



July 10, 2017

Advice No. C37-2017

Filing Center
Oregon Public Utility Commission
PO BOX 1088
Salem OR 97308-1088

Attention: Filing Center

Pursuant to ORS 759.250, Qwest Corporation, d/b/a CenturyLink QC is filing notification of a Special Contract for ISDN Primary Rate Service (PRS). ISDN PRI Service is included as part of a CenturyLink Total Advantage™ Express Agreement which is provided by Qwest Communications Company (QCC) LLC, d/b/a CenturyLink QCC. This agreement was signed on May 11, 2017. ISDN PRS is the only local regulated service in this contract.

Due to the competitive nature of this Special Contract, the information provided in Attachment C contains commercially valuable information and/or trade secrets and is submitted to Staff in confidence pursuant to ORS 192.501 and ORS 192.502. We understand that you will notify us prior to release of any such information in sufficient time to seek a protective order from the Commission or to otherwise preserve its confidentiality.

We enclose one complete copy of the contract and amendment which contains confidential information for Staff review. As provided by the provisions of ORS 759.250(6), CenturyLink requests this information not be publicly disclosed. Confidential information has been removed from the additional copies included in this filing for public disclosure.

Please direct any questions or concerns regarding this filing to me at (318) 360 2812.

Yours very truly,

A handwritten signature in cursive script that reads "Michelle Lyn Rivers".

Michelle "Chelle" Lyn Rivers
cc: Phil Grate, CenturyLink
Attachments

MICHELLE "CHELLE" LYN RIVERS
Tariff Analyst
Michelle.L.Rivers@Centurylink.com
100 CenturyLink Drive
Monroe, LA, 71203
voice: (318) 360-2812

ISDN PRS
CONTRACT OPPORTUNITY # 53578265
CONTRACT SUMMARY

Type Of Agreement: New Request: X Renewal: ____ Addition: ____

Term Of Agreement: The term of the contract is 36 months

Effective Date: May 11, 2017

ISDN PRIMARY RATE SERVICE (PRS)

Service Description:

ISDN Primary Rate Service (PRS) is a digital four-wire full duplex transmission path between ISDN-compatible Customer Premises Equipment (CPE) and an ISDN-equipped central office.

Description of Offer:

Customer receives a price discount in Oregon for the business service noted above. All other terms and conditions of this contract are offered in accordance with the Oregon QC Exchange and Network Services Price List.

Unit Price:

Service:	ISDN Primary Rate
Number of Arrangements:	1
Monthly Unit Price:	\$375.00

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I. CONTRACT ANALYSIS

- a. Please provide the rationale and justification for creating a special class of service. The rationale must include a discussion as to why no previously approved class of service (contract or tariff) is acceptable to the Customer for whom the utility proposes a special class of service. Determination of a special class of service must be based on the following:

The quantity of service used, the time when used, the purpose for which used, the existence of price competition or a service alternative, the services being provided, the conditions of service, or any other reasonable consideration.

Answer:

Current tariffs for services included in the contract do not provide pricing recognizing this customer's volume of service and commitment to retain service across CenturyLink's territory. The total volume of facilities being ordered by the customer justifies going beyond the standard terms offered in the tariff for similar services. Competitive alternatives such as resale of CenturyLink QC service are available to customers.

- b. The number of similarly situated Customers who should receive the same terms and conditions. Also, include the number of billing units for those Customers.

Answer:

All similarly situated customers should receive the same terms and conditions.

- c. If there are other similarly situated Customers who should not receive the same terms and conditions, explain the differences between those Customers and the special contract Customer.

Answer:

Not applicable; all similarly situated customers should receive the same offer.

- d. Summarize termination clause in the contract that protects CenturyLink if the customer stops the service early and CenturyLink does not recover initial costs.

Answer:

Termination Liability applies per the Oregon QC Exchange and Network Services Price List.

ISDN PRS
CONTRACT OPPORTUNITY # 53578265
CONTRACT SUMMARY

e. Was there a Request for Proposal? Please describe.

Answer:

CenturyLink negotiated with this customer for ISDN PRI services.

f. Are there competitive alternatives? If yes, who are the competitive providers and what services do they offer?

Answer:

Yes. Almost all Competitive Local Exchange Companies offer this common business service.

CENTURYLINK® TOTAL ADVANTAGE® EXPRESS – AGREEMENT – Summary Page

This CenturyLink® Total Advantage® Express Agreement is between CenturyLink Sales Solutions, Inc. as contracting agent on behalf of the applicable CenturyLink company providing the Services under this Agreement ("CenturyLink") and [REDACTED] ("Customer" or "You"). The name of the CenturyLink operating company providing Services to Customer is listed in the service-specific terms and conditions. CenturyLink may withdraw this offer if Customer does not execute and deliver the Agreement to CenturyLink on or before **May 27, 2017** ("Cutoff Date"). Using CenturyLink's electronic signature process for the Agreement is acceptable.

1. Services. CenturyLink provides Services under the terms of this CenturyLink Total Advantage Express Agreement and Summary Page including (a) the Terms and Conditions following the signature block, as more fully described in "Section I. General Terms and Conditions" of the Detailed Terms and Conditions ("DT&C") at: <http://www.centurylink.com/legal/DT&C/v74.pdf>, (b) the service-specific terms and conditions applicable to the Services in "Section II. Additional Service-Specific Terms and Conditions" of the DT&C, and (c) the supplemental terms and conditions (if any) for which links have been provided below the pricing table(s) in this Agreement or in a valid CenturyLink quote that references this Agreement (collectively the "Agreement.") Provisions that are applicable to a specific CenturyLink company are so indicated. All general provisions are applicable to services provided by the CenturyLink company providing the Services under this Agreement. For an interim period of time until all work is completed to update the Service-specific provisions, various on-line offer provisions, Tariffs and other terms and conditions incorporated by attachment or reference into this Agreement, all references to Qwest Communications Company, LLC mean CenturyLink Communications, LLC f/k/a Qwest Communications Company, LLC.

The following Services are incorporated into the Agreement:

FIBER + INTERNET BUNDLE

FIBER + INTERNET BUNDLE – 36 MONTH SERVICE TERM			
Service Address	Bundle Details	MRCs per Bundle	NRCs per Bundle
[REDACTED] DR 97201	Internet Port 1,000Mbps (1Gbps) 24x7 Pro-MET® On-Site Premium Service Pro configuration management	[REDACTED]	\$0.00
	Local Access 1,000Mbps (1Gbps)		\$0.00
	Location Total:		\$0.00

- CenturyLink provides Services under these additional service-specific terms and conditions incorporated into the Agreement by this reference: (a) Fiber + Internet Bundle provisions ("Bundle Provisions") found at: <http://www.centurylink.com/legal/ctae/MTU/fiberplusinternet/v15.pdf> and (b) the CenturyLink IQ Networking, Local Access and Rental CPE service-specific sections ("Service Provisions") in the DT&C.
- 24x7 Pro-MET® On-Site Premium Service is subject to availability.

IP Connection. CenturyLink will, as part of the Service provisioning process, identify for Customer whether its Local Access technology is IP Connection as described in the service-specific terms section of the DT&C. When purchasing IP Connection, Customer agrees that it will use the IP Connection attached to a CenturyLink IQ Networking Internet Port only for the provision of either: (i) wireline broadband Internet access (as defined in applicable Federal Communications Commission orders and regulations), or (ii) wireline broadband Internet access plus additional information services, with wireline broadband Internet access constituting a principal use. If the IP Connection is attached to a CenturyLink IQ Networking Private Port, Customer must, so long as the Private Port is used, either: (i) have entered into an agreement or amendment directing Customer to the Network-Based Security ("NBS") service-specific terms section of the DT&C and use at least one NBS instance per CUG (closed user group) that includes that Private Port or (ii) use the Private Port in conjunction with an interconnected Internet Port in a multi-site configuration. In either case, Customer agrees the arrangement will be configured so that each Private Port connection will be used consistent with the wireline broadband Internet access usage limitations noted above.

The package/bundle pricing includes rental equipment that CenturyLink will provide while Customer purchases the Services from CenturyLink. CenturyLink may provide equipment from various manufacturers at its discretion.

Customer is currently eligible to receive the following optional CenturyLink business applications provided by CenturyLink affiliate Savvis Communications Corporation and its affiliates with the Fiber + Internet Package at no additional charge. This offering may be modified or discontinued for future Fiber + Internet Package purchases. You will receive a URL and log-in credentials to access your business applications. When you first log in to the Management Console, you will be asked to accept the terms and conditions before activating the applications. The optional business applications are governed by the business applications terms and conditions also found at <https://apps.centurylink.com/terms-conditions> and not by this Agreement.

Optional Business Applications Included at No Additional Charge	Quantity/Details
Microsoft Office 365 from CenturyLink	10 Business Essential licenses, includes email w/ 50GB storage
Basic Web Hosting with Site Builder Tools	5GB Storage
DNS Registration	1 Included
Data Backup for PC and Laptop (not applicable to servers)	10 Licenses at 10GB each

CENTURYLINK® TOTAL ADVANTAGE® EXPRESS – AGREEMENT – Summary Page

Cloud Fax	20 Inbound/Outbound Pages
Search Engine Submission	Attracta

Customer may purchase additional services at the following website: <https://apps.centurylink.com/login>. Additional charges will apply

CenturyLink TS Services

The following additional terms and conditions apply to CenturyLink TS Services and are incorporated herein by reference: the General Terms Applicable to All Services and the CenturyLink TS service-specific sections ("Service Provisions") in the DT&C.

See separate Service Order or SOW for specific CenturyLink TS Services and pricing details

HOSTED VOIP SERVICE and CENTURYLINK IQ® SIP TRUNK SERVICE

CenturyLink will charge Customer, and Customer will pay the rates set forth below and in a valid signed CenturyLink issued quote for Service, if a available, which will reference this Agreement. If a quote is used, the Service Term is set forth in the quote.

CenturyLink provides Services under these additional service-specific terms and conditions incorporated into the Agreement by this reference: the CenturyLink® Hosted VoIP and CenturyLink IQ® SIP Trunk service-specific section ("Service Provisions") in the DT&C.

PENNIES FOR YOUR LD OFFER

The following pricing is subject to the Pennies for Your LD Offer Terms located at:

<http://www.centurylink.com/legal/ctae/penniesoffer/v2.pdf>

Monthly Contributory Minutes	Domestic Dedicated Long Distance Per Minute Rate Offer Code LD2015DED		Domestic Switched Long Distance Per Minute Rate Offer Code LD2015SW		Domestic IP Long Distance Per Minute Rate Offer Code LD2015IP	
	Interstate	Intrastate	Interstate	Intrastate	Interstate	Intrastate
0 - 39,999						
40,000 - 100,000						
100,001 - 250,000						
250,001+						

CENTURYLINK SELECT ADVANTAGE PRODUCTS AND SERVICES (CPE and PROFESSIONAL SERVICES)

The following additional terms and conditions apply to CPE Products & Services and Professional Services and are incorporated herein by reference: the General Terms Applicable to All Services and CPE Products & Services; Professional Services sections in the DT&C.

Customer is purchasing CPE Products & Services and/or Professional Services under this Agreement. The pricing for Products and Services ordered under this Agreement will be itemized on a Purchase Order or SOW subject to this Agreement.

VP CHECKBOOK CREDIT OFFER FOR ELIGIBLE BUNDLES, PACKAGES OR SERVICE

Customer is eligible to receive the following credits on the Eligible Bundles, Packages or Service listed in the VP Checkbook Credit Table below or in a CenturyLink-approved valid quote. Terms and conditions applicable to this VP Checkbook credit are located at the following URL: <http://www.centurylink.com/legal/mgctae/VPCCredit.pdf> and are incorporated herein. CenturyLink reserves the right to amend the terms and conditions effective upon posting to the Web site. Customer's continued receipt of the VPC Credit Offer constitutes acceptance of those changes.

VP Checkbook Credit Table

Eligible Bundle / Package / Service	Bundle / Package Description	Service Term	Credit Amount ¹ per Month	Credit Period ²
Fiber + Internet Bundle at [REDACTED] DR 97201	Internet Port 1,000Mbps (1Gbps), Pro Configuration, 24x7 Pro-MET® On-Site Premium Service	36 Months	[REDACTED]	1 Month

CENTURYLINK® TOTAL ADVANTAGE® EXPRESS – AGREEMENT – Summary Page

Total Credits per Month for All Eligible Bundles / Packages / Service: [REDACTED]

¹ Credit amount shown is the credit applicable to Eligible Service or to a single Eligible Bundle or Eligible Package purchased by Customer of the type indicated. If applicable, separate lines in the table will be shown for each Eligible Bundle and Eligible Package. Credit Amount excludes any taxes, fees and surcharges.

² Credit(s) shown in this table will cease upon expiration of the Credit Period.

2. Rates

2.1 Rate Changes. Rates apply only for the above Services and Service Address(es) and will not apply if Customer moves a Service Address or changes any of the Bundle or Service Details. The rates for Local Access Service and CPE Purchase may be subject to valid quote forms, which control if they conflict with the rates listed on this Summary Page, all of which are subject to change.

2.2 Additional Charges. Additional charges may apply. Rates and charges for Service elements not identified appear in the applicable terms and conditions. Rates do not include foreign, federal, state or local taxes, surcharges, fees, EAS, Zone, CALC, or other similar charges.

3. Term and Termination.

3.1 Term. This Agreement is effective on the date all parties have signed below ("Effective Date") and continues until expiration of all Orders placed under this Agreement. Service Terms begin on their Start of Service Date and automatically renew unless terminated by either party. The Start of Service Date, renewal periods and renewal period rates are described in the DT&C, Bundle or Package Provisions, Service Provisions, or in an applicable Tariff, RSS or ISS.

3.2 Termination. If Customer gives notice of cancellation or termination, disconnects any portion of a Service or otherwise breaches this Agreement resulting in the termination of a Service before the end of the applicable Service Term, Cancellation Charges will apply as set forth in the applicable terms and conditions.

5. Amendments. At CenturyLink's sole discretion, the parties may amend the Agreement to add additional CenturyLink services. Except as otherwise expressly permitted in the Agreement, amendments must be in writing and signed by both parties' authorized representatives.

CUSTOMER [REDACTED]

[REDACTED]

Authorized Signature

[REDACTED]

Name Typed or Printed

[REDACTED]

Title

Date 5/8/2017

CENTURYLINK SALES SOLUTIONS, INC.

DocuSigned by:

Geniece McColgan

Authorized Signature

Geniece McColgan

Name Typed or Printed

Sales Manager

Title

Date 5/11/2017

911 EMERGENCY SERVICE ACKNOWLEDGMENT:

Customer Initials: [Signature] I ACKNOWLEDGE THAT I HAVE READ AND UNDERSTAND THE 911 LIMITATIONS IN THE "911 EMERGENCY SERVICES-VOIP" SECTION OF THE TERMS AND CONDITIONS APPLICABLE TO ALL SERVICES, AND IN THE PROVISIONS APPLICABLE TO MY VOIP SERVICE ("VOIP PROVISIONS") IN THE DT&C AT <http://www.centurylink.com/legal/DTciv74.pdf>.

Customer's Address for Notices: [REDACTED] OR 97201-4945;
Customer's Facsimile Number: [REDACTED]

CENTURYLINK® TOTAL ADVANTAGE® EXPRESS – AGREEMENT – Summary Page

TERMS AND CONDITIONS

1. Additional Terms and Conditions. Customer understands that the DT&C and other provisions identified in this Agreement ("Other Provisions") contain additional important terms and conditions that apply to the Services, including, among other things, confidentiality obligations, disclaimer of warranties, indemnification, shortfall charges, minimum-service terms, early termination charges, and jury-trial and class-action waiver.

2. Payment. Customer must pay all charges within 30 days of the invoice date except for CenturyLink QC charges, which Customer must pay by the due date on the invoice. Charges not paid by their due date are subject to late payment charge of the lesser of 1.5% per month or the maximum rate allowed by law or required by Tariff. In addition to payment of charges for Services, Customer must also pay CenturyLink any applicable Taxes (which is defined in the DT&C and may include surcharges, fees, and other similar charges) assessed in connection with Services. Customer's payments to CenturyLink must be in the form of electronic funds transfer (via wire transfer or ACH), cash payments (via previously-approved CenturyLink processes only), or paper check.

3. Notices.

(a) All notices must be in writing. Notices are deemed given if sent to the addressee specified for a party either (i) by registered or certified U.S. mail, return receipt requested, postage prepaid, three days after such mailing; or (ii) by national overnight courier service, next business day; or (iii) by facsimile when delivered if duplicate notice is also sent by regular U.S. Mail.

(b) **Service Notices.** All Customer notices for Service disconnect and termination must be sent via e-mail to: CenturyLink, Attn.: BusinessDisconnects@centurylink.com, except that for Services purchased under the CPE Products & Services; Professional Services Section of the DT&C Customer notice must be provided to the customer care number specified on Customer's invoice, and must contain the account name, account number, identification of the Service(s), and Service address(es). Such disconnect and termination is effective 30 days after CenturyLink's receipt of the notice, unless a longer period is otherwise required by Service-specific Terms and Conditions below. Customer's notice of non-renewal for Services must be sent via e-mail to: CenturyLink, Attn.: CenturyLink NoRenew, e-mail: Norenew@centurylink.com. All Customer notices for other routine operational notices will be provided to its CenturyLink sales representative. Failure to provide disconnect, termination and non-renewal notices in accordance with the terms of this Agreement may result in continued charges, and CenturyLink will not credit charges for such noncompliance.

(c) **Legal Notice.** All legal notices required to be given under the Agreement will be in writing and provided to CenturyLink at: 931 14th Str., #900, Denver, CO 80202; Fax: 888-778-0054; Attn.: Legal Dept., and to Customer as provided in the Agreement or in its absence, to Customer's address reflected in CenturyLink's records Attn. General Counsel.

4. Credit Approval. Provision of Services is subject to CenturyLink's credit approval of Customer. As part of the credit approval process, CenturyLink may require Customer to provide a deposit or other security. Additionally during the Term, if Customer's financial circumstance or payment history becomes reasonably unacceptable to CenturyLink, CenturyLink may require adequate assurance of future payment as a condition of continuing CenturyLink's provision of Services. Customer's failure to provide adequate assurances required by CenturyLink is a material breach of the Agreement. CenturyLink may provide Customer's payment history or other billing/charge information to credit reporting agencies or industry clearinghouses.

5. Disclaimer of Warranties. EXCEPT AS EXPRESSLY PROVIDED IN THE AGREEMENT, ALL SERVICES AND PRODUCTS ARE PROVIDED "AS IS." CENTURYLINK DISCLAIMS ALL EXPRESS OR IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO ALL WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT. CENTURYLINK MAKES NO WARRANTIES OR REPRESENTATIONS THAT ANY SERVICE WILL BE FREE FROM LOSS OR LIABILITY ARISING OUT OF HACKING OR SIMILAR MALICIOUS ACTIVITY, OR ANY ACT OR OMISSION OF THE CUSTOMER.

6. Limitations of Liability. The remedies and limitations of liability for any claims arising between the parties are set forth below.

(a) **Consequential Damages.** NEITHER PARTY OR ITS AFFILIATES, AGENTS, OR CONTRACTORS IS LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES OR FOR ANY LOST PROFITS, LOST REVENUES, LOST DATA, LOST BUSINESS OPPORTUNITY, OR COSTS OF COVER. THESE LIMITATIONS APPLY REGARDLESS OF THE LEGAL THEORY UNDER WHICH SUCH LIABILITY IS ASSERTED AND REGARDLESS OF FORESEEABILITY.

(b) **Claims Related to Services.** For Customer's claims related to Service deficiencies or interruptions, Customer's exclusive remedies are limited to: (a) those remedies set forth in the SLA for the affected Service or (b) the total MRCs or usage charges paid by Customer for the affected Service in the one month immediately preceding the event giving rise to the claim if an SLA does not apply.

(c) **Personal Injury; Death; Property Damages.** For claims arising out of personal injury or death to a party's employee, or damage to a party's real or personal property, that are caused by the other party's negligence or willful misconduct in the performance of the Agreement, each party's liability is limited to proven direct damages.

(d) **Other Direct Damages.** For all other claims arising out of the Agreement, each party's maximum liability will not exceed in the aggregate the total MRCs and usage charges paid by Customer to CenturyLink under the Agreement in the three months immediately preceding the event giving rise to the claim ("Damage Cap"). The Damage Cap will not apply to a party's indemnification obligations or Customer's payment obligations under the Agreement.

7. 911 Emergency Services-VoIP. You are purchasing a VoIP service (Hosted VoIP and CenturyLink IQ SIP Trunk Service, Analog VoIP Service, SIP Trunk Service, Managed Office Service, Managed Office Essentials, Core Connect, or HCS Service) from CenturyLink. The Federal Communications Commission (FCC) requires us to inform you about possible limitations to 911 access when using VoIP. VoIP is provided through an Internet connection rather than over the traditional phone network. This presents special challenges for 911 service. It is important for you to understand those challenges and your responsibilities. Below are some specific limitations of 911-calling with your service. Please see additional important limitations in the [VoIP Provisions](#). **CENTURYLINK RECOMMENDS THAT YOU AND YOUR END USERS ALWAYS HAVE AN ALTERNATIVE MEANS OF ACCESSING 911 SERVICES.**

 **POTENTIALLY HAZARDOUS SITUATION WHICH IF NOT AVOIDED COULD RESULT IN DEATH OR SERIOUS INJURY. PLEASE READ THIS SECTION CAREFULLY, AND INITIAL THE 911 ACKNOWLEDGEMENT.**

(a) **Location Limitations.** (including choice of telephone number (TN)). 911 emergency services may not be available or may be sent to an incorrect emergency service provider under certain circumstances, including: (i) when your service is initially installed - on average less than 24 hours, but possibly up to 72 hours due to the time required to update 911 databases; (ii) if you use your service at a location other than where it was originally installed, or if you move your handset or soft phone ("Device") without following processes designated by CenturyLink. **Note:** Some, but not all, CenturyLink VoIP services allow temporary moves of your Device. If temporary moves are permitted, your VoIP Provisions include the process required to temporarily change your 911 address. The FCC makes it your responsibility to keep your location address updated in CenturyLink's 911 records; (iii) if you select a TN associated with a geography other than your physical location (e.g., you chose a Colorado TN when you are located in California).

(b) **Other Limitations.** 911 dialing from your VoIP Service might fail for reasons other than physical location. For example, the service may fail or become degraded for reasons, such as (i) power outages, CPE failure (e.g., Internet connectivity routers, your data network and equipment, Customer premises switches and routers, and other Devices), cable cuts, or any service or broadband outage or degradation (including failures caused by suspension or termination of the Service); (ii) maintenance or repair work; or (iii) if your area does not have 911 emergency service.

(c) **VoIP Service-Specific Limitations.** PBX/IAD (Analog VoIP, Integrated Access, SIP Trunk) If your VoIP Service is used with a PBX or IAD, depending on the technical capabilities of the PBX or IAD and the options you choose to deploy, the number delivered to an emergency service provider may be different from the number the caller believes is being delivered. For example, a general PBX number may be delivered rather than a station number on a particular floor. In this case, the number sent to the emergency service provider will not be sufficiently specific to locate the site of the emergency on a particular floor. Remote BLA/SCA (Hosted VoIP, Managed Office, Managed Office Essentials) The remote bridged line appearance

CENTURYLINK® TOTAL ADVANTAGE® EXPRESS – AGREEMENT – Summary Page

("BLA") or shared call appearance ("SCA") VoIP functionality for the VoIP Service allows Customer to program its equipment to ring in 2 separate locations when a single phone number is dialed (i.e., the end user's house and business). When Customer moves from one location (and ringing premises) to another location, Customer must provide CenturyLink with its accurate service address. Customer must keep its CenturyLink-Approved 911 Location identified in the service portal up-to-date with the address of its current location. Failure to update the CenturyLink-Approved 911 Location with the new address location will prevent Customer's calls from routing to the correct PSAP. Customer should not use the VoIP Service at the new location until Customer has received a confirmation email at its address of record. Customer's address has not changed until CenturyLink has completed the 911 Update Interval. CenturyLink does not support Remote BLAs or Remote SCAs on IP Devices used with any other CenturyLink VoIP service regardless whether such service includes Hosted VoIP in the package or bundle. Voice Mail Only Seats (Hosted VoIP, CenturyLink IQ® SIP Trunk) 911 dialing is not supported for VoIP seats not associated with a stationary Device (for example, from Voice Mail Only Seats), unless you use another Device to place the call via the click to call feature in your End User portal. Use of SIP Trunk Diversion Headers on 911 Calls (SIP Trunk only) Customer may only use SIP Trunk Diversion Headers when using the Call Forwarding feature with VoIP Service. Customer shall not send SIP Trunk Diversion Headers on all calls, and in particular shall never send SIP Trunk Diversion Headers on 911 calls. Sending SIP Trunk Diversion Headers on a 911 call may cause the call to route to the incorrect PSAP, or to the correct PSAP but without the correct Customer phone number and location information. 911 Calls from Alien TNs (SIP Trunk only) When a 911 call is made from an Alien TN, CenturyLink cannot identify the location of the caller to forward to the appropriate PSAP. CenturyLink will therefore send any Customer 911 calls originated from an Alien TN to a live operator at a third-party contracted national 911 center. CenturyLink is charged a fee for each such call (currently \$75.00 per call), and will pass the charges on to Customer. To avoid incurring these charges, Customer and its End Users should not make 911 calls from Alien TNs.

(d) Additional Information. When you call 911, you should always state the nature of your emergency and provide your location and phone number. In some cases, the emergency service provider will be unable to call you back if your call does not complete or is dropped or disconnected, or if you are unable to tell the emergency provider your number and physical location. Additional limitations specific to your VoIP Service are in your VoIP Provisions.

8. Entire Agreement. This Agreement, including DT&C, Other Provisions, and any CenturyLink-accepted Order Forms constitute the entire agreement between the parties. This Agreement supersedes all prior oral or written agreements or understandings relating to the same service, ports, or circuits at the same locations as covered under this Agreement. Capitalized terms are defined in the DT&C and Other Provisions.

9. Purchase Orders. This Agreement controls over any Customer-issued purchase order, and any terms or conditions contained in a Customer-issued purchase order or other Customer ordering document will have no force or effect.

10. Uniform Resource Locators (URLS). References to URLs in this Agreement include any successor URLs designated by CenturyLink.

CENTURYLINK® TOTAL ADVANTAGE® EXPRESS AGREEMENT
TECHNICAL DESIGN INTERVIEW ACKNOWLEDGEMENT

TECHNICAL DESIGN INTERVIEW ACKNOWLEDGMENT FORM

Customer Name: [REDACTED]

Sales Force Opportunity ID Number or Contract ID Number:	53578265
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This Acknowledgment will be effective on the date the last party signs it (the "Acknowledgment Effective Date") and will become part of the Agreement. All other terms and conditions in the Agreement will remain in full force and effect and be binding upon the parties. This Acknowledgment and the Agreement set forth the entire understanding between the parties as to the subject matter herein, and in the event there are any inconsistencies between the documents, the order of precedence in descending order of control will be: this Acknowledgment and the Agreement. Using CenturyLink's electronic signature process for the Acknowledgment is acceptable.

[REDACTED]

Authorized Signature

[REDACTED]

Name Typed or Printed

[REDACTED]

Title

Date 5/9/2017

CenturyLink Communications, LLC

DocuSigned by:

Geniece McColgan

Authorized Signature

Geniece McColgan

Name Typed or Printed

Sales Manager

Title

5/11/2017

Date

Exhibit 1

ISDN PRS ICB PRICING OFFER
FOR THE STATE OF OR[REDACTED]
Customer

This ISDN PRS is provided by Qwest Corporation d/b/a CenturyLink QC ("CenturyLink QC") and is subject to the CenturyLink Total Advantage™ Express Agreement between Customer and CenturyLink.

Filing Concurrence

CenturyLink may be required to submit the pricing herein to certain regulatory agencies for approval because the rates are being offered on an individual case basis ("ICB Rates"). Although the general terms and conditions of this Agreement are effective on the Effective Date, the ICB Rates will not become effective for a given jurisdiction until the filing and approval requirements for that jurisdiction are fulfilled. Service will be offered in accordance with the applicable Tariff until the ICB Rates become effective. Approved ICB Rates will take precedence over the Tariff. If Customer receives reduced pricing under this Agreement and a regulatory agency later invalidates the ICB Rates after they had become effective, Customer will pay to CenturyLink any difference in the amounts listed in the applicable Tariff for Service and the amounts Customer was charged for Service. When approved by the regulatory agencies, Customer may add additional quantities of Service pursuant to the Service Changes Section under the same terms and conditions with no further filing required. If a regulatory agency does not approve this Agreement, the parties will enter into good faith negotiations to mutually resolve the failure to receive the necessary approval. This Agreement will remain in full force and effect for Service in all other jurisdictions.

AQCB# (internal use only): _____

Service Location Including City and State	Circuit ID/BTN	USOC	Term	NRC	Qty.	Total MRC Per Location
[REDACTED] OR 97201,USA		ZPG63	36mo	\$0.00	1	\$375

