

Qwest
1801 California St.
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Denver, Colorado 80202

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Qwest



Spirit of Service®

2009 DEC 14 P 3:53

December 14, 2009

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Docket Control
Arizona Corporation Commission
1200 W. Washington Street
Phoenix, Arizona 85007

T-01051B-09-0558

Dear Sir or Madam:

This filing is being made on behalf of Qwest Corporation (QC), Entity Code T-01051B.

Enclosed for filing with the Commission is an original plus thirteen (13) copies of revisions to Qwest's Exchange and Network Services Price Cap Tariff.

This revision proposes to eliminate an optional feature called Talking Call Waiting which "speaks" the incoming calling name. The needed network software/hardware platform supporting this service is manufacturer discontinued with the complete end of any vendor support on December 31, 2009. Customers who seek announcement of incoming calls can obtain, at most electronic stores, equipment that provides audible Caller ID. An example of the customer notice has been attached with this filing.

Qwest respectfully requests that these proposed changes become effective February 1, 2010.

Acknowledgment and date of receipt of this transmittal are requested. A duplicate letter and self-addressed, stamped envelope are attached for this purpose. If you have any questions regarding this filing, please contact me directly.

Sincerely,

Robin L. Terry
Regulatory Support Manager
Office: (303) 383-6753
Fax: (303) 383-6664
e-mail: Robin.Terry@qwest.com

Arizona Corporation Commission
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Attachments



MARY GERHART
Account Number: 303 665-2850 696R

Information About Your Account

At Qwest, our top priority is providing you with quality customer service. As part of that commitment, we have prepared the following information to help you understand your account. If you need additional assistance, please call Customer Service at 1 800 244-1111. Customers using Teletype (TTY) devices can direct their inquiries to Qwest at 1 800 223-3131, a TTY equipped number.

On January 31st, 2010 Qwest will discontinue the feature Talking Call Waiting. No action is required by you. Customers who seek announcement of incoming calls may obtain, at most electronics stores, equipment that provides audible Caller ID. Questions? Contact Qwest at the phone number listed on your bill.

Charges for your monthly service are billed one month in advance. Qwest should receive your payment for the total amount due on or before the due date on your bill. If you are unable to pay by the due date, please contact Customer Service to avoid possible collection action. In some states you may be assessed a charge for unpaid balances. Your basic telephone service will not be disconnected for non-payment of charges for: (1) Qwest Unregulated Services (or other itemized services) identified by an *, (2) services of other Qwest companies, or (3) services of other companies included in your bill. Qwest packages of features and the amounts in the Account Summary may include both basic and charges that are not basic.

Qwest Unregulated Products & Services are not under the jurisdiction of your state commission.
To view the Tariff and Catalog Terms that govern your telephone services visit www.qwest.com/legal

Late Charge Reminder: A balance over \$50.00 left unpaid 30 days after bill date is subject to a 1.0% late payment charge.

To make additional payments, make a check payable to Qwest. Write your account number on your check and mail to:

Qwest
P O Box 29040
Phoenix, AZ 85038-9040

Or, pay online @ www.qwest.com

Messages
Visit qwest.com

- To view and pay your bill
- To change your billing address
- To order new products and services

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5. EXCHANGE SERVICES

5.9 PACKAGED SERVICES

5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE (Cont'd)

D. *QWEST CHOICE* Home

1. Description

QWEST CHOICE Home is a package of features available to residential customers in conjunction with an individual flat rate or additional flat rate access line. Residence customers are entitled to choose three services/features from the following list in their package.

a. Standard Features

- Caller ID Family
 - Anonymous Call Rejection
 - Caller ID – Name and Number
 - *SECURITY SCREEN*
- Call Forwarding Busy Line/Don't Answer
- Call Forwarding Family
 - Call Following
 - Call Forwarding Variable
 - Selective Call Forwarding
- Call Rejection
- Call Waiting Family
 - Call Waiting
 - Call Waiting ID
 - Selective Call Waiting
 - Long Distance Alert
- Custom Ringing (first Custom Ringing number only)
- Directory Assistance (6 calls above allowance)
- Easy Access
- Last Call Return
- *LINE-BACKER*
- Message Waiting Indication – Audible or Audible/Visual
- *QWEST* Receptionist – Name and Number[1]
- Three-Way Calling
- Voice Messaging Service

(D)

[1] Obsolete service; see 105.4.3, following, for further details.

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5. EXCHANGE SERVICES

5.9 PACKAGED SERVICES

5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE (Cont'd)

E. *QWEST CHOICE* Two-line Home

1. Description

QWEST CHOICE Two-line Home is a package of features available to residential customers in conjunction with an individual flat rate and additional flat rate access line. Residence customers are entitled to choose three services/features from the following list in their package.

a. Standard Features

- Caller ID Family
 - Anonymous Call Rejection
 - Caller ID – Name and Number
 - *SECURITY SCREEN*
- Call Forwarding Busy Line/Don't Answer
- Call Forwarding Family
 - Call Following
 - Call Forwarding Variable
 - Selective Call Forwarding
- Call Rejection
- Call Waiting Family
 - Call Waiting
 - Call Waiting ID
 - Selective Call Waiting
 - Long Distance Alert
- Custom Ringing (first Custom Ringing number only)
- Directory Assistance (6 calls above allowance)
- Easy Access
- Last Call Return
- *LINEBACKER*
- Message Waiting Indication – Audible or Audible/Visual
- *QWEST* Receptionist – Name and Number[1]
- Three-Way Calling
- Voice Messaging Service

(D)

[1] Obsolete service; see 105.4.3, following, for further details.

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5. EXCHANGE SERVICES

5.9 PACKAGED SERVICES

5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE (Cont'd)

F. *QWEST CHOICE* Home Plus

1. Description

QWEST CHOICE Home Plus is a package of features available to residential customers in conjunction with an individual flat rate or additional flat rate access line. Residence customers subscribing to the package are entitled to unlimited use of the services/features specified below:

a. Standard Features

- Caller ID Family
 - Anonymous Call Rejection
 - Caller ID – Name and Number
 - *SECURITY SCREEN*
- Call Forwarding Busy Line/Don't Answer
- Call Forwarding Family
 - Call Following
 - Call Forwarding Variable
 - Selective Call Forwarding
- Call Rejection
- Call Waiting Family
 - Call Waiting
 - Call Waiting ID
 - Selective Call Waiting
 - Long Distance Alert
- Custom Ringing (first Custom Ringing number only)
- Directory Assistance (6 calls above allowance)
- Easy Access
- Last Call Return
- *LINE-BACKER*
- Message Waiting Indication – Audible or Audible/Visual
- *QWEST* Receptionist – Name and Number[1]
- Three-Way Calling
- Voice Messaging Service

(D)

[1] Obsolete service; see 105.4.3, following, for further details.

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5. EXCHANGE SERVICES

5.9 PACKAGED SERVICES

5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE (Cont'd)

G. *QWEST CHOICE* Two-line Home Plus

1. Description

QWEST CHOICE Two-line Home Plus is a package of features available to residential customers in conjunction with an individual flat rate and additional flat rate access line. Residence customers subscribing to the package are entitled to unlimited use of the standard services/features specified below:

a. Standard Features

- Caller ID Family
 - Anonymous Call Rejection
 - Caller ID – Name and Number
 - *SECURITY SCREEN*
- Call Forwarding Busy Line/Don't Answer
- Call Forwarding Family
 - Call Following
 - Call Forwarding Variable
 - Selective Call Forwarding
- Call Rejection
- Call Waiting Family
 - Call Waiting
 - Call Waiting ID
 - Selective Call Waiting
 - Long Distance Alert
- Custom Ringing (first Custom Ringing number only)
- Directory Assistance (6 calls above allowance)
- Easy Access
- Last Call Return
- *LINEBACKER*
- Message Waiting Indication – Audible or Audible/Visual
- *QWEST* Receptionist – Name and Number[1]
- Three-Way Calling
- Voice Messaging Service

(D)

[1] Obsolete service; see 105.4.3, following, for further details.

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105. OBSOLETE EXCHANGE SERVICES

105.4 PREMIUM EXCHANGE SERVICES

105.4.3 CUSTOM CALLING SERVICES[1]

A. Description

QWEST Receptionist

Allows the customer to control the disposition of incoming calls while in an off-hook condition via a visual display unit.

Additionally, provides for the delivery of the telephone number, including non-published and non-listed numbers, and/or the name associated with the telephone line used by the calling party to place the call. The number and name delivered to the customer's QWEST Receptionist are those provided by the telephone network to the customer's serving central office and the database consulted by the Company to determine the name associated with that number, respectively. The Company, in its sole discretion, may abbreviate and modify name information for display purposes.

(D)

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105. OBSOLETE EXCHANGE SERVICES

105.4 PREMIUM EXCHANGE SERVICES

105.4.3 CUSTOM CALLING SERVICES[1]

A. Description (Cont'd)

The Real Deal

A package of the following services is available to residence customers. This package is known as "The Real Deal" and a customer must agree to subscribe to all services in the package.

- Caller Identification-Name and Number
- Call Rejection
- Call Waiting
- Call Forwarding-Variable
- Continuous Redial
- Priority Call
- Last Call Return
- Selective Call Forwarding
- Speed Calling 8
- Speed Calling 30
- Three-way Calling

B. Terms and Conditions

1. As of August 30, 1999, Real Deal is obsolete and no longer available to new customers. Existing customers will continue to receive the rate specified in C., following, provided Real Deal remains at the same location for the same customer.
2. As of May 12, 2008, *QWEST* Receptionist is an obsolete service and no longer available to new customers or as a new selection in existing packages. Existing customers will continue to receive the rate specified in C., following, provided *QWEST* Receptionist remains at the same location for the same customer. (C)
(C)
3. See 5.4.3, preceding, for additional descriptions of services, terms and conditions. (C)

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105. OBSOLETE EXCHANGE SERVICES

105.4 PREMIUM EXCHANGE SERVICES

105.4.3 CUSTOM CALLING SERVICES[1] (Cont'd)

C. Rates and Charges

1. Residence and Business

RESIDENCE	USOC	MAXIMUM MONTHLY RATE	CURRENT MONTHLY RATE
• <i>QWEST</i> Receptionist	EWY2X	\$22.50	\$ 7.50
- with Name and Number	EWY2O	22.50	7.50
- with <i>CALLER ID WITH PRIVACY PLUS</i>	EWY29	35.85	11.95
• The Real Deal	ESYBQ	44.85	14.95
			(D)
BUSINESS	USOC	MAXIMUM MONTHLY RATE	CURRENT MONTHLY RATE
• <i>QWEST</i> Receptionist	EWY2X	\$43.65	\$14.45
- with Name and Number	EWY2O	43.65	14.45
- with <i>CALLER ID WITH PRIVACY +</i>	EWY29	52.35	17.45
			(D)

[1] A Basket 2 Service. See Preface Page 1, preceding.

(D)

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105. OBSOLETE EXCHANGE SERVICES

105.9 PACKAGED SERVICES

105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE

A. *CUSTOMCHOICE*

1. Description

CUSTOMCHOICE is a package of features available to residential customers in conjunction with an additional or individual flat rate access line. Residence customers subscribing to the package are entitled to unlimited use of the services/features specified below:

- Anonymous Call Rejection
- Call Following (Remote Access Forwarding)
- Call Forwarding
 - Busy Line (expanded)
 - Busy Line (overflow)
 - Busy Line/Don't Answer (expanded)
 - Busy Line (overflow)/Don't Answer
 - Busy Line (programmable)
 - Don't Answer
 - Don't Answer (expanded)
 - Don't Answer (programmable)
 - Variable
- Call Rejection
- Call Waiting
- Call Waiting ID
- Caller ID - Name and Number
- Continuous Redial
- Custom Ringing Service
- Do Not Disturb
- Easy Access
- Last Call Return
- Long Distance Alert
- Message Waiting Indication
- Non-listed Service Listing
- Priority Call
- Selective Call Forwarding
- Speed Calling - 8 Number
- Speed Calling - 30 Number

- Three-way Calling
- *QWEST* Receptionist - Name and Number[1]

(D)

[1] Obsolete service; see 105.4.3, preceding, for further details.

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105. OBSOLETE EXCHANGE SERVICES

105.9 PACKAGED SERVICES

105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE (Cont'd)

B. *SELECTPAK*

1. *SELECTPAK* with Call Waiting is a package of features available to residential customers in conjunction with an additional or individual flat rate access line. Residence customers subscribing to the package are entitled to unlimited use of the services/features specified below:

- Anonymous Call Rejection
- Call Waiting
- Continuous Redial
- Last Call Return
- Three-Way Calling

In addition to the standard features, a customer may select one or more of the following optional features:

- Call forwarding-Variable
- Do Not Disturb
- Non-listed Service Listing
- Priority Call

2. *SELECTPAK* with Caller ID is a package of features available to residential customers in conjunction with an additional or individual flat rate access line. Residence customers subscribing to the package are entitled to unlimited use of the services/features specified below:

- Anonymous Call Rejection
- Call Forwarding-Variable
- Caller Identification-Name and Number
- Continuous Redial
- Last Call Return
- Priority Call
- Three-Way Calling

3. Terms and Conditions

A customer is automatically provided with all of the standard services or features from the list in 105.9.B.1. or 2., preceding. All terms and conditions specified elsewhere for the respective services/features requested as part of this service shall apply.

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105. OBSOLETE EXCHANGE SERVICES

105.9 PACKAGED SERVICES

105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE (Cont'd)

C. Two-line *CUSTOMCHOICE*

1. Description

Two-line *CUSTOMCHOICE* is a package of features available to residential customers in conjunction with an additional and individual flat rate access line. Residence customers subscribing to the package are entitled to unlimited use of the services/features specified below:

- Anonymous Call Rejection
- Call Following (Remote Access Forwarding)
- Call Forwarding
 - Busy Line (expanded)
 - Busy Line (overflow)
 - Busy Line/Don't Answer (expanded)
 - Busy Line (overflow)/Don't Answer
 - Busy Line (programmable)
 - Don't Answer
 - Don't Answer (expanded)
 - Don't Answer (programmable)
 - Variable
- Call Rejection
- Call Waiting
- Call Waiting ID
- Caller ID - Name and Number
- Continuous Redial
- Custom Ringing Service
- Do Not Disturb
- Easy Access
- Last Call Return
- Long Distance Alert
- Message Waiting Indication
- Non-listed Service Listing
- Priority Call
- Selective Call Forwarding
- Speed Calling - 8 Number
- Speed Calling - 30 Number

- Three-way Calling
- *QWEST* Receptionist - Name and Number[1]

(D)

[1] Obsolete service; see 105.4.3, preceding, for further details.

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105. OBSOLETE EXCHANGE SERVICES

105.9 PACKAGED SERVICES

105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE (Cont'd)

D. *POPULARCHOICE*

1. Description

POPULARCHOICE is a package of features available to residential customers in conjunction with an individual flat rate or additional flat rate access line. Residence customers subscribing to the package are entitled to unlimited use of the services/features specified below:

- Anonymous Call Rejection
- Call Forwarding
 - Busy Line/Don't Answer (expanded)
 - Busy Line (overflow)/Don't Answer
 - Variable
- Call Rejection
- Call Waiting
- Call Waiting ID
- Caller ID - Name and Number
- Continuous Redial
- Easy Access
- Last Call Return
- Long Distance Alert
- Message Waiting Indication – Audible
- Message Waiting Indication – Audible/Visual
- Non-listed Service Listing
- *SECURITY SCREEN*

- Three-way Calling
- *QWEST* Receptionist - Name and Number[1]
- Voice Messaging Service[2]

(D)

2. Terms and Conditions

A customer may select an unlimited number of compatible services or features from the list in 105.9.1.D.1., preceding. All terms and conditions specified elsewhere for the respective services/features requested as part of this service shall apply.

[1] Obsolete service; see 105.4.3, preceding, for further details.

[2] Service found in 10.12.1 of the Exchange and Network Services Catalog.

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105. OBSOLETE EXCHANGE SERVICES

105.9 PACKAGED SERVICES

105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE (Cont'd)

E. Two-line *POPULARCHOICE*

1. Description

Two-line *POPULARCHOICE* is a package of features available to residential customers in conjunction with an individual flat rate and additional flat rate access line. Residence customers subscribing to the package are entitled to unlimited use of the services/features specified below:

- Anonymous Call Rejection
- Call Forwarding
 - Busy Line/Don't Answer (expanded)
 - Busy Line (overflow)/Don't Answer
 - Variable
- Call Rejection
- Call Waiting
- Call Waiting ID
- Caller ID - Name and Number
- Continuous Redial
- Easy Access
- Last Call Return
- Long Distance Alert
- Message Waiting Indication – Audible
- Message Waiting Indication – Audible/Visual
- Non-listed Service Listing
- *SECURITY SCREEN*

- Three-way Calling
- *QWEST* Receptionist - Name and Number[1]
- Voice Messaging Service[2]

(D)

[1] Obsolete service; see 105.4.3, preceding, for further details.

[2] Service found in 10.12.1 of the Exchange and Network Services Catalog.

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105. OBSOLETE EXCHANGE SERVICES

105.9 PACKAGED SERVICES

105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE (Cont'd)

J. *QWEST CHOICE* Home

QWEST CHOICE Home in this configuration is obsolete and is not available to new customers after August 16, 2004.

1. Description

QWEST CHOICE Home is a package of features available to residential customers in conjunction with an individual flat rate or additional flat rate access line. Residence customers subscribing to the package will automatically be provided with *LINEBACKER* Service on their line and are entitled to choose three services/features from the following list in their package.

a. Standard Features

- Caller ID Family
 - Anonymous Call Rejection
 - Caller ID – Name and Number
 - *SECURITY SCREEN*
- Call Forwarding Busy Line/Don't Answer
- Call Forwarding Family
 - Call Following
 - Call Forwarding Variable
 - Selective Call Forwarding
- Call Rejection
- Call Waiting Family
 - Call Waiting
 - Call Waiting ID
 - Selective Call Waiting
 - Long Distance Alert
- Custom Ringing
- Directory Assistance (6 calls above allowance)
- Easy Access
- Last Call Return
- Message Waiting Indication – Audible or Audible/Visual
- Three-Way Calling
- Voice Messaging Service

(D)

- b. In addition to choosing three services or features from the list in 105.9.1.J.1., preceding, a customer may select one or more additional services or features from the list in 105.9.1.J.1., preceding, at rates and charges specified elsewhere. Directory Assistance and Voice Messaging cannot be selected as additional services or features.

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105. OBSOLETE EXCHANGE SERVICES

105.9 PACKAGED SERVICES

105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE (Cont'd)

K. *QWEST CHOICE* Two-line Home

QWEST CHOICE Two-line Home in this configuration is obsolete and is not available to new customers after August 16, 2004.

1. Description

QWEST CHOICE Two-line Home is a package of features available to residential customers in conjunction with an individual flat rate and additional flat rate access line. Residence customers subscribing to the package will automatically be provided *LINEBACKER* Service on both lines and are entitled to choose three services/features from the following list in their package.

a. Standard Features

- Caller ID Family
 - Anonymous Call Rejection
 - Caller ID – Name and Number
 - *SECURITY SCREEN*
- Call Forwarding Busy Line/Don't Answer
- Call Forwarding Family
 - Call Following
 - Call Forwarding Variable
 - Selective Call Forwarding
- Call Rejection
- Call Waiting Family
 - Call Waiting
 - Call Waiting ID
 - Selective Call Waiting
 - Long Distance Alert
- Custom Ringing
- Directory Assistance (6 calls above allowance)
- Easy Access
- Last Call Return
- Message Waiting Indication – Audible or Audible/Visual
- Three-Way Calling
- Voice Messaging Service

(D)

- b. In addition to choosing three services or features from the list in 105.9.1.K.1., preceding, a customer may select one or more additional services or features from the list in 105.9.1.K.1., preceding, at rates and charges specified elsewhere. Directory Assistance and Voice Messaging cannot be selected as additional services or features.

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105. OBSOLETE EXCHANGE SERVICES

105.9 PACKAGED SERVICES

105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE (Cont'd)

L. *PREFERREDCHOICE*

PREFERREDCHOICE is obsolete and is not available to new customers after August 16, 2004.

1. Description

PREFERREDCHOICE is a package of features available to residential customers in conjunction with an individual flat rate or additional flat rate access line. Residence customers subscribing to the package are entitled to unlimited use of the services/features specified below:

a. Standard Features

- Anonymous Call Rejection
- Call Forwarding
 - Busy Line/Don't Answer (expanded)
 - Busy Line (overflow)/Don't Answer
 - Variable
- Call Rejection
- Call Waiting
- Call Waiting ID
- Caller ID - Name and Number
- Continuous Redial
- Easy Access
- Last Call Return
- *LINE-BACKER*[1]
- Long Distance Alert
- Message Waiting Indication – Audible
- Message Waiting Indication – Audible/Visual
- Non-listed Service Listing
- *SECURITY SCREEN*
- Selective Call Waiting

- Three-way Calling
- *QWEST* Receptionist - Name and Number[2]
- Voice Messaging Service[3]

(D)

[1] Service found in 13.3, following.

[2] Obsolete service; see 105.4.3, preceding, for further details.

[3] Service found in 10.12.1 of the Exchange and Network Services Catalog.

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105. OBSOLETE EXCHANGE SERVICES

105.9 PACKAGED SERVICES

105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE (Cont'd)

M. Two-line *PREFERREDCHOICE*

Two-line *PREFERREDCHOICE* is obsolete and is not available to new customers after August 16, 2004.

1. Description

- a. Two-line *PREFERREDCHOICE* is a package of features available to residential customers in conjunction with an individual flat rate and additional flat rate access line. Residence customers subscribing to the package are entitled to unlimited use of the standard services/features specified below:

- Anonymous Call Rejection
- Call Forwarding
 - Busy Line/Don't Answer (expanded)
 - Busy Line (overflow)/Don't Answer
 - Variable
- Call Rejection
- Call Waiting
- Call Waiting ID
- Caller ID - Name and Number
- Continuous Redial
- Easy Access
- Last Call Return
- *LINE-BACKER*[1]
- Long Distance Alert
- Message Waiting Indication – Audible
- Message Waiting Indication – Audible/Visual
- Non-listed Service Listing
- *SECURITY SCREEN*
- Selective Call Waiting

- Three-way Calling
- *QWEST* Receptionist - Name and Number[2]
- Voice Messaging Service[3]

(D)

[1] Service found in 13.3, following.

[2] Obsolete service; see 105.4.3, preceding, for further details.

[3] Service found in 10.12.1 of the Exchange and Network Services Catalog.