

CenturyLink Communications, LLC d/b/a Lumen Technologies Group
PSC NO. 3 - TELEPHONE
Grandfathered Local Exchange Service
Effective Date: May 17, 2021

Section 3
Leaf 1
Revision: 0
Superseding Revision:

SECTION 3 - GRANDFATHERED BUSINESS SERVICE OFFERING

3.1 LOCAL EXCHANGE SERVICE

The Company's Local Telephone Service provides a customer with the ability to connect to the Company's switching network which enables the customer to:

- place or receive calls to any calling Station in the Local calling area, as defined herein;
- access 911 Emergency Service;
- access the interexchange carrier selected by the customer for interLATA, intraLATA, interstate or international calling;
- access Operator Services
- access Directory Assistance for the local calling area;
- place or receive calls to 800 telephone numbers;
- access Telecommunication Relay Service

The Company's service cannot be used to originate calls to other telephone companies' caller-paid information services (e.g., 900, 976). Calls to those numbers and other numbers used for caller-paid information services will be blocked by the Company's switch. If the customer chooses to have their line unblocked, the customer will be responsible for all charges associated with caller-paid information services.

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100 CenturyLink Drive, Monroe, LA 71203

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Section 3
Leaf 2
Revision: 0
Superseding Revision:

SECTION 3 - GRANDFATHERED BUSINESS SERVICE OFFERING

3.1 LOCAL EXCHANGE SERVICE (Cont'd)

3.1.1 SERVICE AREA

Where facilities are available, the service area is defined by the following Zones, Exchanges, and/or Geographical Areas:

A. New York City Region

Zone 1 The central office designations (1) in that section of the Borough of Manhattan south of a line running east along West 63rd Street to a point approximately 300 feet east of West End Avenue, north to West 64th Street, east on West 64th Street to Amsterdam Avenue, south on Amsterdam Avenue to West 62nd Street, east on West 62nd Street to Columbus Avenue, north on Columbus Avenue to West 63rd Street, east on West 63rd Street to Central Park West, south on Central Park West to Central Park South, east on Central Park South to Fifth Avenue, north on Fifth Avenue to East 64th Street, east on East 64th Street to Third Avenue, north on Third Avenue to East 66th Street, east on East 66th Street to Second Avenue, south on Second Avenue to East 64th Street, east on East 64th Street to York Avenue, south on York Avenue to East 63rd Street and then east along East 63rd Street; and, (2) on Ellis, Governor's and Liberty Islands.

Zone 2 The central office designations in that section of the Borough of Manhattan north of the northern boundary of Zone 1 as defined above and south of a line running east along West 130th Street to Broadway, south along Broadway to West 126th Street, southeast along West 126th Street to Old Broadway, north along Old Broadway to West 129th Street, east along West 129th Street to Amsterdam Avenue, north along Amsterdam Avenue to West 130th Street and east along West 130th Street to East 130th Street.

Zone 3 The following central office designations: 220, 281, 283, 292, 293, 294, 295, 299, 328, 364, 365, 367, 378, 402, 405, 491, 538, 542, 579, 583, 584, 585, 588, 589, 590, 617, 665, 681, 690, 694, 716, 731, 733, 740, 842, 893, 901, 926, 933, 960, 991, 992, 993, and 999.

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Section 3
Leaf 3
Revision: 0
Superseding Revision:

SECTION 3 - GRANDFATHERED BUSINESS SERVICE OFFERING

3.1 LOCAL EXCHANGE SERVICE

3.1.1 SERVICE AREA

A. New York City Region (Cont'd)

Zone 4 (Bronx)

409, 430, 597, 792, 822, 823, 824, 828, 829, 863, 892, 904, 918, and 931.

Zone 5 (Bronx)

231, 320, 324, 325, 379, 405, 515, 519, 543, 547, 548, 549, 601, 652, 653, 654, 655, 671, 796, 798, 881, 882, 884, 885, 920, and 994.

Zone 6 (Brooklyn)

219, 221, 223, 230, 233, 235, 237, 240, 242, 243, 244, 246, 247, 255, 260, 270, 277, 282, 283, 284, 287, 289, 330, 342, 344, 345, 346, 348, 349, 363, 366, 381, 386, 403, 404, 417, 421, 434, 435, 436, 438, 439, 443, 451, 452, 453, 456, 462, 467, 469, 485, 486, 488, 489, 490, 491, 497, 521, 541, 552, 571, 599, 604, 622, 624, 625, 628, 647, 694, 735, 752, 753, 755, 757, 802, 821, 826, 827, 832, 919, 922, 927, 935, 938, 939, 941, 953, 963, 965, 972, 974, and 999.

Zone 7 (Brooklyn)

The central office designations in that section of the Borough of Brooklyn south of the Bay Ridge branch of the Long Island Railroad, (and the area bounded by Second Avenue, 65th Street and Fourth Avenue). New Lots Avenue, Fountain Avenue and Linden Boulevard, on the east by Elderts Lane, on the south by Stanley Avenue and on the west by Crescent Avenue.

Zone 8 (Queens and Riker's Island)

204, 248, 249, 267, 271, 274, 275, 278, 326, 334, 335, 361, 392, 395, 396, 397, 399, 416, 424, 426, 429, 433, 446, 457, 458, 459, 472, 476, 478, 482, 507, 533, 545, 546, 565, 592, 595, 598, 626, 639, 644, 651, 672, 699, 706, 721, 726, 728, 729, 760, 764, 766, 779, 784, 786, 803, 830, 840, 894, 896, 897, 898, 899, 932, 937, 956, and 997.

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Section 3
Leaf 4
Revision: 0
Superseding Revision:

SECTION 3 - GRANDFATHERED BUSINESS SERVICE OFFERING

3.1 LOCAL EXCHANGE SERVICE

3.1.1 SERVICE AREA

A. New York City Region (Cont'd)

Zone 9 (Queens)

321, 353, 357, 358, 359, 445, 460, 461, 463, 539, 670, 746, 762, 767, 886, 939, and 961.

Zone 10 (Queens)

244, 261, 262, 263, 264, 268, 286, 289, 290, 291, 296, 297, 298, 322, 380, 441, 454, 480, 520, 523, 526, 529, 544, 553, 557, 575, 591, 632, 641, 656, 657, 658, 659, 738, 739, 793, 805, 835, 843, 845, 846, 847, 848, 849, 883, 917, 969, 990, and 995.

Zone 11 (Queens)

223, 224, 225, 229, 279, 281, 352, 423, 428, and 631.

Zone 12 (Queens)

217, 276, 341, 343, 347, 463, 464, 465, 468, 470, 479, 481, 525, 527, 528, 712, 723, 740, 776, 831, 895, 949, 962, 977, and 978.

Zone 13 (Queens)

318, 327, 337, 471, 474, 634, 868, and 945.

Zone 14 (Richmond)

273, 350, 351, 354, 370, 390, 442, 447, 448, 698, 720, 727, 761, 816, 876, 979, 980, 981, 983, and 987.

Zone 15 (Richmond)

226, 317, 356, 948, 966, 967, and 984.

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Section 3
Leaf 5
Revision: 0
Superseding Revision:

SECTION 3 - GRANDFATHERED BUSINESS SERVICE OFFERING

3.1 LOCAL EXCHANGE SERVICE 3.1.1 SERVICE AREA (Cont'd)

B. Nassau Region

Zone N1

Great Neck - 466, 482, 487, 773, and 829.
Manhasset - 291, 365, 562, 627, 684, 869, 926, and 974.
Port Washington - 767, 883, and 944.

Zone N2

Floral Park - 326, 327, 328, 352, 354, 355, 358, 437, 488, 574, and 775.

Zone N3

Cedarhurst - 239, 295, 371, 374, and 569.
Valley Stream - 285, 561, 568, 791, 792, 823, 825, and 872.
Lynbrook - 256, 593, 594, 596, 599, and 887.

Zone N4

Brookville - 299, 626, and 629.
Glen Cove - 656, 671, 674, 676, and 759.
Roslyn - 484, 621, 625, and 686.

Zone N5

Garden City - 227, 228, 236, 237, 238, 245, 248, 251, 297, 337, 357, 383, 384, 521, 522, 526, 527, 528, 571, 572, 573, 644, 647, 658, 659, 739, 741, 742, 745, 746, 747, 833, and 925.
Mineola - 222, 229, 294, 535, 663, 873, and 877.
Hempstead - 252, 292, 296, 463, 481, 483, 485, 486, 489, 538, 539, 542, 559, 560, 564, 565, 566, 794, and 824.
Westbury - 332, 333, 334, 335, 338, 428, 683, 832, 876, and 997.

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Section 3
Leaf 6
Revision: 0
Superseding Revision:

SECTION 3 - GRANDFATHERED BUSINESS SERVICE OFFERING

3.1 LOCAL EXCHANGE SERVICE

3.1.1 SERVICE AREA

B. Nassau Region (Cont'd)

Zone N6

Baldwin	-	223
Freeport	-	377, 378, 379, 546, 623, 867, and 868.
Long Beach	-	431, 432, 889, and 897.
Rockville Centre	-	255, 536, 678, 763, 764, and 766.

Zone N7

Oyster Bay	-	624, and 922.
Syosset	-	364, 496, 677, 682, and 921.
Bayville	-	628

Zone N8

Hicksville	-	336, 349, 433, 681, 733, 822, 931, 932, 933, 934, 935, 937, 938, 939, 942, 943, 949, and 954.
Levittown	-	346, 520, 575, 579, 731, 735, and 796.
Plainview	-	576

Zone N9

Massapequa	-	541, 795, 797, 798, and 799.
Wantagh	-	221, 679, 781, 783, 785, and 826.

Exchange

Amityville
Cold Spring Harbor
Farmingdale

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Section 3
Leaf 7
Revision: 0
Superseding Revision:

SECTION 3 - GRANDFATHERED BUSINESS SERVICE OFFERING

3.1 LOCAL EXCHANGE SERVICE 3.1.1 SERVICE AREA (Cont'd)

C. Lower Westchester Region

Zone W1

Yonkers - 375, 376, 377, 378, 379, 423, 476, 963, 964, 965, 966, 968, and 969.

Zone W2

Yonkers
(Eastern Section) - 237, and 776.
Tuckahoe - 337, 395, 771, 775, 779, 792, 793, and 961.
Mount Vernon - 662, 663, 664, 665, 667, 668, and 699.

Zone W3

New Rochelle - 235, 576, 632, 633, 636, 637, and 654.
Pelham - 738

Zone W4

Dobbs Ferry - 674, and 693.
Hastings - 478, and 479.
Irvington - 591

Zone W5

Scarsdale - 282, 472, 721, 722, 723, 725, and 768.

Zone W6

Harrison - 835
Larchmont - 833, and 834.
Mamaroneck - 381, 698, 777, and 899.

Zone W7

Elmsford - 345, 347, 592, 593, 784, 785, 789, and 951.
Tarrytown - 332, 333, 366, 523, 524, and 631.

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Section 3
Leaf 8
Revision: 0
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3.1 LOCAL EXCHANGE SERVICE

3.1.1 SERVICE AREA

C. Lower Westchester Region (Cont'd)

Zone W8

White Plains - 281, 285, 286, 287, 288, 289, 321, 322, 328, 335, 390, 391, 393, 397, 421, 422, 428, 448, 546, 547, 558, 641, 642, 643, 644, 645, 646, 649, 681, 682, 683, 684, 686, 694, 696, 697, 761, 890, 946, 948, 949, 971, 976, 993, and 997.

Zone W9

Port Chester - 251, 253, 933, 934, 935, 937, and 939.
Rye - 921, 925, and 967.

D. Upper Westchester Region

Exchanges

Armonk Village	Lewisboro
Bedford Village	Mahopac
Birchwood	Mount Kisco
Brewster	North Salem
Carmel	Ossining
Chappaqua	Patterson
Cold Spring	Peekskill
Croton Falls	Pleasantville
Croton-on-Hudson	Pound Ridge
Garrison	South Salem
Katonah	Yorktown Heights
Lakeland	

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Section 3
Leaf 9
Revision: 0
Superseding Revision:

SECTION 3 - GRANDFATHERED BUSINESS SERVICE OFFERING

3.1 LOCAL EXCHANGE SERVICE 3.1.1 SERVICE AREA (Cont'd)

E. Rockland Region

Exchanges

Congers
Greenwood Lake
Haverstraw
Highland Falls
Nanuet
New City
Nyack

Pearl River
Piermont
Sloatsburg
Spring Valley
Suffern
Tuxedo

F. West Suffolk Region

Exchanges

Babylon
Bay Shore
Bayport
Bellport
Brentwood
Central Islip
Commack
Deer Park
East Fire Island
Fire Island
Huntington
Islip
Kings Park

Lindenhurst
Midland
Northport
Patchogue
Port Jefferson
Ronkonkoma
Sayville
Selden
Smithtown
Saint James
Stony Brook
Nest Commack

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Section 3
Leaf 10
Revision: 0
Superseding Revision:

SECTION 3 - GRANDFATHERED BUSINESS SERVICE OFFERING

3.1 LOCAL EXCHANGE SERVICE 3.1.1 SERVICE AREA (Cont'd)

G. East Suffolk Region

Exchanges

Amagansett
Atlantic
Bridgehampton
Center Moriches
East Hampton
Eastport
Greenport
Hampton Bays
Jamesport
Mattituck
Montauk Point
Orient

Peconic
Quoque
Riverhead
Sag Harbor
Shelter Island
Shoreham
Southampton
Southold
Wading River
Water Mill
West Hampton
Yaphank

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Section 3
Leaf 11
Revision: 0
Superseding Revision:

SECTION 3 - GRANDFATHERED BUSINESS SERVICE OFFERING

3.1 LOCAL EXCHANGE SERVICE (Cont'd)

3.1.2 LOCAL LINE

Local Line provides the customer with a single, voice-grade communications channel. Each Local Line will include a telephone number.

- A. Line Types: Each Local Line customer may choose from the following line types:

Line - Loop Start

PBX Trunk - Ground Start

- B. Optional Features: A customer may order the following optional features. Business rates are set forth in the attached Addendum.

Call Return

Caller ID - Number Only

Variable Call Forwarding

Per Call Restrict

Call Waiting

All Call Restrict

Three Way Calling

Call Trace

Caller ID - Name and Number

Call Forward - Busy/No Answer

Touch Tone

Remote Call Forwarding

Call Forward - Busy Line

Call Forward - Three-Way Calling

Call Waiting - Call Forwarding - Three-Way Calling

Call Forward - Don't Answer

Usage Adjustment Change/Call Forward

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Section 3
Leaf 12
Revision: 0
Superseding Revision:

SECTION 3 - GRANDFATHERED BUSINESS SERVICE OFFERING

3.1 LOCAL EXCHANGE SERVICE

3.1.2 LOCAL LINE (Cont'd)

C. Local Line Rates and Charges

A local customer will be charged applicable Nonrecurring Charges, Monthly Recurring Charges and usage charges as set forth in the attached Grandfathered Local Exchange Service Addendum, following.

1. Nonrecurring Charges:

	MINIMUM	MAXIMUM
• Connection Charges:		
- Line - Loop Start	\$37.50	\$300.00
- PBX Trunk - Ground Start	37.50	300.00

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Section 3
Leaf 13
Revision: 0
Superseding Revision:

SECTION 3 - GRANDFATHERED BUSINESS SERVICE OFFERING

3.1 LOCAL EXCHANGE SERVICE

3.1.2 LOCAL LINE

C.1. Nonrecurring Charges (Cont'd)

	MINIMUM	MAXIMUM
Service Charge (per customer order) (Applies for all work or services ordered to be provided at one time, on the same premises for the same customer.)	\$15.00	\$150.00
Record Order Charge (per customer request) (Applies to the receiving, recording, and processing of customer requests for service.)	10.00	100.00
Central Office Line or Port Charge	25.00	135.00
Line or Port Change Charge (Applies per line or port to each change in type, grade or class of service to each change of telephone number of individual, auxiliary lines or ports, and trunks and trunk ports.)	7.50	75.00

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Effective Date: May 17, 2021

Section 3
Leaf 14
Revision: 0
Superseding Revision:

SECTION 3 - GRANDFATHERED BUSINESS SERVICE OFFERING

3.1 LOCAL EXCHANGE SERVICE

3.1.2 LOCAL LINE

C. Local Line Rates and Charges (Cont'd)

2. Recurring Charges:

	MINIMUM	MAXIMUM
• Line (Loop Start - per line)	\$4.06	\$32.46
• PBX Trunks (Ground Start)	4.06	32.46
- Touch Tone:		
Line	0.00	2.50
PBX	0.00	2.50

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Effective Date: May 17, 2021

Section 3
Leaf 15
Revision: 0
Superseding Revision:

SECTION 3 - GRANDFATHERED BUSINESS SERVICE OFFERING

3.1 LOCAL EXCHANGE SERVICE

3.1.2 LOCAL LINE (Cont'd)

D. Optional Features

New local customers initially ordering any of these features will not be billed an installation charge. A subsequent change order to add additional features will incur a \$5.00 per line installation fee. The monthly charge will be billed on a per line, per month basis, unless otherwise indicated.

	MINIMUM	MAXIMUM
• Call Return (per activation)	\$0.10	\$ 2.00
• Caller ID - Number Only	2.13	17.00
• Caller ID - Name and Number	2.38	19.00
• Call Trace (per activation)	0.38	3.00
• Variable Call Forwarding	0.59	6.70
• Call Forward - Busy/No Answer	0.25	6.00
• Call Forward - Busy Line	0.25	6.41
• Call Forward - Three-Way Calling	0.25	14.70
• Remote Call Forwarding	8.95	35.80
• Call Waiting	0.59	14.70
• Call Forward - Don't Answer	0.25	9.00

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Grandfathered Local Exchange Service
Effective Date: May 17, 2021

Section 3
Leaf 16
Revision: 0
Superseding Revision:

SECTION 3 - GRANDFATHERED BUSINESS SERVICE OFFERING

3.1 LOCAL EXCHANGE SERVICE (Cont'd)

3.1.3 LOCAL AND INTRALATA OUTBOUND USAGE RATES

Following are the rates that will apply to all outgoing direct-dialed calls placed to Stations within the caller's local exchange area, as defined herein. These charges are in addition to the monthly line/trunk rates set forth in the attached Addendum.

A. Per Minute Usage Rate: Rates are set forth below.

	MINIMUM		MAXIMUM	
	DAY	NON-DAY	DAY	NON-DAY
Local	\$0.00	\$0.00	\$0.25	\$0.25

IntraLATA See CLC's P.S.C. Tariff No. 1 - Telephone for the appropriate Per minute usage rates.

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Section 3
Leaf 17
Revision: 0
Superseding Revision:

SECTION 3 - GRANDFATHERED BUSINESS SERVICE OFFERING

3.1 LOCAL EXCHANGE SERVICE (Cont'd)

3.1.4 TIMING OF LOCAL EXCHANGE CALLS

All local calls will be rated in initial sixty (60) second increments with additional sixty (60) second increments.

For station to station calls, call timing begins when a connection is established between the calling telephone and the called telephone station.

For person to person calls, call timing begins when connection is established between the calling person and the particular person, station or mobile unit specified or an agreed alternate.

Call timing ends when the calling station "hands up", thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Company operator.

A. Time Periods Defined

Day: 8:00 a.m. to, but not including 5:00 p.m.
Monday through Friday

Non-Day 5:00 p.m. to, but not including 8:00 a.m.
Monday through Friday, all day Saturday
and Sunday, and all Holidays.

Holidays include Christmas, New Year's Day, Thanksgiving, Independence Day, and Labor Day.

All times refer to local time.

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Section 3
Leaf 18
Revision: 0
Superseding Revision:

SECTION 3 - GRANDFATHERED BUSINESS SERVICE OFFERING

3.2 DIRECTORY ASSISTANCE

A customer may obtain Directory Assistance in determining telephone numbers within its local calling area by calling the Directory Assistance operator.

Each call to Directory Assistance will be charged as follows:

	MINIMUM	MAXIMUM
• Per Call	\$0.1125	\$0.9000

The customer may request a maximum of two telephone numbers per call to Directory Assistance service.

A customer who has accessed the Directory Assistance operator will have the option of having their call completed either by an operator or by depressing a specific digit on a touch-tone telephone. The charge per call completion is as follows:

	MINIMUM	MAXIMUM
• Per Call Completion	\$0.0875	\$0.7000

A credit will be given for calls to Directory Assistance as follows:

- The customer experiences poor transmission or is cut-off during the call; or
- The customer is given an incorrect telephone number.

To obtain such a credit, the customer must notify its Customer Service representative within 24 hours of occurrence.

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Section 3
Leaf 19
Revision: 0
Superseding Revision:

SECTION 3 - GRANDFATHERED BUSINESS SERVICE OFFERING

3.3 OPERATOR ASSISTANCE

A customer may obtain the assistance of a local operator to complete local exchange telephone calls in the following manner. Rates applicable to the following services are set forth in the attached Addendum.

Third Number Billing: Provides the customer with the capability to charge a local call to a third number which is different from the called or calling party. The party answering at the third number has the option to refuse acceptance of the charges in advance or when queried by the operator.

Collect Calls: Provides the customer with the capability to charge a call to the called party. On the operator announcement of a collect call, the called party has the option to refuse acceptance of charges in advance or when queried by the operator.

Calling Cards: Provides the customer with the capability to place a call using a calling card of an Interexchange Carrier with or without the assistance of an operator.

Person to Person: Calls completed with the assistance of any operator to a particular Station and person specified by the Caller. The call may be billed to the called party.

Station to Station: Calls complete with assistance of an operator to a particular Station. The call may be billed to the called party.

General Assistance: The customer has the option to request general information from the operator, such as dialing instructions, country or city codes, area code information and Customer Service 800 Telephone numbers, but does not request the operator to complete a call.

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Grandfathered Local Exchange Service
Effective Date: May 17, 2021

Section 3
Leaf 20
Revision: 0
Superseding Revision:

SECTION 3 - GRANDFATHERED BUSINESS SERVICE OFFERING

3.3 OPERATOR ASSISTANCE (Cont'd)

3.3.1 OPERATOR ASSISTED SURCHARGES

The following surcharges will be applied on a per call basis.

	MINIMUM	MAXIMUM
• Third Number Billing	\$0.3325	\$2.66
• Collect Calling	0.3950	3.16
• Person to Person	0.8725	6.98
• Station to Station	0.3950	3.16

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100 CenturyLink Drive, Monroe, LA 71203

CenturyLink Communications, LLC d/b/a Lumen Technologies Group
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Grandfathered Local Exchange Service
Effective Date: May 17, 2021

Section 3
Leaf 21
Revision: 0
Superseding Revision:

SECTION 3 - GRANDFATHERED BUSINESS SERVICE OFFERING

3.4 DIRECTORY LISTINGS

The Company shall provide for a single directory listing, termed the primary listing, in the telephone directory published by the dominant local exchange service provided in the customer's exchange area of the Station number which is designated as the customer's main billing number. Directory listings of additional Company Station numbers, other than the customer's main billing number, associated with a customer's service will be provided for a monthly recurring charge per listing.

The Company reserves the right to limit the length of any listing in the directory by the use of abbreviations when, in its judgment, the clearness of the listing or the identification of the customer is not impaired thereby. Where more than one line is required to properly list the customer, no additional charge is made.

The Company may refuse a listing which is known to constitute a legally authorized or adopted name, obscenities in the name, or any listing which, in the opinion of the Company, is likely to mislead or deceive calling persons as to the identity of the listed party, or is contrived name used for advertising purposes or to secure a preferential position in the directory or is more elaborate than is reasonable necessary to identify the listed party. The Company, upon notification to the customer, will withdraw any listing which is found to be in violation of its rules with respect thereto.

Each listing must be designated Government or Business to be placed in the appropriate section of the directory. In order to aid the user of the directory, and to avoid misleading or deceiving the calling party as to the identity of the listed party, only business listings may be placed in the Business Section and only residential listings in the Residential Section. The Company, upon notification to the customer, will withdraw any listing which is found to be in violation of its rules and respect thereto.

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3.5 EMERGENCY SERVICES

Both Basic and Enhanced 911 (E911) allow customers to reach appropriate emergency services including police, fire and medical services. Subject to availability, Enhanced 911 has the ability to selectively route an emergency call to the primary E911 provider so that it reaches the correct emergency service located closest to the caller. In addition, the customer's address and telephone information will be provided to the primary E911 provider for display at the Public Service Answering Point (PSAP).

Charges:

Basic/Enhanced Pass through of Municipality charge

3.6 PRESUBSCRIPTIONS-2 (PIC-2)

PIC-2 allows customers to presubscribe to their carrier of choice for intraLATA calls, without dialing the Access Code. The rates specified in the attached Addendum will apply each time the customer requests a change to their intraLATA PIC, subsequent to the initial designation.

InterLATA Presubscription is available pursuant to the Company's Rates and Services Schedule Interstate No. 3.

Charges:

	MINIMUM	MAXIMUM
• PIC Change Charge	\$0.00	\$1.50

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3.7 RESERVED FOR FUTURE USE

3.8 TELECOMMUNICATIONS RELAY SERVICE (TRS)

Enables deaf, hard-of-hearing or speech-impaired persons who use a Text Telephone (TT) or similar devices to communicate freely with the hearing population not using TT and visa versa. A customer will be able to access the state provider(s) to complete such calls.

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