

Qwest Corporation  
3033 North Third Street Suite 1004  
Phoenix, Arizona 85012  
Office 602-630-8222  
Fax 602-235-4890

Maureen Arnold  
Director - Regulatory Matters

April 3, 2000

Honorable William A. Mundell - Chairman  
Arizona Corporation Commission  
1200 West Washington Street  
Phoenix, Arizona 85007

DOCKET NO. T-01051B-99-01-0284

Dear Chairman Mundell:

The attached Exchange and Network Services Tariff pages are being filed to introduce four new features to be included under Basket 1 of the Price Cap Plan recently approved in Docket No. T-01051B-99-0105. The new services are as follows:

1. **NextConnects.** This service provides subscribers with the ability to queue calls when all incoming lines are busy. It works in connection with Call Forwarding-Busy Line to forward calls from a busy line to queuing equipment located in Qwest's network. This equipment periodically outdials back to the subscriber in an attempt to connect queued callers to the called number. Callers forwarded to the queue by NextConnects will have the option of remaining in queue, where they will hear a series of repeated announcements, or they may elect to leave a message if the called customer has voice mail or an answering service. NextConnects will be offered at a monthly rate of \$19.95 for each 2 queue slots.
2. **I-CALLED.** The *I-CALLED* feature allows for callers who encounter a "ring no answer" condition to record their name and telephone number for future delivery to the called party. Once callers record their name and number, *I-CALLED* will attempt to deliver the information by calling the called party periodically for up to three days, or until the called party answers, whichever comes first. When the called party answers the *I-CALLED* call, the recorded information will be played through twice to ensure the called party hears the information. The called party will also have the opportunity to replay the message, if needed. This feature has both originating and terminating blocking capabilities for customers who wish to neither receive nor make these types of calls. Customers who wish to block the service may do so, free of charge, by calling a service representative. *I-CALLED* is being offered at a rate of \$.95 per activation, which is billed to the originating party. There is no charge to the receiving party.

NEW APPLICATION

RECEIVED

2001 APR -3 P 4: 50

AZ CORP COMMISSION  
DOCUMENT CONTROL



0000025077

Plus 100 100 100 100

Qwest<sup>SM</sup>

This service is useful for reaching called parties who have neither voice messaging nor answering machines. It is also more convenient than repeatedly redialing a number in order to reach a party. This service is only available where the called number is within the calling party's LATA. It does not work in connection with toll free and special access numbers (8XX, 9XX, and N11).

3. **Easy Access.** This feature provides customers the ability to dial \*98 and automatically connect to another predetermined number, which is designated at the time the service is installed. The primary identified application for Easy Access at this time is in connection with the retrieval of messages from a voice mailbox. Recent research has determined that voice-messaging customers desire a number that is easy to remember for retrieving their messages. They also prefer a number that is shorter than the present 7 or 10 digit requirement. Easy Access will enable voice messaging providers to use a single, easily remembered retrieval number for all of their customers. Qwest is proposing a recurring rate of \$.98 and a nonrecurring rate of \$13.00 for Easy Access. The nonrecurring rate will not apply to CustomChoice subscribers.
  
4. **Security Screen.** This feature provides customers with the ability to screen private and unidentified calls that are placed to their number. Although there are similarities between Security Screen and an existing Qwest service known as Caller ID with Privacy Plus, Security Screen provides a simpler user interface and eliminates interaction problems in connection with CPE answering machines. With Security Screen, callers placing a call from a private or blocked telephone number to a Security Screen customer will hear a series of prompts asking them to unblock their line or enter a telephone number for delivery to the called party. Callers placing a call from an unidentified number will be asked to enter a telephone number for identification purposes. Once the calling party unblocks their line or enters a telephone number, they will be connected directly to the Security Screen customer, whose Caller ID unit will display an appropriate message indicating the type of call being processed. Unlike Caller ID with Privacy Plus, there are no additional steps required by the called party to accept a call. All of the relevant information is provided directly on the Caller ID display unit.

The monthly rate for Security Screen is \$2.95 for both business and residence customers. This feature is also subject to a \$13.00 nonrecurring charge. In connection with the introduction of Security Screen, Qwest will be offering a promotion that will run from May 2, 2001, through June 30, 2001. During this period, both the nonrecurring charge and the first month's recurring charge will be waived for residence customers who subscribe to Security Screen. The promotion results will be provided to the Commission Staff upon its completion.

The proposed prices for each of these services are above their respective TSLRIC costs, as required by A.A.C. R14-2-1310, as well as Section 2(iv) of the Price Cap plan. These pages have been prepared with an effective date of May 2, 2001 and we respectfully request the Commission's approval of this filing. Please contact either me, or Reed Peterson on 602-630-8221, if you have any questions concerning these new services.

Sincerely,

A handwritten signature in black ink, appearing to read "Maureen Arredondo". The signature is written in a cursive style with a large, stylized initial "M".

Enclosure

cc: Commissioner Jim Irvin  
Commissioner Marc Spitzer  
Ms. Deborah R. Scott – Director, Utilities Division  
Legal Division - Arizona Corporation Commission

Issued: 04-03-2001

Effective: 05-02-2001

1. APPLICATION AND REFERENCE

1.2 TABLE OF CONTENTS (Cont'd)

PAGE

SECTION 7. RESERVED FOR FUTURE USE

SECTION 8. CONNECTIONS OF PREMISES EQUIPMENT TO  
TELECOMMUNICATIONS SERVICES

8.1	CONNECTIONS OF EQUIPMENT, COMMUNICATION SYSTEMS AND PREMISES WIRE.....	1
-----	---	---

SECTION 9. CENTRAL OFFICE SERVICES

9.2	EMERGENCY REPORTING SERVICE.....	1
9.2.1	UNIVERSAL EMERGENCY NUMBER SERVICE - 911 .....	1
9.2.5	EMERGENCY TRANSPORT BACKUP (ETB).....	27
9.4	CALL MANAGEMENT SYSTEMS .....	37
9.4.4	UNIFORM CALL DISTRIBUTION .....	37
9.4.6	NEXTCONNECTS.....	42

(N)

Issued: 04-03-2001

Effective: 05-02-2001

1. APPLICATION AND REFERENCE

1.3 SUBJECT INDEX (Cont'd)

	SECTION	
Network Connecting Arrangements .....	110	
<i>NEXTCONNECTS</i> .....	9	(N)
Nonrecurring Charges .....	3	
Obligation to Furnish Service .....	2	
Obsolete Services .....	2	
Open Network Architecture Service .....	12	
Open Switch-Interval Protection (OSIP) .....	5	
Operator Services .....	5	
Obsolete.....	105	
Other Construction or Conditions .....	4	
Ownership of Directories .....	2	
Packages Associated with Basic Exchange Service .....	5	
Packaged Services .....	5	
Payment for Service .....	2	
Payment of Bills .....	2	
Payment Plans .....	2	
Poll Attachments .....	11	
Premium Exchange Services .....	5	
Primary Rate Service.....	14	
Primary Rate Service Offering .....	14	
Private Branch Exchange (PBX) Trunks .....	5	
Obsolete.....	105	
Promotional Offerings.....	2	
Public Access Line Service .....	5	
Public Communications Service - Coin and Coinless .....	5	

Issued: 04-03-2001

Effective: 05-02-2001

1. APPLICATION AND REFERENCE

1.7 TRADEMARKS, SERVICE MARKS AND TRADE NAMES

Marks are identified in text throughout this document in all caps and italics, e.g., *CENTRON* Service.

MARK	OWNER	
800 PAGELINE <sup>SM</sup>	U S WEST, Inc.	
911SAS <sup>®</sup>	Teltone Corporation	
CALL PLANNER <sup>®</sup>	U S WEST, Inc.	
CALLER ID WITH PRIVACY + <sup>SM</sup>	U S WEST, Inc.	
CENTRON <sup>®</sup>	U S WEST, Inc.	
CUSTOMCHOICE <sup>®</sup>	U S WEST, Inc.	
CUSTOMNET <sup>®</sup>	U S WEST, Inc.	
DID <sup>®</sup>	U S WEST, Inc.	
I-CALLED <sup>SM</sup>	U S WEST, Inc.	(N)
FINDME <sup>SM</sup>	U S WEST, Inc.	
GUESTLINE <sup>®</sup>	U S WEST, Inc.	
HOME BUSINESS LINE <sup>SM</sup>	U S WEST, Inc.	
INB911 <sup>®</sup>	Proctor and Associates	
MARKET EXPANSION LINE <sup>®</sup>	U S WEST, Inc.	
NEXTCONNECTS <sup>SM</sup>	U S WEST, Inc.	(N)
NO SOLICITATION <sup>SM</sup>	U S WEST, Inc.	
PC/PHONE <sup>SM</sup>	U S WEST, Inc.	
SECURITY SCREEN <sup>SM</sup>	U S WEST, Inc.	(N)

(M)

(M) Material moved to Page 31.

Issued: 04-03-2001

Effective: 05-02-2001

1. APPLICATION AND REFERENCE

1.7 TRADEMARKS, SERVICE MARKS AND TRADE NAMES (Cont'd)

MARK	OWNER
SINGLENUMBER <sup>SM</sup>	U S WEST, Inc.
SMARTSET <sup>SM</sup>	U S WEST, Inc.
SMARTSET PLUS <sup>SM</sup>	U S WEST, Inc.
STAND-BY LINE <sup>SM</sup>	U S WEST, Inc.
U S WEST <sup>®</sup>	U S WEST, Inc.
VALUECHOICE <sup>SM</sup>	U S WEST, Inc.

(M)

(M)

(M) Material moved from Page 30.

Issued: 04-03-2001

Effective: 05-02-2001

## 5. EXCHANGE SERVICES

### 5.4 PREMIUM EXCHANGE SERVICES

#### 5.4.3 CUSTOM CALLING SERVICES

##### A. Description (Cont'd)

##### Distinctive Alert

Allows a customer to receive an audible Call Waiting tone or Distinctive Ringing signal from a line equipped with Dial Call Waiting. If the called line is idle, a Distinctive Ringing signal will be heard. If the called line is busy, the called line receives a Call Waiting tone.

##### Do Not Disturb

Allows a customer to prevent the ringing of their telephone. When the feature is activated, callers hear a customer selected greeting indicating that the customer is not available. If the customer has messaging service the caller may stay on the line and leave a message.

##### Easy Access

Allows a customer to place a call to a predetermined telephone number by dialing an abbreviated two-digit code. The dialing code is \*98.

##### Hot Line

Allows a customer to establish a switched connection to a predetermined number when the customer's telephone goes off-hook. No dialing is required and the call is processed automatically to the predetermined telephone number.

##### Last Call Return

Allows a customer to dial a code that will cause the feature to automatically redial the number of the last incoming call to that line, whether the call was answered or not. The customer does not have to know the number of the calling party. If the calling party's number is blocked, by the calling party, the service will not return the call. If the called number is busy, the feature will redial the called number for a limited period of time. A tone alerts the customer when the called line is available. This service is available on a usage or subscription basis.

Last Call Return customers who do not wish to receive blocked calls can activate Anonymous Call Rejection (USOC: AYK) by pressing \*77 (1177 on rotary phones). The code to deactivate is \*87 (1187 on rotary phones). While the feature is activated, incoming blocked calls are routed to an announcement in the central office. Anonymous Call Rejection is automatically available to residence customers of Last Call Return and to business customers where technically feasible; and to monthly (subscription) customers only.

(N)  
|  
(N)

Issued: 04-03-2001

Effective: 05-02-2001

## 5. EXCHANGE SERVICES

### 5.4 PREMIUM EXCHANGE SERVICES

#### 5.4.3 CUSTOM CALLING SERVICES

##### A. Description (Cont'd)

#### I-CALLED

*I-CALLED* allows for callers who encounter a "ring no answer" condition to record their name and telephone number for future delivery to the called party. The service provides a voice prompt for the caller to enter a touch-tone command. Once callers record their name and number, *I-CALLED* will attempt to deliver the information to the called party by calling the called party periodically for a predetermined number of days, or until the called party answers, whichever comes first. When the called party answers the *I-CALLED* call, the recorded information will be played through twice to ensure the called party hears the information. The called party will also have the opportunity to replay the message if needed. This service is billed to the calling party on a per use basis.

(N)

(N)

#### NO SOLICITATION

Allows a customer to deter sales and telemarketing calls received by the customer. This is accomplished via a recorded message which informs the caller that the customer does not accept telephone solicitations, and asks solicitors to hang up and to place the called party on the solicitors "do-not-call" list. *NO SOLICITATION* automatically screens calls between the hours of 8:00 A.M. until 9:00 P.M. daily and it may be disabled by the customer at any time, if desired. A caller may press one, or stay on the line to complete the call connection. Subscribers to this feature have the option of establishing a "Privileged Caller List" (PCL) consisting of up to 25 numbers. A caller whose number appears on the PCL will bypass the recorded message.

#### Priority Call

Allows a customer to assign a maximum of 15 callers' telephone numbers to a special list. The customer will hear a distinctive ring at his/her location when calls are received from callers' telephone numbers on that list.

#### Remote Access Forwarding (Call Following)

A function which allows all incoming calls to be forwarded to another telephone number. It allows the customer to remotely change the termination of their incoming calls. From any tone signaling telephone, the customer can activate, deactivate, or change the destination number. This service is marketed to residential customers under the name of Call Following.

Issued: 04-03-2001

Effective: 05-02-2001

## 5. EXCHANGE SERVICES

### 5.4 PREMIUM EXCHANGE SERVICES

#### 5.4.3 CUSTOM CALLING SERVICES

##### A. Description (Cont'd)

#### SECURITY SCREEN

(N)

Provides the customer with the ability to screen private and unidentified calls that are placed to their number. A customer who subscribes to *SECURITY SCREEN* must also subscribe to Caller Identification – Name and Number.

Callers placing a call from a private or blocked telephone number to a *SECURITY SCREEN* customer will hear a series of prompts asking them to unblock their line or enter a telephone number for delivery to the called party. Callers placing a call from an unidentified number will be asked to enter a telephone number for identification purposes. The *SECURITY SCREEN* customer will hear a distinctive ring if the calling party input the data passed unless they subscribe to Custom Ringing Service.

Unidentified callers will hear a message indicating that the person they are calling does not accept unidentified calls. The calling party will be told to hang up if they are a solicitor. All other callers will be asked to input the telephone number they are calling from. Once the calling party unblocks their line or enters a telephone number, they will be connected directly to the *SECURITY SCREEN* customer. The Caller ID unit will display one of the following:

- If the call is private or unavailable and the caller enters a ten-digit number from within the Company's territory that is the same as the calling number, the display will carry the telephone number and the caller's name with an (\*).
- If the call is private or unavailable and the caller enters a private ten-digit number that is different from the calling number, the display will show *SECURITY SCREEN* and the number the caller input.
- If the call is private or unavailable and the caller enters a ten-digit number outside of the Company's territory, the display will read *SECURITY SCREEN* and the number the caller input.
- If the call is private or unavailable and the caller inputs one to nine digits (e.g. 2345), the display will read *SECURITY SCREEN* and the number the caller input backfilled with zeros (000-000-2345).

A caller who chooses not to unblock their line or enter a number will be advised that their call could not be completed and the call will be terminated. If the *SECURITY SCREEN* customer has voice messaging service, the call will be transferred to the voice messaging service to leave a message rather than being terminated.

Issued: 04-03-2001

Effective: 05-02-2001

## 5. EXCHANGE SERVICES

### 5.4 PREMIUM EXCHANGE SERVICES

#### 5.4.3 CUSTOM CALLING SERVICES

##### B. Terms and Conditions (Cont'd)

24. *I-CALLED* service has blocking capabilities. Customers may block originating and/or terminating *I-CALLED* calls. If a customer places an *I-CALLED* call to a blocked number, there will be no charge.
25. *I-CALLED* is not available on the following types of originating services:
  - Centrex type services;
  - Public Telephone service;
  - PBX trunks;
  - Cellular;
  - Operator assisted.
26. *I-CALLED* is not available on calls to special access numbers, including but not limited to: 800, 888, 900, 976 and N11.
27. *I-CALLED* is limited to certain technologies. In addition, in order for the service to work, the calling party and the called party must either be served from the same central office or served from central offices which are linked by facilities that can send the recorded name and telephone number. *I-CALLED* will only work on intraLATA calls.

(N)

(N)

Issued: 04-03-2001

Effective: 05-02-2001

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 CUSTOM CALLING SERVICES

C.2.a. (Cont'd)

BUSINESS	USOC	MONTHLY RATE	
• Call Manager Connection	NLUBQ	\$19.95	
- with Call Waiting	NLUBR	19.95	
- with Call Waiting ID	NLUBT	19.95	
- with <i>U S WEST</i> Receptionist	NLUBS	19.95	
• Call Rejection	NSY	4.50	
• Call Transfer	EO3	6.00	
• Call Waiting	ESX	7.50	
• <i>CALLER ID WITH PRIVACY +</i>	N6S	10.95	
• Caller Identification - Name and Number	NNK	7.95	
• Caller Identification - Number	NSD	7.50	
• Continuous Redial	NSS	3.50	
• Dial Call Waiting	WDD	2.15	
• Dial Lock	OC4	3.95	
• Directed Call Pick Up	PUN	1.00	
• Directed Call Pick Up with Barge-In	PUQ	1.00	
• Distinctive Alert	DHA	1.00	
• Do Not Disturb	D7T	3.95	
• Easy Access	SQAVX	0.98	(N)
• <i>SECURITY SCREEN</i>	RV1	2.95	(N)

Issued: 04-03-2001

Effective: 05-02-2001

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 CUSTOM CALLING SERVICES

C.2.a. (Cont'd)

RESIDENCE	USOC	MONTHLY RATE	
• <i>CALLER ID WITH PRIVACY +</i>	N6S	\$ 9.95	
- Discounted[1]	-	2.95	
• Caller Identification - Name and Number	NNK	5.95	
• Caller Identification - Number	NSD	5.50	
• Continuous Redial	NSS	2.50	
• Dial Call Waiting	WDD	2.15	
• Dial Lock	OC4	3.95	
• Directed Call Pick Up	PUN	1.00	
• Directed Call Pick Up with Barge-In	PUQ	1.00	
• Distinctive Alert	DHA	1.00	
• Do Not Disturb	D7T	3.95	
• Hot Line	HLA	2.00	
• Last Call Return	NSQ	2.95	
• <i>NO SOLICITATION</i>	SB5	6.95	
• Priority Call	NSK	2.50	
• Remote Access Forwarding (Call Following)	AFM	3.95	
• Scheduled Forwarding	ATF	4.95	
• Easy Access	SQAVX	0.98	(N)
• <i>SECURITY SCREEN</i>	RV1	2.95	(N)

[1] Discounted rate applies when this feature is added as part of *CUSTOMCHOICE*.

Issued: 04-03-2001

Effective: 05-02-2001-

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 CUSTOM CALLING SERVICES

C.2. (Cont'd)

b. Custom Calling Services, per occurrence

	CHARGE	
• Call Trace, per activation		
- Business	\$2.00	
- Residence	2.00	
• Usage Basis Continuous Redial, per activation[1]		
- Business	0.75	
- Residence	0.75	
• Usage Basis Last Call Return, per activation[1]		
- Business	0.75	
- Residence	0.75	
• Usage Basis Three-Way Calling, per activation[1]		
- Business	0.75	
- Residence	0.75	
• Usage Basis <i>I-CALLED</i> , per activation		(N)
- Business	0.95	
- Residence	0.95	(N)

[1] Monthly rate does not apply to customers using the service on a per activation basis.

Issued: 04-03-2001

Effective: 05-02-2001

9. CENTRAL OFFICE SERVICES

SUBJECT	PAGE	
Call Management Systems .....	37	
Emergency Reporting Service .....	1	
Emergency Transport Backup (ETB) .....	27	
<i>NEXTCONNECTS</i> .....	42	(N)
Uniform Call Distribution .....	37	
Universal Emergency Number Service-911 .....	1	

Issued: 04-03-2001

Effective: 05-02-2001

## 9. CENTRAL OFFICE SERVICES

### 9.4 CALL MANAGEMENT SYSTEMS (Cont'd)

#### 9.4.6 *NEXTCONNECTS*

(N)

##### A. Description

*NEXTCONNECTS* is an optional feature that allows a customer to control the handling of incoming calls when their line(s) is busy. If the called number is busy, *NEXTCONNECTS* allows calls to be placed in queue until the line(s) is available. Customers who subscribe to a messaging or voice mail service may choose to allow the calling party to leave a message. Announcements will remind callers that they may exit the queue at any time and leave a message. Callers who are not offered the option of leaving a message, or who choose to remain in queue, will be periodically advised that their call is still in queue. The announcement will advise the caller that their call will be connected from queue in the order it was received.

##### B. Terms and Conditions

1. *NEXTCONNECTS* is available to single line, multiline, some Centrex type services, and 800 numbers routed to local numbers. The service will work with some PBX listed numbers. The PBX customer should consult with their vendor.
2. Customers may choose between a generic greeting or a greeting that includes the business name.
3. Because each queue slot can hold only one call, customers wishing to hold additional calls in queue must subscribe to an additional slot for each additional call to be held in queue.
4. Barring technical considerations, calls in queue will be connected to the subscriber in the order they were received.
5. Customers subscribing to *NEXTCONNECTS* may be required to have their lines equipped with Call Forwarding Busy Line service in order to transport their calls to the *NEXTCONNECTS* platform.