

Qwest
1801 California St.
Suite 900
Denver, Colorado 80202

ORIGINAL

Qwest



0000106415

Spirit of Service

December 14, 2009

RECEIVED

2009 DEC 14 PM 3: 53

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

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Dear Sir or Madam:

T-01051B-09-0559

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 a revision to Qwest's Competitive Exchange and Network Services Price Cap Tariff No. 2.

In this filing Qwest Corporation (Qwest) plans to introduce Qwest® Home Phone, which is a residential package that includes a basic access line as well as a group of standard features that the customer can choose from at no additional charge. The standard Qwest® Home Phone package will be priced at \$35.00 per line per month. Customers may subscribe to the Qwest® Home Phone package separately or in combination with select Long Distance Plans. Customers purchasing Qwest® Home Phone may also choose to subscribe to Qwest® Line-Backer™ at a discounted rate.

Qwest is also making a minor language correction in Section 5.8.4 for Intercept Services. This change does not impact existing customers and is unrelated to the introduction of Qwest® Home Phone.

Qwest respectfully requests that these proposed revisions become effective January 17, 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,

Dawn Salaver
Regulatory Support Manager
Office: (303) 383-6563
Fax: (303) 383-6667
e-mail: Dawn.Salaver@Qwest.com

Attachment

Arizona Corporation Commission
DOCKETED
DEC 14 2009
[Handwritten initials]

Issued: 12-14-09

Effective: 1-17-10

5. EXCHANGE SERVICES

SUBJECT	PAGE	
Basic Exchange Enhancement	92	
Business Customer Incentive Program	15	
Caller Identification - Bulk	95	
<i>CHOICE</i> Business	122	
<i>CHOICE</i> Business Plus.....	128	
<i>CHOICE</i> Business Prime.....	133.1	
<i>CHOICE</i> Home.....	134	
<i>CHOICE</i> Home Plus.....	134	
Competitive Response	13	
Custom Calling Services.....	57	
Custom Number Service.....	118	
Custom Ringing Service	98	
Direct-Inward-Dialing (<i>DID</i>) Service	39	
Directory Services.....	107	
Flat Rate Service	2	
Flat Rate Trunks.....	23	
<i>HOME BUSINESS LINE (HBL) Service</i>	7	
Home Phone.....	146.1	
Hunting Service	102	(N)
Intercept Services	120	
<i>INTRACALL</i> Service.....	93	
<i>LINE VOLUME ADVANTAGE</i>	18	
Listing Services.....	107	
Local Exchange Service.....	1	
Local Service Options.....	3	
Low Use Option Service.....	1	
<i>MARKET EXPANSION LINE (MEL) Service</i>	87	

Issued: 12-14-09

Effective 1-17-10

5. EXCHANGE SERVICES

SUBJECT	PAGE
•Number Forwarding.....	105
Open Switch Interval Protection (OSIP).....	94
Operator Services.....	120
Packaged Services.....	122
Packages Associated With Basic Exchange Service.....	122
Premium Exchange Services.....	56
Private Branch Exchange (PBX) Trunks.....	22.4
Public Response Calling Service (PRCS).....	3
<i>PURCHASE PLUS REWARD</i> Plan.....	22
<i>QWEST CHOICE</i> Business.....	122
<i>QWEST CHOICE</i> Business Plus.....	128
<i>QWEST CHOICE</i> Business Prime.....	133.1
<i>QWEST CHOICE</i> Home.....	134
<i>QWEST CHOICE</i> Home Plus.....	140
<i>QWEST CHOICE</i> Two-line Home.....	137
<i>QWEST CHOICE</i> Two-line Home Plus.....	143
<i>QWEST</i> Home Phone.....	146.1
Resale/Sharing of Company Services.....	147
Residence Customer Incentive Program.....	13
<i>STAND-BY LINE</i> Service.....	5
Tenant Solutions.....	9
Touch-Tone Calling Service.....	56
Two-line <i>QWEST CHOICE</i> Home.....	137
Two-line <i>QWEST CHOICE</i> Home Plus.....	143

(N)

Issued: 12-14-09

Effective: 1-17-10

5. EXCHANGE SERVICES

5.8 OPERATOR SERVICES

5.8.4 INTERCEPT SERVICES[1]

A. Description

Basic Intercept Service

Basic Intercept Service includes all intercept recordings that do not provide the new number information.

New Number Referral Service

New Number Referral Service includes all intercept recordings that provide the new number information.

Split Referral Intercept Service

Split Referral Intercept Service provides the new numbers dependent on the caller's request.

(C)
(C)

B. Terms and Conditions

1. Intercept services apply to temporary or permanently disconnected numbers, including vacation suspension service and telephone number changes.
2. Intercept services are offered for periods up to three months for residential customers and up to 12 months for business customers.
3. Intercept services are subject to the availability of the disconnected number and the availability of CO facilities.
4. The minimum billing period for Split Referral is three months.
5. The Company will be held harmless from any claims which may arise out of the Company's provision of Intercept Services.

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

issued: 12-14-09

Effective: 1-17-10

5. EXCHANGE SERVICES

5.8 OPERATOR SERVICES

5.8.4 INTERCEPT SERVICES[1] (Cont'd)

C. Rates and Charges

The following nonrecurring charges apply to Intercept Service on a per line basis dependent upon the number of months provided.

1. Basic Intercept Service is provided at no charge.
2. Split Referral Intercept Service

(D)
(T)

	USOC	NONRECURRING CHARGE	
		MAXIMUM	CURRENT
• Business Rates			
- Three months	S1W3X	\$250.00	\$125.00
- Six months	S1WSX	490.00	245.00
- Nine months	S1W9X	730.00	365.00
- Twelve months	S1WTX	980.00	490.00
• Residence Rates			
- Three months	S1W3X	80.00	40.00

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

Issued: 12-14-09

Effective: 1-17-10

5. EXCHANGE SERVICES

5.8 OPERATOR SERVICES

5.8.4 INTERCEPT SERVICES[1]

C. Rates and Charges (Cont'd)

3. New Number Referral Service

(T)

	USOC	NONRECURRING CHARGE	
		MAXIMUM	CURRENT
• Business Rates			
- One month	A1W1X	\$ 20.00	\$10.00
- Two months	A1WAX	40.00	20.00
- Three months	A1W3X	60.00	30.00
- Six months	A1WSX	90.00	45.00
- Nine months	A1W9X	110.00	55.00
- Twelve months	A1WTX	130.00	65.00
• Residence Rates			
- One month	A1W1X	10.00	5.00
- Two months	A1WAX	20.00	10.00
- Three months	A1W3X	30.00	15.00

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

Issued: 12-14-09

Effective: 1-17-10

5. EXCHANGE SERVICES

5.9 PACKAGED SERVICES

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

(N)

H. *QWEST* Home Phone

1. Description

QWEST Home Phone 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 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 ID
- Easy Access
- Last Call Return
- Message Waiting Indication – Audible or Audible/Visual
- *NO SOLICITATION*
- Three-Way Calling
- Voice Messaging Service

Issued: 12-14-09

Effective: 1-17-10

5. EXCHANGE SERVICES

5.9 PACKAGED SERVICES

5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE

H. *QWEST* Home Phone (Cont'd)

(N)

2. Terms and Conditions

- a. All terms and conditions specified elsewhere for the respective services/features requested as part of this package shall apply.
- b. A customer who chooses Qwest Voice Messaging Service will also be provided with Call Forwarding Busy Line/Don't Answer, Easy Access and Message Waiting Indication as part of their Voice Messaging Service selection. A customer who wishes to use another provider's Voice Messaging Service will be provided with Call Forwarding Busy/Don't Answer, Easy Access and Message Waiting Indication.
- c. A customer may subscribe to a qualifying Qwest Long Distance calling plan in conjunction with their *QWEST* Home Phone package. Terms and conditions apply for *QWEST* Home Phone Unlimited (PGOQU) and *QWEST* Home Phone Plus (PGOQV) as specified in the Qwest Long Distance Corporation international, interstate and intrastate tariffs, price lists and rate schedules located at www.qwest.com.
- d. Only *QWEST* Home Phone (PGOQW) purchased without a qualifying Qwest Long Distance calling plan is available for resale.
- e. All services or features selected in the package(s) can only be provided where technically available and compatible with other features the customer may choose to order.

Issued: 12-14-09

Effective: 1-17-10

5. EXCHANGE SERVICES

5.9 PACKAGED SERVICES

5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE

H. QWEST Home Phone (Cont'd)

(N)

3. Rates and Charges

- a. The monthly rates, following, include the rate specified in 5.2.4 of the Exchange and Network Services Price Cap Tariff for residence individual or 5.2.4, preceding, for additional line flat rate service. Where applicable, incremental charges specified in 5.1 of the Exchange and Network Services Price Cap Tariff, apply.
- b. Normal nonrecurring charges associated with the line apply where QWEST Home Phone is provided in association with the installation of a new residence individual or additional flat rate line.
- c. Services or features specified in 5.9.1.H.1.a., preceding may be added or changed without a nonrecurring charge.
- d. Recurring rates and nonrecurring charges specified elsewhere apply to add or change any feature or service not specified in 5.9.1.H.1.a.
- e. The monthly rates that follow do not include the monthly rates and/or per minute charges for the qualifying QWEST Long Distance plans.
- f. QWEST Home Phone packages will be provided at the following rates.

	MAXIMUM MONTHLY RATE	CURRENT MONTHLY RATE
• Per individual or additional flat rate residence line	\$70.00	\$35.00

Issued: 12-14-09

Effective: 1-17-10

13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

13.3 RESIDENCE MAINTENANCE PLANS

A. Description

1. Premises Maintenance Plans are available from the Company for noncomplex residence customers. These noncomplex maintenance plans provide for trouble isolation and maintenance of premises wire and associated jacks located on the customer side of the Network Interface.
2. The following plans are available:

Residence *LINE-BACKER* Service

A premises wire maintenance plan that provides residence customers with inside wire and jack repair, and isolation of trouble. With the exception of a qualifying package customer, ie. *QWEST* Home Phone, each individual line at an address is subject to the per premises, per line (OWM) rate in C., following. Customers with multiple lines at an address may subscribe to *LINE-BACKER* at the per premises rate (OWMPA) in C., following. The per premises rate provides coverage to all lines on the account.

(C)
.....
(C)

Wire Maintenance

A monthly recurring rate per exchange access line, per premises, for maintenance of premises wire.

B. Terms and Conditions

1. Premises Maintenance Plans are subject to a minimum billing period of one month.

Issued: 12-14-09

Effective: 1-17-10

13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

13.3 RESIDENCE MAINTENANCE PLANS

B. Terms and Conditions (Cont'd)

2. When a trouble condition is attributed to the presence of non-standard wiring or installation, only that portion of the wiring, and jacks where the problem exists will be rewired, if necessary, using standard wire, jacks and installation methods. The Company will not entirely rewire the premises even though non-standard wire may have been used on other working jacks. Rewiring work that is required to remedy an existing case of trouble will be performed in a reasonable manner.
3. Coverage of these plans will commence for all new wire maintenance customers without delay on the completion date of a service order as noted on the customer's service record. However, the Plan does not cover trouble which exists prior to establishing telephone service or prior to establishing the Plan. Existing wire maintenance customers moving to a different address may subscribe to the plans without delay; however, at least one jack must be working at the time the service is established. Installation of new jacks and wiring or rewiring of existing jacks will be at Time and Material charges as specified in 13.2, preceding.

C. Rates and Charges

	USOC	MAXIMUM MONTHLY RATE	CURRENT MONTHLY RATE	
• <i>LINE-BACKER</i> Service				
- per premises, per line	OWM	\$14.25	\$6.00	
- per premises	OWMPA	15.00	6.50	(T)
- Discounted[1]	—	15.00	2.99	(N)
• Wire Maintenance	WMR	14.25	6.00	

[1] Discounted rate applies when the per premises *LINE-BACKER* Service is added as an option to a *QWEST* Home Phone package described in 5.9.1 of this Catalog.

(C)
(C)