Availability of Facilities	1
2.4	<u>PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES</u>	1
	2.4.1 Advance Payments	1
	2.4.2 Deposits	1

ISSUED: March 26, 2010  
BY: Regulatory Operations - Tariffs  
Overland Park, Kansas

EFFECTIVE: April 16, 2010

## 2. GENERAL REGULATIONS

### 2.1 APPLICATION

The regulations are applicable to all communication services offered in this tariff by United Telephone Southeast LLC, referred to as the Company. Additional regulations, where applicable, pertaining to specific service offerings accompany such offerings in various Sections of this tariff.

### 2.2 LIMITATIONS AND USE OF SERVICE

#### 2.2.1 USE OF SUBSCRIBER'S SERVICE

- a. The Company's services and facilities are subject to the terms, conditions, and limitations described within this tariff.

### 2.3 ESTABLISHMENT AND FURNISHING OF SERVICE

#### 2.3.1 AVAILABILITY OF FACILITIES

- a. When excessive costs are involved for the construction of facilities, charges for Company's services and facilities are subject to the terms, conditions, and limitations described in this section such construction will be determined in accordance with the regulations set forth in Section U5, "Charges Applicable Under Special Conditions," except as otherwise specified.

### 2.4 PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES

#### 2.4.1 DEPOSITS

- a. No deposit will be charged to low-income customers qualifying for Tennessee Link-Up (Section U4.1) and for Lifeline Assistance Program (Section U3.1) if the customer voluntarily effects toll blocking.

#### 2.4.2 PAYMENT FOR SERVICE

- a. The Late Payment Charge is not applicable to Lifeline subscribers.
- b. Customers receiving support under the Lifeline Assistance Program (Section U3.1) will not be disconnected for non-payment of toll charges. Lifeline customers may not be denied the re-establishment of local service because the customer was previously disconnected for toll charges, as long as all outstanding local charges have been paid. Partial payments from Lifeline customers are to be applied to local service charges first and then to toll charges.

GENERAL SUBSCRIBER SERVICES TARIFF

UNITED TELEPHONE SOUTHEAST LLC  
d/b/a CENTURYLINK  
TENNESSEE

Original Contents Page 1

ISSUED: March 26, 2010  
BY: Regulatory Operations - Tariffs  
Overland Park, Kansas

EFFECTIVE: April 16, 2010

3. LIFELINE ASSISTANCE PROGRAM

		<u>Page No.</u>
3.1	<u>LIFELINE ASSISTANCE PROGRAM</u>	1
3.1.1	Description of Service	1
3.1.2	Regulations	1
3.1.3	Rates and Charges	4

C ERAL SUBSCRIBER SERVICES TARIFF

UNITED TELEPHONE SOUTHEAST LLC  
d/b/a CENTURYLINK  
TENNESSEE

Original Page 1

ISSUED: March 26, 2010  
BY: Regulatory Operations - Tariffs  
Overland Park, Kansas

EFFECTIVE: April 16, 2010

3. LIFELINE ASSISTANCE PROGRAM

3.1 LIFELINE ASSISTANCE PROGRAM

3.1.1 Description of Service

- A. The Lifeline Assistance Program is designed to increase the availability of telecommunications services to low income subscribers by providing a credit to monthly recurring local service to qualifying residential subscribers. Basic terms and conditions are in compliance with the FCC's Order on Universal Service in CC Docket 97-157, which adopts the Federal-State Joint Board's recommendation in CC Docket 96-45, which complies with the Telecommunications Act of 1996. Specific terms and conditions are prescribed by the Tennessee Regulatory Authority and are set forth in this tariff.
- B. Lifeline is supported by the federal universal service support mechanism with the following benefits:
  - 1. A waiver of the Federal Subscriber Line Charge.
  - 2. A federal credit of \$1.75 off the customer's monthly basic local service charges.
  - 3. A State reduction of \$3.50 off the customer's monthly basic local service charges.
  - 4. A second federal credit of \$1.75, which matches 50% of the state credit.

3.1.2 Regulations

- A. General
  - 1. Customers eligible under the Lifeline program are also eligible for connection assistance under the Link-Up program.
  - 2. One low income credit is available per household and is applicable to the primary residential connection only. The named subscriber must be a current recipient of any of the low income assistance programs identified in B.1. following.

UNITED TELEPHONE SOUTHEAST LLC  
d/b/a CENTURYLINK  
TENNESSEE

Original Page 2

ISSUED: March 26, 2010  
BY: Regulatory Operations - Tariffs  
Overland Park, Kansas

EFFECTIVE: April 16, 2010

3. LIFELINE ASSISTANCE PROGRAM

3.1 LIFELINE ASSISTANCE PROGRAM

3.1.2 Regulations (Cont'd)

A. General (Cont'd)

3. A Lifeline customer may subscribe to any local service offering available to other residence customers. When a Lifeline customer subscribes to Residence Budget Service (RBS), the residence individual line service fixed monthly rate and the additional local message charges will not exceed the monthly rate for residence flat rate service.
4. Toll blocking, if elected, will be provided at no charge to the Lifeline subscriber.
5. The deposit requirement is not applicable to a Lifeline customer who subscribes to toll blocking. If a Lifeline customer removes toll blocking prior to establishing an acceptable credit history, a deposit may be required.
6. A Lifeline subscriber's local service will not be disconnected for non-payment of regulated toll charges. Local service may be denied for non-payment of local calls. Access to toll service may be denied for non-payment of regulated tolls. A Lifeline subscriber's request for reconnection of local service will not be denied if the service was previously denied for non-payment of toll charges as long as all outstanding local charges have been paid. Partial payments from Lifeline customers will be applied to local charges first and then to toll charges.
7. Effective July 1, 2000 the Federal Universal Service Fund End User Charge will not be billed to Lifeline customers.

UNITED TELEPHONE SOUTHEAST LLC  
d/b/a CENTURYLINK  
TENNESSEE

Original Page 3

ISSUED: March 26, 2010  
BY: Regulatory Operations - Tariffs  
Overland Park, Kansas

EFFECTIVE: April 16, 2010

### 3. LIFELINE ASSISTANCE PROGRAM

#### 3.1 LIFELINE ASSISTANCE PROGRAM (Cont'd)

##### 3.1.2 Regulations (Cont'd)

###### B. Eligibility

1. To be eligible for a Lifeline credit, a customer must be a current recipient of any one of the following low income assistance programs:
  - a. Temporary Assistance to Needy Families (TANF), previously known as AFDC,
  - b. Supplemental Security Income (SSI),
  - c. Supplemental Nutrition Assistance Program (SNAP),
  - d. Medicaid qualified TennCare subscribers,
  - e. Have a total gross annual income that does not exceed 135% of the federal poverty income guidelines (Such certification of eligibility based on income to be provided by the Tennessee Regulatory Authority),
  - f. Low Income Home Energy Assistance Program (Li HEAP),
  - g. Public Housing, or
  - h. National School Lunch Program.
2. All applications for service are subject to verification with the state agency responsible for administration of the qualifying program.

###### C. Certification

1. Proof of eligibility in any of the qualifying low income assistance programs should be provided to the Company at the time of application for service. The Lifeline credit will not be established until proof of eligibility has been received by the Company. If the customer requests installation prior to the Company's receipt of proof of eligibility, the requested service will be provided without the Lifeline credit. When eligibility documentation is provided subsequent to installation, the Lifeline credit will be provided on a going forward basis.
2. The Company reserves the right to periodically audit its records, working in conjunction with the appropriate state agencies, for the purpose of determining continuing eligibility. Information obtained during such audit will be treated as confidential information to the extent required under State and Federal laws. The use or disclosure of information concerning enrollees will be limited to purposes directly connected with the administration of the Lifeline plan.
3. When a customer is determined to be ineligible as a result of an audit, the Company will contact the customer. If the customer cannot provide eligibility documentation, the Lifeline credit will be discontinued.

Note 1: Lifeline replaces the Interstate Subscriber Line Charge Waiver and Matching Program.

GENERAL SUBSCRIBER SERVICES TARIFF

UNITED TELEPHONE SOUTHEAST LLC  
d/b/a CENTURYLINK  
TENNESSEE

Original Page 4

ISSUED: March 26, 2010  
BY: Regulatory Operations - Tariffs  
Overland Park, Kansas

EFFECTIVE: April 16, 2010

3. LIFELINE ASSISTANCE PROGRAM

3.1 LIFELINE ASSISTANCE PROGRAM (Cont'd)

3.1.3 Rates and Charges

A. General

1. Lifeline is provided as a monthly credit on the eligible residential subscriber's access line bill for local service.
2. Service Charges are applicable for installing or changing Lifeline service.
3. Link-Up connection assistance may be available for installing or relocating Lifeline service.

- B. The total Lifeline credit consists of (1) a federal credit amount equal to the sum of the federal baseline support amount plus the supplemental federal support and (2) one state credit.

Note: The amount of credit will not exceed the charge for local service.

GENERAL SUBSCRIBER SERVICES TARIFF

UNITED TELEPHONE SOUTHEAST LLC  
d/b/a CENTURYLINK  
TENNESSEE

Original Contents Page 1

ISSUED: March 26, 2010  
BY: Regulatory Operations - Tariffs  
Overland Park, Kansas

EFFECTIVE: April 16, 2010

4. LINK-UP TENNESSEE

CONTENTS

	<u>Page No.</u>
4.1 <u>LINK-UP TENNESSEE</u>	1
4.1.1 General	1
4.1.2 Regulations	2
4.1.3 Rates and Charges	3

## GENERAL SUBSCRIBER SERVICES TARIFF

UNITED TELEPHONE SOUTHEAST LLC  
d/b/a CENTURYLINK  
TENNESSEE

Original Page 1

ISSUED: March 26, 2010  
BY: Regulatory Operations - Tariffs  
Overland Park, Kansas

EFFECTIVE: April 16, 2010

### 4. LINK-UP TENNESSEE

#### 4.1 LINK-UP TENNESSEE

##### 4.11.1 General

- A. Link-Up is a program designed to increase the availability of telecommunications services to low income subscribers by providing a credit to the non-recurring installation and service charges to qualifying residential subscribers. Basic terms and conditions are in compliance with the FCC's Order on Universal Service in CC Docket 97-157, which adopts the Federal-State Joint Board's recommendation in CC Docket 96-45, which complies with the Telecommunications Act of 1996. Specific terms and conditions are as prescribed by the Tennessee Regulatory Authority, as set forth in this tariff.
- B. Link-Up is supported by the federal universal service support mechanism.
- C. A federal credit amount of fifty percent (50%) of the non-recurring charges for connection of service, up to a maximum of \$30.00, is available to be passed through to the subscriber.
- D. In compliance with the FCC's Order, FCC 05-178, dated October 14, 2005, support under the federal Link-Up program will be provided to victims of Hurricane Katrina moving to temporary housing arrangements and to those who return to permanent residences in the affected areas. A federal credit in the amount of thirty dollars (\$30.00) per qualifying household will be available to subscribers upon request and certification by the applicants that they were residents of counties that are designated by FEMA as eligible for individual assistance. A signed letter with this certification will suffice. A maximum of two federal credits (one for the temporary location and one for a return to the permanent location) will be available for qualified subscribers. These credits will be available for customer orders through March 1, 2007. These subscribers will not necessarily be eligible for the Lifeline program as specified in this tariff.

UNITED TELEPHONE SOUTHEAST LLC  
d/b/a CENTURYLINK  
TENNESSEE

Original Page 2

ISSUED: March 26, 2010  
BY: Regulatory Operations - Tariffs  
Overland Park, Kansas

EFFECTIVE: April 16, 2010

#### 4. LINK-UP TENNESSEE

##### 4.1 LINK-UP TENNESSEE (Cont'd)

###### 4.1.2 Regulations

###### A. General

1. Customers eligible under Link-Up are also eligible for monthly recurring assistance under the Lifeline Assistance Program.
2. Link-Up connection assistance is available per household and is applicable to the primary residential connection only.
3. The Link-Up credit is available each time the customer installs or relocates the primary residential service.
4. To receive the credit, proof of eligibility must be provided prior to installation of service.
5. The total tariffed charges for connecting service, including service and other installation charges, are considered in the credit calculation.

###### B. Eligibility

1. To be eligible for a Link-Up credit, the named subscriber must be a current recipient of any of the following low income assistance programs.
  - a. Temporary Assistance to Needy Families (TANF), previously known as AFD
  - b. Supplemental Security Income (SSI),
  - c. Supplemental Nutrition Assistance Program (SNAP),
  - d. Medicaid qualified TennCare subscribers,
  - e. Have a total gross annual income that does not exceed 135% of the federal poverty income guidelines. (Such certification of eligibility based on income provided by to be provided by the Tennessee Regulatory Authority)
  - f. Low Income Home Energy Assistance Program (Li HEAP),
  - g. Public Housing, or
  - h. National School Lunch Program
2. All applications for service are subject to verification with the state agency responsible for administration of the qualifying program.

GENERAL SUBSCRIBER SERVICES TARIFF

UNITED TELEPHONE SOUTHEAST LLC  
d/b/a CENTURYLINK  
TENNESSEE

Original Page 3

ISSUED: March 26, 2010  
BY: Regulatory Operations - Tariffs  
Overland Park, Kansas

EFFECTIVE: April 16, 2010

4. LINK-UP TENNESSEE

4.1 LINK-UP TENNESSEE (Cont'd)

4.1.2 Regulations (Cont'd)

C. Certification

1. Proof of eligibility in any of the qualifying low income assistance programs should be provided to the Company at the time of application for service. The Link-Up credit will not be established until proof of eligibility has been received by the Company. If the customer requests installation without proof of eligibility, the requested service will be provided without the Link-Up credit.
2. The use or disclosure of information concerning enrollees will be limited to purposes directly connected with the administration of the Link-Up plan.

4.1.3 Rates and Charges

- A. The federal credit available for a Link-Up connection is \$30.00 (maximum) or fifty percent (50%) of the installation and service charges, whichever is less.

GENERAL SUBSCRIBER SERVICES TARIFF

UNITED TELEPHONE SOUTHEAST LLC  
d/b/a CENTURYLINK  
TENNESSEE

Original Contents Page 1

ISSUED: March 26, 2010  
BY: Regulatory Operations - Tariffs  
Overland Park, Kansas

EFFECTIVE: April 16, 2010

5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

CONTENTS

	<u>Page No.</u>
5.1 <u>CONSTRUCTION CHARGES</u>	1
5.1.1 General	1
5.1.2 Construction on Public Highways or Other Easements	1
5.1.3 Construction on Private Property	3
5.1.4 Underground Service Entrances	4
5.1.5 Special Types of Construction	4
5.1.6 Rearrangements of Existing Plant	5
5.1.7 Construction Required for Temporary Service	5
5.2 <u>UNDERGROUND INSTALLATION PLAN</u>	5
5.2.1 Application	5
5.2.2 General	5
5.2.3 Underground Feeder and Distribution Facilities for New Residential Subdivisions and Mobile Home Parks	8
5.2.4 Buried Service Wires from Overhead or Underground Distribution System	8
5.2.5 Underground Service Entrance to Commercial Buildings, Industrial Buildings, Schools, Multi-Family Dwellings, and Other Units not Covered in 5.2.3	9
5.2.6 Underground Services Supplied From Underground Conduit Systems Located in Municipal Streets and Alleys	9
5.2.7 Application and Agreement for Underground Service	10
5.3 <u>CHARGES FOR UNUSUAL INSTALLATIONS</u>	11
5.3.1 Contribution In Aid to Construction - Land Development	11
5.3.2 Special Types of Installation	13
5.3.3 Temporary Installation	13

ISSUED: March 26, 2010  
BY: Regulatory Operations - Tariffs  
Overland Park, Kansas

EFFECTIVE: April 16, 2010

## 5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

### 5.1 CONSTRUCTION CHARGES

#### 5.1.1 GENERAL

- a. Construction charges are applicable under certain conditions as set forth in this tariff and are in addition to other charges specified.
- b. Construction charges are payable upon application for service or when billing is rendered as the Company, at its option, may require.
- c. Construction performed by the applicant, where authorized in this tariff, is subject to the approval of the Company.
- d. The customer will be charged for construction.
- e. Except as otherwise provided, the regulations in this tariff contemplate that the type of construction required to provide the quantity and class of service involved will be determined by the Company. The applicant may be required to pay the additional costs involved where a different type of construction than that proposed by the Company is desired.
- f. When attachments are made to poles of other companies in lieu of providing new pole line construction for which construction charges would be applicable under provisions of this section, the attachment rental charges to the Company for such attachments may be assessed to the applicant(s) in whole or in part as the particular circumstances may warrant.
- g. When an applicant is so located that it is necessary to use private right-of-way to furnish service and the Company is unable to obtain the required right-of-way without cost, the applicant may be required to pay the costs incurred in securing, clearing, and retaining such right-of-way.

#### 5.1.2 CONSTRUCTION ON PUBLIC HIGHWAYS OR OTHER EASEMENTS

##### a. Pole Line Construction

- (1) No construction charge is applicable for the provision of new pole line construction on public highways or other easements when such pole line is to be used in serving subscribers in general.

## 5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

### 5.1 CONSTRUCTION CHARGES (Cont'd)

#### 5.1.2 CONSTRUCTION ON PUBLIC HIGHWAYS OR OTHER EASEMENTS (Cont'd)

##### a. Pole Line Construction (Cont'd)

(2) Except as provided above, when an applicant for service is located in territory where new pole line construction is required and the revenue is not expected to be sufficient to insure, within a reasonable time, an adequate return on the necessary investment, the Company will provide new pole line construction to the extent of two poles per subscriber to be served at no construction charge, provided the two poles are to be used for the purpose of carrying central office circuits. Poles in excess of the two poles per subscriber to be served are provided in one of the following methods:

(a) The subscriber may pay the Company the cost of each pole provided. Ownership and maintenance of such poles is vested in the Company.

(b) If agreed to in writing by both parties, the subscriber, at his own expense, may furnish the portion of pole line and circuits from his station location to an agreed upon point of connection with the Company's system. The subscriber will be required to construct this portion of the pole line according to specifications provided without cost to him by the Company. Ownership and maintenance of the facilities will be vested in the Company.

(3) Where poles are provided under paragraph (1) above, the Company will furnish and maintain the necessary circuits. Where poles are provided under paragraph (2) (a) above, the Company will furnish and maintain the necessary circuits but the subscriber may be required to bear all or a part of the construction cost of the circuits where the revenue is not expected to be sufficient to insure, within a reasonable time, an adequate return on the necessary investment.

##### b. Buried Construction

Where buried construction is furnished at the expressed desire of the applicant, instead of pole line construction, the principles specified in 5.2 following are applicable.

ISSUED: March 26, 2010  
BY: Regulatory Operations - Tariffs  
Overland Park, Kansas

EFFECTIVE: April 16, 2010

## 5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

### 5.1 CONSTRUCTION CHARGES (Cont'd)

#### 5.1.3 CONSTRUCTION ON PRIVATE PROPERTY

##### a. Pole Line Construction

- (1) No construction charge is made for the provision of new pole line construction on private property when the pole line is to be used in serving subscribers in general. Ownership and maintenance of these poles is vested in the Company.
- (2) Except as provided in (1) above, and (3) following, poles on private property will be furnished by the Company at a charge to the subscriber(s) equal to the cost of each such pole; however, the Company will furnish as many as two poles without charge per subscriber(s) provided that the poles furnished are used to carry central office circuits. Ownership and maintenance of these poles is vested in the Company.
  - a. In lieu of the arrangements specified above, the subscriber may, at his own expense, provide all poles on private property necessary to serve him. Ownership and maintenance of these poles on private property is vested in the subscriber.
- (3) Where for the purpose of furnishing extension lines, it is necessary to lay underground conduit, to trench, or to set poles on the subscriber's premises, the subscriber is required to provide and install the underground conduit, to dig and backfill trenches, and to provide and erect the poles or the Company will perform the work at the subscriber's expense. Where the work is performed by the subscriber, it must be in accordance with the specifications of the Company. In these situations, conduit, trenching, poles or other supporting structure required for central office circuits will be furnished by or at the expense of the subscriber. Thus, ownership and maintenance of all supporting structure on private property is vested in the subscriber.
- (4) Where poles are provided under the provision described in (1) or (2) above, the Company will furnish and maintain the necessary circuits. If poles are provided on private property, the necessary circuits will be furnished and maintained by the Company; however, the subscriber may be required to bear all or a part of the construction cost of the circuits where the revenue is not expected to be sufficient to insure, within a reasonable time, and adequate return on the necessary investment. Where poles or other supporting structure are provided under (3) above, the Company will furnish and maintain the necessary circuits.

## 5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

### 5.1 CONSTRUCTION CHARGES (Cont'd)

#### 5.1.3 CONSTRUCTION ON PRIVATE PROPERTY (Cont'd)

##### b. Buried Construction

Where buried construction is furnished at the expressed desire of the applicant, instead of pole line construction, the principles specified in 5.2 following are applicable.

#### 5.1.4 UNDERGROUND SERVICE ENTRANCES

Underground service entrances may be provided at the subscriber's request as specified in 5.2.4, 5.2.5, and/or 5.2.6 following.

#### 5.1.5 SPECIAL TYPES OF CONSTRUCTION

When a special type of construction, other than those covered above, is desired by a subscriber or where the individual requirements of a particular situation make the construction unusually expensive, the subscriber is required to bear the excess cost of the construction. Any special maintenance expense that may occur will be borne by the subscriber except that maintenance of buried service wire, including associated trenching where required, will be at the expense of the Company. Examples of special types of construction include but are not limited to:

- When the Company has no other requirement for the facilities requested.
- When the Company at the customer's request provides service using a type of facility, or via a route, other than that which the Company would normally utilize in order to provide services for the customer.
- When the Company at the customer's request provides a greater quantity of facilities than that which the Company would otherwise provide.
- When it is requested by the customer that construction be expedited resulting in added cost to the Company.
- When the Company provides facilities which involve excessive or unreasonable costs (encountering natural or other barriers such as, but not limited to, lakes, rivers, rocky terrain, gas and oil fields, limited highways, bridges, dams or concrete/asphalt).

G. RETAIL SUBSCRIBER SERVICES TARIFF

UNITED TELEPHONE SOUTHEAST LLC  
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Original Page 5

ISSUED: March 26, 2010  
BY: Regulatory Operations - Tariffs  
Overland Park, Kansas

EFFECTIVE: April 16, 2010

5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.1 CONSTRUCTION CHARGES (Cont'd)

5.1.6 REARRANGEMENTS OF EXISTING PLANT

When the Company is requested to move or change existing plant for which no specific charge is quoted in this Tariff, the person or other entity at whose request such move or change is made may be required to bear the costs incurred.

5.1.7 CONSTRUCTION REQUIRED FOR TEMPORARY SERVICE

When construction is required for temporary service and there is no immediate prospect of reusing the plant provided, the subscriber will be required to bear all or a portion of the cost of the construction.

5.2 UNDERGROUND INSTALLATION PLAN

5.2.1 APPLICATION

The Company will install, own and maintain underground facilities in accordance with the Company's UNDERGROUND INSTALLATION PLAN and under the terms specified in 5.2.2, 5.2.4, 5.2.5, and 5.2.6, whichever is applicable. At the Company's option, certain areas, due to rock or other obstruction may be omitted for underground installation.

UNITED TELEPHONE SOUTHEAST LLC  
d/b/a CENTURYLINK  
TENNESSEE

Original Page 6

ISSUED: March 26, 2010  
BY: Regulatory Operations - Tariffs  
Overland Park, Kansas

EFFECTIVE: April 16, 2010

5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.2 UNDERGROUND INSTALLATION PLAN (Cont'd)

5.2.2 GENERAL

- a. The property owner shall provide at no cost to the Company, the necessary right-of-way for the underground distribution and service laterals, make the strip into which the underground facilities are to be located accessible to the Company's equipment, remove all obstructions from the strip, grade the strip to within four inches of the final grade, and provide continuing access to the Company for operation, maintenance or replacement of the underground facilities. Shrubs, trees, and grass requiring protection from the Company's equipment during installation and maintenance of underground facilities will be the responsibility of the property owner who will also add fill dirt and re-seed the trench cover where required.
- b. In the event the service lateral is to be located beneath a sidewalk, driveway, parking lot, patio, and/or in areas used for such purposes, the property owner shall provide two inch (or larger where required) conduit in these areas.
- c. The Company will provide the necessary excavating, trenching, and backfilling and install the telephone conductors and related facilities in accordance with the terms of this plan and contract agreement.
- d. When rock or other abnormal conditions are encountered, the property owner, subdivider, building, or contractor will pay an additional charge equal to the added cost of construction for dealing with the rock or other abnormal conditions encountered.
- e. Should streets, curbs, sidewalks, or other obstructions be installed prior to the installation of underground telephone facilities, resulting in additional expenses to the Company, payment for these additional expenses will be made to the Company by the property owner.

GENERAL SUBSCRIBER SERVICES TARIFF

UNITED TELEPHONE SOUTHEAST LLC  
d/b/a CENTURYLINK  
TENNESSEE

Original Page 7

ISSUED: March 26, 2010  
BY: Regulatory Operations - Tariffs  
Overland Park, Kansas

EFFECTIVE: April 16, 2010

5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.2 UNDERGROUND INSTALLATION PLAN (Cont'd)

5.2.2 GENERAL (Cont'd)

- f. All prices for underground telephone facilities are based on joint planning and joint use of trenches (where feasible) with other utilities. Where contracts are made and other utilities are already in place, the telephone company reserves the right to charge the difference in estimated cost of aerial and underground for establishing cost to the owner for underground facilities. It will be the responsibility of the developer to provide satisfactory assurance of imminent demand for service; otherwise, a deposit or contribution to construction may be required by the Company to protect the general body of rate payers as specified in Section 5.3.1 of this tariff.

The contribution will be increased by a factor of 33% which will keep the Company in relatively the same financial position considering the tax impact of such contributions.

- g. The material and labor forces necessary to build underground telephone facilities are seldom immediately available; therefore, it is imperative that the maximum advanced request for underground facilities be made. This advance notice is also necessary for joint engineering and construction coordination with other utilities.

GENERAL SUBSCRIBER SERVICES TARIFF

UNITED TELEPHONE SOUTHEAST LLC  
d/b/a CENTURYLINK  
TENNESSEE

Original Page 8

ISSUED: March 26, 2010  
BY: Regulatory Operations - Tariffs  
Overland Park, Kansas

EFFECTIVE: April 16, 2010

5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.2 UNDERGROUND INSTALLATION PLAN (Cont'd)

5.2.3 UNDERGROUND FEEDER AND DISTRIBUTION FACILITIES FOR NEW RESIDENTIAL SUBDIVISIONS AND MOBILE HOME PARKS

Developments must be divided into established and defined lots with plat plans showing dimensions. In large subdivisions, fifty lots or more, the subdivision may be divided into sections of approximately twenty-five lots for the installation of buried facilities.

- a. The development of the subdivision will be carried out in an orderly and progressive manner, section by section, and coordinated with the installation of underground telephone facilities to permit unimpeded access of the Company's equipment to the installation sites; to allow installation of underground facilities at the proper depth and before streets, curbs, and other obstructions are installed; and to eliminate dig-ins to the underground telephone facilities after installation.
- b. The property owner (developer) shall make restrictive covenants binding upon the development and the future owners thereof which require accessibility to all strips in which underground service is located for operation, maintenance, or replacement of facilities.
- c. A contract will be executed to provide this agreement. This UNDERGROUND INSTALLATION PLAN is part of the contract to be executed (see 5.2.7).

5.2.4 BURIED SERVICE WIRES FROM OVERHEAD OR UNDERGROUND DISTRIBUTION SYSTEM

- a. New customers not included in subdivision underground contracts will be provided service by normal construction procedures. In all cases where underground service is being provided and rock or other abnormal conditions are encountered, the customer or property owner will pay an additional charge equal to the added cost of construction for dealing with the rock or other abnormal conditions encountered. In the event the service lateral is to be located beneath a sidewalk, driveway, parking lot, patio and/or beneath paved areas used for such purposes, the property owner shall provide two inch conduit in these areas.

ISSUED: March 26, 2010  
BY: Regulatory Operations - Tariffs  
Overland Park, Kansas

EFFECTIVE: April 16, 2010

## 5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

### 5.2 UNDERGROUND INSTALLATION PLAN (Cont'd)

#### 5.2.5 UNDERGROUND SERVICE ENTRANCE TO COMMERCIAL BUILDINGS, INDUSTRIAL BUILDINGS, SCHOOLS, MULTI-FAMILY DWELLINGS, AND OTHER UNITS NOT COVERED IN 5.2.3

- a. The Company will do the necessary excavating, trenching and backfilling, and install the telephone wires or cable and related facilities subject to the terms in Section 5.2.2 of this plan.
- b. Cost to the owner, if any, will be calculated by the Company based on conditions encountered during construction.

#### 5.2.6 UNDERGROUND SERVICES SUPPLIED FROM UNDERGROUND CONDUIT SYSTEMS LOCATED IN MUNICIPAL STREETS AND ALLEYS

Where service is supplied from existing conduit systems, the property owner or customer shall make arrangements with the Company before installation of any underground conduit from the building to the point of connection with the telephone underground system.



ISSUED: March 26, 2010  
BY: Regulatory Operations - Tariffs  
Overland Park, Kansas

EFFECTIVE: April 16, 2010

## 5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

### 5.3 CHARGES FOR UNUSUAL INSTALLATIONS

#### 5.3.1 CONTRIBUTION IN AID TO CONSTRUCTION - LAND DEVELOPMENT

##### a. General

1. Contribution in aid to construction may be required by the Company from an applicant to protect the general body of rate payers where construction is required and satisfactory assurance of imminent demand for service is not provided by the applicant or forecasted by the Company.
2. The necessity of contribution in aid to construction will be determined solely by the Company after review of the individual circumstances particular to each applicant's request.
3. The applicant may be the property owner, the owner's agent, contractor, developer and/or subdivider or any legally authorized individual, company or corporation acting on behalf of the property owner.
4. Applicant's proposed master plan for land development must be confined within specifically identified contiguous property area(s) even if the contiguous area is intersected by public thoroughfares or rights-of-way. When the Applicant's master plan for land development indicates a phased type approach toward total development, each phase of land development will be considered as an individual request subject to contribution in aid to construction unless the Applicant requests full completion of construction for the master plan for land development. Applicant's request must be executed in writing and be accompanied by:
  - (a) A detailed map depicting the geographical location of the land development site, including but not limited to political boundaries, natural boundaries (such as rivers, creeks, ravines, swamps, marsh, etc.), existing or proposed public or private thoroughfares, existing or proposed right(s)-of-way, geological survey and/or any other information the Company may need.
  - (b) A brief description of the proposed development including environmental and building restrictions.
5. The Company will conduct an engineering survey based upon the information provided with the applicant's request. The Applicant may be requested to accompany the Company during an on-site visit.

ISSUED: March 26, 2010  
BY: Regulatory Operations - Tariffs  
Overland Park, Kansas

EFFECTIVE: April 16, 2010

## 5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

### 5.3 CHARGES FOR UNUSUAL INSTALLATIONS (Cont'd)

#### 5.3.1 CONTRIBUTION IN AID TO CONSTRUCTION - LAND DEVELOPMENT (Cont'd)

6. If in the opinion of the Company, construction to and within the development does not constitute a reasonable investment, the Applicant must pay that portion of the construction costs that exceeds a reasonable financial investment by the Company.
7. Construction costs include the cost of all materials, supplies, engineering, labor, supervision, transportation, rights-of-way for placing and removal of feeder facilities, all facilities necessary to provide service from the central office to and within the development (e.g., channel equipment, feeder, distribution, and drop facilities), and any applicable overhead, as determined by the Company.
8. For the purposes of this section, "facilities" means feeder facilities and distribution facilities, including, but not limited to, the communications cable, wire, standard network interfaces, pedestals, terminals, and any necessary network support structures necessary to enable end-users to have communications services to their living unit activated in the future from a standard network interface. The Company retains full ownership of all facilities placed by or for the benefit of the Company to provide services to the development.
9. When the Company determines the necessity of contribution in aid to construction the Applicant will be notified in writing that the construction charge is payable in full by the Applicant before the start of any construction by the Company.
10. If an Applicant does not pay the requested construction charges, the Company, at its option, may accept requests for service from individual customers in the subdivision/development area and require the individual customer to pay a sufficient portion of the construction costs to make the cost of providing service to the customer a reasonable financial investment.
11. When construction is necessary and private right(s)-of-way to complete the construction are not vested in the Applicant, the Applicant may be required to obtain or reimburse the Company's cost for obtaining use of the right(s)-of-way including securing, clearing and retaining access for maintenance.
12. The Applicant shall make restrictive covenants binding upon the development and all future owners, requiring accessibility by the Company to all right(s)-of-way vested in the Applicant and conveyed to the future owners.

ISSUED: March 26, 2010  
BY: Regulatory Operations - Tariffs  
Overland Park, Kansas

EFFECTIVE: April 16, 2010

## 5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

### 5.3 CHARGES FOR UNUSUAL INSTALLATIONS (Cont'd)

#### 5.3.2 SPECIAL TYPES OF INSTALLATION

When a special type of installation is desired by a subscriber or where the individual requirements of a particular situation make the installation unusually expensive, the subscriber is required to bear the excess cost of such installation.

#### 5.3.3 TEMPORARY INSTALLATION

When an installation is required for temporary service and there is no immediate prospect of reusing the plant provided, the subscriber may be required to bear all or a portion of the cost of such installation, over and above all other regular charges for service and equipment.

GENERAL SUBSCRIBER SERVICES TARIFF

UNITED TELEPHONE SOUTHEAST, LLC  
d/b/a CENTURYLINK  
TENNESSEE

Original Contents Page 1

ISSUED: March 26, 2010  
BY: Regulatory Operations - Tariffs  
Overland Park, Kansas

EFFECTIVE: April 16, 2010

6. FCC DESIGNATED N11 SERVICES

CONTENTS

	<u>Page No.</u>
6.1 <u>UNIVERSAL EMERGENCY NUMBER SERVICE (911)</u>	1
6.1.1 GENERAL REGULATIONS	1
6.1.2 METHOD OF PAYMENT	2
6.1.3 COMPANY AND CUSTOMER RESPONSIBILITIES	3
6.2 <u>ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911)</u>	3
6.2.1 GENERAL REGULATIONS	3
6.2.2 DEFINITION OF TERMS	4
6.2.3 RULES AND REGULATIONS	6
6.2.4 SERVICE FEATURES	9
6.2.5 RATES AND CHARGES	9
6.2.6 WIRELESS E911 PHASE 2	11
6.2.7 PRIVATE SWITCH DATABASE SERVICE	15
6.2.8 REVERSE NOTIFICATION TELEPHONE NUMBER DATABASE SERVICE	17
6.3 <u>TELECOMMUNICATIONS RELAY SERVICE (711)</u>	20
6.3.1 GENERAL REGULATIONS	20
6.3.2 OBLIGATIONS OF THE TRS ENTITY	21
6.3.3 OBLIGATIONS OF THE COMPETITIVE LOCAL EXCHANGE CARRIER (CLEC)	23
6.3.4 LIABILITY	23
6.3.5 OTHER TERMS AND CONDITIONS	24
6.3.6 RATES AND CHARGES	24

## GENERAL SUBSCRIBER SERVICES TARIFF

UNITED TELEPHONE SOUTHEAST LLC  
d/b/a CENTURYLINK  
TENNESSEE

Original Page 1

ISSUED: March 26, 2010  
BY: Regulatory Operations - Tariffs  
Overland Park, Kansas

EFFECTIVE: April 16, 2010

### 6. FCC DESIGNATED N11 SERVICES

#### 6.1 UNIVERSAL EMERGENCY NUMBER SERVICE (911)

##### 6.1.1 GENERAL REGULATIONS

- A. This tariff applies to all new 911 contracts and to existing contracts revised as of November 6, 1992.
- B. Universal Emergency Number Service, 911, is a telephone exchange service, whereby a Public Safety Answering Point (PSAP) designated by the customer may receive and answer, transfer and dispatch in response to public emergency telephone calls.
- C. This offering is limited to the use of central office number 911 as the universal emergency number and only one 911 service will be provided within any central office. This offering is limited to the availability of facilities and is normally provided from digital offices only.
- D. The 911 customer must be either a Board of Directors representing the Emergency District to whom authority has been lawfully delegated by the Tennessee Code Annotated; or a legally authorized agent of a municipality to subscribe to the service and have public safety responsibility by law or contract to respond to telephone calls from the public for emergency police, fire, or other emergency services within the telephone central office areas arranged for 911 calling. PBX customers who have customer premises equipment capable of converting their PBX 3-6 digit numbers to valid 7 digit numbers can also subscribe to certain E-911 service elements. Authorization/notification to the appropriate emergency district is required prior to the PBX customer's subscribing to these E-911 Services.
- E. The 911 emergency number is not intended to replace the telephone service of the various public safety agencies or emergency responders which may participate in the use of this number. The customer must subscribe for additional local exchange service at all termination points (of 911 calls) for administrative purposes for placing outgoing calls and for receiving other emergency calls, including any which might be relayed by Company operators.
- F. 911 service is classified as Business Exchange Service and is arranged for one-way incoming service to the appropriate answering point. Outgoing calls can only be made on a transfer basis. Temporary suspension of service is not provided for any part of the 911 service.

GENERAL SUBSCRIBER SERVICES TARIFF

UNITED TELEPHONE SOUTHEAST LLC  
d/b/a CENTURYLINK  
TENNESSEE

Original Page 2

ISSUED: March 26, 2010  
BY: Regulatory Operations - Tariffs  
Overland Park, Kansas

EFFECTIVE: April 16, 2010

6. FCC DESIGNATED N11 SERVICES

6.1 UNIVERSAL EMERGENCY NUMBER SERVICE (911) (Cont'd)

6.1.1 GENERAL REGULATIONS (Cont'd)

- G. It will be the intent of the Company and obligation of the customer to provide and subscribe to facilities designed to provide a call-blocking probability of one call per hundred during normal busy hours for 911 service.
- H. 911 service is not eligible for concession service as specified in any agreement with any political entity.
- I. Company serving boundaries and 911 organization boundaries may not coincide. Where E-911 service is provided, the Company will route emergency 911 calls to the proper jurisdiction. In the event a customer receives a call from outside its jurisdiction it is the obligation of the customer to make arrangements to forward the 911 call to the appropriate jurisdiction. The customer's sole responsibility under this paragraph for calls received from outside its boundaries shall be limited to exercising ordinary care to forward, relay, or refer such calls to the appropriate answering point serving the jurisdiction from which the call originated.

6.1.2 METHOD OF PAYMENT

- A. The Company cannot accept offers to bid or make proposals for offering or enter contractually into an agreement to study or provide any type of 911 service with any organization or group other than the customer.
- B. Expenditures to modify central offices to open the 911 code will be included in 911 rates.
- C. When an order for 911 service and facilities or requests for cost study, additions, rearrangements, relocations, or modifications of service and equipment are cancelled in whole or in part prior to completion of the work involved, the customer will be required to reimburse the Company for all expenses incurred to satisfy the request before notice of cancellation is received. Such charges, however, are not to exceed all charges which would apply if the work had been completed.

GENERAL SUBSCRIBER SERVICES TARIFF

UNITED TELEPHONE SOUTHEAST LLC  
d/b/a CENTURYLINK  
TENNESSEE

Original Page 3

ISSUED: March 26, 2010  
BY: Regulatory Operations - Tariffs  
Overland Park, Kansas

EFFECTIVE: April 16, 2010

6. FCC DESIGNATED N11 SERVICES

6.1 UNIVERSAL EMERGENCY NUMBER SERVICE (911) (Cont'd)

6.1.3 COMPANY AND CUSTOMER RESPONSIBILITIES

- A. The Company's entire liability to any person for interruption or failure of 911 services shall be limited to the terms set forth in this section and other sections of this tariff.
- B. The Company does not undertake to answer or forward 911 calls, but furnishes the use of its facilities to enable the customer's personnel to answer and respond to such calls.
- C. Where a 911 call is placed by the calling party via foreign exchange service, cellular service or interconnection with an interexchange or other type of carrier, the Company cannot guarantee the completion of said 911 call or any features that may otherwise be provided with 911 service. Neither the customer nor the Company shall have any responsibility under this paragraph for responding to 911 dialed calls from customers utilizing these types of facilities.
- D. The rates charged for E911 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects and malfunctions in the service, nor does the Company undertake such responsibility. The customer may make such operational tests as, in the judgement of the customer, are required to determine whether the system is functioning properly for its use. The customer shall promptly notify the Company in the event the system is not functioning properly.
- E. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies and does not create any relationship or obligation, direct or indirect, to any person other than the customer contracting for 911 Service. In the event of any interruption of the service, the Company shall not be liable for any loss or damage other than a pro rata allowance to the customer at the tariff rate for the time such interruption continues, after notice to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the customer of the service.

6.2 ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911)

6.2.1 GENERAL REGULATIONS

- A. Enhanced Universal Emergency Number Service, also referred to as Enhanced 911 service or E911, is a telephone exchange network service which utilizes a computerized system to automatically route emergency telephone calls placed by dialing the digits "911" to the proper public safety answering point serving the jurisdiction from which the emergency telephone call was placed. The proper public safety answering point is designated by the customer.

UNITED TELEPHONE SOUTHEAST LLC  
d/b/a CENTURYLINK  
TENNESSEE

Original Page 4

ISSUED: March 26, 2010  
BY: Regulatory Operations - Tariffs  
Overland Park, Kansas

EFFECTIVE: April 16, 2010

6. FCC DESIGNATED N11 SERVICES

6.2 ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Cont'd)

6.2.2 DEFINITION OF TERMS

- A. Alternate Routing (AR): A feature provided to allow E911 calls to be routed to a designated alternate location if (1) all E911 service lines to the primary PSAP are busy, or (2) the primary PSAP closes down for a period.
- B. Automatic Number Identification (ANI): A feature that provides for the transmission of the caller's telephone number to the PSAP or controller for that customer.
- C. Call Screening: Where Company serving boundaries and 911 organization boundaries do not coincide, the customer will be offered this feature. The feature consists of a prerecorded message advising these callers that the call cannot be handled by the customer and that the caller must hang up and dial their appropriate emergency responder.
- D. End Office: The Central Office(s) in the E911 system which receives originating E911 calls.
- E. Enhanced 911 (E911) Control Office: The office providing tandem switching capability for E911 calls. It controls switching of ANI information to the PSAP and also provides standard Speed Calling features, call transfer capability, and certain maintenance functions for each PSAP.
- F. Enhanced 911 (E911) Service Area: The geographic area in which the customer will respond to all E911 calls and dispatch appropriate emergency assistance.
- G. Public Safety Answering Point (PSAP): An answering location for 911 calls originating in a given area. A PSAP may be designated as Primary or Secondary, which refers to the order in which calls are directed for answering. Primary PSAPs respond first; secondary PSAPs receive calls on a transfer basis only and generally serve as a centralized answering location for a particular type of emergency call.
- H. Serving Central Office: The Central Office from which a PSAP, either primary or secondary, is served.
- I. Universal Emergency Number Service: A telephone exchange communication service for receiving telephone calls placed by persons in need of assistance who dial the number 911. Such calls are answered at PSAPs established and operated by the customer.
- J. E911 Service Lines: An E911 service line is required for each circuit connecting the tandem to the PSAP or ANI/ALI controller. The number of service lines will be determined by the Company based upon anticipated call volumes.
- K. Selective Routing: A feature that routes an E911 service call from a central office to the PSAP designated by the customer based upon the identified number of the calling party. The feature is available only in combination with ANI or ANI and ALI.

UNITED TELEPHONE SOUTHEAST LLC  
d/b/a CENTURYLINK  
TENNESSEE

Original Page 5

ISSUED: March 26, 2010  
BY: Regulatory Operations - Tariffs  
Overland Park, Kansas

EFFECTIVE: April 16, 2010

## 6. FCC DESIGNATED N11 SERVICES

### 6.2 ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Cont'd)

#### 6.2.2. DEFINITION OF TERMS (Cont'd)

- L. Automatic Location Identification (ALI): A feature where the Company owns the equipment storing the database for on-line look-up of the name and address associated with the calling party's telephone number. This feature is available only in combination with ANI or ANI and Selective Routing. With PBX Service, the ALI and ANI for all locations and numbers served by the PBX (key system) will be a single location and number without regard to the number of extensions and locations served by the PBX (key system).
- M. E911 Database: A service that provides for an initial information load for the database stored in customer-provided equipment, as well as the equipment of other 911 service providers, and for periodic updates to this information. E911 database information provided to the customer consists of the names, addresses and telephone numbers of telephone service subscribers within the customer's jurisdiction. E911 database information (names, addresses, and telephone numbers) may also originate from appropriate, PBX customers' CPE and, by authorization by the 911 customer, be loaded into the E911 Database.
- N. Emergency Service Number (ESN): A number assigned by the customer to define primary and secondary PSAPs serving a particular telephone number, as well as the unique combinations of police, fire, ambulance or other emergency service responders in the customer's E911 serving area. ESNs are carried in the Data Base Management System.
- O. Master Street Address Guide (MSAG): The computer database file that lists standard street names, address ranges and routing codes used to develop the Selective Routing feature.
- P. Data Base Management System (DBMS): A system of manual procedures and computer programs used to create, store, and update the data required to provide the Selective Routing and/or ALI for E911 systems.

UNITED TELEPHONE SOUTHEAST LLC  
d/b/a CENTURYLINK  
TENNESSEE

Original Page 6

ISSUED: March 26, 2010  
BY: Regulatory Operations - Tariffs  
Overland Park, Kansas

EFFECTIVE: April 16, 2010

## 6. FCC DESIGNATED N11 SERVICES

### 6.2 ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Cont'd)

#### 6.2.3 RULES AND REGULATIONS

- A. The service is furnished to the customer only for the purpose of receiving reports of emergencies by the public.
- B. E911 service is provided solely for the benefit of the customer operating the PSAP. The provision of E911 service by the Company shall not be interpreted, construed, or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the customer. The Company will not be liable to any third person or legal entity for any personal injury or death, or for any loss, damage or destruction of any property, etc.
- C. E911 information consisting of the telephone number, name, and/or address of telephone customers whose listings are not published in directories or listed in Directory Assistance Offices is confidential and must be treated as stated in 6. Information will be provided on an originated call-by-call basis only for the purpose of responding to the emergency calls.
- D. The E911 calling party forfeits the privacy afforded by nonlisted and nonpublished service to the extent that the telephone number, name, and/or address associated with the originating/calling parties physical location is furnished to the PSAP.
- E. The information provided with the Automatic Location Identification (ALI) feature is data that the Company maintains for its customer record data base and neither the customer nor the Company can guarantee its existence or accuracy in emergency situations. The customer should verify with the calling party the information displayed. When the customer becomes aware of any inaccuracies in the data provided by the Automatic Location Identification feature, it shall promptly notify the Company. The Company will make the correction within a reasonable time under the circumstances.

UNITED TELEPHONE SOUTHEAST LLC  
d/b/a CENTURYLINK  
TENNESSEE

Original Page 7

ISSUED: March 26, 2010  
BY: Regulatory Operations - Tariffs  
Overland Park, Kansas

EFFECTIVE: April 16, 2010

6. FCC DESIGNATED N11 SERVICES

6.2 ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Cont'd)

6.2.3 RULES AND REGULATIONS (Cont'd)

- F. Where the customer receives the selective routing function provided by the Company and notifies the Company that an inaccuracy has resulted in improper routing to the primary PSAP, the Company will make the correction within a reasonable time under the circumstances after notification is received.
- G. Any terminal equipment used in connection with E911 service, whether such equipment is provided by the Company or the customer, shall be configured so that it is unable to extract any information from the system other than information relating to the data provided through the ANI feature as the source of an in-progress 911 call.
- H. The establishment of a primary or secondary public safety answering point using the Company's proprietary software (integrated PSAP) is not available on installations on or after 1/1/98. The Company will continue to service existing integrated PSAPs as long as feasible.
- I. Application for E911 service must be executed in writing by each customer. The application will stipulate:
  - 1. That all 911 calls will be answered on a 24-hour day, seven-day week basis.
  - 2. That the customer has administrative and/or operational responsibility for dispatching the appropriate emergency service vehicle(s) within the E911 service area, and will exercise extraordinary care to dispatch, relay, refer, or transfer all 911 calls received at the PSAP to the agency with responsibility for dispatching requested emergency responders to the extent that such services are reasonably available.
  - 3. That the customer will develop an appropriate method for responding to calls for nonparticipating agencies which may be directed to the PSAP by calling parties.
  - 4. That the customer will subscribe to local exchange service at the PSAP location for administrative purposes, for placing outgoing calls, and for receiving other calls.
  - 5. That the customer will subscribe to, or provide, telephone equipment with a capacity adequate to handle the number of incoming 911 lines recommended by the Company to be installed.

UNITED TELEPHONE SOUTHEAST LLC  
 d/b/a CENTURYLINK  
 TENNESSEE

Original Page 8

ISSUED: March 26, 2010  
 BY: Regulatory Operations - Tariffs  
 Overland Park, Kansas

EFFECTIVE: April 16, 2010

6. FCC DESIGNATED N11 SERVICES

6.2 ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Cont'd)

6.2.3 RULES AND REGULATIONS (Cont'd)

- J. Upon receipt of the customer's application for service, the Company will offer said service under separate contract depicting, but not limited to, rates and charges applicable to the service.
  
- K. When the Selective Routing function is provided by the Company, 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 in the E911 serving area. Based upon this information, an Emergency Service Number (ESN) will be assigned for each unique combination by the Company. The customer will associate these ESNs with street address ranges or other mutually agreed upon routing criteria in the E911 serving area. These ESNs will be carried in the Data Base Management System (DBMS) to permit routing of 911 calls to the primary and secondary PSAPs responsible for handling of calls from each telephone in the E911 serving area. The following terms define the customer's responsibility in providing this information:
  - 1. Initial and subsequent ESN assignments by street name, address range, and area or other mutually agreed upon routing criteria shall be furnished by the customer to the Company.
  - 2. After establishment of service, it is the customer's responsibility to continue to verify the accuracy of the routing information contained in the Master Street Address Guide (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 911 calls to the proper PSAP.
  - 3. The Company will provide to the customer on request a complete written copy of the MSAG to permit the customer to verify the accuracy of the police, fire, and ambulance PSAP routing designations.
  - 4. Changes, deletions, and additions which the customer desires to have made in the MSAG should be submitted on an "as occurred" basis.
  - 5. The Company will furnish a written copy to the customer for verification showing each change, deletion, and addition to the MSAG.

UNITED TELEPHONE SOUTHEAST LLC  
d/b/a CENTURYLINK  
TENNESSEE

Original Page 9

ISSUED: March 26, 2010  
BY: Regulatory Operations - Tariffs  
Overland Park, Kansas

EFFECTIVE: April 16, 2010

## 6. FCC DESIGNATED N11 SERVICES

### 6.2 ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Cont'd)

#### 6.2.4 SERVICE FEATURES

- A. E911 service is available with the following service feature offerings:
1. Automatic Number Identification.
  2. Automatic Number Identification and Selective Routing.
  3. Automatic Number Identification and Automatic Location Identification.
  4. Automatic Number Identification, Automatic Location Identification and Selective Routing.
- B. ANI requires an E911 service line from each circuit connecting the tandem to the PSAP or ANI/ALI controller. The number of service lines to a PSAP will be determined by the Company based upon anticipated call volumes. E911 service lines are applicable when the PSAP is within the Company's service territory. Other tariffed charges apply when the PSAP is outside the Company's service territory. Secondary PSAPs that do not meet these specifications will receive calls on a transfer basis over the exchange network.
- C. E911 Database Updates: A service that provides for an initial information load for the database stored in customer provided equipment as well as the equipment of other 911 service providers and for periodic updates to this information. E911 database information provided to the customer consists of the names, addresses and telephone numbers of telephone service subscribers within the customer's jurisdiction.

#### 6.2.5 RATES AND CHARGES

- A. Installation and Monthly Recurring:
1. Each E911 service will be priced as ordered by the customer. The price for the service will be found in the contract for service.
  2. Local service lines, private lines, or other facilities associated with the customer's operation are provided according to the rates, terms and conditions found at [http://about.centurylink.com/legal/rates\\_conditions.html](http://about.centurylink.com/legal/rates_conditions.html)

UNITED TELEPHONE SOUTHEAST LLC  
d/b/a CENTURYLINK  
TENNESSEE

Original Page 10

ISSUED: March 26, 2010  
BY: Regulatory Operations - Tariffs  
Overland Park, Kansas

EFFECTIVE: April 16, 2010

6. FCC DESIGNATED N11 SERVICES

6.2 ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Cont'd)

6.2.5 RATES AND CHARGES (Cont'd)

B. Messages

1. The calling party is not charged for calls placed to the 911 number.
2. Charges for local or toll messages transferred over standard local, EAS, or toll exchange facilities from a PSAP or controller location are billed according to rates applicable from the Central Office serving the PSAP or controller location initiating the transfer to the point of termination of the transfer.

C. Moves and Changes

1. Charges for customer requests that necessitate additions, removals, moves, changes of access facilities and/or equipment on Company premises will be based on cost.
2. Installation of additional network or other facilities to maintain a satisfactory grade of service as described in 6.1.H will be provided Company at no installation charge to the customer.

UNITED TELEPHONE SOUTHEAST LLC  
d/b/a CENTURYLINK  
TENNESSEE

Original Page 11

ISSUED: March 26, 2010  
BY: Regulatory Operations - Tariffs  
Overland Park, Kansas

EFFECTIVE: April 16, 2010

6. FCC DESIGNATED N11 SERVICES

6.2 ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Cont'd)

6.2.6 WIRELESS E911 PHASE 2

A. Description of Service

Wireless E911 Phase 2 is only available in combination with E911 as specified in this section of the tariff and is subject to the regulations specified herein.

In accordance with the FCC's Report and Order 94-102, Wireless E911 Phase 2 provides PSAPs with the wireless E911 caller's location and callback number (CBN) information, as specified by the FCC. The FCC has adopted specific handset-based and network-based location accuracy and reliability solutions standards for the Wireless Service Providers (WSPs).

B. General Regulations

1. The Company is not responsible for the location determination technology, the accuracy of the location determination technology, or the investigation or maintenance of said technologies. Only the data required and specified by the FCC in its Report and Order 94-102 will be delivered by the Company to the PSAP. This required data includes the cell site or sector location, the callback number, and the latitude/longitude of the caller. Each customer agrees that delivery, or lack of delivery, of additional data elements which may be provided by the WSP will not be the responsibility of the Company and the Company assumes no responsibility or liability for such information.
2. PSAPs must have all required elements of Wireless E911 Phase 1, utilizing p-ANI routing and cell site/sector location based information, in place before implementing Phase 2. This is necessary to accommodate loading of the respective p-ANIs also known as Emergency Service Routing Key/Emergency Service Routing Digit into the Company's Data Base Management System. In addition, the following requirements must be met for Phase 2 implementation:
  - (a) PSAPs must order both the Company's Extended ALI Display Format and the ALI Database Upgrade for Wireless Phase 2 to accommodate the x/y data provided by Wireless E911 Phase 2 Service.
  - (b) WSPs must have Position Determining Entity (PDE) and a Mobile Position Center (MPC)/Gateway Mobile Location Center (GMLC) in their network.
  - (c) WSPs or their designated database provider must have obtained an interface to the Company's ALI database that complies with the Company's existing operating standard. This interface will be used by the WSP to provide the Phase 2 data.

UNITED TELEPHONE SOUTHEAST LLC  
 d/b/a CENTURYLINK  
 TENNESSEE

Original Page 12

ISSUED: March 26, 2010  
 BY: Regulatory Operations - Tariffs  
 Overland Park, Kansas

EFFECTIVE: April 16, 2010

6. FCC DESIGNATED N11 SERVICES

6.2 ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Cont'd)

6.2.6 WIRELESS E911 PHASE 2 (Cont'd)

C. Definition of Terms

1. Callback Number (CBN)

The wireless caller's 10-digit handset telephone number. The CBN is used by the PSAP to reestablish a call in the event the call was prematurely disconnected.

2. Interface

A reference point for a data path that exists between an MPC/GMLC and an ESME (the ALI database). The data that traverses the interface is made up of an Emergency Services Position Request and the response. The interface is not provided by and is not the responsibility of the Company.

3. Emergency Services Message Entity (ESME)

An entity in the emergency services network which serves as the point of interface to an MSC for common channel emergency services messaging. ESME is another term for the ALI database.

4. Enhanced MF Signaling (EMFS)

A signaling protocol for sending 10 or 20 digits of ANI from the 911 Tandem to the PSAP. EMF signaling is required when an interconnecting WSP selects Phase 2 NCAS mode without WLS911.

5. Mobile Position Center (MPC)

The interface between the wireless network and the Company's ALI database. The MPC serves as the wireless network entity which retrieves, forwards, stores, and controls position data within the wireless location network. The MPC is not provided by and is not the responsibility of the Company. Global System for Mobile (GSM) communication Gateway Mobile Location Centers (GMLCs) will be treated as MPCs by the Company.

6. Mobile Switching Center (MSC)

The wireless equivalent of a Central Office, which provides switching functions for wireless calls. The MSC is not provided by and is not the responsibility of the Company.

UNITED TELEPHONE SOUTHEAST LLC  
 d/b/a CENTURYLINK  
 TENNESSEE

Original Page 13

ISSUED: March 26, 2010  
 BY: Regulatory Operations - Tariffs  
 Overland Park, Kansas

EFFECTIVE: April 16, 2010

6. FCC DESIGNATED N11 SERVICES

6.2 ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Cont'd)

6.2.6 WIRELESS E911 PHASE 2 (Cont'd)

C. Definition of Terms (Cont'd)

7. Phase 2 NCAS

In this mode the p-ANI and the CBN both are sent to the Selective Router. The trunk between the Selective Router and the PSAP must support transport of at least two 10-digit numbers.

8. Position Determining Entity (PDE)

The PDE determines the geographic location of a wireless handset when the wireless caller places a 911 call or while the call is in process. The PDE is not provided by and is not the responsibility of the Company.

9. Pseudo-ANI (P-ANI)

A pseudo, non-dialable telephone number assigned to a cell site or a sector of a cell site to provide location identification for wireless E911 calls.

10. WLS911

The Company solution that sends either eight or ten digits of ANI to the PSAP and dynamically updates the static cell site or sector information with the CBN as provided by the WSP. This solution when used in conjunction with a WSP's interface allows WSPs to comply with the FCC's order without requiring PSAPs to upgrade their PSAP equipment to utilize Enhanced MF signaling.

11. Wireless Service Provider (WSP)

A person or entity that provides Commercial Mobile Radio Service (CMRS). The term wireless includes service provided by any wireless real-time, two-way voice communication device, including radio-telephone communications used in cellular telephone service, personal communication service (PCS), or functional or competitive equivalent. The term does not include service providers whose customers do not have access to 911 or 911-like services.

12. Wireline Compatibility Mode

Occurs when the WSP sends only p-ANI to the Company E911 tandem and the PSAP receives eight or ten digits of ANI.

13. X,Y Coordinates

The latitude and longitude of the 911 wireless caller's location.

UNITED TELEPHONE SOUTHEAST LLC  
 d/b/a CENTURYLINK  
 TENNESSEE

Original Page 14

ISSUED: March 26, 2010  
 BY: Regulatory Operations - Tariffs  
 Overland Park, Kansas

EFFECTIVE: April 16, 2010

6. FCC DESIGNATED N11 SERVICES

6.2 ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Cont'd)

6.2.6 WIRELESS E911 PHASE 2 (Cont'd)

D. Enhanced MF

Enhanced MF (EMF) is a new signaling protocol from the 911 Tandem to the PSAP. Enhanced MF accommodates either ten or 20 digits of ANI. Enhanced MF is not a requirement of Wireless Phase 2 implementation but EMF must be used by PSAPs when an interconnecting Wireless Service Provider chooses the Phase 2 NCAS Mode (as defined in J-STD-036 Annex D, Table D.1.2. and/or D.2.), without WLS911. If an interconnecting WSP chooses a Phase 2 NCAS solution without WLS911, the PSAP's equipment must be 20-digit Enhanced MF capable. The PSAP must request the Company convert them to EMF signaling when preparing to accept Phase 2 calls from a WSP utilizing Phase 2 NCAS without WLS911. Once a PSAP has been converted to 20 digit EMF Signaling the functionality of WLS911 is disabled for all WSPs serving that PSAP.

E. Wireless E911 Phase 2 Service

This service is comprised of two components, Extended ALI Display Format and ALI Database Upgrade for Wireless Phase 2. Both components are required for implementation of this service.

1. Extended ALI Display Format

The PSAP's Automatic Location Identification (ALI) display format must be changed to the Company's Extended ALI Display Format to accommodate the latitude and longitude, or x,y coordinates. The provision and delivery of the x,y information to the PSAP requires an interface between the ALI database and the WSP's Mobile Position Center (MPC)/Gateway Mobile Location Center (GMLC). The provisioning of the interface is the responsibility of the WSP.

2. ALI Database Upgrade for Wireless Phase 2

The ALI Database Upgrade for Wireless Phase 2 enables the PSAP to query and retrieve wireless caller location information from the Company's Automatic Location Identification (ALI) database. Location information may include cell site sector location, longitude and latitude of the wireless caller's location, and the wireless caller's callback number (CBN). This upgrade will enable the necessary interfaces, software, and databases to permit the wireless caller's location information to be populated in the Company's ALI database and/or retrieved when queried by the customer's PSAP equipment.

GENERAL SUBSCRIBER SERVICES TARIFF

UNITED TELEPHONE SOUTHEAST LLC  
d/b/a CENTURYLINK  
TENNESSEE

Original Page 15

ISSUED: March 26, 2010  
BY: Regulatory Operations - Tariffs  
Overland Park, Kansas

EFFECTIVE: April 16, 2010

6. FCC DESIGNATED N11 SERVICES

6.2 ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Cont'd)

6.2.7. PRIVATE SWITCH DATABASE SERVICE

A. Description of Service

1. Private Switch Database Service is available to companies that use a Private Branch Exchange (PBX) or Centrex to manage their individual telephones and want to provide specific location information for each of these telephones to the Public Safety Answering Point (PSAP) responsible for responding to an emergency.
2. Private Switch Database Service allows a customer with a multi-line private switch to facilitate reception of either (1) Automatic Number Identification (ANI) or (2) a combination of ANI and Automatic Location Identification (ALI) information by a PSAP for emergency "9-1-1" calls originating from the location served by the customer's multi-line private switch. A private switch is customer premises equipment (CPE) at the end user customer's location.

B. General Regulations

1. The customer is responsible for validating address information through Master Street Address Guide (MSAG) and for coordinating with the Company to provide the National Emergency Number Association (NENA) standard format of telephone numbers and address data. The Company will allow the customer to update records no more frequently than on a daily basis. The data may originate from the customer's private switch, when technically feasible, or from a manually created list.
2. The Company will:
  - a. Be responsible for uploading a NENA formatted data file to its ALI database;
  - b. Hold the information in confidence and protect it in accordance with state and federal rules applicable to emergency 911 services; and
  - c. Use the information only in connection with providing emergency services to PSAPs.
3. The Company may immediately terminate a customer's use of Private Switch Database Service if, in the Company's sole judgment, the customer falsifies the information provided or fails to comply with any other provisions of this tariff.
4. The Company will only provide Private Switch Database Service where the Company is the primary 911 database provider for the PSAP serving the customer's location.

UNITED TELEPHONE SOUTHEAST LLC  
d/b/a CENTURYLINK  
TENNESSEE

Original Page 16

ISSUED: March 26, 2010  
BY: Regulatory Operations - Tariffs  
Overland Park, Kansas

EFFECTIVE: April 16, 2010

6. FCC DESIGNATED N11 SERVICES

6.2 ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Cont'd)

6.2.7. PRIVATE SWITCH DATABASE SERVICE (Cont'd)

B. General Regulations (Cont'd)

5. The Company will provide a software package that will allow the customer to load the database information in the appropriate NENA format for transmission to the Company's data center.
6. The Company will charge the private switch customer a monthly recurring charge for maintenance of the data in the national ALI database for delivery upon a 911 call to the PSAP.

C. Limitations

1. The Company offers no warranty or representation with respect to the accuracy or completeness of the Private Switch Database Service. The Company relies on its customers for all private switch information placed in the Company's Data Base Management System (DBMS).
2. The Company does not warrant or represent that its DBMS will be compatible with every type of private switch equipment. Customers who wish to provide automated updates to the Company's database management system are responsible for acquiring their own private switch equipment and for testing the compatibility of that equipment with the Company's DBMS.

D. Obligations of the Customer

1. When implementing Private Switch Database Service, the customer must contact the Company's E911 representative to negotiate trunking, hardware and software requirements associated with the Private Switch Database Service.
2. The customer will be responsible for loading address information into the Private Switch Database Service software package and transmitting that information to the Company.

UNITED TELEPHONE SOUTHEAST LLC  
d/b/a CENTURYLINK  
TENNESSEE

Original Page 1744

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## 6. FCC DESIGNATED N11 SERVICES

### 6.2 ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Cont'd)

#### 6.2.8. REVERSE NOTIFICATION TELEPHONE NUMBER DATABASE SERVICE

##### A. Description of Service

1. The Company offers Reverse Notification Telephone Number Database Service (Reverse Database Service) to support the ability of Public Safety Answering Points (PSAPs) to make broadcast notification calls to areas under their jurisdiction in the event of emergencies.

##### B. General Regulations

1. Reverse Database Service is offered solely for the purpose of permitting PSAPs to make broadcast notifications to particular geographic areas and associated local telephone numbers in the event of emergencies. PSAPs ordering Reverse Database Service must provide the Company with written certification of their authority to make public emergency notifications.
2. PSAPs may not use Reverse Database Service information in connection with Enhanced Universal Emergency Number Service (E911).
3. PSAPs subscribing to Reverse Database Service will receive CD-ROM downloads of information from the Company's Automatic Location Indicator (ALI) database. The Company will provide ten-digit telephone numbers and associated addresses, to the extent that information is present in the Company's ALI database.
4. Reverse Database Service will include ALI information obtained by the Company from other local exchange carriers serving a PSAP's jurisdiction, when there are multiple local exchange carriers in a PSAP's jurisdiction. Reverse Database Service will include ALI information obtained from customers who operate private switches and have requested that carriers maintain appropriate information in the carrier's ALI database.
5. The Company will provide Reverse Database Service only for the jurisdictional area where a PSAP is authorized to provide emergency services. PSAPs will not be able to obtain foreign listings, foreign exchange cross-listings, foreign central office subscriptions, and multiple listings through Reverse Database Service.

UNITED TELEPHONE SOUTHEAST LLC  
d/b/a CENTURYLINK  
TENNESSEE

Original Page 18

ISSUED: March 26, 2010  
BY: Regulatory Operations - Tariffs  
Overland Park, Kansas

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6. FCC DESIGNATED N11 SERVICES

6.2 ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Cont'd)

6.2.8. REVERSE NOTIFICATION TELEPHONE NUMBER DATABASE SERVICE (Cont'd)

B. General Regulations (Cont'd)

6. The Company considers all information provided to a PSAP under Reverse Database Service to be confidential and proprietary. Information received through Reverse Database Service may contain the addresses and telephone numbers of individuals whose listings are not published in directories and/or are not listed in directory assistance databases. The PSAP must:
  - a. Hold all Reverse Database Service information in confidence and protect it in accordance with the security regulations by which it protects its own proprietary or confidential information;
  - b. Restrict disclosure of the information solely to those PSAP employees and/or agents with a need to know and not disclose or resell such information to any other parties;
  - c. Use the information only when delivering broadcast notifications of emergencies; and
  - d. Notify the Company immediately of any confirmed or suspected misuse of Reverse Database Service information.
7. The PSAP represents and warrants that it will use information received through Reverse Database Service only in emergency situations. A PSAP may not access, use, import, export, copy, print, distribute or release information for any purpose other than what is necessary to make outbound telephone emergency notifications.
8. The Company may immediately terminate a PSAP's use of Reverse Database Service and demand the return of all Reverse Database Service information furnished to the PSAP if, in the Company's judgment, the PSAP misuses the information provided or fails to comply with any other provision of this tariff.
9. A PSAP's modification, merger or enhancement of information received through the Reverse Database Service will not relieve the PSAP from any provision of this tariff.

UNITED TELEPHONE SOUTHEAST LLC  
d/b/a CENTURYLINK  
TENNESSEE

Original Page 19

ISSUED: March 26, 2010  
BY: Regulatory Operations - Tariffs  
Overland Park, Kansas

EFFECTIVE: April 16, 2010

## 6. FCC DESIGNATED N11 SERVICES

### 6.2 ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Cont'd)

#### 6.2.8. REVERSE NOTIFICATION TELEPHONE NUMBER DATABASE SERVICE (Cont'd)

##### C. Limitations

1. The Company offers no warranty or representation with respect to the accuracy or completeness of the Reverse Database Service. The Company may rely on other local exchange carriers or private switch customers for certain information used in the Reverse Database Service.
2. The Company does not warrant or represent that the Reverse Database Service will be compatible with every type of reverse notification equipment. PSAPs are responsible for acquiring their own broadcast notification equipment and for testing the compatibility of that equipment with the Reverse Database Service.
3. By offering Reverse Database Service, the Company makes no warranties or representations for the operation of customer's broadcast notification equipment or for the availability or performance of any telephone network facilities, including the Company's facilities, during a broadcast notification.

##### D. Liability of the Company

1. By subscribing to Reverse Database Service, a PSAP agrees to hold harmless and indemnify the Company, along with its employees, directors, officers, agents, and subcontractors, from and against all claims or suits arising out of or resulting from the provision of Reverse Database Service, specifically including, but not limited to, all claims or suits resulting from or allegedly resulting from errors or omissions in the file or the use of such information by the PSAP or its agents.
2. To the extent that the PSAP claims sovereign immunity or other statutory limitations against third party claims, the PSAP will extend that same protection to the Company in connection with the PSAP's use of the Reverse Database Service.

UNITED TELEPHONE SOUTHEAST LLC  
d/b/a CENTURYLINK  
TENNESSEE

Original Page 20

ISSUED: March 26, 2010  
BY: Regulatory Operations - Tariffs  
Overland Park, Kansas

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6. FCC DESIGNATED N11 SERVICES

6.3 TELECOMMUNICATIONS RELAY SERVICE (711)

6.3.1 GENERAL REGULATIONS

- A. 711 Dialing Code ("711") is a three digit local dialing arrangement for telephone voice transmission access to all certified Telecommunications Relay Services entities as a toll free call. Pursuant to Order 00-257, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the FCC assigned 711 dialing code for nationwide access to Telecommunications Relay Services (TRS) entities, to be implemented not later than October 1, 2001.
- B. 711 is available from UNITED TELEPHONE SOUTHEAST LLC, (the Company) within the Company's service area only. To provide access to 711 to end users in another company service area or to Competitive Local Exchange Carrier (CLECs) end users within the local calling area, the TRS entity must make appropriate arrangements with the other company or CLEC serving that territory. The TRS entity should work separately with competing local providers to ascertain that its end user customers will be able to reach relay services provided by dialing 711.
- C. This service is subject to the availability of the 711 dialing code.
- D. 711 can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.).
- E. Limitations and Use of Service are as stated in [http://about.centurylink.com/legal/rates\\_conditions.html](http://about.centurylink.com/legal/rates_conditions.html)
- F. Directory Listings may be provided for 711.
- G. Access to 711 is not available to the following classes of service:
  - 1. Hotel/Motel/Hospital Service (toll call only)
  - 2. 1+
  - 3. 0+,0- (Credit Card, Third-Party Billing, Collect Calls)
  - 4. 101XXXX
  - 5. Cellular – Type 2A
  - 6. In addition, operator assisted calls to 711 will not be completed.

UNITED TELEPHONE SOUTHEAST, LLC  
d/b/a CENTURYLINK  
TENNESSEE

Original Page 21

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BY: Regulatory Operations - Tariffs  
Overland Park, Kansas

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6. FCC DESIGNATED N11 SERVICES

6.3 TELECOMMUNICATIONS RELAY SERVICE (711) (Cont'd)

6.3.2 OBLIGATIONS OF THE TRS ENTITY

- A. The TRS entity must, prior to provisioning of the service, sign a written acknowledgement of possible recall of the 711 dialing code by the FCC and an agreement to return the code upon receipt of 6 months written notice of such a recall from the Company or regulating entity and abide by all terms and conditions which may be identified by the FCC in CC Docket 92-105 regarding the use and return of the 711 dialing code. If a recall is effected, the Company will work with the TRS entity affected by such recall to transfer their service arrangements, to a 7 or 10-digit dialing arrangement within the 6-month notice period. The TRS entity will be required to migrate to any access arrangement the telecommunications relay services subsequently agreed to by the industry and approved by the FCC. The TRS entity will be charged the appropriate tariff rates for the establishment of the new access arrangement.
- B. The TRS entity should work separately with wireless companies to ascertain their end user customers will be able to reach telephone relay services provided by dialing 711.
- C. The TRS entity should work separately with competitive local exchange companies to ascertain their end user customers will be able to reach telephone relay services provided by dialing 711.
- D. The TRS entity is restricted from selling or transferring the 711 dialing code to an unaffiliated entity, either directly or indirectly.
  1. An "affiliate" of a TRS entity is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with the TRS entity. The term "control" (including the terms "controlling," "controlled by," and "under common control with") means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise.

UNITED TELEPHONE SOUTHEAST LLC  
 d/b/a CENTURYLINK  
 TENNESSEE

Original Page 22

ISSUED: March 26, 2010  
 BY: Regulatory Operations - Tariffs  
 Overland Park, Kansas

EFFECTIVE: April 16, 2010

6. FCC DESIGNATED N11 SERVICES

6.3 TELECOMMUNICATIONS RELAY SERVICE (711) (Cont'd)

6.3.2 OBLIGATIONS OF THE TRS ENTITY (Cont'd)

- E. The 711 Dialing Code will be provided by the Company to the TRS entity under the following conditions:
  - 1. For network sizing and protection, the TRS entity must provide an estimate of annual call volumes, the expected busy hour and the expected holding time for each call to the 711 dialing code.
  - 2. The TRS entity will subscribe to adequate telephone facilities initially and subsequently as may be required, in the judgement of the Company, to adequately handle calls to 711 without impairing the Company's general telephone service or telephone facilities.
  - 3. The TRS entity is responsible for obtaining all necessary permission, licenses, written consents, waivers, releases and all other rights from all persons whose work, statements or performance are used in connection with the 711 dialing code, and from all holders of copyrights, trademarks, and patents used in connection with said service.
  
- F. If a pre-recorded announcement is provided by the TRS entity, the following conditions apply:
  - 1. The TRS entity will provide announcements. The company will provide only the delivery of the call.
  - 2. The provision of access to the 711 network by the Company for the transmission of announcement is subject to availability of such facilities and the requirements of the local exchange network.
  - 3. The TRS entity assumes all financial responsibility for all costs involved in providing announcement including, but not limited to, the recorder-announcement equipment located on the TRS entity's premises.
  - 4. The TRS entity assumes, according to other specific rates and charges, all financial responsibility for all facilities required, to connect the recorder-announcement equipment located on the TRS entity's premises.

UNITED TELEPHONE SOUTHEAST LLC  
d/b/a CENTURYLINK  
TENNESSEE

Original Page 23

ISSUED: March 26, 2010  
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Overland Park, Kansas

EFFECTIVE: April 16, 2010

6. FCC DESIGNATED N11 SERVICES

6.3 TELECOMMUNICATIONS RELAY SERVICE (711) (Cont'd)

6.3.3 OBLIGATIONS OF THE COMPETITIVE LOCAL EXCHANGE CARRIER (CLEC)

- A. In those instances where a CLEC provides the 711 dialing code to its end user within the local calling area, terms and conditions for 711 dialing code are as defined in the appropriate Interconnection Agreement.
  - 1. For purposes of providing a CLEC end user access to the TRS entity within the local calling area, appropriate arrangements must be made by the CLEC with the TRS entity serving the local calling area.
  - 2. A CLEC may negotiate the provision of directory listing as defined in the Interconnection Agreement.

6.3.4 LIABILITY

- A. The TRS entity is responsible for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgements, and of 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, of any patent, trademark, copyright, or resulting from any claim of libel and slander. Unless otherwise specifically provided in this Tariff or at [http://about.centurylink.com/legal/rates\\_conditions.html](http://about.centurylink.com/legal/rates_conditions.html), the Company shall be authorized to disconnect any service provided to the TRS entity utilized, directly or indirectly, with the 711 dialing code, which fails to comply with regulations and conditions set forth herein, upon five (5) days of notice to the subscriber. Disconnection may be suspended at the discretion of the Company if it receives written certification that the TRS entity is in compliance with regulations, terms and conditions. Continual noncompliance shall be cause for disconnection without notice at the discretion of the Company.
- B. The TRS entity shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via the 711 dialing code. If requested by the Company, the TRS entity shall assist the Company in responding to complaints made to the Company concerning the 711 dialing code.

UNITED TELEPHONE SOUTHEAST LLC  
 d/b/a CENTURYLINK  
 TENNESSEE

Original Page 24

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6. FCC DESIGNATED N11 SERVICES

6.3 TELECOMMUNICATIONS RELAY SERVICE (711) (Cont'd)

6.3.4 LIABILITY (Cont'd)

- C. A written notice will be sent to any TRS entity following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company. If after notification the TRS entity makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the TRS entity is unwilling to accept the modifications, or if the TRS entity continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures up to and including termination of service.
- D. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the TRS entity.

6.3.5 OTHER TERMS AND CONDITIONS

- A. Only one 10-digit toll free number may be used as the lead number per basic local calling area.
- B. The 711 Dialing Code is provided where facilities permit.
- C. The 711 Service will not provide calling number information in real time to the TRS entity. If this type of information is required, the TRS entity must subscribe to compatible Caller ID Service.
- D. The 711 Service is provided solely for the benefit of the TRS entity. The provision of the 711 Service by the Company shall not be interpreted, constructed, or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the TRS entity.

6.3.6 RATES AND CHARGES

- A. The 711 Service is ordered by the F.C.C. to be provided without charge. Therefore, there are no rates or charges for the 711 Service.

20700061

Open

Tariff Number

United Telephone Southeast LLC

Company Name

ID

Open

Closed

Administrative

Status

TO WITHDRAW CERTAIN TARIFFS PURSUANT TO OPERATING UNDER MARKET REGULATION

03/29/2010

Date Entered

Tariff Caption

Spell Check

03/26/2010

Date Received

Gen. Sub Tariff - Various pages.

04/16/2010

Date Proposed

Page Numbers

Docket No. 10-00055

Contested

Tariff

CSA

None

Notes