

Qwest  
1801 California St.  
Suite 900  
Denver, Colorado 80202

NEW APPLICATION



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Qwest  
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Spirit of Service®

ORIGINAL

November 15, 2010

2010 NOV 12 P 12: 06

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

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

**T-01051B-10-0459**

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 add new terms and conditions in Section 14.3.1, Primary Rate Service, related to the use of ISDN Calling Name Delivery (CNAM), an optional central office-based feature available for use with ISDN Primary Rate Service (PRS). These new terms and conditions describe what constitutes inappropriate use of this optional feature and the actions Qwest will take when inappropriate use is detected.

Qwest respectfully requests that these proposed changes become effective January 3, 2011.

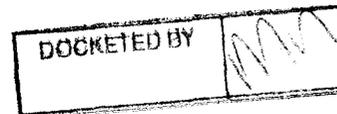
Acknowledgment and date of receipt of this transmittal are requested. A duplicate letter and self-addressed, stamped envelope are attached for this purpose. If you have any questions regarding this filing, please contact me directly.

Sincerely,

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

Arizona Corporation Commission  
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NOV 12 2010



Attachments

Issued: 11-15-10

Effective: 1-3-11

#### 14. INTEGRATED SERVICES DIGITAL NETWORK

##### 14.3 PRIMARY RATE SERVICE OFFERINGS

##### 14.3.1 PRIMARY RATE SERVICE

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

9. PRS customers must subscribe to a minimum of one 23B+D Service Configuration.
10. *DID* numbers associated with PRS are found in 5.3.4, preceding. A *DID* Trunk Termination, also in 5.3.4, preceding, is required for each inward or 2-way B-channel in a PRS.
11. Circuit-Switched Data PRS is intended only for data calls, including video.
12. ISDN PRS may terminate at an Interexchange Carrier Point of Presence (IXC POP) for data service only, terminating on the Internet by an Internet Service Provider (ISP). Voice service may not terminate at the IXC POP.
13. ISDN Calling Name Delivery (CNAM) is an optional central office-based feature available for use with ISDN PRS. ISDN CNAM is provided for use in legitimate telecommunications only. The Company may monitor the customer's usage of this feature to ensure that the customer's use of CNAM is consistent with applicable restrictions and limitations as listed below. Unacceptable use will result in the Company disabling the feature from future use.

Unacceptable use of ISDN CNAM includes, but is not limited to, any of the following situations:

- High volume, short duration calls that show a pattern inconsistent with calls intended for completion at the number called.
- Calls that originate and attempt to terminate or terminate on PRI facilities for the same subscriber at the same physical location.
- Using Caller ID digits other than those belonging to the PRS subscriber.

If the Company has any reason to believe a customer is using ISDN CNAM in an unacceptable manner as defined above, the Company will immediately disable the feature without notice to the customer. Further, once the Company has disabled the ISDN CNAM for reasons of unacceptable use, the feature will not be restored during the life of the PRS service.

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(M) Material moved to Page 36.1.

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#### 14. INTEGRATED SERVICES DIGITAL NETWORK

##### 14.3 PRIMARY RATE SERVICE OFFERINGS

##### 14.3.1 PRIMARY RATE SERVICE

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

##### 14. Cancellation Of Application For Service

(T)(M)

- a. A customer may cancel an order for the installation of service at any time prior to notification by the Company that service is available for the customer's use. The cancellation date is the date the Company receives written or verbal notice from the customer that the order is to be cancelled.
- b. Certain Critical Dates as specified in c., following, are used by the Company to monitor the service order provisioning process. Cancellation charges are based on the estimated costs incurred by the Company at the time the order is cancelled. The Company monitors which Critical Date was last scheduled and determines what percentage of the Company's provisioning costs have been incurred as of that Critical Date. A list of Critical Dates and the number of days between each date is found in the Service Interval Guide.

Costs incurred in conjunction with the provision of Primary Rate Service start on the Application Date as defined in c., following. When the customer cancels an order prior to the Application Date, no charges shall apply. When the customer cancels an order on or after the Application Date, a charge determined as specified in d. and e., following shall apply. When a customer cancels an order or part of an order, on or after the original Service Date, the Cancellation Charge will apply as set forth in d., and e., following.

- c. The Critical Dates monitored by the Company for the purpose of calculating a Cancellation Charge are as follows:

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#### 14. INTEGRATED SERVICES DIGITAL NETWORK

##### 14.3 PRIMARY RATE SERVICE OFFERINGS

##### 14.3.1 PRIMARY RATE SERVICE

C.14.c. (Cont'd)

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- Application Date (APP): The date the customer provides a firm commitment and sufficient information to the Company for order placement. The APP Date is the date the Company enters the order into the Company's order distribution system(s). This is sometimes referred to as the order date.
  - Design Layout Report Date (DLRD): The date the Design Layout Report which contains the design for the service(s) ordered is forwarded to the customer.
  - Plant Test Date (PTD): The date acceptance testing is performed with the customer.
  - Service Date (DD): The date the service is due to be made available to the customer. This is sometimes referred to as the Due Date.
- d. When a customer cancels an order prior to the Service Date, the Company will calculate the Cancellation Charge by multiplying \$1,500.00 by the percentage shown in e., following, based on the last monitored Critical Date which has occurred on the order. When a customer cancels an order, or part of an order, on or after the Service Date, \$1,500.00 plus the minimum billing period charges apply.
- e. The Critical Dates monitored by the Company are as follows:

	APP	DLRD	PTD	DD
	%	%	%	%
• Primary Rate Service	13	44	77	[1]

- f. When a customer cancels an order for the discontinuance of service, no charges apply for the cancellation.
- g. If the Company misses a service date due to circumstances over which it has direct control (excluding, e.g., acts of God, governmental requirements, work stoppages and civil commotions), the customer may cancel an order without incurring cancellation charges.
- h. A request for cancellation after completion of an installation will be treated as a discontinuance of service.

[1] Minimum billing period charges and \$1,500.00 apply when an order is cancelled on or after the original Service Date.