

Effective: JULY 1, 2010

TITLE PAGE

PRODUCT GUIDE

For

Rates and Charges Together  
With Terms and Conditions Applicable To  
Services Provided In The Territories Served By  
FRONTIER COMMUNICATIONS OF VIRGINIA, INC.

Within The State Of  
Virginia

Effective: JULY 1, 2010

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## DEFINITIONS OF TERMS

### A. GENERAL

The definitions contained herein apply to terms used throughout the tariffs of the Telephone Company.

### B. REGULATIONS

#### Central Office

A Central Office is an operating switching unit by means of which telephonic communication is established between stations connected to such an office.

#### Centrex Line

A Centrex Line is a line connecting stations to Centrex Service switching equipment normally located in a Telephone Company central office which provides Local Exchange Service. It includes all facilities necessary for the provision of Centrex Service and Local Exchange Service up to and including the network interface for Plan I customers.

#### Centrex Simulated Exchange Access Trunk (SEAT)

A Centrex SEAT provides exchange access for Plan II Centrex Services. The number of simultaneous calls to and from the telecommunications network is limited to the number of SEATS furnished.

#### Composite Data Service Vendor

A composite data service vendor, as used in connection with exchange services, is a customer that has been certificated by the State Corporation Commission of Virginia and/or the Federal Communications Commission pursuant to Section 214 of the Communications Act of 1934, as amended, to acquire and operate facilities to perform data switching for others. A customer shall be classified as a composite data service vendor only with respect to the use of the exchange service which is utilized for the provision of composite data service.

A composite data service vendor, as used in connection with Channel Services, except Series 5000 Channels, and Wide Area Telephone Services (WATS), is a customer that has been certificated by the State Corporation Commission of Virginia to acquire and operate facilities to perform data switching for others. A customer shall be classified as a composite data service vendor only with respect to the use of those Channel Services except Series 5000 Channels, and WATS Services which are utilized for the provision of composite data service.

#### Dial Tone Line

A dial tone line provides the necessary facilities from the central office up to and including the network interface and allows the customer access to the telecommunications network.

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## DEFINITIONS OF TERMS

### B. REGULATIONS (Cont'd)

#### Exchange

An exchange is a geographical area established for the administration of communication services and consists of one or more central offices together with associated facilities used in providing exchange service.

#### Exchange Line

An exchange line is a line connecting stations to a Telephone Company central office which provides Local Exchange Service. An exchange line includes all facilities for the provision of Local Exchange Service up to and including the network interface.

#### Exchange Service

Exchange service includes Local Exchange Services.

#### Extension Channel

An extension channel extends existing service to a different premise.

#### Grade of Service

Grade of service is a term associated with Local Exchange Service.

#### Grandfathered Equipment

Grandfathered equipment is nonregistered equipment that was directly connected to the telecommunications network without a Telephone Company-provided protective connecting arrangement or data access arrangement in accordance with Telephone Company tariffs on or before the grandfather eligibility date as specified in Part 68 of the Federal Communications Commission's Rules and Regulations.

#### Intercommunication

Intercommunication is an arrangement whereby two or more stations within the same system and associated with exchange service, may communicate with each other without the use of exchange or long distance facilities.

#### Interexchange Service

An interexchange service is one with connections in two or more exchanges.

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## DEFINITIONS OF TERMS

### B. REGULATIONS (Cont'd)

#### Intraexchange Service

An intraexchange service is one with all service points in the same exchange.

#### Local Exchange Service

Local Exchange Service is an exchange service which permits calling to stations in the customer's local service area.

#### Local Message

A local message is a communication between a calling station and any other station within the local service area, the extended calling area or the Optional Maryland Zone Service groups of the calling station.

#### Local Service Area

The local service area is the entire area composed of an exchange or exchanges within which are located the stations which a customer may call at the rates and charges specified in the Local Exchange Services Tariff.

#### Measured Rate Service

Measured rate service is a classification of Local Exchange Service in connection with which local exchange usage is calculated on a per-minute, time of day, and distance-called basis for the purpose of charging for the service. For this service the dial tone line is offered with a limited monthly usage option, with an Exchange Flat/Measured Rate monthly usage option or without a monthly usage option.

#### Message Rate Service

Message rate service is a classification of Local Exchange Service in connection with which local exchange message usage is calculated in terms of message units for the purpose of charging for the service. For this service the dial tone line is offered with or without a limited monthly usage option.

#### Message Unit

A message unit is a unit of measurement by which the charges for certain local messages are ascertained. Each message is charged for at one message unit except as otherwise specified in this Company's applicable tariffs.

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## DEFINITIONS OF TERMS

### B. REGULATIONS (Cont'd)

#### Network Interface Device (NID)

The Network Interface Device is the Telephone Company-provided interface terminating the telecommunications network, on the property where the customer's service is located, at a point determined by the Telephone Company. The NID is a FCC Part 68 registered jack from which customer inside wire may be connected to the Telephone Company network. The Part 68 registered jacks are: RJ1DC, RJ11C/W, RJ14C/W, RJ14X, RJ15C, RJ17C, RJ18C/W, RJ2DX, RJ2EX, RJ2FX, RJ2GX, RJ2HX, RJ2MB, RJ21X, RJ25C, RJ26X, RJ27X, RJ31M, RJ31X, RJ38X, RJ4MB, RJ41M, RJ41S, RJ45M, RJ45S, RJ48C, RJ48H, RJ48M, RJ48S, RJ48T, RJ48X, RJ61X, RJ71C.

#### Occasion

The term occasion, as used in this Company's tariffs for the application of specified charges, relates to a type of activity to be performed for a customer and is not necessarily related to work performed on the customer's premises.

#### Patron

A patron, when used in connection with composite data service, denotes a customer of the data (nonvoice) switching services of a composite data service vendor.

#### Premises

A premises is the continuous property except railroad right-of-way, etc., occupied by a customer either under lease or ownership. In the same building occupied by others in addition to the customer, the premises is all space occupied by the customer regardless of whether such space is continuous or separated by intervening floors or rooms. All space must be accessible from within the building by halls, stairs or elevators. In the case of shared service, premises of participants in the sharing arrangement with a multi-line connecting system area are considered the same as that of the customer.

#### Property

Property is the Real Estate either owned or leased, with or without a structure on it, not separated by property owned or leased by others, or separated by a public thoroughfare or body of water.

#### Rate Demarcation Point (RDP)

The Rate Demarcation Point is the point of minimum penetration of the property where the customer's service is located, as determined by the Telephone Company. The RDP defined by the Telephone Company is where network access recurring charges and Telephone Company responsibility stop and beyond which customer responsibility begins.

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## DEFINITIONS OF TERMS

### B. REGULATIONS (Cont'd)

#### Private Branch Exchange (PBX) Trunk

A PBX trunk connects switching equipment normally located on the customer's premises/property to a Telephone Company Central office which provides Local Exchange Service. It includes all facilities necessary to provide Local Exchange Service up to and including the Network Interface.

Pooled facilities, dial or button access, and facilities used in connection with direct group calling features on multifunction systems are rated as PBX trunks.

#### Station

A station is the network control signaling unit or other terminal equipment on the customer's premises/property which enables the customer to establish the communications connections and to effect communications through such connections.

#### Wire Center

A wire center is a Telephone Company building in which is housed one or more central offices.

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## GENERAL TERMS AND CONDITIONS

### A. Application

1. The Product Guide sets forth the prices, charges, terms and conditions under which customers agree to use the Services (as described and defined below) and under which FRONTIER COMMUNICATIONS OF VIRGINIA, INC. ("Telephone Company") agrees to provide the Services to customers, unless otherwise noted.
2. The Product Guide becomes a binding contract following the customer's acceptance of the terms and conditions applicable to the ordered Service. The customer is deemed to have accepted the terms of the Product Guide applicable to the Service upon the customer's order of, use of, or payment for the Service.
3. The Services in the Product Guide are not subject to the prices, charges, terms and conditions contained in the Telephone Company's tariffs on file with the Virginia State Corporation Commission (VSCC), except to the extent (i) selected tariff provisions have been expressly incorporated into the Product Guide or (ii) the terms and conditions in the Telephone Company's tariffs are required by federal or state law or by VSCC decisions or orders.
4. Unless expressly stated otherwise, the Product Guide also applies to customers who have entered into a separate contract for Services for a specified time period; provided, however, in the event of a conflict between the terms in the separate contract and the terms in the Product Guide, the terms in the separate contract shall control with respect to Services subject to that contract.

### B. General Terms and Conditions

1. Services. "Service" or "Services" means all Centrex products or services offered by the Telephone Company in Virginia for which the prices, charges, terms and conditions of sale are specified in this Product Guide.
2. Prices. The customer is responsible for all charges associated with the Services and rate plan selected, including all taxes, fees, surcharges, usage charges, telecommunications surcharges (e.g., Universal Service Fund fees) or other applicable governmental charges due on account of the Services. Such taxes, fees and/or surcharges are subject to change without notice to customer except as may be required by law. Charges for ancillary services, including but not limited to, charges for installation, change orders, directory assistance and operator services used by customer will be imposed at Telephone Company's current prices and such charges are also subject to change without notice to customer except as may be required by law. Promotional pricing and terms will expire in accordance with the terms applicable to each promotion, without further notice to customer.
3. Unauthorized Use. Telephone Company shall not be liable for any damages, including charges for Services that Customer may incur as a result of the unauthorized use or misuse of the Services by Customer's family, guests, employees, third parties, or the public. Customer shall remain responsible for such charges to the extent permitted by law.

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## GENERAL TERMS AND CONDITIONS

### B. General Terms and Conditions (Cont'd)

4. Indemnification. Customer agrees to defend, indemnify and hold Telephone Company, its employees, affiliates and agents, harmless from any and all losses, claims, demands, damages, expenses (including reasonable attorneys' fees), or any liability whatsoever, arising from any use of the Services by customer or any person customer permits to use the Services, including without limitation, liability resulting from the content of communication such as defamation, fraud or invasion of privacy, any modification or combination of the Services with other products or services not provided by the Telephone Company giving rise to a claim that would result in an infringement of intellectual property.
5. WARRANTY DISCLAIMER. EXCEPT AS OTHERWISE EXPRESSLY PROVIDED IN THE PRODUCT GUIDE, TELEPHONE COMPANY DISCLAIMS ANY AND ALL REPRESENTATIONS AND WARRANTIES, EXPRESS, IMPLIED OR ARISING BY COURSE OF PERFORMANCE, DEALING, CUSTOM OR TRADE USAGE, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE (EVEN IF WE KNEW OR SHOULD HAVE KNOWN SUCH PURPOSE) AND NON-INFRINGEMENT. CUSTOMER AGREES THAT THE SERVICES ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS. TELEPHONE COMPANY DOES NOT WARRANT THAT THE SERVICES WILL MEET CUSTOMER'S NEEDS, OR WILL BE UNINTERRUPTED, ERROR-FREE, OR SECURE.
6. Limitation of Liability
  - a. EXCEPT FOR DAMAGES RESULTING FROM THE UNAUTHORIZED OR ILLEGAL USE OF THE SERVICES BY CUSTOMER OR CUSTOMER'S FAMILY, GUESTS OR EMPLOYEES, NEITHER PARTY (NOR ITS SUPPLIERS OR AFFILIATES) SHALL BE LIABLE TO THE OTHER PARTY FOR PUNITIVE, SPECIAL, CONSEQUENTIAL, INCIDENTAL OR INDIRECT DAMAGES INCLUDING WITHOUT LIMITATION, LOSS OF BUSINESS PROFITS, OR OTHER COMMERCIAL OR ECONOMIC LOSS ARISING IN CONNECTION WITH THE SERVICES, EVEN IF THE PARTY KNEW OR SHOULD HAVE KNOWN OF THE POSSIBILITY OF SUCH DAMAGES.
  - b. EITHER PARTY'S MAXIMUM TOTAL LIABILITY TO THE OTHER PARTY IN CONNECTION WITH THE SERVICES, FOR ANY AND ALL CAUSES OF ACTION AND CLAIMS, SHALL BE:
    1. FOR DAMAGES DUE TO FAILURES OR DISRUPTIONS IN THE SERVICES CAUSED BY THE PARTY'S NEGLIGENCE OR BREACH OF OBLIGATIONS UNDER THE PRODUCT GUIDE, THE CHARGES FOR THE AFFECTED SERVICES FOR THE PERIOD OF THE FAILURE;
    2. FOR DAMAGE TO REAL OR PERSONAL PROPERTY OR BODILY INJURY OR DEATH TO ANY PERSON PROXIMATELY CAUSED BY THE PARTY'S NEGLIGENCE, THE AMOUNT OF DIRECT DAMAGES PROVEN;
    3. FOR INDEMNITY, THE REMEDIES SET FORTH IN SECTION B.4;

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## GENERAL TERMS AND CONDITIONS

### B. General Terms and Conditions (Cont'd)

#### 6. Limitation of Liability (Cont'd)

##### b. (Cont'd)

4. FOR ANY DAMAGES ARISING OUT OF THE WILLFUL OR INTENTIONAL MISCONDUCT OF THE PARTY, THE AMOUNT OF DIRECT DAMAGES PROVEN;

5. FOR ALL OTHER DAMAGES NOT SET FORTH ABOVE AND NOT EXCLUDED UNDER THE PRODUCT GUIDE, EACH PARTY'S MAXIMUM LIABILITY DURING ANY TWELVE-MONTH PERIOD SHALL BE LIMITED TO THE LESSER OF (i) DIRECT DAMAGES PROVEN, OR (ii) THE AMOUNT PAID BY CUSTOMER TO TELEPHONE COMPANY FOR THE ONE-MONTH PERIOD PRIOR TO ACCRUAL OF THE MOST RECENT CAUSE OF ACTION FOR THE SERVICE UNDER THE PRODUCT GUIDE THAT GAVE RISE TO THE CLAIM.

c. NOTHING IN THIS SECTION SHALL LIMIT CUSTOMER'S LIABILITY TO TELEPHONE COMPANY FOR ANY AND ALL CHARGES INCURRED FOR THE SERVICES.

7. **Termination of Services.** Telephone Company may discontinue or limit use of the Services by a Customer for non-payment, non-compliance with Telephone Company rules, abuse or fraudulent use of service, use of the service for unlawful purposes, use of the service in a manner as to interfere with the service of other users, abandonment of service and other conditions as described in this Product Guide.
8. **Performance Excused.** Telephone Company's performance shall be excused if said performance is delayed or prevented due to events known as force majeure, acts of any third party, acts of customers, or any cause(s) beyond our reasonable control, including, but not limited to, fire, vandalism, cut cable, power failures or labor difficulties.
9. **Customer Responsibilities.** Customer agrees to provide Telephone Company with the access and support required to allow us to implement, maintain and provide the Services. Customer shall ensure that the facilities or equipment provided by customer are properly interconnected with the Services, facilities and equipment provided by Telephone Company. Telephone Company shall not be liable for any damages or losses caused by the failure of equipment, inside wire or other facilities provided by customer or a third party and customer shall be liable if such facilities cause damage to Telephone Company, its customers, and/or its providers. Customer is solely responsible for the selection, implementation and maintenance of security features for protection against unauthorized or fraudulent use of Services and Telephone Company shall have no liability therefore.

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### B. General Terms and Conditions (Cont'd)

- 10 Revising Terms and Conditions. The Product Guide, including these general terms and conditions, constitutes the entire agreement of the parties with respect to the Services and takes the place of all prior agreements, negotiations, and representations, whether written or oral, concerning the Services. Telephone Company may revise the terms and conditions of the Product Guide. Telephone Company may decrease prices without prior notice. Increases to prices or material changes to the Product Guide shall be effective no sooner than thirty (30) days after notice is provided in a bill insert, as a message printed on customer's bill, in a separate mailing, in an email, or by any other reasonable method at Telephone Company's discretion. If a customer does not agree to the revision(s), the customer must terminate the Service(s) immediately, subject to the termination provisions of the Product Guide. By continuing to use the Service(s) after revisions are in effect, the customer is accepting and agreeing to all revisions. Price increases and material changes to Product Guide do not include (i) the introduction of a new Service, (ii) the addition of a new feature to existing Service, or (iii) the imposition of governmental charges. Customer shall pay all charges incurred up to the time of Service discontinuance. By continuing to use, pay for, or order the Service(s) after revisions are in effect, Customer is accepting and agreeing to all revisions.
11. Miscellaneous.
  - a. Either party's failure to enforce any of the provisions of the Product Guide or to exercise any right or option is not a waiver of any such provision, right, or option, and shall not affect the validity of the Product Guide. Any waiver must be written and signed by the Parties. The invalidity or unenforceability of any part of the Product Guide will not affect the other parts thereof, and the remaining terms and conditions of the Product Guide shall continue to apply as necessary to reflect the original intention of the parties.
  - b. Customer shall not transfer, assign or resell the Services without the prior written consent of Telephone Company. Telephone Company may freely assign or transfer all or part of our rights under the Product Guide without notice to the customer.

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## GENERAL TERMS AND CONDITIONS

### B. General Terms and Conditions (Cont'd)

#### 12. Establishment And Furnishing Of Service

##### a. Application of Service

The Telephone Company reserves the right to require applications for service to be made in writing. Upon the acceptance of an application for service, all the applicable provisions in the Telephone Company's Product Guide become the contract between the customer and the Telephone Company. Requests for additional service and requests for changes in service shall be from the customer of the service and, upon acceptance thereof by the Telephone Company, shall, become a part of the original contract, except that each item of additional service so provided is subject to the appropriate initial contract period. Any change in rates or regulations authorized by legally constituted authorities effects a modification of all contracts for service to that extent, without further notice.

When an application or request for service, including additions and changes, is canceled or changed in whole or in part before service is established, the customer may be required to reimburse the Telephone Company for all costs incurred in connection with that part of the application or request, including additions and changes, which is canceled or changed, except as otherwise specified in the Product Guide. The charge to the customer shall not exceed the charges which would apply if the service had been established or originally ordered and then terminated, subject to the regulation pertaining to Initial Contract Periods and Termination of Service.

The Telephone Company reserves the right to refuse service to applicants previously having service terminated until all charges due have been paid and all violations have ceased.

##### b. Availability of Facilities

The Telephone Company's obligation to furnish service or continue to furnish service is dependent upon its ability to obtain, retain and maintain without unreasonable expense, suitable rights and facilities, and to provide for the installation of those facilities required incident to the furnishing and maintenance of that service.

##### c. Construction Charges

The rates and charges quoted in the Product Guide of the Telephone Company provide for the furnishing of service and facilities where suitable plant facilities are available or when the construction of the necessary facilities does not involve excessive costs.

When excessive costs are involved for the construction of facilities, charges for such construction will be determined in accordance with the regulations as set forth in the Product Guide.

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## GENERAL TERMS AND CONDITIONS

### B. General Terms and Conditions (Cont'd)

#### 12. Establishment And Furnishing Of Service (Cont'd)

##### d. Provision and Ownership of Equipment and Facilities

Equipment and facilities necessary for the provision of service are furnished by the Telephone Company, except as otherwise specified in the Telephone Company's Product Guide or customer contracts. Such equipment and facilities located on the premises/property of a customer, authorized user, or Telephone Company agent, are the property of the Telephone Company, whose employees and agents may enter said premises/property at any reasonable hour to install, inspect or repair equipment and facilities, to make collections from coin boxes, or upon termination or cancellation of service, to remove such equipment and facilities.

Equipment and facilities furnished by the Telephone Company shall, upon termination of service from any cause whatsoever, be returned to it in good condition, reasonable wear and tear thereof expected. In case of damage, loss, theft, or destruction of any of the Telephone Company's property due to the negligence or willful act of the customer or other persons authorized to use the service, and not due to ordinary wear and tear or causes beyond the control of the customer, the customer shall be required to pay the expense incurred by the Telephone Company in connection with the replacement of the property damaged, lost, stolen, or destroyed, or the expense incurred in restoring it to its original condition.

##### e. Installation, Maintenance and Repairs

The Telephone Company undertakes to install, maintain and repair the equipment and facilities which it furnishes to customers. All ordinary expense of installation, maintenance and repair in connection with service furnished by the Telephone Company is borne by the Company except as otherwise specified in the Telephone Company's Product Guide or customer contracts.

The customer shall not install, disconnect, rearrange, remove or attempt to repair any equipment or facilities furnished by the Telephone Company or permit others to do so, except upon the written consent of the Telephone Company or as otherwise specified in the Telephone Company's Product Guide or customer contracts.

##### f. Overtime and Expediting Charges

The rates and charges specified in the Telephone Company's Product Guide contemplate that all work in connection with furnishing or rearranging service be performed during regular working hours and within normal work intervals. Whenever a customer requests that work necessarily required in the furnishing or rearranging of the customer's service be performed outside the Telephone Company's regular working hours; or that the Telephone Company expedites the installation or rearrangement of service; or that work once begun be interrupted, so that the Telephone Company incurs costs that would not otherwise have been incurred, the customer may be required to pay, in addition to the other rates and charges specified in the Telephone Company's applicable Product Guide or contracts, the amount of additional costs incurred by the Company as a result of the customer's special requirements.

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## GENERAL TERMS AND CONDITIONS

### B. General Terms and Conditions (Cont'd)

#### 12. Establishment And Furnishing Of Service (Cont'd)

##### g. Provision and Ownership of Telephone Numbers

The customer has no property right to the telephone number or any other call number designation associated with services furnished by the Telephone Company, and no right to the continuance of service through any particular central office. The Telephone Company reserves the right to change such numbers, or the central office designation associated with such numbers, or both, assigned to the customer, whenever the Telephone Company deems it necessary to do so in the conduct of its business.

##### h. Special Equipment and Service Arrangements

The rates and charges quoted in the Product Guide of the Telephone Company contemplate the use of service, arrangements, equipment and facilities in quantities and types regularly furnished by the Telephone Company. Where equipment, facilities, or service arrangements are requested which are not provided for in the Telephone Company's applicable Product Guides, rates and charges will apply based on the circumstances in each case, whenever in the judgment of the Telephone Company it is practicable to provide the service requested. In such cases, the Telephone Company reserves the right to require an initial contract period longer than one month at the same location.

##### i. Alterations on the Customer's Premises

The customer shall notify the Telephone Company, a reasonable period in advance, whenever alterations or new construction on premises occupied by the customer necessitate changes in the Telephone Company's equipment and facilities. When charges for such changes in equipment and facilities are not provided for in the Telephone Company's applicable Product Guide, the customer may be required to reimburse the Telephone Company for any costs incurred in connection with the changes of equipment and facilities.

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## GENERAL TERMS AND CONDITIONS

### B. General Terms and Conditions (Cont'd)

#### 13. Payment Arrangements And Credit Allowances

##### a. Advance Payments

Applicants for service may be required to pay any service, installation or nonrecurring charges, and at least one month's fixed charge in advance of the installation of service. The amount of such advance payment is credited to the customer's account as applying to any indebtedness under the contract.

##### b. Deposits

The Telephone Company may require an applicant or a customer to make a suitable cash deposit to be held by the Telephone Company as a guarantee of the payment of charges for service. Except as otherwise specified in the Telephone Company's Product Guide or customer contracts, the amount of such deposit shall not exceed the amount of charges for service which it is estimated will accrue for a period of two months; however, after service has been established and experience demonstrates that the amount of the outstanding deposit is not suitable to safeguard the interests of the Telephone Company, the Telephone Company may require an adjustment of the deposit not exceeding the charges which it is estimated will accrue for a period of two months. When service is terminated, any balance of the deposit remaining after deduction of all sums due the Telephone Company will be returned to the customer, or the deposit may be returned at any time previous thereto, at the option of the Telephone Company. Interest on deposits will be paid each year at a rate which is established in January of each year to equal the average of the percent annual yields of one year Treasury bills (auction average issue date) for October, November and December of the preceding year. The State Corporation Commission notifies utilities in January of each year of the rate prevailing for that year. At the option of each customer making a deposit, the Telephone Company shall annually make either direct payment to the customer of all accrued interest or shall credit same to the customer's account.

The fact that a deposit is held by the Telephone Company shall in no way relieve the applicant or customer from compliance with the Telephone Company's regulations as to advance payments and payment for service, nor constitute a waiver or modification of the regulations pertaining to the discontinuance of service for nonpayment of any sums due the Telephone Company for the service rendered.

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## GENERAL TERMS AND CONDITIONS

### B. General Terms and Conditions (Cont'd)

#### 13. Payment Arrangements And Credit Allowances (Cont'd)

##### c. Payment for Service and Equipment

The customer is responsible for payment of all charges for service and equipment rendered including charges for local messages and long distance messages sent from the customer's station and for messages charged to such station on which the charges have been reversed, i.e., collected from or billed against the station called, or collected from or billed to a station other than the calling station or called station. The customer is also responsible for the allocation of usage of, or charges for, shared service.

If objection in writing is not received by the Telephone Company within 30 days after a statement of account is rendered, such statement shall be deemed to be correct and binding upon the customer.

Charges to the customer are payable as follows:

1. Upon request, all service, installation and nonrecurring charges.
2. Monthly in advance, all fixed monthly charges for service and facilities.
3. Upon rendition of bills, all other charges.

In the event of failure by the customer or those responsible to pay any bill as defined above within one month's billing period, the Company may discontinue service after ten (10) days written notice at any time during such default.

##### d. Allowance for Interruptions

Customers experiencing a service outage exceeding 24 hours will receive a credit allowance provided as follows:

When, after notice by the subscriber to the Company of an interruption of service, service continues to be interrupted, a credit allowance will be given if the interruption continues for at least 24 hours. The allowance is equal to a pro rata adjustment of the fixed monthly charges for the services and facilities furnished by the Company that are rendered useless or substantially impaired due to any cause other than the negligence or willful act of the customer or the failure of the facilities provided by the customer. The allowance shall apply as follows with respect to the period of interruption that continues after such notice:

If interruption continues for more than 24 hours

1. If the interruption is caused by storm, fire, flood or other condition out of the Company's control, 1/30<sup>th</sup> of the fixed monthly charges for the affected services for each 24 hours, except as otherwise specified in this Product Guide. For the purpose of administering this regulation, every month is considered to have thirty days.
2. In cases where groups of subscribers are affected by interruptions, when it is administratively feasible with a reasonable amount of effort for the Company to identify such subscribers, the Company will give credit without notification by the subscribers.

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## GENERAL TERMS AND CONDITIONS

### B. General Terms and Conditions (Cont'd)

#### 13. Payment Arrangements And Credit Allowances (Cont'd)

##### e. Provision for Certain Taxes and Fees

1. When a political subdivision of the state charges the Company a license, tax or franchise fee at a flat rate or based on receipts or based on poles, wires or conduits, so much of the aggregate amount of such taxes and fees as exceeds one-half of one percent of the aggregate bills of such customers for exchange service will be billed pro rata to the exchange customers receiving service within the political subdivision.
2. Whenever any federal, state or local law, ordinance, regulation or order (i) imposes a tax or fee upon the Company or removes an exemption from an existing tax or fee and (ii) allows the Company to recoup any or all costs associated with such tax or fee imposed on the Company or the loss of such exemption, the Company may, upon notice to consumers and in compliance with such law, ordinance, regulation, or order, recover such tax or fee or the loss of such exemption as a surcharge on customer bills.

#### 14. Termination Of Service By Customer

- a. Service may be terminated prior to the expiration of the initial contract period after the Telephone Company has been notified a reasonable period in advance by the customer. The Telephone Company may require notification to be in writing. Upon such termination, the customer shall be responsible for the payment of all charges due for the period service has been rendered in addition to the payment of charges applicable as determined below:
  1. In the case of service for which the initial contract period is one month - the charges due for the balance of that month.
  2. In the case of service which the initial contract period is more than one month - the charges due are as determined below except as otherwise specified in the Telephone Company's applicable Product Guide:
    - i. Where the service is subject to a minimum revenue guarantee - the charges due for the unexpired portion of the contract period.
    - ii. Where a termination charge is specifically included in the schedule of rates for service at the same location - such proportion of the termination charge as the unexpired portion of the initial contract period bears to the full initial contract period.
    - iii. Where a termination charge is not specifically included in the schedule of rates for service at the same location - such proportion of the sum of the cost of installing and removing the service plus the cost of nonsalvable material, as the unexpired portion of the initial contract period bears to the full initial contract period, not to exceed a sum equivalent to the monthly charges for the unexpired portion of the initial contract period.

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## GENERAL TERMS AND CONDITIONS

### B. General Terms and Conditions (Cont'd)

#### 14. Termination Of Service By Customer (Cont'd)

##### 2. (Cont'd)

The charges due, as specified in (i), (ii) and (iii) preceding, apply to the same customer at the same location. Any equipment rearrangements or additions are subject to the rates and charges as provided for in this Company's applicable Product Guide. In cases where equipment left in place at a customer's location is reconnected with the initial establishment of service without a move or change in that equipment, a new initial contract period will be one month for such equipment.

3. Where a portion of a system is discontinued, termination charges apply for the items of equipment discontinued as though they were the last of their kind installed.

b. Service may be terminated subsequent to the expiration of the initial contract period after the Telephone Company has been notified a reasonable period in advance by the customer. The Telephone Company may require notification to be in writing. Upon such termination the customer shall be responsible for the payment of all charges due up to and including the date of termination of the service.

- c. With the written permission of the Telephone Company, existing service and equipment may be transferred from one customer to another customer without a lapse in the rendition of service. Such transfers are not considered termination of service and associated initial contract periods remain unaffected.

#### 15. Floor Space, Power And Operations At The Customer's Rate Demarcation Point

- a. The customer is responsible for the provision and maintenance, at the customer's expense, of all space and floor arrangements including such factors as heating and cooling, air conditioning, ventilation, humidity control, dust control, etc., required at the customer's Rate Demarcation Point for communication facilities provided by the Telephone Company in connection with services furnished the customer by the Telephone Company. Any power and power outlets required for the operation of such facilities shall be provided by, and at the expense of, the customer.
- b. The Company may provide an Uninterruptible Power Supply (UPS) including a battery backup, at the Customer's premises at a location near the Rate Demarcation Point. The Company will install, maintain and repair the UPS except for the battery which shall be the responsibility of the Customer to maintain, repair and replace.
- c. All operations required for the use of communications facilities provided by the Telephone Company at the customer's Rate Demarcation Point will be performed at the expense of the customer, and will conform with the rules and regulations which the Telephone Company may adopt to maintain a proper standard of service.

Effective: JULY 1, 2010

## GENERAL TERMS AND CONDITIONS

### B. General Terms and Conditions (Cont'd)

#### 16. Enhanced Universal Emergency Number 911 Service

The Telephone Company is not responsible for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of Enhanced Universal Emergency Number 911 Service features and the equipment associated therewith, or by any services furnished by the Telephone Company in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing Enhanced Universal Emergency Number 911 Service, and which arise out of the negligence or other wrongful act of the Telephone Company, the customer, its user, agencies or municipalities, or the employees or agents of any one of them.

#### 17. Third Parties

Provision of service to a customer shall not create, nor give to, any third party any claim or right of action against the customer or Telephone Company.

#### 18. Limitations And Use Of Service

##### a. Use of Customer's Service

The use of service shall be restricted to the customer, the customer's employees and representatives in the case of business service, except as the use of service may be extended for switched data (nonvoice) communications relating directly to the business of Composite Data Service Vendor's patrons who act as their customers.

Service furnished by the Telephone Company is intended only for communications in which the customer has a direct interest and shall not be used for any purpose for which a payment or other compensation shall be received by the customer from any other person, firm or corporation for such use, or in the collection, transmission or delivery of any communications for others except as otherwise specified in the Telephone Company's Product Guide. This prohibition shall not apply to a customer who is engaged as a communications common carrier in a public telegram message business or to a Composite Data Service Vendor engaged in the business of providing switched data (nonvoice) communications service to patrons who act as their customers.

##### b. Use for Unlawful Purposes

Service is furnished by the Telephone Company subject to the condition that it will not be used for an unlawful purpose. Service will not be furnished if any law enforcement agency, acting within its jurisdiction, advises that such service is being used or will be used in violation of law, or if the Telephone Company receives other evidence that such service is being or will be so used.

Effective: JULY 1, 2010

## GENERAL TERMS AND CONDITIONS

### B. General Terms and Conditions (Cont'd)

#### 19. Ordering Process

Customer may order Services pursuant to Frontier's ILEC Product Guide by submitting its request for such Services in accordance with Frontier's standard ordering processes. Customer's submission of an order shall constitute its binding commitment to purchase the Services described in its request, at the Customer locations and for the service period ("Service Period") identified therein. Frontier's acceptance of an order shall be deemed to have occurred when Frontier begins provisioning the Service(s) ordered. After Customer's submission of an order for a Service, the Service Period for such Service shall commence on the date when such Service has been installed and made available for Customer's use. Frontier reserves the right to reject any order submitted hereunder for any reason, including without limitation due to Frontier's obligations under applicable laws, regulations, directives, governmental authority or orders, third party contracts or Customer's failure to meet Frontier's credit approval requirements. In addition, Frontier may reject an order (a) in the case of the inability or impracticality of providing such Service in a particular geographic area in which Frontier does not have sufficient presence, capacity, corporate infrastructure or network technical infrastructure to effectively support the requested Service or (b) if Frontier no longer commercially offers the Service.

Effective: JULY 1, 2010

## CENTREX SERVICE

### A. DESCRIPTION

Centrex I and Centrex II Services include the facilities necessary for intercommunication between Centrex lines within a customer's system, in and out exchange lines, direct-in-dialing to Centrex lines, attendant transfer of incoming calls from one Centrex line to another, identification and billing of outgoing long distance messages by Centrex line number only where such billing is performed by the Telephone Company, night connection arrangements, series completion line hunting, multiline hunting, interception of calls to unassigned numbers, and attendant positions for assistance requirements. Centrex II Service also includes the facilities necessary for trunk answer from any station, and on calls incoming from the exchange, call transfer-individual consultation hold and add-on.

### B. REFERENCES

Virginia PUC Order Number 880035 dated December 15, 1988

### C. REGULATIONS

#### 1. Explanation of Terms

##### Centrex Intercommunicating Line

A Centrex intercommunicating line is a line connecting stations to Centrex service switching equipment normally located in a Telephone Company central office which provides Local Exchange Service. It includes all facilities necessary for intercommunication with other Centrex lines up to and including the network interface.

##### Centrex Subsidiary System Arrangement

A Centrex subsidiary system arrangement is a private branch exchange (PBX) or customer-provided system which is furnished Local Exchange Service PBX trunks from the central office serving the customer's Centrex system and which is connected by tie trunks to that Centrex system.

##### Centrex System

Centrex lines with the same primary Directory Listing constitute a Centrex system.

Effective: JULY 1, 2010

## CENTREX SERVICE

### C. REGULATIONS (Cont'd)

#### 1. Explanation of Terms (Cont'd)

##### Extended System Location

An extended system location is a building on the premises of the customer designated by the Telephone Company as the principle service point in a wire center area when a Centrex system is extended outside the serving wire center area of the primary location by means of Centrex dial switching equipment located on Telephone Company premises and is connected to the primary location by tie trunks.

##### Primary Location

A primary location is the premises designated by the Telephone Company as the primary location.

##### Secondary Location

A secondary location is a premises of the customer other than that of the primary location where Centrex lines are served by the same Centrex system.

##### Usage Charges

Usage charges refer to Measured Rate or Message Rate service provided by FRONTIER COMMUNICATIONS OF VIRGINIA, INC. as described in the General Regulations Tariff.

2. Centrex II Service will only be provided where all Centrex lines of the customer's Centrex system are so equipped.

3.

#### 4. Minimum Revenue Guarantees

a. Minimum revenue guarantees apply only to Centrex lines.

b. Centrex Lines

(1) Centrex lines are subject to a continuing minimum monthly charge which shall be the charge for 100 Centrex lines (Exchange Access and Intercommunication with Centrex line) of the customer's Centrex system at the appropriate Centrex I Service primary location schedule.

Effective: JULY 1, 2010

## CENTREX SERVICE

### C. REGULATIONS (Cont'd)

#### 4. Minimum Revenue Guarantees (Cont'd)

##### b. Centrex Lines (Cont'd)

- (2) All lines of a Centrex system shall be subject to a basic minimum revenue guarantee for a period of three years.
- (3) When service is initially established, the basic minimum revenue guarantee is determined by applying the Centrex I Service primary location schedule to 90 percent of the immediately lower hundreds level below the number of Centrex lines initially connected. The guarantee so determined shall not be less than the continuing minimum monthly charge.
- (4) When subsequent growth occurs, an additional minimum revenue guarantee will be established when the cumulative growth exceeds 20 Centrex lines beyond the next higher hundreds level above that previously established. The additional minimum revenue guarantee will apply for a period of three years and will be based on 90 percent of the additional hundreds level(s) above that previously established.
- (5) Centrex II Service rates will apply to all Centrex lines for a minimum of one year following the establishment of such service.

- c. If Centrex Service is suspended, the suspended service Rate must equal or exceed the continuing minimum monthly charge.

Effective: JULY 1, 2010

## CENTREX SERVICE

### C. REGULATIONS (Cont'd)

#### 5. Termination of Service

- a. When a Centrex system is disconnected in its entirety prior to the expiration of the minimum revenue guarantee periods for any or all parts of such system, a termination charge equal to one-half the charges applicable to the remainder of such periods shall apply; or the customer will be given the option of paying termination charges based on such proportion of the sum of the cost of installing and removing service plus the cost of non-salvageable material as the unexpired portion of the minimum revenue guarantee period bears to the full period, except that such option will not be applicable to attendant position disconnections. When a Centrex II system is disconnected in its entirety prior to the end of the first year following the establishment of such service, an additional termination charge applies, which is equal to the differential between the Centrex line rates on Centrex I Service and Centrex II Service schedules times the number of Centrex II Service Centrex lines initially established, for the balance of such period.
- b. When a portion of the Centrex lines is disconnected prior to the expiration of the minimum revenue guarantee periods and such disconnection reduces the number of such Centrex lines below those contracted for by the customer, the customer will continue to be charged for the number of such Centrex lines under contract for the duration of the minimum revenue guarantee periods. The last Centrex lines connected will be considered the first disconnected.

Effective: JULY 1, 2010

## CENTREX SERVICE

### C. REGULATIONS (Cont'd)

#### 6. Changing of Equipment

##### a. Switching Equipment Located on Telephone Company Premises

When the customer elects to change the location of all primary location Centrex lines associated with Centrex Service dial switching equipment located on the Telephone Company's premises, the Centrex system shall be considered to be disconnected in its entirety and termination charges as set forth in the Termination of Service regulation preceding shall apply except where, at the option of the Telephone Company and subject to the availability of facilities, the customer's Centrex system will continue to be served by the same Centrex Service dial switching equipment.

b. Service at the new location, if termination charge treatment is applied, will be treated as a new connection requiring the establishment of new minimum revenue guarantee periods.

c. The customer will be given the option of paying all costs of a move on the same premises in lieu of paying the termination charges specified in b. preceding. When the customer pays such cost of moving, minimum revenue guarantee periods will not be affected.

d. Centrex Service Changed to Centrex Full Feature Business Voice Systems, Centrex Full Feature Business Voice Systems 2100 or Centrex Communications System

(1) When the customer elects to change from Centrex Service to Centrex Full Feature Business Voice Systems, Centrex Full Feature Business Voice Systems 2100 or Centrex Communications System, no termination charge shall apply to Centrex lines provided that, at the option of the Telephone Company and subject to the availability of facilities, the customer's new system will be served by the same dial switching equipment.

(2) Where Centrex Service is changed to Centrex Full Feature Business Voice Systems, Centrex Full Feature Business Voice Systems 2100 or Centrex Communications System and no termination charge is applied to Centrex lines as specified in (1) preceding, the new system will be treated as a new connection except that no Service Charges shall apply to existing Centrex lines provided such Centrex lines are not moved or changed or the line connections at the stations are not changed.

Effective: JULY 1, 2010

## CENTREX SERVICE

### C. REGULATIONS (Cont'd)

7. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment
  - a. Automatic Route Selection - Basic
    - (1) Automatic route selection accepts a seven- or ten-digit telecommunications network call attempt through a Centrex Service access code, automatically scans the call attempt and selects a first-choice completion route via Foreign Exchange Service lines, Wide Area Telephone Service (WATS) lines or Common Control Switching Arrangement (CCSA) off-network access lines or ten-digit off-network slenderized tie trunks. Sequential completion attempts will be made over alternate routes up to the capacity of the serving switching equipment.
    - (2) Automatic route selection is offered only where serving compatible electronic type-switching equipment is arranged to furnish this feature.
    - (3) Preferred routes and alternate routes within patterns will be specified by the customer.
    - (4) The number of patterns required by a customer is determined by the type of variety of access lines to which such customer subscribes.
    - (5) Patterns without final routes to long distance message service may be offered only if a customer subscribes to a sufficient number of access lines which, in the judgment of the Telephone Company, provide an adequate level of service so as to avoid interfering with the service of others or to prevent others from making or receiving calls over their telephone service.
    - (6) Where a customer has a requirement to use a single route requiring multiple translations, i.e., a three-digit translation (number plan area code only) and a six-digit translation (number plan area code and central office codes) the route must be arranged in separate route selection patterns with separate access codes, subject to the appropriate rates and charges in C. following. Where central office translation is required for more than one number plan area appearing in the same route selection pattern, rates and charges as specified in C. following for route selection by number plan area code and central office codes shall apply for each number plan area translated.

Effective: JULY 1, 2010

## CENTREX SERVICE

### C. REGULATIONS (Cont'd)

#### 7. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

##### a. Automatic Route Selection - Basic (Cont'd)

- (7) A group of patterns may have either long distance message service or overflow tone as a final route. A combination of both within the same pattern group, i.e., a group of patterns accessed by one code, is not permitted. Dial "9" may be used as an access code only if the patterns accessed have long distance message service as a final route.
- (8) Where long distance message restricted Centrex lines have access to automatic route selection patterns with final route to long distance message service, rates and charges as specified for patterns with overflow to tone apply in lieu of the rates and charges specified for final route to long distance message service.
- (9) System Activity Charges apply as specified in C. following, and are in addition to all other applicable Service Charges specified in the General Services Tariff.
- (10) Automatic Route Selection - Basic cannot be used to route local calls.

##### b. Attendant Camp-on and Indication of Camp-on

- (1) Attendant camp-on and indication of camp-on allows a Centrex attendant position console attendant to camp on a busy Centrex line when attempting to extend an incoming telecommunications network, CCSA or tie trunks call to that Centrex line and provides for the called busy Centrex line to receive an alert tone each time the attendant attempts to complete the call.
- (2) Attendant camp-on and indication of camp-on cannot be activated by the attendant if the called Centrex line is in a dialing, outpulsing, ringing or disconnecting mode.
- (3) If the called Centrex line is already camped-on, or connected to another attendant in the same customer group, camp-on cannot be activated.
- (4) If the called Centrex line is equipped for call waiting, that feature takes precedence over camp-on. Consequently, the attendant cannot regenerate the alert tone.
- (5) If the called Centrex line is part of a multiline hunting group or series completion group and all lines in the group are busy, the camp-on function will be applied to the last Centrex line or terminal hunted.

Effective: JULY 1, 2010

## CENTREX SERVICE

### C. REGULATIONS (Cont'd)

#### 7. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

##### c. Attendant Control of Facilities

Attendant control of facilities allows a console attendant to selectively deny or allow Centrex lines dial access to tie trunks for basic senderized operation, WATS, Foreign Exchange Service or CCSA access lines. The feature may be arranged, at the option of the customer, to control access to a single access line or tie trunk, a single group of the same type access lines or tie trunks, or multiple groups of different types of access lines and tie trunks.

##### d. Code Call - Code Call Answer

- (1) Code call - code call answer allows a console attendant or a Centrex line user including a Centrex line user calling over a tie trunk, to page a called party via a coded system. The called party can, from any unrestricted Centrex line, dial a predetermined code and be connected to the calling party.
- (2) The audible or visual signaling apparatus used for paging must be provided by the customer and be located on such customer's premises.

##### e. Station Message Detail Recording

- (1) Station message detail recording is an arrangement which provides a record by Centrex line number, of originating calls routing over selected facility groups which include dial type tie trunks, Foreign Exchange Service lines, WATS lines, CCSA access lines and long-distance message service lines. The station message detail includes the calling station line number, called number, date, time of day, duration of call and type of facility used. Station message detail recording will not be provided on CCSA access lines in the same Centrex system.

Effective: JULY 1, 2010

## CENTREX SERVICE

### C. REGULATIONS (Cont'd)

#### 7. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

##### e. Station Message Detail Recording (Cont'd)

- (2) Station Message Detail Recording also provides a record of incoming calls routed over selected facility groups which are attendant controlled and extended by the attendant to Centrex Service station line numbers. These facility groups include tie trunks, Foreign Exchange Service lines and Toll Free Dedicated Service WATS, provided the Toll Free Dedicated Service facility groups and the associated Centrex system are served by the same compatible electronic type switching equipment. The message detail includes the listed directory number of the associated Centrex system as the calling number, the called number, date, time of day and duration of call. Station Message Detail Recording on incoming calls extended by the Centrex Service attendant will be furnished only in conjunction with customer-dialed account recording.
- (3) Station Message Detail Recording is offered only where facilities permit.
- (4) The customer may designate the group or groups of facilities on which Station Message Detail Recording is to be provided, and such detail will be provided on all facilities within each group selected.
- (5) The data provided by the Station Message Detail Recording is not the same as that provided on the monthly Telephone Company-rendered bill, and comparisons will not be accepted as the sole basis for the resolution of billing discrepancies.
- (6) Message detail will be provided on magnetic tape. The tape density and number of tracks will be that used by the program and data processing system in use by the Telephone Company.
- (7) Where tie trunk or Foreign Exchange Service facilities are involved, all call attempts originated over such facilities, whether completed or not, will appear in the message detail.

Effective: JULY 1, 2010

## CENTREX SERVICE

### C. REGULATIONS (Cont'd)

#### 7. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

##### f. Uniform Call Distribution

- (1) Uniform call distribution is a hunting arrangement, available on Centrex lines, which provides even distribution of incoming telecommunications network and intercommunicating calls to the group of lines designated as the uniform call distribution hunting group.
- (2) Centrex lines and Centrex intercommunicating lines are not provided in the same uniform call distribution hunting group.
- (3) Queuing is an optional feature that may be added to a uniform call distribution arrangement, to permit incoming calls, in excess of lines in a uniform call distribution hunting group, to be held in the compatible electronic type switching equipment and distributed in their order of arrival to lines in the uniform call distribution hunting group, as the lines become available.
- (4) When the optional feature of queuing is added to a uniform call distribution arrangement, all lines in the associated uniform call distribution hunting group must be arranged for queuing.

##### g. Attendant Busy Verification of Tie Trunks and Call Through Test on Tie Trunks

- (1) The attendant busy verification feature allows the Centrex attendant to call a particular tie trunk. If the tie trunk is busy the existing call will be given a busy verification tone then bridged to the attendant. The attendant can then observe the call and be heard by both parties on the original connection. The busy verification tone is repeated every six seconds up to a maximum of 30 seconds, at which time the attendant connection is dropped.
- (2) The attendant call through test feature allows the Centrex attendant to verify the operation of any tie trunk equipped with this feature by selecting the trunk and making a test call on it.
- (3) The attendant busy verification and call through test features can only be operated from a console attendant position equipped for data link operation.

Effective: JULY 1, 2010

## CENTREX SERVICE

### C. REGULATIONS (Cont'd)

#### 7. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

##### h. Tie Trunk for Advanced Senderized Tie Trunk

A tie trunk for advanced senderized tie trunk is provided in association with the Centrex system electronic tandem switching features of automatic route selection - deluxe and/or uniform numbering/automatic alternate routing.

##### i. Selected Customer Control of Facilities

- (1) Selected customer control of facilities is an arrangement which permits the customer to restrict all access to specific facility groups connecting in the customer's Centrex system.
- (2) When the selected customer control of facilities arrangement is activated for a facility group which is a part of an automatic route selection - basic or automatic route selection - deluxe routing pattern, call attempts will automatically be routed to the next facility group in the routing pattern.

##### j. Centralized Attendant Service

- (1) Centralized attendant service allows a customer with a number of locations that are served by either a technically compatible dial switching equipment on the customers premises or a Centrex system, to concentrate all attendants at a single centralized main location. Incoming calls from the telecommunications network to an unattended branch location are routed to the main location, via a release link trunk, where a centralized attendant service attendant completes the call by dialing the called party's extension number over the same release link trunk.
- (2) The main location system must be a Centrex system served by compatible electronic type switching equipment equipped with data link console attendant positions.
- (3) The branch locations may consist of one or more of the following:
  - (a) A Centrex system served by compatible electronic type switching system or compatible crossbar type dial switching equipment that is arranged for switched loop operation.
  - (b) Technically compatible dial switching equipment located on the customer's premises.

Effective: JULY 1, 2010

## CENTREX SERVICE

### C. REGULATIONS (Cont'd)

#### 7. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

##### j. Centralized Attendant Service (Cont'd)

##### (4) Centralized Attendant Service Features

##### (a) Standard Features

Incoming Call Identification Lamps

Remote Hold

Customer Testing of Release Link Trunks

Attendant Call Distribution

Attendant Recall on Station Don't - Answer

##### (b) Optional Feature

Uniform Numbering

##### k. Outgoing Trunk Queuing - WATS

This feature permits outgoing WATS call attempts from Centrex lines or compatible tie trunks to be placed in queue for a predetermined amount of time until a WATS facility becomes available or the call is advanced to the telecommunications network or to an overflow tone.

##### l. Station Dial Code Screening

This feature permits designated Centrex lines to be used for the origination of calls to specified telecommunications network lines in distant number plan areas and central office codes and restricts these lines from originating calls to other unspecified telecommunications network lines. Three-digit or six-digit screening is provided. This feature is not available on international direct distance dialed calls.

- (1) Arrangement l permits Centrex line originated calls to be completed to telephone numbers with selected central office codes in the home number plan area or other number plan areas using the telecommunications network.

Effective: JULY 1, 2010

## CENTREX SERVICE

### C. REGULATIONS (Cont'd)

#### 7. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

##### I. Station Dial Code Screening (Cont'd)

- (2) Arrangement II permits Centrex line originated calls to be completed via CCSA access lines arranged for uniform numbering and senderized operation to telecommunications network lines in specified number plan areas and central office codes.
- (3) A Centrex line or group of Centrex lines can be associated with either arrangement I, arrangement II or both.
- (4) Station calling arrangement restrictions are not assured. This feature is intended to limit Centrex line direct dialed outgoing calls, but such calls may, in certain circumstances, be completed and will be charged for in the normal manner.
- (5) Except where all Centrex lines have the same arrangement, each line or group of lines requires an additional customer group subject to rates and charges specified in C. following.
- (6) Centrex lines are assigned to a specific code screening arrangement by Centrex line number. Removal of the code screening arrangement from a Centrex line number or changing the Centrex line number from one code screening arrangement to a different code screening, requires a line number rearrangement as specified in C. following.

##### m. Abbreviated Dialing

Abbreviated dialing permits a Centrex line to call another Centrex line or other selected lines within the Centrex system by dialing a one- or two-digit code.

##### n. Controlled Line Status

Controlled line status permits the customer to change the calling arrangement of selected Centrex lines as follows.

- (1) Outgoing call restriction provides for originated calls, other than for intercommunication to be routed to a tone.
- (2) Incoming call restriction provides for incoming calls, from outside the Centrex system direct dialed to selected Centrex lines, to be routed to the attendant or to an announcement.

Effective: JULY 1, 2010

## CENTREX SERVICE

### C. REGULATIONS (Cont'd)

#### 7. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

##### o. Flexible Incoming Call Restriction

Flexible incoming call restriction permits the routing of incoming calls to preselected Centrex lines to either the Centrex attendant, to a recorded announcement, or to a Centrex line through the activation of a control key.

##### p. Station DID Restriction

Station DID restriction permits selected Centrex lines to be restricted from receiving DID calls from the telecommunications network and routes such calls to the Centrex attendant.

##### q. Station Number Correlation

Station number correlation permits Centrex line numbers to correspond to room numbers or other customer numbering plans. If less than four digits, a prefix is used for the line number.

##### r. Attendant Camp-on Options

Attendant camp-on options permit a choice of silence, recorded announcement or customer-provided music source to the calling party on waiting camp-on calls.

Effective: JULY 1, 2010

## CENTREX SERVICE

### C. REGULATIONS (Cont'd)

#### 7. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

##### s. Customer Traffic Record Feature

- (1) The Customer Traffic Record Feature provides for the collection of traffic data which is associated with the Centrex Service customer's attendant positions, private facility groups, simulated facility groups, queues and other miscellaneous counts in compatible electronic type switching system equipped central offices. This information is transmitted to the customer's premises over a dedicated channel where it may be printed on compatible customer-provided terminal equipment.

- (2) Explanation of Terms

##### Automatic Circuit Assurance

Automatic Circuit Assurance is an optional feature of the Customer Traffic Record Feature. Automatic Circuit Assurance provides an informational report called Nonusage Trunk Scan and Locked-up Trunk Scan on private facilities, except WATS, Toll Free Dedicated Service or those provided through simulated facilities, which have not been found to be traffic busy during the preceding two hours and those found continuously busy for the preceding two hours. When requested, this report is transmitted to the customer's premises every two hours at 15 minutes after the hour. The report printing can be stopped or started at the customer's discretion, by means of a control key and the appropriate control channel, as specified in the Telephone Company's Channel Services Tariff.

##### Line of Traffic Measurement

Line of Traffic Measurement information is a preprogrammed configuration of informational characters in the format agreed upon between the customer and the Telephone Company.

- (3) Within the limitations of the Customer Traffic Record Feature offering, the customer may specify the time interval and format of the Customer Traffic Record Feature informational reports. The time interval schedule includes both the days of the week and the hours during the day when the informational report printout is to occur. The printouts may occur only on the hour, quarter hour or half hour, with a minimum report interval of one-half hour.

Effective: JULY 1, 2010

## CENTREX SERVICE

### C. REGULATIONS (Cont'd)

7. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)
  - t. Centrex System Control
    - (1) The Centrex System Control feature permits a Centrex Service customer to prepare and implement selected line and feature activations/deactivations, changes, displays and verifications. A customer-provided terminal and printer, located on the customer's premises, must be used to access the Centrex System Control feature on a dial-up basis.
    - (2) The Centrex System Control feature provides customized, preformatted user masks (screens) associated with each line/feature change or verification function under control of the customer.
      - (a) The customer's Centrex system must be served from a Telephone Company central office which is compatible with the Centrex System Control feature.
      - (b) The Telephone Company will exclude from the Centrex System Control feature Centrex lines with certain hardware and software configurations. The excluded lines include, but are not limited to, following:
        - Ground-start lines
        - Lines associated with Centrex Dormitory Service (LA-2)
        - Lines associated with Make-busy Arrangements and Break Rotary Hunt Arrangements
        - Lines associated with Night Service
        - Lines in multiline hunt groups
        - Lines on the attendant position
      - (c) Customer-specific user identification number(s) will be assigned to the customer for access to the Centrex System Control feature. Customer-requested user identification number(s) change(s) can be made on a charged for basis.
      - (d) The Centrex System Control data base is a time share system which provides for all customers sharing the available access time.

Effective: JULY 1, 2010

## CENTREX SERVICE

### C. REGULATIONS (Cont'd)

#### 7. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

##### t. Centrex System Control (Cont'd)

- (3) The customers will have the option of choosing one of four different payment plans. These options are as follows.
  - (a) Payment Plan 1 consists of a Service Establishment Charge plus a per-line monthly rate.
  - (b) Payment Plan 2 consists of a three-year termination liability plus a per-line monthly rate.
  - (c) Payment Plan 3 consists of a five-year termination liability plus a per-line monthly rate.
  - (d) Payment Plan 4 consists of a Service Establishment Charge, a per-line installation charge and a per-line monthly rate.
- (4) The system activity charges specified for Centrex System Control apply to each appropriate activity regardless of which payment plan the customer subscribes to.

##### u. Message Link Feature

- (1) The Message Link Feature is an arrangement which enables customer-provided voice store and forward, and message desk systems to automatically interact and connect with Centrex Service via a data link.
- (2) Within the Centrex Service system, the Message Link Feature is identified as special multiline hunting group(s) with a dedicated data link(s). Multiline hunting groups may share a data link. The data link connects in a customer-provided modem at the customer's premises. This modem must conform to the Electrical Industries Association standard RS232C interface requirements, operate in a half or full duplex, asynchronous mode, and use even parity error detection and standard ASCII code.
- (3) When a Centrex Service system is equipped for the Message Link Feature and a call is placed to a Centrex line equipped with Call Forwarding - Don't Answer, Call Forwarding - Busy Line, and/or Call Forwarding - Variable and is subsequently transferred to a customer-provided message system or a call is directly placed to a customer-provided message system, the data link simultaneously transmits the following information.

Effective: JULY 1, 2010

## CENTREX SERVICE

### C. REGULATIONS (Cont'd)

#### 7. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

##### u. Message Link Feature (Cont'd)

##### (3) (Cont'd)

The called number,  
The type of Call Forwarding or a direct call indication,  
The calling number, if within the Centrex system, and  
The customer-provided message system and message desk terminal numbers.

- (4) The Message Link Feature provides a message waiting indicator which can be activated by the customer-provided message system.
- (5) The customer has the responsibility for advising the Telephone Company of the quantity of Centrex lines in the multiline hunting group(s) based on anticipated traffic and call-handling capabilities of the customer-provided message system. The customer must contract for an adequate number of multiline hunting group lines and related customer-provided premises equipment to permit the use of service without injurious effect on Local Exchange Service.
- (6) All Centrex lines to be equipped with the Message Link Feature must be equipped with Centrex Call Forwarding - Busy Line, Call Forwarding - Don't Answer and/or the Call Forwarding - Variable feature.
- (7) The Message Link Feature requires at least one Series 3000, type 3002, Channel for each data link to the customer-provided modem from the Telephone Company's central office. The number of Series 3000 Channels required is dependent upon the customer's configuration.
- (8) Premier Messaging Services Interface (PMSI) is available to customers at rates and regulations as specified in the General Services Tariff.

##### v. Automatic Route Selection - Deluxe

- (1) Automatic route selection - deluxe accepts only a ten-digit telecommunications network call attempt after a Centrex Service automatic route selection - deluxe facilities code is dialed, automatically scans the digits and selects the first choice completing route when available, or subsequent route if the first choice route is not available. Routes may include foreign exchange trunk facilities, WATS access line facilities, Local Exchange Service access line facilities to the long distance telecommunications network and CCSA access lines or other facility arrangements where compatible.

Effective: JULY 1, 2010

## CENTREX SERVICE

### C. REGULATIONS (Cont'd)

#### 7. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

##### v. Automatic Route Selection - Deluxe (Cont'd)

###### (1) (Cont'd)

The final completion route may be to the long distance telecommunications network or, at the option of the customer, the call attempt is routed to overflow tone if a facilities restriction level is insufficient to complete the call. The automatic route selection - deluxe feature provides all number translation and supervision necessary to route the call, and a more expensive route tone is supplied, at the option of the customer, as a function of the route selected for a particular call.

###### (2) Time-of-day Routing

Time-of-day routing is an automatic route selection - deluxe option which permits pre-programmed selection of up to three sets of alternate routing pattern groups for off-network calls on a time-of-day and day-of-week basis. Manual override of time-of-day routing is available with the facility administration and control feature.

###### (3) Automatic route selection - deluxe is furnished only in association with facility restriction levels.

###### (4) Preferred and alternate routes in automatic route selection - deluxe routing patterns will be specified by the customer.

###### (5) A maximum of three automatic route selection - deluxe pattern groups with a maximum of 64 patterns in each pattern group will be provided. The three pattern groups referred to will consist of one primary and two additional pattern groups for time-of-day routing.

###### (6) A maximum of ten routes are provided in a routing pattern.

###### (7) Each WATS band is treated as a separate route.

###### (8) A maximum of 64 number plan areas, including the home number plan area, may be designated by the customer for routing of calls by number plan area and central office codes.

Effective: JULY 1, 2010

## CENTREX SERVICE

### C. REGULATIONS (Cont'd)

7. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)
  - v. Automatic Route Selection - Deluxe (Cont'd)
    - (9) The time-of-day routing feature permits up to 16 programmed changes in pattern groups per week. When additional automatic route selection - deluxe patterns are required due to time-of-day changes, rates and charges as specified in C. following apply to each additional pattern.
    - (10) The Centrex Service optional feature of Long Distance Message Restriction Service does not function on calls routed via automatic route selection - deluxe.
    - (11) Where offered, the customer has the option of choosing one of three different payment plans. These options are as follows.
      - (a) Payment Plan 1 consists of a Service Establishment Charge, an Installation Charge and a monthly rate.
      - (b) Payment Plan 2 and Payment Plan 3 each consist of an Installation Charge, a monthly rate and an extended termination liability.
  - w. Facilities Restriction Level
    - (1) A facilities restriction level is required in connection with automatic route selection - deluxe. Each station line and incoming tie trunk is provided a facilities restriction level to determine both the types of calls and types of facilities within the privileges of the associated user. When the facilities restriction level is transmitted over a tie trunk to a distant PBX or Centrex system equipped with automatic route selection - deluxe like capability, it is identified as a traveling class mark.
    - (2) Authorization codes are a facilities restriction level option which provides for a line user to dial a code which overrides the facilities restriction level associated with that line or incoming tie trunk.

Effective: JULY 1, 2010

## CENTREX SERVICE

### C. REGULATIONS (Cont'd)

#### 7. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

##### w. Facilities Restriction Level (Cont'd)

###### (2) (Cont'd)

The Centrex system requires dialing of the authorization code when the default facilities restriction level, i.e. the facilities restriction level associated with the line or incoming tie trunk, has insufficient privileges to complete the call. The authorization code is also verified and recorded in the station message detail recording to premises record when the station message detail recording to premises feature is provided.

(3) Facility restriction levels are only furnished in association with automatic route selection - deluxe.

(4) A maximum of eight facilities restriction levels are available for each Centrex system.

(5) A maximum of 20,000 authorization codes are available for each Centrex system.

(6) Authorization codes must consist of a uniform number of digits, with a minimum of three and a maximum of six digits.

(7) Where offered, the customer has the option of choosing one of three different payment plans. These options are as follows.

(a) Payment Plan 1 consists of a Service Establishment Charge, an Installation Charge and a monthly rate.

(b) Payment Plan 2 and Payment Plan 3 each consist of an Installation Charge, a monthly rate and an extended termination liability.

##### x. Deluxe Queuing

(1) Deluxe queuing permits a call from a line user to be placed in queue on the first choice route in the automatic route selection - deluxe pattern if all routes allowed by the user's facilities restriction level in that routing pattern are already in use. Two queuing arrangements are available.

Effective: JULY 1, 2010

## CENTREX SERVICE

### C. REGULATIONS (Cont'd)

7. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)
  - x. Deluxe Queuing (Cont'd)
    - (1) (Cont'd)
      - (a) Ring-back Queue

A ring-back queue, in which case the handset of the calling station is placed on the switchhook and the calling line is called back when a facility in the first choice route becomes available.
      - (b) Off-hook Queue

An off-hook queue, in which case the calling line remains off-hook and is held in queue until a facility in the first choice route becomes available.

Calls held in queue beyond a predetermined time limit will be removed from the queue and be routed, at the option of the customer, via subsequent route choices or to an overflow tone.
    - (2) The text and announcement provided with the recorded announcement option of deluxe queuing will be provided by the Telephone Company.
    - (3) The music-on-queue option is available only with off-hook queue and the music source must be provided by the customer.
    - (4) The customer must specify the length of time a call is held in queue before overflowing to subsequent routes or to overflow tone.
    - (5) Off-hook queue must be equipped for either recorded announcement or music-on-queue options.
    - (6) Incoming tie trunks can only be arranged for off-hook queue.
    - (7) Lines at a Centrex location may have either ring-back queue or off-hook queue. All such lines must be equipped with the same type queuing.

Effective: JULY 1, 2010

## CENTREX SERVICE

### C. REGULATIONS (Cont'd)

#### 7. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

##### y. Station Message Detail Recording to Premises

- (1) Station message detail recording to premises provides a record of calls placed on magnetic tape equipment located on the customer's premises. Both originating and completion message detail can be recorded.
- (2) Account codes permit a line user to dial a series of digits which will appear in the station message detail recording to premises record for that particular call.

The account codes can be used by the customer for account or project identification. Adding an account code to a call, where arrangements have been made to provide this feature, is at the discretion of the line user. Each customer's account code must contain the same number of digits, not to exceed eight, and must not conflict with on-network code assignments.

- (3) The data provided by station message detail recording to premises is not the same as that provided on the monthly Telephone Company rendered bill and comparisons will not be accepted as the sole basis for the resolution of billing discrepancies.
- (4) Station message detail records will be provided on terminal equipment located on the customer's premises at the rates and charges specified in C. following.
- (5) Processing of message detail information by the Telephone Company accounting center is not provided with the station message detail recording to premises feature.
- (6) The customer must designate all lines in a compatible electronic type switching system Centrex customer group and/or selected facility groups on which station message detail recording to premises originating and completion records are to be provided.
- (7) Additions and deletions of station message detail recording to premises recording are provided by Telephone Company service orders.

Effective: JULY 1, 2010

## CENTREX SERVICE

### C. REGULATIONS (Cont'd)

#### 7. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

##### y. Station Message Detail Recording to Premises (Cont'd)

- (8) Where station message detail recording to premises is provided, a detailed record may be made for each completed call. At the option of the customer, arrangements can be made to provide records of calls attempted as well as calls completed. Under certain exceptional conditions, with station message detail recording to premises, calls may be processed without recording the call detail.
- (9) Account codes are available with the initial installation of station message detail recording to premises at no additional charge.
- (10) Where offered, the customer has the option of choosing one of three different payment plans. These options are as follows.
  - (a) Payment Plan 1 consist of a Service Establishment Charge, an Installation Charge and a monthly rate.
  - (b) Payment Plan 2 and Payment Plan 3 each consist of an Installation Charge, a monthly rate and an extended termination liability.

##### z. Advanced Dialing Plan

- (1) The advanced dialing plan provides customer access to automatic route selection - deluxe and station message detail recording to premises call routing and call control capabilities with a single-digit access code.
- (2) There are two unique dialing arrangements available, public and private. The public dialing plan may be used by Centrex customers and offers such features as operator assistance, International DDD and three-digit service code capability. Private dialing plans are dedicated to individual Centrex customers. Both public and private dial plan capabilities may be accessed with a predetermined access dial code.
- (3) Any private network access code must be expanded to the equivalent 7- or 10-digit dialing plan.
- (4) Advanced dialing plan capabilities apply only to Centrex line originations, not incoming trunks.

Effective: JULY 1, 2010

## CENTREX SERVICE

### C. REGULATIONS (Cont'd)

#### 7. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

##### z. Advanced Dialing Plan (Cont'd)

- (5) Facilities restriction levels for public calls are static and cannot use authorization code screening for modification on a per-call basis.
- (6) Touch-Tone equipped telephones are required to use the account code capability.
- (7) The advanced dialing plan is not offered for use with those Centrex Service systems which utilize the assume dial 9 feature for local exchange access.
- (8) The customer has the option of choosing one of three different payment plans. These options are as follows.
  - (a) Payment Plan 1 consists of a Service Establishment Charge, an Installation Charge and a monthly rate.
  - (b) Payment Plan 2 and Payment Plan 3 each consist of an Installation Charge, a monthly rate and an extended termination liability.

##### aa. Call Management

- (1) Centrex Call Management (CCM) is an optional feature which can provide a detailed record of originating and terminating calls, placed by, and terminated to, Centrex stations, attendants and compatible Special Services users, over Foreign Exchange (FX) dial tone lines, WATS, compatible Special Service and/or the Message Telecommunications Service (MTS) toll network. Summary records are provided on local calls and directory assistance calls placed over Centrex main station lines.
- (2) CCM offers three types of call detail, as follows:
  - (a) Unrated Detail - provided by originating station number and includes date, time of day, calling number, called number, call duration, and type of facility with interexchange carrier identification.
  - (b) Rated Detail - provides an estimated charge, based on the standard industry rating tables, in addition to the detail specified for Unrated Detail, preceding.

Effective: JULY 1, 2010

## CENTREX SERVICE

### C. REGULATIONS (Cont'd)

#### 7. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

##### aa. Call Management (Cont'd)

##### (2) CCM offers three types of call detail, as follows: (Cont'd)

- (c) Managerial Reports Package\* - provides rated detail in a report format on either magnetic tape or paper. The reports package includes, but is not necessarily limited to the following: call summary reports; call ranking reports; and call detail reports.

Effective November 2, 1999, the record of call detail will be provided in magnetic tape form only in the tape density and format normally used by the Telephone Company.

- (3) The data provided by CCM is not the same as that provided on the monthly Telephone Company-rendered bill, and comparisons will not be accepted as the sole basis for the resolution of billing discrepancies.
- (4) In order to identify the originating location of calls originated by compatible Private Line users, a station number must be assigned for the compatible Private Line Facility group. A maximum of 24 digits can be recorded on the compatible Private Line facility detail record. The magnetic tape is in the tape density and format used by the Telephone Company Revenue Accounting Office furnishing the tape(s).
- (5) The customer must designate the group or groups of facilities on which call management detail is to be provided, and such detail will be provided on all facilities within each group selected. The Telephone Company will not be responsible for, or liable to the customer for, errors in detail which result from improper service or facility designations by the customer.
- (6) The monthly rate for each call applies to the total number of messages processed, not printed, except in the case of detail provided on summary records which are charged for messages printed, not processed.
- (7) Any change of service configuration will occur on the first day of the month.

\* No longer available after November 1, 1999.

Effective: JULY 1, 2010

## CENTREX SERVICE

### C. REGULATIONS (Cont'd)

7. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)
  - aa. Call Management (Cont'd)
    - (8) There are two choices of media for delivery of CCM data, as follows:
      - (a) Magnetic tape - CCM data delivered on magnetic tape is available for outbound rated or unrated records, Local Usage Detail (where available), and Call Detail Account Recordings only. The magnetic tape records are delivered in the traditional Bellcore Exchange Message Record (EMR) format. Inbound data is not available on magnetic tape.
      - (b) CD-ROM - CCM outbound, inbound, Local Usage Detail (where available), and Call Detail Account Recording records delivered on CD-ROM will be provided in format compatible with a Foxpro® database management system. All outbound records will be rated according to industry standard tariffs. Inbound data will not be rated. In addition to standard fields provided in the EMR format, records delivered on CD-ROM will include originating and terminating city identification, as well as zip codes, where available.
    - (9) This feature is not provided on residence-rated student or patient lines.
    - (10) CCM Call Detail Records provided via magnetic tape or CD-ROM are available on a calendar month-basis only and are not available on a customer billing month-basis.
    - (11) CCM outbound, inbound, and Local Usage Detail is available only where facilities permit.
    - (12) Call Detail Records are provided where carrier record information is compatible with CCM formatting.
    - (13) Customers must subscribe to this service for a minimum contract period of three months. When a CCM system is disconnected within the contract period, termination charges apply. Termination charges will not apply for CCM systems moved to a location in the same or a different central office. Termination charges will be determined based on the monthly rate in effect at the time the service is disconnected and will be due for the remainder of the contract period. These termination charges will be based on the monthly rate and not on the per-message rates.

Effective: JULY 1, 2010

## CENTREX SERVICE

### C. REGULATIONS (Cont'd)

#### 7. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

##### bb. Routing Control

Routing Control directs off-network calls based on the call destination to alternative private or public facilities to provide efficiencies in traffic handling. Up to three alternative routes (Primary Route, Alternate Route and Second Alternate Route) may be specified by the customer.

Routing Control is available on outgoing calls only. The traffic routing choices are provided by and the responsibility of the customer.

##### cc. Time-of-Day Routing

Time-of-Day Routing permits the preprogrammed selection of Primary Route, Alternate Route and Second Alternate Route to vary based on the time-of-day or day-of-week.

Time-of-day and day-of-week variances in the Routing Control are provided by and the responsibility of the customer.

##### dd. Ground Start Provisioned Centrex Service

Ground Start Provisioned Centrex Service is a method of signaling on customer lines in which one side of the two wire line is momentarily grounded to get dialtone.

Centrex Service terminating into a switch or pooled behind a switch will continue to be subject to Centrex Dial Tie Trunk Terminal charges as specified in this Product Guide.

All other applicable regulations for Centrex Services as specified in the Telephone Company's General Services Tariff apply.

The Telephone Company assumes no liability for the limitations of CPE feature signaling due to the operating and transmission factors for ground start provisioning.

Ground start provisioning is offered where facilities permit.

Ground start Centrex lines may not be flat rated for local usage. Ground start supervision on Centrex service may be offered only on message/measured basis.

Effective: JULY 1, 2010

## CENTREX SERVICE

### C. REGULATIONS (Cont'd)

#### 7. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

##### ee. PRI Centrex Intercom Capability

PRI Centrex Intercom Capability provides intercom capability on B Channels of an Dedicated PRI Arrangement and other digital Centrex systems within the same subscriber network. This feature provides the capability to communicate on a private facility basis, as a tie-line, between Centrex systems served from different central offices. When Centrex Intercom connects a Centrex system to customer premises equipment, it may provide private facilities or it may permit the two systems to share local exchange access. Intercom calls between an Dedicated PRI Arrangement and a Centrex system do not incur usage charges. Calls to telephone numbers outside of a Centrex system without intercom capability will incur usage charges. If eleven or more channels are purchased on PRI, the package rate for the entire PRI applies.

When the PRI Intercom Capability option is augmented with Centrex feature to integrate Centrex service with Voice Over Internet Protocol (VoIP) applications, an additional PRI Intercom – VoIP NRC rate is required as defined in the Rate Section of this Product Guide. PRI's that only require the Intercom functionality do not require an additional NRC.

The availability of this feature and the number of "B" Channels is dependent on the capability of the serving central office.

#### 8. Additional Customer Group

An additional customer group is a group of facilities requiring an additional memory block in the compatible electronic type switching system dial switching equipment and is established by the Telephone Company at the request of the customer to provide an additional group of common service features on the same Centrex system.

#### 9. Signaling Arrangements

Signaling arrangements in accordance with Part 68 of the Federal Communications Commission's Rules and Regulations for grandfathered and registered systems are not required for Centrex.

#### 10. Tie Trunk Terminals for Advanced Operation

- a. The Tie Trunk Terminals for Advanced Operation will only be provided when the customer's unique Centrex Service requirements cannot be provided by any other type of tie trunk or terminal.

Effective: JULY 1, 2010

## CENTREX SERVICE

### C. REGULATIONS (Cont'd)

#### 11. 50B Customer Premises System Attendant Console

- a. The type 50B attendant console will only be provided with Centrex systems served from compatible electronic type switching equipment.
- b. When the type 50B attendant console is provided on a Centrex system, all attendant positions provided on that system must have the same feature capabilities.
- c. The Centrex line or lines associated with the primary Directory Listing and connected to a type 50B customer premises system attendant console will be furnished at the rates specified for appropriate Centrex lines.
- d. A Centrex line or lines may be arranged for dial "zero" operation and connected to a type 50B customer premises system attendant console in order to provide Centrex lines of a Centrex system direct access to the attendant. The Centrex line or lines arranged for dial "zero" operation will be furnished at the rates specified for appropriate Centrex lines.
- e. The Service Establishment Charge is applicable only to the initial installation of the first console in each system.
- f. Equipment Addition Charges apply in addition to all other rates and charges specified for the equipment being added to an existing system subsequent to the initial installation of the associated console or consoles.

#### 12. Centrex Subsidiary System Arrangement

- a. A Centrex subsidiary system arrangement is offered for use only with a Centrex system which is served by a compatible electronic type switching equipment central office.
- b. Centrex subsidiary system arrangement station numbers are provided by the same central office equipment and facilities which furnish Direct Inward Dialing (DID) Service and will only be furnished where adequate DID facilities are available in the central office serving the customer's Centrex system and where the subsidiary system is properly equipped for DID Service. The Centrex subsidiary system arrangement station numbers may be provided in sequence, depending upon number availability, with the line numbers of the customer's Centrex system.

Effective: JULY 1, 2010

## CENTREX SERVICE

### C. REGULATIONS (Cont'd)

#### 12. Centrex Subsidiary System Arrangement (Cont'd)

- c. The PBX trunks of the subsidiary system must be provided from the same central office serving the customer's Centrex system, subject to the rates and charges specified for PBX trunks in the Telephone Company's Local Exchange Services Tariff, and where the subsidiary system is located outside the serving area of the central office providing the PBX trunks, charges for Foreign Central Office Service, Foreign Zone Service or Foreign Exchange Service, as appropriate, apply.
- d. The same rates and charges as specified for DID Service apply for Centrex subsidiary system arrangement line numbers. Where more than one subsidiary system is involved, each subsidiary system is considered a separate service and the count of line numbers furnished will commence anew at each such system for the purpose of determining the applicable rates and charges.
- e. Tie trunks connecting the Centrex and subsidiary systems are provided at the same rates and charges as specified for tie trunk terminals and tie trunks.
- f. Centrex subsidiary system arrangement line numbers are furnished subject to the condition that all inward and outward local and long distance message network calling by subsidiary system stations be via the central office serving the customer's Centrex system.
  - (1) Where a subsidiary system station's outward local and long distance message network calls are placed via tie trunks to the Centrex system, the charges for such calls are identified and billed as primary Directory Listing calls of the Centrex system.
  - (2) Where a subsidiary system station's outward local and long distance message network calls are placed via the subsidiary system's PBX trunks, the charges for such calls are identified in billed as primary Directory Listing calls of the subsidiary system except as specified in g. following.
- g. At the option of the customer, identification and billing of outgoing long distance message network calls by Centrex subsidiary system arrangement line number will be provided at the same rates and charges as specified for Identified Outward Dialing (IOD) Service subject to the following conditions.
  - (1) The identification and billing of outgoing long distance calls by Centrex subsidiary system arrangement line number will only be provided on calls routed via the subsidiary system's PBX trunks.

Effective: JULY 1, 2010

## CENTREX SERVICE

### C. REGULATIONS (Cont'd)

#### 12. Centrex Subsidiary System Arrangement (Cont'd)

##### g. (Cont'd)

(2) Where more than one subsidiary system is arranged for the identification and billing of outgoing long distance calls by Centrex subsidiary system arrangement line number, each subsidiary system shall be considered a separate service and the count of connecting channels which serve as IOD trunks will commence anew at each system for the purpose of determining the applicable rates and charges.

h. The Centrex subsidiary system arrangement is provided solely for the furnishing of Centrex subsidiary system arrangement line numbers to subsidiary systems for local and long distance message network and intercommunication calling and does not provide any of the basic or optional service features of Centrex Service to stations of the subsidiary systems.

Effective: JULY 1, 2010

CENTREX SERVICE

D. RATES

1. Centrex I Service

a. Attendant Positions (LA-3)

(1) Type 50B Customer Premises  
Attendant Console System

(a) Other Charges

	<u>Installation Charge</u>	<u>Per Month</u>
I. 50B Electronic Console		
Including control unit with direct station selection and busy lamp field for up to 1800 Centrex lines and equipped for connection of eight attendant access lines, each.....	\$795.79	\$341.90

Effective: JULY 1, 2010

CENTREX SERVICE

D. RATES (Cont'd)

1. Centrex I Service (Cont'd)

a. Attendant Positions (LA-3) (Cont'd)

(1) Type 50B Customer Premises  
 Attendant Console System (Cont'd)

(a) Other Charges (Cont'd)

	<u>Installation Charge</u>	<u>Per Month</u>
II. Busy Lamp Field Scanner Unit, equipped for busy lamp connec- tion of 50 Centrex lines, maxi- mum capacity of 300 busy lamp connections, each* .....	\$259.36	\$88.42
III. Scanner Line Circuit Pack, equipped for busy lamp connection of 25 additional Centrex lines, maximum of ten per scanner unit, each* .....	123.79	10.90

\* In addition, where busy lamp connections are provided for Centrex lines located on a different premises from the associated attendant console, rates and charges as specified for Series 2000, types 2014 and 2021 Channels in the Telephone Company's Channel Services Tariff apply, between the serving center of the system and the building where the attendant console is located, for each such busy lamp connection provided.

Effective: JULY 1, 2010

CENTREX SERVICE

D. RATES (Cont'd)

1. Centrex I Service (Cont'd)

		<u>Per Month</u>
b.	Centrex Lines, each (LA-2)	
(1)	Exchange Access .....	*
(2)	Intercommunication with Centrex Line .....	\$12.32
c.	Centrex Intercommunicating Lines, each (LA-2).....	12.32
d.	Optional Service Features (LA-2)	
(1)	Call Transfer-individual, Consultation Hold and Add-on on Incoming Calls†	<u>Installation Charge</u>
(a)	Common Equipment, per system#.....	\$141.47      None
(b)	Per Centrex line .....	7.07      1.42
(2)	Trunk Answer Any Station on Incoming Calls, per system .....	35.37      13.85**

\* Rates and charges are as specified for Centrex I Services in the Telephone Company's Local Exchange Services Tariff, Section 9.

† Applicable to Suburban Centrex Service equipped with a seven-digit uniform dialing plan. Suburban Centrex Service with other than a seven-digit uniform dialing plan may utilize this feature to implement a station line transfer within the same central office dial switching equipment. Subsequent transfers initiated by a station line user may require the assistance of a Centrex system's attendant.

# Applicable to each central office dial switching equipment so arranged when a Centrex Service system is served from more than one central office dial switching equipment.

\*\* In addition, appropriate signal equipment is required.

Effective: JULY 1, 2010

CENTREX SERVICE

D. RATES (Cont'd)

1. Centrex I Service (Cont'd)

e. Message Units and Local Usage Charges

No Message Unit Allowance or Local Usage Charge Allowance is included in the Centrex Service rate schedules. The charges for all Message Units and Local Usage Charges, as appropriate, are the same as specified for Business Services in the appropriate section of the Telephone Company's Local Exchange Services Tariff.

2. Centrex II Service

a. Attendant Positions ..... Rates and charges are as specified for Centrex I Service in this Product Guide.

b. Centrex Lines, each (LA-2)

Per  
Month

- (1) Exchange Access ..... \*
- (2) Intercommunication with Centrex Lines..... \$13.21

c. Centrex Intercommunicating Lines, each (LA-2)..... Rates and charges are as specified for Centrex I Service in this section.

d. Message Units and Local Usage Charges  
 Charges are as specified for Centrex I Service in this section.

e. Centrex User Training ..... Rates and charges are ICB priced based on the customer's requirements.

\* Rates and Charges are as specified for Centrex II Services in the Telephone Company's Local Exchange Services Tariff, Section 9.

Effective: JULY 1, 2010

CENTREX SERVICE

D. RATES (Cont'd)

3. Service Charges

a. Plan I

Service charges, which include Exchange Access, are as specified in the Telephone Company's General Services Tariff, Section 3.

b. Plan II

(1) Simulated Exchange Access Trunks (SEAT)

Service Charges for SEATs are as specified in the Telephone Company's General Services Tariff, Section 3.

(2) Intercommunication Lines

Per  
Month

Line connection charge ..... \$23.45

Line change charge..... 17.80

Effective: JULY 1, 2010

CENTREX SERVICE

D. RATES (Cont'd)

	Service Establishment Charge	Installation Charge	Per Month
4. Dial Tie Trunk Terminals, each			
Advanced Tie Trunk Connection .....	\$1031.58*	\$ 88.42	\$139.12
Basic Senderized Tie Trunk Connection† .....		-	55.00
Basic Tie Trunk Connection .....		-	50.00
Digital Tie Trunk Connection, for Channel Service at a Transmission Speed of 1.544 Megabits per Second.....		800.00	800.00

When a Centrex line is arranged to be connected as a dial tie trunk terminal, the appropriate Centrex line rate applies in addition to the rate specified for the dial tie trunk terminal.

5. Long Distance Message Restriction

Arrangement to deny direct out-dialing of long distance messages by Centrex lines arranged for direct out-dialing of local messages.

Common Equipment, per group of Centrex lines controlled .....	35.37
Per Centrex line arranged.....	.70

6. Dial Conference Arrangement

Connection of lines other than as specified for Centrex Service dial conference arrangement is permitted, but such connections are subject to transmission and equipment limitations.

a. Attendant Controlled

An attendant controlled dial conference arrangement provides the facilities necessary for the Centrex Service attendant to establish a conference connection through the Centrex Service dial switching equipment. The conference connection permits the simultaneous connection of up to five Centrex lines in addition to the attendant or a combination of those lines and either two tie trunks or one central office line, foreign exchange line, WATS or CCSA access line and one tie trunk.

\* Not applicable where the dial switching equipment of the customer's Centrex Service system has been previously equipped for that customer with a tie trunk terminal for advanced tie trunk.

† Not applicable to basic senderized tie trunk connections associated with Suburban Centrex Service systems.

Effective: JULY 1, 2010

CENTREX SERVICE

D. RATES (Cont'd)

6. Dial Conference Arrangement (Cont'd)

a. Attendant Controlled (Cont'd)	<u>Installation Charge</u>	<u>Per Month</u>	<u>Termination Charge</u>
Attendant Controlled Dial Conference Arrangement, each.....	\$48.34	\$110.82	\$1004.46(60)

b. Station Line Controlled

A station line controlled dial conference arrangement provides the facilities necessary for a Centrex line user to establish a conference connection through the Centrex Service dial switching equipment. The conference connection permits the simultaneous connection of up to six Centrex lines including the initiating line user or a combination of those lines and either two tie trunks or one central office line, foreign exchange line, WATS or CCSA access line one tie trunk.

	<u>Installation Charge</u>	<u>Per Month</u>	<u>Termination Charge</u>
Station Line Controlled Dial Conference Arrangement, each.....	\$48.34	\$110.82	\$1004.46(60)

7. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment

a. Automatic Route Selection - Basic	<u>Installation Charge</u>	<u>Per Month</u>
(1) Common Equipment, per customer group, per compatible electronic type switching equipment.....	\$689.68	\$17.97
(2) Route Selection Patterns		
(a) Per Access Line Connected in a Pattern or Patterns* .....	-	5.72

\* In addition, rates and charges apply as specified in the Telephone Company's applicable tariffs for the type of access line connected.

Effective: JULY 1, 2010

CENTREX SERVICE

D. RATES (Cont'd)

7. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

a. Automatic Route Selection - Basic (Cont'd)

(2) Route Selection Patterns (Cont'd)

(b) By Number Plan Area Code Only, with final route:	<u>Installation Charge</u>	<u>Per Month</u>
I. To long distance message service, per pattern, each* .....	\$141.47	\$ 2.60
II. To overflow tone, per pattern, each .....	141.47	44.80
(c) By Number Plan Area Code and Central Office Codes with Final Route		
I. To long distance message service, per pattern, each* .....	206.32	14.44
II. To overflow tone, per pattern, each .....	206.32	56.59

(3) Additions, Deletions and Changes

	<u>System Activity Charge</u>
(a) Additions, Deletions, excluding deletion of all routes in a pattern, or Changes of Routes in Existing Patterns, per pattern† .....	\$124.63
(b) Deletion of Patterns, excluding disconnection of service, per pattern	
I. By number plan area code only .....	124.63
II. By number plan area code and central office codes .....	186.96
(c) Additions or Changes in Number Plan Area or Central Office Code Screening, per route† .....	186.96

\* Where Centrex lines equipped for long distance message restriction access a pattern, the rates and charges specified in II., following apply.

† Each WATS band is treated as a separate route.

Effective: JULY 1, 2010

CENTREX SERVICE

D. RATES (Cont'd)

7. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

	Installation Charge	Per Month
b. Attendant Camp-on and Indication of Camp-on		
Per attendant console.....	\$ 14.15	\$ 30.66
c. Attendant Control of Facilities		
Per access line or tie trunk, or group of such lines or trunks controlled* .....	14.15	27.71
d. Code Call - Code Call Answer		
(1) Transmitting Equipment, per 125-code capacity system, each .....	689.68	165.05
(2) Code Call Signal Control, one required per system, each† .....	14.15	3.30
e. Station Message Detail Recording		
(1) Common Equipment, per arrangement		
Per primary location, or per secondary location served by separate compatible electronic type switching equipment.....	1495.66	43.62
(2) Per Facility Group.....	195.00	None
(3) Station Message Detail Recording, per message.....	-	.01 -

\* In addition, rates and charges apply as specified for a Series 1000, type 1001, Channel as specified in the Telephone Company's Channel Services Tariff, Section 2, and an appropriate control arrangement is required.

† In addition, rates and charges apply as specified for a Series 1000, type 1001, Channel in the Telephone Company's Channel Services Tariff, Section 2.

Effective: JULY 1, 2010

CENTREX SERVICE

D. RATES (Cont'd)

7. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

e.	Station Message Detail Recording (Cont'd)	<u>Installation Charge</u>	<u>Per Month</u>
(4)	Per Foreign Exchange Trunk, Tie Trunk or Toll Free Dedicated Service Access Line connected in an arrangement.....	-	\$ 4.37
	Service Establishment Charge .....	\$350.00*	
f.			
g. Uniform Call Distribution			
(1)	Hunting Group, each .....	\$124.63	6.54
(2)	Per Line in the Hunting Group .....	18.70	.63
(3)	Queuing .....		
(a)	Common Equipment .....	872.47	5.48
(b)	Line Arranged for Queuing, each	18.70	2.62
(c)	Queue Slot, each .....	43.62	1.80
(d)	Centrex Line Usage for Incoming Call Queuing		
I.	Per Centrex intercommunicating line	-	62.32
II.	Per Centrex line		
	Exchange access .....	-	36.59
	Intercommunication .....	-	29.11

\* This charge is applicable only when the switching equipment is arranged to provide station message detail recording on the initial foreign exchange trunk, tie trunk or Toll Free Dedicated Service Access Line.

Effective: JULY 1, 2010

CENTREX SERVICE

D. RATES (Cont'd)

7. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

g. Uniform Call Distribution (Cont'd)

(3) Queuing (Cont'd)

(e) Music-on-queue	<u>Installation Charge</u>	<u>Per Month</u>
I. Common equipment, each .....	Rates and charges are as speci- fied for Attendant Camp-on Options, Music, per Group of 22 Music Ports, following.	-
II. Per music equipped trunk .....	Rates and charges are as speci- fied for Attendant Camp-on Options, Music, Port Connecting Unit, following.	-
(4) Make-busy Arrangements .....	Rates and charges are as speci- fied for Make-busy Arrangements in Section 6 of the Telephone Company's General Services Tariff.	-
(5) Calls Waiting Indication, per unique timing state, maximum of three* .....	\$ 62.32	\$ 8.04
(6) Delay Announcement		
(a) Per announcement, limit of one .....	124.63	128.26
(b) Per announcement trunk.....	37.40	16.20
(c) Per line .....	-	2.37
(7) Night Transfer Arrangement, limit of one† .....	18.70	.87

\* In addition, for each unique timing state, apply the rates and charges for a Series 1000, type 1001, Channel between the serving central office and the customer's premises as in the Telephone Company's Channel Services Tariff, Section 2, and appropriate signal equipment is required.

† Furnished only in conjunction with group make-busy arrangement.

Effective: JULY 1, 2010

CENTREX SERVICE

D. RATES (Cont'd)

7. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

g. Uniform Call Distribution (Cont'd)

(8) Deletions, excluding deletion of the entire system

	<u>System Activity Charge</u>
(a) Each line in the hunting group; delay announcement, per announcement; delay announcement, per announcement trunk; night transfer arrangement.....	\$12.46
(b) Per queue slot, or slots deleted at the same time, or calls waiting indication, per unique timing state .....	31.16

(9) Changes

(a) Night Transfer Arrangement.....	12.46
(b) Calls Waiting Indication, per unique timing state; delay announcement, per announcement .....	62.32

h. Attendant Busy Verification of the Tie Trunks and Call Through Test on Tie Trunks

	<u>Installation Charge</u>	<u>Per Month</u>
(1) Per Tie Trunk Group Equipped		
(a) First group .....	\$186.96	None
(b) Each additional group .....	31.16	None
(2) Per Tie Trunk Equipped.....	-	\$ 1.25

i. Tie Trunk Terminal

Advanced Senderized Tie Trunk.....	62.32	49.85
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Effective: JULY 1, 2010

CENTREX SERVICE

D. RATES (Cont'd)

7. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

j. Selected Customer Control of Facilities

	Service Establishment Charge	Installation Charge	Per Month
(1) Common Equipment, per system .....	\$ 264.24	\$106.57	\$ 21.75
(2) Per facility group to which access is denied* .....	-	19.62	6.97

k. Centralized Attendant Service

(1) Release Link Trunk Terminal Equipment

(a) Main Centrex location, each .....	1570.36†	203.96	183.09
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(b) Branch Centrex location

I. First two connections ...	501.05†	407.91	57.65
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II. Each additional connection .....	-	203.96	28.82
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(2) Centralized Attendant Service Attendant Console Equipment, each .....	Rates and charges apply as specified preceding for Attendant Positions.		
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(3) Uniform Numbering, per 100 Centrex line numbers, per compatible electronic type switching equipment Centrex location .....	-	40.08	None	-
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\* In addition, apply the rates and charges for a Series 1000, type 1001, Channel between the serving central office and the customer's premises as specified in the Telephone Company's Channel Services Tariff, Section 2, and an appropriate control arrangement is required.

† Applies once per system.

Effective: JULY 1, 2010

CENTREX SERVICE

D. RATES (Cont'd)

7. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

k. Centralized Attendant Service (Cont'd)	Service Establishment Charge	Installation Charge	Per Month
(4) Release Link Trunk, each....	Rates and charges apply as specified for Series 2000 Channels for Tie Trunk Use in the Telephone Company's Channel Services Tariff.		

I. Outgoing Trunk Queuing

(1) Common Equipment, each ..	\$471.58	\$925.47	\$150.90
(2) Queue, each .....		442.10	4.54
(3) Queue Slot, each .....		-	36.54
(4) Options			
(a) Attendant Key Control*			
I. Inhibit inflow, each .....		141.47	4.25
II. Inhibit outflow, each .....		141.47	4.25
(b) Recorded Announcement, each .....		284.13	49.51
(c) Music-on-queue, common equipment, each† .....		294.74	153.27
(5) Change and Rearrangements, change in any of the following			
(a) Common Equipment, each .....		55.41	None -
(b) Queue Slots, each .....		84.89	None -

\* In addition, the rates and charges apply as specified for a Series 1000, type 1001, Channel between the serving wire center and the customer's premises as specified in the Telephone Company's Channel Services Tariff, Section 2, and an appropriate control arrangement is required.

† In addition, the rates and charges apply as specified for a Series 2000, type 2120, Channel between the serving wire center and the customer-provided music source, as specified in the Telephone Company's Channel Services Tariff, Section 3.

Effective: JULY 1, 2010

CENTREX SERVICE

D. RATES (Cont'd)

7. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

	<u>Installation Charge</u>	<u>Per Month</u>	
I. Outgoing Trunk Queuing (Cont'd)			
(5) Change and Rearrangements, change in any of the following (Cont'd)			
(c) Queue Threshold Time Limit.....	\$ 74.27	None	-
(d) Inhibit Inflow, each .....	84.89	None	-
(e) Inhibit Outflow, each.....	84.89	None	-
(f) Change in Overflow Arrangement.....	77.82	None	-
(g) Priority, per Centrex line.....	8.55	None	-
m. Station Dial Code Screening			
(1) Per Centrex Line Equipped .....	10.02	\$ .30	
(2) Arrangement I, per group of Centrex lines with same screening arrangement.....	1078.74	137.93	
(a) Per Number Plan Area Code, excluding home number plan area code with central office code screening .....	471.58	15.32	
(b) Additions or deletions to number plan area or central office code group, each .....	62.48	None	-
(3) Arrangement II, per group of Centrex lines with same screening arrangement and same access code.....	648.42	137.93	
(a) Per Number Plan Area Code, excluding home number plan area code with central office code screening .....	471.58	15.32	
(b) Additions or Deletions to Number Plan Area or Central Office Code Group, each.....	62.48	None	-

Effective: JULY 1, 2010

CENTREX SERVICE

D. RATES (Cont'd)

7. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

m. Station Dial Code Screening (Cont'd)	<u>Installation Charge</u>	<u>Per Month</u>	
(4) Centrex line Number Rearrangement from One Screening Arrangement to a Different Screening Arrangement, per line or group of lines changed at the same time without line number change.....	\$ 5.02	None	-
n. Abbreviated Dialing			
(1) Common Equipment, per 100 lines equipped, .....	247.58	\$3.89	
(2) Dialing Code, each .....	147.37	1.18	
o. Reserved for future use			

Effective: JULY 1, 2010

CENTREX SERVICE

D. RATES (Cont'd)

7. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

	<u>Installation Charge</u>	<u>Per Month</u>
p. Flexible Incoming Call Restriction		
(1) Common Equipment, per group of stations† .....	\$165.05	\$ 4.25
(2) Per Centrex line equipped .....	-	.12
(3) Recorded Announcements		
(a) Common Equipment, per announcement, each	135.58	85.18
(b) Announcement Trunks, each .....	123.79	71.33
q. Centrex Line DID Restriction, per group of lines arranged, each occasion .....	277.05	None

† In addition, rates and charges apply for the appropriate channel as specified in the Telephone Company's Channel Services Tariff, and an appropriate control arrangement is required.

Effective: JULY 1, 2010

CENTREX SERVICE

D. RATES (Cont'd)

7. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

	<u>Installation Charge</u>	<u>Per Month</u>
r. Station Number Correlation, per Centrex system.....	\$1898.10	None
s. Attendant Camp-on Options		
(1) Silence		
(a) Per group of 22 silence ports .....	389.06	\$ 36.54
(b) Port connecting unit, each.....	50.70	9.20
(2) Recorded Announcement		
(a) Per group of 20 recorded announcement ports .....	361.94	88.42
(b) Port Connecting Unit, each .....	43.62	9.20
(3) Music*		
(a) Per group of 22 music ports .....	419.70	204.55
(b) Port Connecting Unit, each .....	43.62	9.20
t. Customer Traffic Record Feature		
(1) Common Equipment, each† .....	3155.00	310.00
(2) Per Line of Traffic Measurement Transmitted, at a maximum of one-hour intervals, each .....	-	2.75
(3) Per Line of Traffic Measurement Transmitted, at a maximum of one-half hour intervals, each .....	-	5.25

\* In addition, the rates and charges apply as specified for a Series 2000, type 2120, Channel between the serving wire center and the customer-provided music source, as specified in the Telephone Company's Channel Services Tariff, Section 3.

† In addition, an appropriate data set in the serving central office and the appropriate channel between the customer's premises and serving central office are required.

Effective: JULY 1, 2010

CENTREX SERVICE

D. RATES (Cont'd)

7. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

	<u>Installation Charge</u>	<u>Per Month</u>
t. Customer Traffic Record Feature (Cont'd)		
(4) Automatic Circuit Assurance Report, each 100 trunk circuits, or fraction thereof, equipped.....	-	\$7.50
(5) System Activity Charges, per occasion		
(a) Add, change or rearrange printout format.....	\$195.00	
(b) Change or rearrange printout time schedule.....	\$42.00	-
(c) Addition of a trunk circuit to the automatic circuit assurance report feature.....	\$42.00	
u. Reserved for future use		

Effective: JULY 1, 2010

CENTREX SERVICE

D. RATES (Cont'd)

7. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

		<u>Per Month</u>
v. Centrex System Control		
(1) Service Establishment Charge*		
	Payment Plan 1 or 4, per system .....	\$7000.00
(2) System Activity Charges		
(a)	User training, each occasion .....	425.00
(b)	Change of customer mask, after service establishment, per mask.....	50.00
(c)	Change of customer identification number, each occasion .....	8.00
(d)	Line change, from accessible to inaccessible and vice versa, per line changed .....	2.00 -

\* In the case of the Federal Government, each government agency with access to the Centrex System Control feature is defined as a separate Centrex System Control customer.

Effective: JULY 1, 2010

CENTREX SERVICE

D. RATES (Cont'd)

7. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

v. Centrex System Control (Cont'd)

(3) Centrex System Control Feature, per line	<u>Installation Charge</u>	<u>Per Month</u>
(a) Payment Plan 1.....	-	\$ .09
(b) Payment Plan 2†.....	-	.17
(c) Payment Plan 3†.....	-	.15
(d) Payment Plan 4.....	\$2.40	.03
 (4) Termination Charges*		
(a) Payment Plan 2.....	\$7200.00(36)	
(b) Payment Plan 3.....	\$7200.00(60)	

w. Message Link Feature	<u>Service Establishment Charge</u>			
Common Equipment, per data link# .....	\$3650.00	-	200.00	AML

\* In the case of the Federal Government, each government agency with access to the Centrex System Control feature is defined as a separate Centrex System Control customer.

† For features installed on or following March 10, 1986, this plan will be subject to a minimum monthly charge for 3000 lines.

# In addition, rates and charges apply for a Central Office Data Set, and at least one Series 3000, type 3002, Channel for each Message Link Feature data link to the customer's modem from the Telephone Company's central office. Also, rates and charges apply for the Centrex lines in the multiline hunting group(s) accessing the customer-provided message system.

Effective: JULY 1, 2010

CENTREX SERVICE

D. RATES (Cont'd)

7. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

x Automatic Route Selection - Deluxe

(1) Common Equipment, per access code, per Centrex customer group Service equipped in a compatible electronic type switching system

	<u>Service Establishment Charge</u>	<u>Installation Charge</u>	<u>Per Month</u>	<u>Termination Charge</u>
(a) Payment Plan 1.....	\$4000.00	\$1415.00	\$ 32.00	-
(b) Payment Plan 2.....	-	1415.00	180.00	\$4090.00(36)
(c) Payment Plan 3.....	-	1415.00	130.00	4090.00(60)

(2) Route Selection Patterns

(a) Per Facility Connected in a Pattern or Patterns* .....	-	4.05	-
(b) By Numbering Plan Area Code Only, per pattern.....	130.00	4.85	-
(c) By Numbering Plan Area and Central Office Codes, per pattern .....	185.00	5.65	-

(3) Arrangements for Additional Pattern Groups for Time-of-day Routing, each .....

	320.00	2.85	-
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(4) Additions and Changes

(a) Additions, Deletions or Changes of Routes, Associated Facilities Restriction Levels, or More Expensive Route Tone Application in Existing Patterns, per pattern† .....	34.00	None	-
(b) Addition of Patterns, per pattern .....	Apply same rates and charges as specified in (2)(b) and (2)(c) preceding.		

\* In addition, rates and charges apply as specified in the Telephone Company's applicable tariff for the associated facility and facility connection.

† This charge is applicable whether the code addition or change is customer or Telephone Company initiated.

Effective: JULY 1, 2010

CENTREX SERVICE

D. RATES (Cont'd)

7. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

x. Automatic Route Selection - Deluxe (Cont'd)

(4) Additions and Changes (Cont'd)

	<u>Installation Charge</u>	<u>Per Month</u>	<u>Termination Charge</u>	
(c) Additions or Changes in Numbering Plan Area or Central Office Code Routing, per code, per pattern group affected† .....	\$ 34.00	None	-	
(d) Additions, Deletions and/or Changes in Time-of-day Routing Intervals .....	65.00	None	-	

y. Facilities Restriction Level

	<u>Service Establishment Charge</u>			
(1) Centrex Line or Incoming or Two-way Tie Trunk Connection, each .....	-	3.00	\$ .02	-
(2) Authorization Codes				
(a) Common Equipment, each				
I. Payment Plan 1 .....	\$520.00	1065.00	34.50	-
II. Payment Plan 2 .....	-	1065.00	54.00	\$535.00(36)
III. Payment Plan 3 .....	-	1065.00	47.50	535.00(60)
(b) Authorization Codes, per 100 codes or fraction thereof .....		23.00	1.20	-
(c) Per Facility Connected in an Automatic Route Selection - Deluxe Pattern or Patterns, each .....		-	5.00	-

† This charge is applicable whether the code addition or change is customer or Telephone Company initiated.

Effective: JULY 1, 2010

CENTREX SERVICE

D. RATES (Cont'd)

7. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

y. Facilities Restriction Level (Cont'd)

(3) Changes	<u>Installation Charge</u>	<u>Per Month</u>	<u>Termination Charge</u>
(a) Changes in Facilities Restriction Level, per line or tie trunk connection, each	\$3.00	None	-
(b) Change in a Single Authorization Code and/or Associated Facilities Restriction Level Where Telephone Company Service Order Activity is Required, each.....	3.00	None	-

z. Deluxe Queuing

(1) Common Equipment, per Centrex customer group equipped in a compatible electronic type switching system .....	<u>Installation Charge</u>	<u>Per Month</u>
	\$465.00	None
(2) Queue, per facility group equipped.....	125.00	\$ .25
(3) Queue Slots		
(a) Off-hook Queue Slot With:		
I. Recorded Announcement, each* .....	-	38.50
II. Music, each† .....	-	36.00
(b) Ring-back Queue Slot, each .....	-	22.50
(4) Recorded Announcement Common Equipment, each .....	68.00	130.00
(5) Music-on-queue		
(a) Common Equipment, each.....	68.00	205.00

\* In addition, recorded announcement common equipment is required as specified in (4) following.

† In addition, music-on-queue is required as specified in (5) following.

Effective: JULY 1, 2010

CENTREX SERVICE

D. RATES (Cont'd)

7. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

z. Deluxe Queuing (Cont'd)

(5)	Music-on-queue (Cont'd)	<u>Installation Charge</u>	<u>Per Month</u>
	(b) Connecting Channel Between Serving Central Office Common Equipment and the Music Source on the Customer Premises.....	Apply rate and charges for Series 2000, type 2120, Channel as specified in the Telephone Company's Channel Services Tariff, Section 3.	

(6) Changes

(a)	Change From Ring-back Queue to Off-hook Queue or Vice Versa, per queue .....	\$56.00	None
(b)	Change in the Quantity of Queue Slots, per queue ..	56.00	None
(c)	Change in Queue Threshold Time Limit, per queue .....	56.00	None
(d)	Change in Recorded Announcement, each .....	56.00	None
(e)	Change in Post-queue Routing from Subsequent Routes to Tone or Vice Versa, per queue .....	56.00	None

aa. Station Message Detail Recording to Premises

(1)	Central Office Equipment	<u>Service Establishment Charge</u>	<u>Installation Charge</u>	<u>Per Month</u>	<u>Termination Charge</u>
(a)	Common Equipment, each*				
	I. Payment Plan 1....	\$5520.00	\$545.00	\$325.00	-
	II. Payment Plan 2....	-	545.00	525.00	\$5645.00(36)
	III. Payment Plan 3....	-	545.00	460.00	5645.00(60)

\* In addition, a Central Office Data Set is required as specified in (d) following.

Effective: JULY 1, 2010

CENTREX SERVICE

D. RATES (Cont'd)

7. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

aa. Station Message Detail Recording to Premises (Cont'd)

(1) Central Office Equipment (Cont'd)	<u>Installation Charge</u>	<u>Per Month</u>	<u>Termination Charge</u>
(b) Per Facility Connected, when the system is equipped for originating records, each*	\$ 9.00	\$8.60	-
(c) Per Tie Trunk Facility Equipped for Completion Records, each.....	9.00	.80	-
(d) Data Sending and Transmitting Equipment.....	Rates and charges apply as specified for Central Office Data Sets in Section 6 of this Product Guide.		
(2) Additions and Changes			
(a) Account Codes, change in number of account code digits, per system†....	33.00	None	-
(b) Station Message Detail Recording to Premises Records, change from recording completed calls only to all calls attempted, or vice versa, per system.....	33.00	None	-
(c) Change in Status of all Centrex Lines in the Compatible Electronic Type Switching System Centrex Customer Group and/or Individual Facilities from Records not Required to Records Required, or vice versa.....	5.00	None	-

\* In addition, a Central Office Data Set is required as specified in (d) following.

† Applies to all originating facilities connecting in automatic route selection - deluxe patterns when any such facility is arranged to provide an originating record to the customer.

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CENTREX SERVICE

D. RATES (Cont'd)

7. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

bb.	Advanced Dialing Plan	Service Establishment Charge	Installation Charge	Per Month	Termination Charge
	Common Equipment, each				
(1)	Payment Plan 1 ...	\$7490.00	\$1540.00	\$ 6.25	-
(2)	Payment Plan 2 ...	-	1540.00	280.00	\$7660.00(36)
(3)	Payment Plan 3 ...	-	1540.00	190.00	7660.00(60)
cc.	Call Management				System Activity Charge
(1)	Initial Establishment of Call Management, per Centrex system				
	Up to 200 lines.....				\$300.00
	Over 200 lines .....				500.00
(2)	Call Detail Options, per Centrex System				
	Monthly*			Per Month	
	Magnetic Tape				
	Unrated detail.....				\$ 52.00†
	Rated detail.....				52.00†
	Managerial reports package** .....				50.00†
	Paper				
	Managerial reports package** .....				45.00†
	CD-ROM .....				52.00
	Weekly#				
	Magnetic tape, unrated detail†† .....				130.00†

\* Calendar month basis only.  
† Minimum revenue guarantee of three months applies.  
# Provided on a Monday through Sunday basis only.  
\*\* No longer available after November 1, 1999.  
†† Not available to new customers as of the effective date of this Product Guide.

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CENTREX SERVICE

D. RATES (Cont'd)

7. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

cc. Call Management (Cont'd)

(3) Outbound Detail, per message

Unrated	<u>Per Month</u>
Up to 100,000 messages .....	\$ .01
Over 100,000 messages .....	.005
Rated	
Up to 100,000 messages .....	.01
Over 100,000 messages .....	.005
Managerial reports package**	
Up to 100,000 messages .....	.02
Over 100,000 messages .....	.008

(4) Inbound Detail, per message

Unrated .....	.01
---------------	-----

(5) Subsequent Additions and Changes, per Centrex system

	<u>Nonrecurring Charge</u>
Up to 200 lines.....	\$ 75.00
Over 200 lines.....	125.00

\*\* No longer available after November 1, 1999.

Effective: JULY 1, 2010

CENTREX SERVICE

D. RATES (Cont'd)

7. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

dd. Routing Control	<u>Installation Charge</u>	<u>Per Month</u>
1 to 49 Centrex lines		
month to month.....	\$500.00	\$ 29.00
12 - 36 months.....	500.00	28.00
37 - 60 months.....	500.00	27.00
61 - 96 months.....	500.00	26.00
97 - 120 months.....	500.00	25.00
50 to 199 Centrex lines		
month to month.....	500.00	95.00
12 - 36 months.....	500.00	90.00
37 - 60 months.....	500.00	85.00
61 - 96 months.....	500.00	80.00
97 - 120 months.....	500.00	75.00
200 to 399 Centrex lines		
month to month.....	500.00	190.00
12 - 36 months.....	500.00	180.00
37 - 60 months.....	500.00	170.00
61 - 96 months.....	500.00	160.00
97 - 120 months.....	500.00	150.00

Effective: JULY 1, 2010

CENTREX SERVICE

D. RATES (Cont'd)

7. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment (Cont'd)

	Installation Charge	Per Month
dd. Routing Control (Cont'd)		
400 or more Centrex lines		
month to month.....	\$500.00	\$400.00
12 - 36 months.....	500.00	375.00
37 - 60 months.....	500.00	350.00
61 - 96 months.....	500.00	325.00
97 - 120 months.....	500.00	300.00
ee. Time-of-Day Routing.....	30.00	-
ff. Additions, changes and deletions to Routing Control.....	30.00	-
gg. Ground Start Provisioning each Centrex Line arranged.....	-	5.00
hh. PRI Centrex Intercom Capability, per B Channel equipped*.....	-	10.00
Package rate for ten or more channels of Centrex Intercom on one PRI or Tie-line.....	-	100.00
PRI Intercom – VoIP Capability Package per 100 station numbers or fraction thereof.....	\$300.00	-
9. Additional Customer Group, each.....	810.15	None
10. Switched Circuit Automatic Network (SCAN) Access Line Connections		
a. In Centrex Systems Wire the Dial Switching, Equipment is Located on the Premises of the Telephone Company.		
Access Lines Without Multilevel Precedence Preemption Capabilities, per connection, each.....	-	88.42
With Suburban Centrex, per connection.....	-	50.11

\* No NRC applies if this feature is provided at the time of the initial Dedicated PRI installation. If this feature is added subsequent to the initial Dedicated PRI installation, a PRI Reconfiguration Charge - Change Charge for a line group applies, as specified for Dedicated PRI service.

# When the PRI Intercom Capability option is provisioned to integrate the Centrex features and Voice Over Internet Protocol (VoIP) applications, an additional PRI INTERCOM – VoIP NRC rate is required. This rate does not apply for applications that used only Intercom functionality between a PRI and a Centrex. PRI Intercom – VoIP Capability Package NRC applies to ALL rate plan options.

Effective: JULY 1, 2010

CENTREX SERVICE

D. RATES (Cont'd)

8. Switched Circuit Automatic Network (SCAN) Access Line Connections (Cont'd)

b. For Connection in Centrex Systems Served by  
 Compatible Electronic Type Switching Equipment

	<u>Installation Charge</u>	<u>Per Month</u>
(1) Common Equipment for SCAN Access Line Connections, per Centrex systems.....	\$2741.05	\$330.11
(2) Multilevel Precedence Preemption SCAN Access Line Connections* arranged for:		
One-way Incoming Operation, each .....	194.53	218.10
One-way Incoming Operation, each .....	194.53	135.58
Two-way Operation, each.....	194.53	259.36

9. Computer Access Line Connections,  
 arranged to be accessed by single-  
 digit dialing, each ..... Rates and charges apply as 1M1  
 ..... specified preceding for Dial Tie Trunk  
 ..... Terminals.

\* Requires system equipped with data link console attendant positions. The origination of priority calls requires 16-  
 button Touch-Tone dial telephone equipment for attendant positions and main Centrex lines.

Effective: JULY 1, 2010

## CENTREX I AND II DORMITORY SERVICE - SCHOOLS, COLLEGES AND UNIVERSITIES

### A. DESCRIPTION

Centrex I and II Service is furnished to schools, colleges, and universities for management use in the administration of the school and for residential use by students, faculty members, or employees who reside in dormitories or other residential quarters owned, or leased, or under control of the school.

### B. REFERENCES - (See Section 9 - REFERENCES)

### C. REGULATIONS (LA-2)

1. Management Centrex lines are furnished at regular Centrex rates, charges, and regulations as specified in Section 9 preceding.
2. Dormitory Centrex lines for residential use are furnished on a flat rate basis at rates and charges set forth in C. following.
3. Centrex Dormitory Service is furnished to a school, college, or university only in association with a Centrex system and upon the condition that use of the service shall not be made subject to any charge by the school, college, or university in excess of the charges set forth in the tariffs of the Telephone Company.
4. Centrex II Service will only be provided where all Centrex lines of the customer's Centrex system are so equipped.
5. Schools, colleges, and universities may subscribe to Centrex Dormitory Service under either Option A or B as follows:

#### a. Option A

The school, college, or university is responsible for payment of all charges. The school, college, or university is also responsible for billing and collecting charges for telephone messages, charges for Directory Assistance Service, telegrams, cablegrams, and radiograms sent-paid from or received-collect at dormitory Centrex lines.

#### b. Option B

The Telephone Company is responsible for the billing and collecting of long distance charges, for Directory Assistance Service, telegrams, cablegrams, and radiograms sent-paid from or received-collect at dormitory Centrex lines. The school, college, or university is responsible for the payment of all other rates and charges applicable to the dormitory Centrex lines.

Effective: JULY 1, 2010

CENTREX I AND II DORMITORY SERVICE - SCHOOLS, COLLEGES AND UNIVERSITIES

C. REGULATIONS (LA-2) (Cont'd)

5. Schools, colleges, and universities may subscribe to Centrex Dormitory Service under either Option A or B as follows: (Cont'd)

b. Option B (Cont'd)

The school, college, or university shall agree to either:

- (1) Assume responsibility for the payment of long distance charges billed to dormitory Centrex lines deemed by the Telephone Company to be uncollectible or
- (2) Render assistance to the Telephone Company in the prompt collection of such charges, in which event no responsibility for the uncollectible portion will be incurred by the school, college, or university.

The Telephone Company reserves the right to change a dormitory Centrex line to a Centrex intercommunicating line at the rate specified in Section 9 preceding, in the event of non-payment of charges billed to the dormitory Centrex line.

6. All stations associated with a dormitory Centrex line will be provided only within the same dormitory room or residential quarters.
7. Dormitory Centrex lines that are located outside the wire center area for the primary location, extension channel mileage charges as specified in Section 8 of the Telephone Company's Channel Services tariff apply between the primary location and the location of the Centrex line.
8. Touch-Tone is provided to dormitory Centrex lines only when the associated Centrex Service has Touch-Tone capability.
9. Minimum Revenue Guarantees
  - a. Minimum revenue guarantees apply only to Centrex lines, Centrex dormitory lines, and attendant positions.
  - b. Centrex and Dormitory Centrex Lines
    - (1) Centrex and dormitory Centrex lines are subject to a continuing minimum monthly charge which shall be the charge for 100 Centrex and dormitory Centrex lines of the customer's Centrex system at the appropriate Centrex I Service primary location schedule.

Effective: JULY 1, 2010

CENTREX I AND II DORMITORY SERVICE - SCHOOLS, COLLEGES AND UNIVERSITIES

C. REGULATIONS (LA-2) (Cont'd)

9. Minimum Revenue Guarantees (Cont'd)

b. Centrex and Dormitory Centrex Lines (Cont'd)

(2) All Centrex and dormitory lines of a Centrex system shall be subject to a minimum revenue guarantee for a period of three years. The minimum revenue guarantees for Centrex and dormitory Centrex lines will be computed separately and totaled for the customer's minimum revenue guarantee as follows:

(a) When the number of Centrex lines and dormitory Centrex lines are below 100 at the time service is initially established, the minimum revenue guarantee is determined as follows:

Apply the Centrex I Service primary location schedule to the actual number of Centrex lines and the appropriate dormitory Centrex line schedule to the actual number of dormitory Centrex lines.

(b) When the number of Centrex lines is below 100 and the number of dormitory Centrex lines is 100 or more at the time service is initially established, the minimum revenue guarantee is determined as follows:

Apply the Centrex I Service primary location schedule to the actual number of Centrex lines and the appropriate dormitory Centrex line schedule to the first 100 dormitory Centrex lines and that same schedule to 90 percent of the immediate lower hundreds level below the number of dormitory Centrex lines in excess of the first 100 dormitory Centrex lines initially connected.

(c) When the number of Centrex lines is 100 or more when service is initially established, the minimum revenue guarantee is determined as follows:

I. Apply the Centrex I Service primary location schedule to the first 100 Centrex lines and that same schedule to 90 percent of the immediate lower hundreds level below the number of Centrex lines initially connected and

II. Apply the appropriate dormitory Centrex line schedule as specified in (a) or (b) preceding.

(d) The guarantee as determined in (a), (b) or (c) preceding shall not be less than the continuing minimum monthly charge.

Effective: JULY 1, 2010

CENTREX I AND II DORMITORY SERVICE - SCHOOLS, COLLEGES AND UNIVERSITIES

C. REGULATIONS (LA-2) (Cont'd)

9. Minimum Revenue Guarantees (Cont'd)

b. Centrex and Dormitory Centrex Lines (Cont'd)

(2) (Cont'd)

(e) Additional Minimum Revenue Guarantee

- I. When subsequent growth occurs to a Centrex system where the number of Centrex or dormitory Centrex lines was below 100 when service was initially established, an additional minimum revenue guarantee will be established when the total Centrex lines in service equals 100 or more Centrex or dormitory Centrex lines. The additional minimum revenue guarantee will apply for a period of three years and will be based on the actual growth of Centrex or dormitory Centrex lines up to the 100 level and 90 percent of the additional hundreds level(s) in excess of the first 100 Centrex or dormitory Centrex lines.
- II. When subsequent growth occurs to a Centrex system with 100 or more Centrex or dormitory Centrex lines, an additional minimum revenue guarantee will be established when the total Centrex lines in service exceeds 20 lines beyond the next higher hundreds level above that previously established. The additional minimum revenue guarantee will apply for a period of three years and will be based on 90 percent of the additional hundreds level(s) above that previously established.

(f) Centrex II Service will apply to all Centrex lines for a minimum of 12 months following the establishment of such service.

(g) A customer with Centrex Dormitory Service may designate one three-month period in any one 12-month period during which the minimum revenue guarantee will be that applicable to management Centrex lines but at no time less than that for 100 Centrex lines. The three-month period need not be continuous but the minimum period will be one month. The minimum revenue guarantee applicable just prior to the designated period will apply following the period regardless of the number of Centrex lines in service at the time, and will also apply should the Centrex system be disconnected during such period.

Effective: JULY 1, 2010

CENTREX I AND II DORMITORY SERVICE - SCHOOLS, COLLEGES AND UNIVERSITIES

C. REGULATIONS (LA-2) (Cont'd)

9. Minimum Revenue Guarantees (Cont'd)

- c. The minimum revenue guarantee for each attendant position shall be equal to the monthly rates for 36 months at the same location beginning with the date of connection.

D. RATES

Rates and charges for Centrex I and II Service dormitory Centrex lines are specified in the Telephone Company's Local Exchange Tariff.

Effective: JULY 1, 2010

## CENTREX-50 SERVICE (LA-2)

### A. DESCRIPTION

Centrex-50 Service is Centrex Service furnished from compatible electronic type switching equipment located on Telephone Company premises and includes the facilities necessary for intercommunication between Centrex-50 lines within the customer's system, Local Exchange Service, direct in-dialing to Centrex-50 lines, identification and billing of outgoing long distance messages by line number only where such billing is performed by the Telephone Company, interception of calls to unassigned numbers, series completion line hunting and on calls incoming from the telecommunications network, call transfer-individual, consultation hold and add-on.

### B. REFERENCES (See Section 9 - REFERENCES)

### C. REGULATIONS

#### 1. Explanation of Terms

##### Centrex-50 Service System

Centrex-50 Service lines with the same primary Directory Listing constitute a Centrex-50 Service system.

##### Line Controlled Transfer of Primary Directory Listing Line Calls

The line controlled transfer of primary Directory Listing line calls is a night service arrangement whereby primary Directory Listing line calls activate a common alerting signal on the customer's premises. These calls may then be answered by any line in the system upon dialing a special code.

Effective: JULY 1, 2010

## CENTREX-50 SERVICE (LA-2)

### C. REGULATIONS (Cont'd)

#### 1. Explanation of Terms (Cont'd)

##### Primary Location

The primary location of each Centrex-50 Service system is the area served by the wire center in which the Centrex-50 Service system's dial switching equipment is located.

##### Secondary Location

A secondary location is any location other than the primary location.

2. Centrex-50 Service is classified as business service and is furnished only from compatible electronic type switching equipment located on Telephone Company premises that is connected by a maximum of 99 Centrex-50 lines on the customer's premises.

Centrex-50 Service is offered only as a complete service. The exchange access and intercommunication with Centrex-50 line portions of the service are not offered separately.

Centrex-50 Service is subject to Limited Availability Classification LA-2.

3. When the customer elects to change from Centrex-50 Service to Centrex Service and, at the option of the Telephone Company and subject to the availability of facilities, the customer's Centrex system will be served by the same dial switching equipment, the Centrex Service will be treated as a new connection requiring the establishment of Centrex Service minimum revenue guarantees except that no Service Charges shall apply to existing Centrex lines provided such lines are not moved or changed or the line connections at the station are not changed.
4. The Centrex-50 line or lines associated with the primary Directory Listing will be connected to the Centrex-50 line designated by the customer of an unattended Centrex-50 Service system or in the attendant console of an attended Centrex-50 Service system. The Centrex-50 line or lines associated with the primary Directory Listing will be furnished at the rates specified for Centrex-50 lines in D. following.

Effective: JULY 1, 2010

CENTREX-50 SERVICE (LA-2)

C. REGULATIONS (Cont'd)

5. A Centrex-50 line or lines may be arranged for dial "zero" operation and connected on the attendant console in order to provide lines of a Centrex-50 Service system direct access to the attendant. The Centrex-50 line or lines arranged for dial "zero" operation will be furnished at the rates specified for Centrex-50 lines in C. following.
6. Attendant access lines connect an attendant console to the dial switching equipment serving the associated Centrex-50 Service system and are provided for the attendant to complete calls directed to the console.
7. When the customer elects to change from type 50A customer premises system attendant consoles to type 50B customer premises system attendant consoles, all outstanding termination charge obligations applicable to the attendant consoles disconnected apply. In addition, the Service Establishment and Installation Charges specified herein for attendant consoles connected shall apply.

D. RATES

	<u>Per Month</u>
1. Common Equipment, each .....	\$141.47
2. Centrex-50 Lines*, each	
Primary Location	
Exchange access.....	†
Intercommunication with Centrex-50 line.....	12.94
Secondary Location#	
Exchange access.....	†
Intercommunication with Centrex-50 line.....	12.94

\* In addition, appropriate terminal equipment is required.

† Rates and charges apply as specified for Centrex 50 Service Centrex Lines and SEATs in the Telephone Company's Local Exchange Services Tariff, Section 9.

# In addition, rates and charges as specified for Series 2000, type 2014, Channels as specified in the Telephone Company's Channel Services Tariff apply between the Centrex-50 Service system's serving wire center and the wire center serving the customer's secondary location.

Effective: JULY 1, 2010

CENTREX-50 SERVICE (LA-2)

D. RATES (Cont'd)

3. Usage Charges

No local calling usage allowance is included in the Centrex-50 Service Message or Measured rate schedules. Usage charges apply as specified in the Telephone Company's Local Exchange Services Tariff for Message or Measured Rate Usage Charges for Calls from Dial Tone Lines Without a Monthly Usage Option.

4. Type 50B Customer Premises

System Attendant Console ..... Rates and charges are as specified for Centrex I Service in this Product Guide.

5. Night Service Arrangements

	<u>Installation Charge</u>	<u>Per Month</u>	<u>Termination Charge</u>
a. Attendant controlled call forwarding, per primary Directory Listing line arranged .....	\$35.37	\$ 1.77	-
b. Line controlled automatic transfer of primary Directory Listing line calls to any line† per system* .....	35.37	13.85	-

6. The provisions of long distance message restriction, charges for channels connecting different premises, dial tie trunk terminals, dial conference arrangements, Centrex subsidiary system arrangements, and optional features for use with Centrex systems served by compatible electronic type switching equipment, are as specified for Centrex Service in this Product Guide.

7. Service Charges

Service Charges for Centrex-50 Service are the same as those for Centrex Service as specified in Section 9 of this Product Guide.

† In addition, rates and charges apply for a Series 1000, type 1001, Channel between the serving wire center and the customer's premises as specified in the Telephone Company's Channel Services Tariff, Section 2.

\* In addition, appropriate Signal Equipment is required.

Effective: JULY 1, 2010

## CENTREX CUSTOM CALLING SERVICES

### A. GENERAL

Centrex Custom Calling Services consist of service features for use with Centrex Service furnished by compatible electronic type switching system dial switching equipment.

### B. REGULATIONS

#### 1. Explanation of Terms

##### Automatic Callback

Automatic Callback permits a line user who attempts an intercommunication call to a busy line to be automatically connected to that line when both called and calling lines are subsequently idle. Automatic Callback is operational only for intercommunication calls between lines served by the same compatible electronic type switching system customer group.

##### Call Forwarding - Busy Line

Automatically routes incoming calls, or both incoming and intercommunicating calls, to the attendant or a designated answering point when the called line is busy.

##### Call Forwarding - Don't Answer

Automatically routes incoming calls, or both incoming and intercommunicating calls, to the attendant or a designated answering point when the called line doesn't answer before passage of a prescribed time interval which is dependent upon the arrangement of the dial switching equipment.

Effective: JULY 1, 2010

## CENTREX CUSTOM CALLING SERVICES

### B. REGULATIONS (Cont'd)

#### 1. Explanation of Terms (Cont'd)

##### Call Forwarding - Variable

When activated by the customer, calls intended for the line automatically route to any other line in or outside the same Centrex system or to the attendant. When activated by the attendant, calls intended for the line automatically route to any other line in the same Centrex system or to the attendant.

##### Call Forwarding Over Private Facilities

Call Forwarding Over Private Facilities permits a line user to establish the automatic routing of incoming calls to a specific private facility which is connected in that line user's system. As used herein, the term private facility applies to connection of Common Control Switching Arrangements (CCSA), Electronic Tandem Switching Features, Wide Area Telephone Service (WATS), Foreign Exchange, Foreign Zone and Foreign Central Office Services, Tie Trunks arranged for senderized operation and basic Local Exchange Service.

##### Call Pick-up and Call Hold

Call Pick-up allows the customer to answer any calls directed to another line within such users own preset pickup group by dialing a special code. Call Hold allows the customer to hold any call in progress by flashing the switchhook and then dialing a hold code, thus freeing the same line for the purpose of originating another call or returning to a previously held call. Only one call per line may be held at a time. The held call cannot be added to the other call.

Effective: JULY 1, 2010

## CENTREX CUSTOM CALLING SERVICES

### B. REGULATIONS (Cont'd)

#### 1. Explanation of Terms (Cont'd)

Call Transfer-individual - All Calls, Consultation Hold - All Calls and Three-way Calling - All Calls

##### Call Transfer-individual - All Calls

The customer can transfer any established incoming call to another line in or outside the Centrex system provided only one party remains outside the Centrex system once the transfer is effected except when such a connection is established between the telecommunications network and a tie trunk type facility or when the customer's dial switching equipment is equipped to permit the connection of two telecommunications network or two tie trunk type facilities. This is accomplished by hanging up after utilizing the Consultation Hold - All Calls and/or the Three-way Calling - All Calls feature. The customer can also transfer any originated call in or outside the Centrex system to another line served by the same dial switching equipment.

##### Consultation Hold - All Calls

The customer can hold any existing call by flashing the switchhook and, on the same line, originate a call to the attendant or to another line in or outside the Centrex system for private consultation. After consultation or answer, the customer can, by flashing a second time; return to the original call after the second line hangs up or add this line to the original call (Three-way Calling - All Calls). The customer can also transfer this line to the original call by hanging up after consulting with or adding on the second line (Call Transfer-individual - All Calls).

Effective: JULY 1, 2010

## CENTREX CUSTOM CALLING SERVICES

### B. REGULATIONS (Cont'd)

#### 1. Explanation of Terms (Cont'd)

Call Transfer-individual - All Calls, Consultation Hold - All Calls and Three-way Calling - All Calls (Cont'd)

##### Three-way Calling - All Calls

The customer can add a third line to any established call for a three-line conference by flashing the station switchhook after utilizing the Consultation Hold - All Calls feature. Only one line may be outside the customer's dial switching equipment except when the dial switching equipment has been arranged to permit two outside lines to be connected to a three-line conference.

##### Call Waiting

###### Originating

A calling line provides an audible tone to a called line in the same customer group to indicate that an intercommunication call is waiting when the called line is busy.

###### Terminating

Allows incoming calls, or both incoming and intercommunicating calls, to a busy line to be held waiting while an audible burst of tone is provided to the busy line connection to indicate that a call is waiting. The called line may be connected to this waiting call by the customer hanging up, whereby the line will be rung and will be connected to the call upon answer, or by the customer flashing the switchhook to hold the original call. If the customer does not hang up, repeating the flash will reconnect the line to the held party and will place the connected party back on hold. Where facilities permit, the incoming call tone signal may be blocked on a per call basis. Upon completion of the call, the call waiting feature is automatically reactivated.

###### Customer Group

A Customer Group is a group of facilities established by the Telephone Company to provide common service features. A Centrex system arranged for Centrex Custom Calling Services will be comprised of the number of customer groups determined by the Telephone Company to be adequate to meet the customer's service requirements.

Effective: JULY 1, 2010

## CENTREX CUSTOM CALLING SERVICES

### B. REGULATIONS (Cont'd)

#### 1. Explanation of Terms (Cont'd)

##### Directed Call Pick-up - With Barge in and Call Hold

Directed Call Pick-up - With Barge in and Call Hold enables the user to answer calls directed to any other line in the Centrex group by dialing an access code and the number of the line to be answered. Should the incoming call already be answered by the called line, the line user who dialed the access code is bridged onto the connection and a burst of tone is applied to alert the called party of the presence of the third party. Call Hold allows the line user to hold any call in progress by flashing the switchhook and then dialing a code, thus freeing the same line for the purpose of originating another call or returning to a previously held call. Only one call per line may be held at a time. The held call cannot be added to the other call.

##### Directed Call Pick-up - Without Barge In and Call Hold

Directed Call Pick-up - Without Barge In and Call Hold is variant of Directed Call Pick-up - With Barge In and Call Hold which enables a line user to answer calls directed to any other line in the Centrex group by dialing the access code for this feature and the number of the line to be answered. Should the called party have already answered the line, the Directed Call Pick-up line is not bridged onto the conversation, but receives a reorder tone.

Distinctive Ringing and Call Waiting Tone are furnished in different classes which permit line users to identify the source of calls. These three classes identify:

<u>Class</u>	<u>Call Source</u>
A	Intercommunication
B	Attendant Completed
C	CSA Access Line Direct Inward Dialed from the Telecommunications Network Series 2000 Channel for use as a Tie Trunk
C	Call Waiting - Originating Data Link Console Night Service Arrangement Preemptible Switched Circuit Automatic Network (SCAN) Access Line

Effective: JULY 1, 2010

## CENTREX CUSTOM CALLING SERVICES

### B. REGULATIONS (Cont'd)

#### 1. Explanation of Terms (Cont'd)

##### Reminder Ring

Reminder Ring provides for a distinctive ringing signal to be furnished to a Call Forwarding - Variable or Call Forwarding Over Private Facilities equipped line at the time a call is forwarded.

##### Main Telephone Number Redirect

Main Telephone Number Redirect is a service which will allow Centrex and Centrex Communications System customers to activate, deactivate or change their call forwarding service from a remote location. This service will be provided by means of the Telephone Company's compatible electronic type switching equipment where adequate facilities are available.

Effective: JULY 1, 2010

## CENTREX CUSTOM CALLING SERVICES

### B. REGULATIONS (Cont'd)

#### 1. Explanation of Terms (Cont'd)

##### Series Completion Hunting Group

A Series Completion Hunting Group is a group of facilities established by the Telephone Company to provide hunting arrangements for a maximum of eight Centrex lines.

##### Speed Dialing

Speed Dialing permits the customer to place calls to a list of frequently called numbers by dialing fewer digits than normally required. Two types of Speed Dialing are available, a six-number capacity, one-digit, or 30-number capacity, two-digit, arranged for either individual or shared usage.

2. Centrex Custom Calling Services require special facilities and will be provided only where such facilities are available. The operational capability of such services will be limited to the standard operating characteristics of the serving electronic type switching equipment.
3. Call Transfer-Individual - All Calls, Consultation Hold - All Calls, and Three-way Calling - All Calls will only be provided where all lines in a customer group are so equipped. In addition, the provision of this feature is limited to lines served by the same switching equipment, or to lines served by different switching equipment connected by tie trunk-type facilities or that are equipped to provide this feature over the telecommunications network.
4. Calls forwarded and transferred to lines outside the Centrex system and calls originated to lines for private consultation or a three-line conference outside the Centrex system are subject to local and long-distance message charges which are chargeable to the activating lines. The rates in C. following for Speed Dialing include numbers furnished by the customer to be established on 6- or 30-number lists at the time the Speed Dialing feature is initially provided. Subsequent additions, deletions or revisions to the number lists are provided by the Telephone Company upon request of the customer except when the switching equipment has been arranged to permit the customer to change the number list by dialing a special code. Telephone Company-changed Speed Dialing number lists are not provided when the switching equipment has been arranged for customer-changeable Speed Dialing number lists.
5. There are a maximum of 100 individual or shared Speed Dialing 30-number lists available per customer group.

Effective: JULY 1, 2010

## CENTREX CUSTOM CALLING SERVICES

### B. REGULATIONS (Cont'd)

7. The service features of Call Waiting - Terminating and Call Forwarding - Busy Line are not provided on the same line.
8. The service feature Call Waiting - Terminating is not provided on lines arranged for line hunting.
9. The Call Waiting - Terminating service feature will only be provided on lines of a Centrex system where the calls held waiting are either incoming only or incoming and intercommunication calls.
10. When the switching equipment is arranged for customer-changeable Speed Dialing number lists, the first line equipped with shared Speed Dialing will be the only line permitted to change the Speed Dialing number list.
11. Not more than one Speed Dialing feature with 6-number capacity and one Speed Dialing feature with 30-number capacity may be provided on the same line.
12. Call Pick-up and Call Hold, Call Forwarding - Don't Answer, Call Forwarding - Busy Line, Call Forwarding - Variable and Speed Dialing may be provided on lines of a series completion hunting group.
13. The service feature of Call Pick-up and Call Hold will only be provided on lines which are arranged for Call Transfer-Individual - All Calls or for Call Transfer-Individual on incoming calls from the telecommunications network. In addition, Call Pick-up and Call Hold will only be provided where all lines in the present group are so equipped.
14. When the service features of Call Forwarding - Busy Line and Call Forwarding - Don't Answer are provided on the same line, the features will only be provided where the calls forwarded are either incoming only or incoming and intercommunication calls. In addition, where the serving central office equipment is not fully compatible, the calls will only be forwarded to either the attendant or the same designated answering point.
15. Call Forwarding - Don't Answer

At the time a line is initially equipped for Call Forwarding - Don't Answer, it will be arranged for a predetermined number of ringing cycles to be completed prior to the incoming call being forwarded. When a change in the number of ringing cycles is requested by the customer, the Installation Charge as specified in C. following applies per line affected.

16. Automatic Callback

A calling line is permitted only one Automatic Callback request at a time. The called line is limited to only one request at a time for Automatic Callback. Once requested, Automatic Callback will remain active for a period not to exceed 30 minutes unless deactivated by the calling line.

Effective: JULY 1, 2010

## CENTREX CUSTOM CALLING SERVICES

### B. REGULATIONS (Cont'd)

#### 17. Call Forwarding Over Private Facilities

- a. The Call Forwarding Over Private Facilities routing of calls to foreign exchange and CCSA off-network access lines requires special compatible electronic type switching system central office modification. Initially, this optional service feature will not be available for the routing of calls via any facility, automatic route selection pattern or switching service network involving foreign exchange. When compatible electronic type switching system central office equipment is subsequently modified, such routing will be made available to the customer at no additional charge.
- b. The Call Forwarding Over Private Facilities routing of calls to Electronic Tandem Switching requires special compatible electronic type switching system central office modifications separate from the modification specified in a preceding. Initially, this optional service feature will not be available for the routing of calls via Electronic Tandem Switching. When compatible electronic type switching system central office equipment is subsequently modified, such routing will be made available to the customer at no additional charge.
- c. Incoming telecommunications network calls to lines arranged for Call Forwarding Over Private Facilities routing are subject to the appropriate charges for such calls and a common recorded announcement is furnished to inform the caller that the call is being forwarded.
- d. Calls forwarded to the telecommunications network are subject to the appropriate charges for such calls.
- e. Where the Call Forwarding Over Private Facilities optional service feature routes calls to a specific private facility which is denied access by activation by the Attendant Control of Facilities optional service arrangement, those calls will instead be routed to a common recorded announcement which refers the caller to the system's attendant.

#### 18. Reminder Ring

When remainder ring is requested for a line which is not so arranged, the Installation Charge as specified in C. following applies per line affected.

#### 19. Distinctive Ringing and Calling Waiting Tone

- a. Distinctive ringing is furnished to indicate the source of calls to idle lines. Distinctive tone is furnished to indicate the source of calls to busy lines equipped for Call Waiting optional service features.

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## CENTREX CUSTOM CALLING SERVICES

### B. REGULATIONS (Cont'd)

#### 19. Distinctive Ringing and Calling Waiting Tone (Cont'd)

- b. A distinctive ringing and tone is furnished to each class and is used to identify all call sources within each class.
- c. Class A ringing and tone is not furnished separately and is included at no additional charge to lines arranged for Class B ringing and tone. Class C ringing and tone may be furnished separately or in association with Class B ringing and tone.
- d. Class C tone associated with Call Waiting, Originating, will be provided only where all such lines in the same compatible electronic type switching system customer group are commonly arranged for Class C tone.
- e. Where a customer's system is equipped with a data link console and is arranged for Class B ringing and tone, Class C ringing will be provided to identify night service arrangement extended calls to lines at no additional charge.

#### 20. Call Waiting, Originating, Options

This feature provides a choice of recorded announcement or customer-provided music to the calling party on Call Waiting, Originating, calls.

- 21. Calls transferred to lines not served by the same dial switching equipment, calls originated to lines not served by the same dial switching equipment for private consultation, and a three-line conference outside the Centrex system, are subject to transmission limitations.
- 22. The Centrex Custom Calling Service feature of Call Transfer-individual - All Calls, Consultation Hold - All Calls and Three-way Calling - All Calls provides service as specified preceding except when an incoming call to such equipped lines is extended by the attendant via release link trunk facilities.
- 23. Service features activated via access codes provide service as specified preceding except when an incoming call to such feature equipped lines is received via release link trunk facilities.

Effective: JULY 1, 2010

## CENTREX CUSTOM CALLING SERVICES

### B. REGULATIONS (Cont'd)

#### 24. Main Telephone Number Redirect

- a. Provides Centrex customers with a remote access call forwarding-variable service. Centrex Main Telephone Number Redirect is available to customers who are served by compatible central office facilities, and can be accessed from any tone type signaling capable telephone.
- b. The customer dials a remote access directory number, and is then guided by voice messages to enter their Centrex number equipped with the Centrex Main Telephone Number Redirect feature, a Personal Identification Number (PIN), and the number to which calls will be forwarded.
- c. Calls forwarded by this feature are subject to local and long distance message charges and are the responsibility of the customer.
- d. This service contemplates that normal transmission performance quality cannot be guaranteed on forwarded calls.
- e. A PIN will be used as a security measure to ensure an authorized user is accessing the feature.
- f. When Centrex Main Telephone Number Redirect is active, it will override all other Verizon central office-based call forwarding services.
- g. The remote access capability may experience occasional interruptions in service. Verizon is not liable for damages if, for any reason, the service is inoperable.

Effective: JULY 1, 2010

CENTREX CUSTOM CALLING SERVICES

C. RATES

	<u>Installation Charge</u>	<u>Per Month</u>
1. Call Forwarding - Busy Line, per line		
a. Incoming Calls only.....	-	\$ .70
b. Incoming and intercommunicating calls.....	-	.70
2. Call Forwarding - Don't Answer*, per line		
a. Incoming calls only.....	-	.70
b. Incoming and intercommunicating calls.....	-	.70
3. Call Forwarding - Variable, per line.....	-	2.77
4. Directed Call Pick-up, either with or without barge in and call hold, or Call Pick-up and Call Hold, per line.....	-	1.88
5. Call Transfer-individual - All Calls, Consultation Hold - All Calls and Three-way Calling - All Calls, per line		
a. Centrex I Service system.....	-	1.77
b. Centrex II Service system.....	-	.70
c. Centrex-50 Service system.....	-	.83
d. Per change in call transfer capabilities per Centrex system.....	\$135.58	None
6. Call Waiting, per line		
a. Originating.....	-	2.77
(1) Recorded announcement.....		-
	Rates and charges are as specified in Section 9 of this Product Guide for Re- corded Announcement for Attendant Camp-on.	
(2) Music.....		-
	Rates and charges are as specified in Section 9 of this Product Guide for Music for Attendant Camp-on.	
b. Terminating.....	-	4.83

\* When a change in the number of ringing cycles is requested by the customer subsequent to the initial installation, an Installation Charge as specified following for Call Forwarding - Don't Answer ringing cycle change applies per line affected.

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CENTREX CUSTOM CALLING SERVICES

C. RATES (Cont'd)

		<u>Per Month, Per Line</u>		
7.	Individual Speed Dialing			
	a. 6-number capacity .....		\$2.77	
	b. 30-number capacity .....		4.13	
8.	Shared Speed Dialing			
	a. First line			
	6-number capacity .....	Rates and charges are as specified for Individual Speed Dialing, 6-number capacity, preceding.		
	30-number capacity .....	Rates and charges are as specified for Individual Speed Dialing, 30-code capacity, preceding.		
	b. Each additional line sharing the same 6- or 30-number list.....		.70	
9.	Call Forwarding - Don't Answer Ringing Cycle Change, per line changed.....	<u>Service Establishment Charge</u>	<u>Installation Charge</u>	<u>Per Month</u>
		-	\$ 2.49	None
10.	Automatic Callback			
	a. Common equipment, per system.....	\$506.02	92.23	\$ 46.12
	b. Per line equipped .....	-	2.49	1.06
11.	Call Forwarding Over Private Facilities			
	a. Common equipment, per system.....	494.81	92.23	145.82
	b. Per line equipped .....	-	1.94	6.11

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CENTREX CUSTOM CALLING SERVICES

C. RATES (Cont'd)

	<u>Installation Charge</u>	<u>Per Month</u>
12. Reminder Ring		
a. Furnished with the initial installation of Call Forwarding - Variable, or Call Forwarding Over Private Facilities optional service features .....	-	None
b. Furnished subsequent to the initial installation of such optional service features, per line .....	\$2.49	None
13. Distinctive Ringing and Call Waiting Tone		
a. Common equipment for either or both Class B and C ringing and tone, per system .....	-	\$5.50
b. Class B ringing and tone, per line equipped .....	-	1.25
c. Class C tone, per line equipped with Call Waiting - Originating .....	-	.75
d. Class C ringing and tone, per preemptible SCAN access line terminal .....	-	.75
14. Main Telephone Number Redirect .....	-	6.00

Effective: JULY 1, 2010

## CENTREX ELECTRONIC TANDEM SWITCHING FEATURES

### A. GENERAL

Centrex Electronic Tandem Switching Features are provided only in association with Centrex Service furnished from compatible electronic type switching equipment located on the premises of the Telephone Company, and may be provided only to Centrex systems which are served by the same such compatible electronic type switching equipment.

### B. REGULATIONS

#### 1. Explanation of Terms

##### Automatic Route Selection - Deluxe

- a. Automatic route selection - deluxe accepts only a ten-digit telecommunications network call attempt after a Centrex Service automatic route selection - deluxe facilities code is dialed, automatically scans the digits and selects the first choice completing route when available, or subsequent route if the first choice route is not available. Routes may include foreign exchange trunk facilities, Wide Area Telephone Service (WATS) access line facilities, Local Exchange Service access line facilities to the long distance telecommunications network and Common Control Switching Arrangement (CCSA) access lines or other facility arrangements where compatible.

The final completion route may be to the long distance telecommunications network or, at the option of the customer, the call attempt is routed to overflow tone if a facilities restriction level is insufficient to complete the call. When automatic route selection - deluxe is provided in conjunction with uniform numbering/automatic alternate routing, incoming tie trunks from other Centrex or Private Branch Exchange (PBX) systems connected directly to the automatic route selection - deluxe equipped Centrex system may be arranged to have automatic access to the automatic route selection - deluxe and uniform numbering/automatic alternate routing features. When such arrangements are provided, the tie trunks to the Centrex automatic route selection - deluxe become dedicated tie trunks and separate tie trunks are required from the distant Centrex or PBX systems if access is to be provided to other Centrex functions at the automatic route selection - deluxe equipped Centrex system. In addition, when automatic route selection - deluxe is provided in conjunction with uniform/numbering automatic alternate routing, routes may include tie trunks to a distant Centrex system or PBX equipped with an automatic route selection - deluxe like capability for subsequent access to the long distance telecommunications network. The automatic route selection - deluxe feature provides all number translation and supervision necessary to route the call, and a more expensive route tone is supplied, at the option of the customer, as a function of the route selected for a particular call.

Effective: JULY 1, 2010

## CENTREX ELECTRONIC TANDEM SWITCHING FEATURES

### B. REGULATIONS (Cont'd)

#### 1. Explanation of Terms (Cont'd)

##### b. Time-of-day Routing

Time-of-day routing is an automatic route selection - deluxe option which permits preprogrammed selection of up to three sets of alternate routing pattern groups for off-network calls on a time-of-day and day-of-week basis. Manual override of time-of-day routing is available with the facility administration and control feature.

#### Centrex Electronic Tandem Switching Features

Centrex Electronic Tandem Switching Features are optional service features which are, except as specified for customer administration and control following, comprised of both automatic route selection - deluxe and facilities restriction levels and, at the option of the customer, the following service features and arrangements are available.

- Account Codes
- Authorization Codes
- Automatic Overflow to Direct Distance Dialing
- Centralized Station Message Detail Recording
- Deluxe Queuing
- Facility Administration and Control
- Facility Assurance Reports
- Station Message Detail Recording to Premises
- Time-of-day Routing
- Traffic Data To Customer-Pollable
- Uniform Numbering/Automatic Alternate Routing

#### Customer Administration and Control

Customer administration and control is comprised of either or both of the following Centrex electronic tandem switching features.

- a. Facilities administration and control permits customer control of parameters which determine user calling privileges, i.e., authorization codes and associated facilities restriction levels. In addition, facilities restriction levels associated with Centrex lines, tie trunks and authorization codes may be collectively upgraded or downgraded by invoking a pre-determined set of facilities restrictions levels identified as controlled alternate facilities restrictions levels. Manual override control of time-of-day pattern groups and activation or deactivation of queuing on a facility group basis is also provided.

Effective: JULY 1, 2010

## CENTREX ELECTRONIC TANDEM SWITCHING FEATURES

B

### REGULATIONS (Cont'd)

#### 1. Explanation of Terms (Cont'd)

##### Customer Administration and Control (Cont'd)

- b. Traffic data to customer-pollable/facility assurance reports permits the customer to poll the switching equipment on a daily or hourly basis to obtain certain traffic measurements on facility groups and queues, and provides the customer the ability to obtain automatic circuit assurance data, such as the identity of facilities not accessed and facilities constantly off-hook in the previous two hours.

Control equipment must be provided on the customer's premises to record the traffic data and obtain automatic circuit assurance data.

##### Deluxe Queuing

Deluxe queuing permits a call from a line user to be placed in queue on the first choice route in the automatic route selection - deluxe or uniform numbering/automatic alternate routing pattern if all routes allowed by the user's facilities restriction level in that routing pattern are already in use. Two queuing arrangements are available.

- a. Off-hook Queue

An off-hook queue, in which case the calling line remains off-hook and is held in queue until a facility in the first choice route becomes available.

- b. Ring-back Queue

A ring-back queue, in which case the handset of the calling station is placed on the switch-hook and the calling line is called back when a facility in the first choice route becomes available.

Calls held in queue beyond a predetermined time limit will be removed from the queue and be routed, at the option of the customer, via subsequent route choices or to an overflow tone.

Effective: JULY 1, 2010

## CENTREX ELECTRONIC TANDEM SWITCHING FEATURES

### B. REGULATIONS (Cont'd)

#### 1. Explanation of Terms (Cont'd)

##### Facilities Restriction Level

- a. A facilities restriction level is required in connection with automatic route selection - deluxe. Each line and incoming tie trunk is provided a facilities restriction level to determine both the types of calls and types of facilities within the privileges of the associated user. When the facilities restriction level is transmitted over a tie trunk to a distant PBX or Centrex system equipped with automatic route selection - deluxe like capability, it is identified as a traveling class mark.
- b. Authorization codes are a facilities restriction level option which provides for a line user to dial a code which overrides the facilities restriction level associated with that line or incoming tie trunk.

The Centrex system requires dialing of the authorization code when the default facilities restriction level, i.e., the facilities restriction level associated with the line or incoming tie trunk, has insufficient privileges to complete the call. The authorization code is also verified and recorded in the station message detail recording to premises record when the station message detail recording to premises feature is provided.

##### Station Message Detail Recording to Premises

- a. Station message detail recording to premises provides a record, on magnetic tape equipment located on the customer's premises, of calls placed using the automatic route selection - deluxe and uniform number/automatic alternate routing features of the electronic tandem switching equipped Centrex system. Both originating and terminating message detail can be recorded for electronic tandem switching calls.
- b. Account codes permit a line user to dial a series of digits which will appear in the station message detail recording to premises record for that particular call.

The account codes can be used by the customer for account or project identification. Adding an account code to a call, where arrangements have been made to provide this feature, is at the discretion of the line user. Each customer's account code must contain the same number of digits, not to exceed eight, and must not conflict with electronic tandem switching on-network code assignments.

Effective: JULY 1, 2010

## CENTREX ELECTRONIC TANDEM SWITCHING FEATURES

### B. REGULATIONS (Cont'd)

#### 1. Explanation of Terms (Cont'd)

##### Uniform Numbering/Automatic Alternate Routing

- a. Uniform numbering permits users to place calls via tie trunks using a uniform dialing plan. The user dials an access code, and an account code, where this option is provided, followed by a seven-digit number which uniquely identifies a special on-network line.

The number consists of a three-digit location code and a four-digit line number. When the same access code is followed by a ten-digit telecommunications network number, the call is routed via the automatic route selection - deluxe feature. The uniform numbering feature provides the number translation and supervision necessary to route the call.

- b. Automatic alternate routing provides automatic routing of on-network calls to alternate tie trunk routes when primary tie trunk routes are busy.
- c. Automatic overflow to Direct Distance Dialing is an option of uniform numbering/automatic alternate routing which provides completion of on-network call attempts over the long distance telecommunications network when all primary and alternate tie trunk routes are busy.

#### 2. Automatic Route Selection - Deluxe

- a. Automatic route selection - deluxe is furnished only in association with facility restriction levels.
- b. Preferred and alternate routes in automatic route selection - deluxe routing patterns will be specified by the customer.
- c. A maximum of three automatic route selection - deluxe pattern groups with a maximum of 64 patterns in each pattern group will be provided. The three pattern groups referred to will consist of one primary and two additional pattern groups for time-of-day routing.
- d. A maximum of ten routes are provided in a routing pattern.
- e. Each WATS band is treated as a separate route.
- f. A maximum of 64 number plan areas, including the home number plan area, may be designated by the customer for routing of calls by number plan area and central office codes.

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## CENTREX ELECTRONIC TANDEM SWITCHING FEATURES

### B. REGULATIONS (Cont'd)

#### 2. Automatic Route Selection - Deluxe (Cont'd)

- g. The time-of-day routing feature permits up to 16 programmed changes in pattern groups per week. When additional automatic route selection - deluxe patterns are required due to time-of-day changes, rates and charges as specified in C. following apply to each additional pattern.
- h. The Centrex Service optional feature of Long Distance Message Restriction Service does not function on calls routed via automatic route selection - deluxe. Automatic Route Selection - Deluxe cannot be used to route local calls.

#### 3. Facility Restriction Levels

- a. Facility restriction levels are only furnished in association with automatic route selection - deluxe.
- b. A maximum of eight facilities restriction levels are available for each Centrex system.
- c. A maximum of 20,000 authorization codes are available for each Centrex system.
- d. Authorization codes must consist of a uniform number of digits, with a minimum of three and a maximum of six digits.
- e. Customer implementation of change of authorization codes or associated facilities restriction levels requires the facilities administration and control feature.

#### 4. Deluxe Queuing

- a. The text and announcement provided with the recorded announcement option of deluxe queuing will be provided by the Telephone Company.
- b. The music-on-queue option is available only with off-hook queue and the music source must be provided by the customer.
- c. The customer must specify the length of time a call is held in queue before overflowing to subsequent routes or to overflow tone.
- d. Off-hook queue must be equipped for either recorded announcement or music-on-queue options.
- e. Incoming tie trunks can only be arranged for off-hook queue.
- f. Centrex lines at a Centrex electronic tandem switching location may have either ring-back queue or off-hook queue. All such lines must be equipped with the same type queuing.

Effective: JULY 1, 2010

## CENTREX ELECTRONIC TANDEM SWITCHING FEATURES

### B. REGULATIONS (Cont'd)

#### 5. Station Message Detail Recording to Premises

- a. The data provided by station message detail recording to premises is not the same as that provided on the monthly Telephone Company-rendered bill, and comparisons will not be accepted as the sole basis for the resolution of billing discrepancies.
- b. Station message detail records will be provided on terminal equipment located on the customer's premises at the rates and charges specified in C. following.
- c. Processing of message detail information by the Telephone Company accounting center is not provided with the station message detail recording to premises feature.
- d. The customer must designate all lines in a compatible electronic type switching system Centrex customer group and/or selected facility groups on which station message detail recording to premises originating and terminating records are to be provided.
- e. Additions and deletions of station message detail recording to premises recording are provided by Telephone Company service orders.
- f. Where station message detail recording to premises is provided, a detailed record may be made for each completed call. At the option of the customer, arrangements can be made to provide records of calls attempted as well as calls completed. Under certain exceptional conditions, with station message detail recording to premises, calls may be processed without recording the call detail.
- g. Account codes are available with the initial installation of station message detail recording to premises at no additional charge.

#### 6. Customer Administration and Control

The customer administration and control feature of traffic data to customer-pollable/facility assurance reports may be provided to compatible electronic type switching system served Centrex systems which are not equipped with the electronic tandem switching features of automatic route selection - deluxe and facilities restriction levels.

#### 7. Uniform Numbering/Automatic Alternate Routing

- a. When uniform numbering/automatic alternate routing is provided, the customer must specify the first choice route and each subsequent route to each Centrex or PBX system involved.

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CENTREX ELECTRONIC TANDEM SWITCHING FEATURES

B. REGULATIONS (Cont'd)

7. Uniform Numbering/Automatic Alternate Routing (Cont'd)

- b. The maximum number of routes in a routing pattern is four and the maximum number of routing patterns is 180.
- c. Calls routed via the long distance telecommunications network are subject to the appropriate long distance messages charges.

8. Centralized Station Message Detail Recording

Centralized Station Message Detail Recording Service is furnished to multilocation customers with Centrex Service systems served by compatible electronic type switching system central offices. It provides message detail collection by a centralized message detail recorder which polls local storage units located at the customer's various locations.

C. RATES

1. Automatic Route Selection - Deluxe

	Service Establishment Charge	Installation Charge	Per Month
a. Common equipment, per access code for Centrex customer group equipped in a compatible electronic type switching system .....	\$3714.22	\$1533.06	\$373.92
b. Route selection patterns			
(1) Per facility connected in a pattern or patterns* .....			4.23
(2) By numbering plan area code only, per pattern .....		36.77	5.24
(3) By numbering plan area and central office codes, per pattern .....		158.28	15.51
c. Arrangements for additional pattern groups for time-of-day routing, each .....		317.83	28.48

\* In addition, rates and charges apply as specified in the Telephone Company's applicable tariff for the associated facility and facility connection.

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CENTREX ELECTRONIC TANDEM SWITCHING FEATURES

C. RATES (Cont'd)

1. Automatic Route Selection - Deluxe (Cont'd)

d. Additions and Changes

	<u>Installation Charge</u>	<u>Per Month</u>	
(1) Additions, deletions or changes or routes, associated facilities restriction levels, or more expensive route tone application in existing patterns, per pattern* .....	\$ 36.77	None	
(2) Addition of patterns, per pattern .....	Apply same rates and charges as specified in b.(2) and b.(3) preceding.		
(3) Addition of a facility to, or deletion of a facility from, an existing route .....	-	None	-
(4) Additions or changes in numbering plan area or central office code routing, per code, per pattern group affected* .....	29.91	None	
(5) Additions, deletions and/or changes in time-of-day routing intervals .....	47.98	None	

2. Facilities Restriction Level

	<u>Service Establishment Charge</u>		
a. Centrex line or incoming or two-way tie trunk connection, each .....	-	5.73	\$ .20
b. Authorization Codes			
(1) Common equipment, each .....	\$7453.37	883.68	463.66
(2) Authorization codes, per 100 codes, or fraction thereof .....	-	28.55	6.54
(3) Per facility connected in an automatic route selection - deluxe or uniform numbering/automatic alternate routing pattern or patterns, each .....	-	-	3.24

\* This charge is applicable whether the code addition or change is customer or Telephone Company initiated.

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CENTREX ELECTRONIC TANDEM SWITCHING FEATURES

C. RATES (Cont'd)

2. Facilities Restriction Level (Cont'd)

c. Changes	<u>Service Establishment Charge</u>	<u>Installation Charge</u>	<u>Per Month</u>	
(1) Changes in facilities restriction level per Centrex line or tie trunk connection, each .....	-	\$ 1.99	None	-
(2) Change in a single authorization code and/or associated facilities restriction level where Telephone Company service order activity is required, each .....	-	1.99	None	
 3. Deluxe Queuing				
a. Common Equipment, per Centrex customer group equipped in a compatible electronic type switching system .....	\$1956.81	353.97	\$4162.03	
b. Queue, per facility group equipped .....	-	102.20	2.49	
c. Queue slots				
(1) Off-hood queue slot with:				
(a) Recorded announcement, each* .....	-	-	23.62	
(b) Music, each† .....	-	-	22.68	
(2) Ring-back queue slot, each .....	-	-	15.83	
d. Recorded announcement common equipment, each .....	-	51.11	74.78	

\* In addition, recorded announcement common equipment is required as specified in d. following.

† In addition, music-on-queue is required as specified in e. following.

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CENTREX ELECTRONIC TANDEM SWITCHING FEATURES

C. RATES (Cont'd)

3. Deluxe Queuing (Cont'd)

e. Music-on-queue	<u>Service Establishment Charge</u>	<u>Installation Charge</u>	<u>Per Month</u>
(1) Common equipment, each .....	-	\$294.74	\$ 153.27
(2) Connecting channel between serving central office common equipment and the music source on the custo- mer premises.....	Apply rates and charges for Series 2000, type 2120, Channel as specified in the Telephone Company's Channel Services Tariff, Section 3.		
f. Changes			
(1) Change from ring-back queue to off-hook queue or vice versa, per queue.....	-	43.00	None
(2) Change in the quantity of queue slots, per queue .....	-	43.00	None
(3) Change in queue threshold time limit, per queue .....	-	43.00	None
(4) Change in recorded announcement, each .....	-	43.00	None
(5) Change in post-queue routing from subsequent routes to tone or vice versa, per queue.....	-	43.00	None
4. Station Message Detail Recording to Premises			
a. Central Office Equipment			
(1) Common equipment, each* .....	\$3963.51	396.35	1059.42

\* In addition, a data set is required as specified in (4) following.

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CENTREX ELECTRONIC TANDEM SWITCHING FEATURES

C. RATES (Cont'd)

4. Station Message Detail  
 Recording to Premises (Cont'd)

a. Central Office Equipment (Cont'd)	<u>Installation Charge</u>	<u>Per Month</u>
(2) Per facility connected in automatic route selection-deluxe or uniform numbering/automatic alternate routing patterns when the system is equipped for originating records, each* .....	\$ 7.23	\$8.10
(3) Per tie trunk facility equipped for terminating records, each .....	7.23	.75
(4) Data Sending and Transmitting equipment .....	Rates and charges apply as specified for Central Office Data Sets in Section 6 of the Telephone Company's General Services Tariff.	
 b. Additions and Changes		
(1) Account codes-change in number of account code digits, per system† .....	26.17	None
(2) Station message detail recording to premises records-change from recording completed calls only to all calls attempted, or vice versa, per system.....	26.17	None
(3) Change in status of all lines in compatible electronic type switching system Centrex customer group and/or individual facility from "records not required" to "records required", vice versa.....	4.98	None

\* Applies to all originating facilities connecting in automatic route selection- deluxe or uniform numbering/automatic alternate routing patterns when any such facility is arranged to provide an originating record to the customer.

† Also applies to the initial provision of account codes in a system when such provision is subsequent to the installation of station message detail recording to premises.

Effective: JULY 1, 2010

CENTREX ELECTRONIC TANDEM SWITCHING FEATURES

C. RATES (Cont'd)

5. Uniform Numbering/Automatic Alternate Routing	<u>Service Establishment Charge</u>	<u>Installation Charge</u>	<u>Per Month</u>
a. Common equipment, each.....	\$6855.11	\$1838.41	\$884.93
b. Route selection patterns			
(1) Per uniform numbering/automatic alternate routing pattern .....	-	36.77	5.24
(2) Per tie trunk connected in uniform numbering/automatic alternate routing and/or automatic route selection - deluxe pattern or patterns* .....	-	-	4.17
(3) Per facility for automatic overflow to direct distance dialing† .....	-	9.54	43.87
c. Additions and Changes			
(1) Additions, deletions or changes of routes or associated facilities restriction levels in existing patterns, per pattern .....	-	36.77	None
(2) Additions of patterns, per pattern .....	Apply same rate and charge as specified in b.(1) preceding.		
(3) Additions or deletions of a facility to an existing route	-	-	None -
(4) Additions or changes in on-network location code routing, per code.....	-	47.98	None

\* In addition, a Tie Trunk Terminal for Advance Senderized Tie Trunk is required as specified in Section 9 of these Product Guide.

† In addition, a Business PBX Trunk Dial Tone Line is required at rates and charges as specified in the Telephone Company's Local Exchange Services Tariff, Section 2.

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CENTREX ELECTRONIC TANDEM SWITCHING FEATURES

C. RATES (Cont'd)

6.	Customer Administration and Control	Service Establishment	Installation	Per
	Central Office Equipment	<u>Charge</u>	<u>Charge</u>	<u>Month</u>
a.	Common Equipment, each* .....	\$ 860.01	\$1121.75	\$797.68
b.	Data Sending and Transmitting Equipment† .....	Rates and charges apply as speci- fied for Central Office Data Sets in Section 6 of the Telephone Company's General Services Tariff.		
c.	Facilities Administration and Control Common Equipment, each .....	3,072.33	204.41	311.59
d.	Traffic Data to Customer- pollable/Facility Assurance Reports			
(1)	Common equipment, each .....	12,607.16	221.85	504.79
(2)	Per queue equipped .....	-	58.59	3.43
(3)	Per facility group equipped .....	-	58.59	8.35
7.	Centralized Station Message Detail Recording			
	Central Office Equipment for Centrex systems served by a compatible electronic type switching system .....	Rates and charges apply as specified for Station Message Detail Recording to Premises, Central Office Equipment, preceding.		

\* One central office common equipment is required in connection with the furnishing of either or both items specified in c. and d. following. In addition, a data set is required as specified in b. following.

† In addition, a Business Individual Dial Tone Line is required at rates and charges as specified in the Telephone Company's Local Exchange Services Tariff, Section 2.

Effective: JULY 1, 2010

## CENTREX RATE STABILITY PLAN

### A. GENERAL

#### Centrex Rate Stability Plan B (LA-2)

The Centrex Rate Stability Plan B is an optional payment plan for specified portions of Centrex Service, Suburban Centrex Service Centrex-99 Service and Centrex Custom Calling Services and may only be associated with such services furnished by means of the Telephone Company's central office type dial switching equipment.

### B. REGULATIONS

1. The Centrex Rate Stability Plan B is applicable to the monthly rates specified in C. following.

Customers with Centrex Service, Suburban Centrex Service and Centrex-99 Service systems, who subscribe to the Centrex Rate Stability Plan B must subscribe to the plan for a minimum period of 36 months.

2. The Centrex Rate Stability Plan B monthly rates, specified in C. following for Centrex Lines and Centrex Intercommunicating Lines, include the provision of such lines to wire closets or the equivalent, on the customers' premises. In buildings beginning construction after May 1, 1986, where facilities are not available, it will be the customer's responsibility to provide facilities for lines to wire closets, or the equivalent, on the customer's premises. If requested by the customer, the Telephone Company will maintain the facilities to the wire closets at no additional charge.
3. A credit equal to the applicable interstate Subscriber Line Charge will be applied to all Centrex Lines and Centrex Intercommunicating Lines provided under the Centrex Rate Stability Plan B which are subject to an interstate Subscriber Line Charge.
4. Centrex Service customers may subscribe to the Centrex Rate Stability Plan B for their total Centrex system or individual location groups within their Centrex system, except that, any location group included under the Centrex Rate Stability Plan B must have all Centrex lines at that location group included under the plan.

Suburban Centrex Service customers may subscribe to the Centrex Rate Stability Plan B for their total Centrex system or individual location groups or billing agency codes within their Centrex system, except that any location group or billing agency code included under the Centrex Rate Stability Plan B must have all Centrex lines in that location group or billing agency code included under the plan.

A location group is defined herein as a physical premises of the customer where Centrex lines are located.

Effective: JULY 1, 2010

## CENTREX RATE STABILITY PLAN

### Centrex Rate Stability Plan B

#### B. REGULATIONS (Cont'd)

##### 4. (Cont'd)

A billing agency code is defined herein as a code billing arrangement used to provide billing subtotals for individual agencies within a given Centrex customer's account.

5. Centrex lines may be added to a customer's system, location group or billing agency code during the rate stability period at the rates specified for Centrex lines in this Product Guide.
6. All Centrex systems, location groups or billing agency codes provided under the Centrex Rate Stability Plan B are subject to a monthly revenue guarantee, for a period of 36 months, which is based on an amount equal to the intercommunication monthly rate for 90% of the Centrex lines in service at the time Centrex Rate Stability Plan B rates are established for each system, location group or billing agency code. In addition, the common equipment monthly rate applicable to Centrex-99 Service systems is included in the Centrex Rate Stability Plan B monthly revenue guarantees, for the duration of the revenue guarantee period, of such systems.
7. Any deficit between the monthly billing for the intercommunication portion of Centrex lines in service and the monthly revenue guarantee of a customer's Centrex Service system, location group or billing agency code, provided under the Centrex Rate Stability Plan B, will be billed to the customer for the duration such deficit exists.
8. When a Centrex system, location group or billing agency code, which is provided under the Centrex Rate Stability Plan B, is disconnected prior to the expiration of the revenue guarantee period, the monthly revenue guarantee obligation is an amount equal to the monthly revenue guarantee multiplied by the number of unexpired months in the revenue guarantee period.
9. Customers subscribing to Centrex I or Centrex-99 Service under the Centrex Rate Stability Plan B may regrade their service to Centrex II Service and remain under the plan provided the following conditions are met.
  - a. All Centrex lines of the customer's system must be regraded to Centrex II Service.
  - b. The monthly revenue guarantee established under the Centrex I or Centrex-99 Service rate schedule will be superseded with the Centrex II Service rate schedule for the remaining portion of the Centrex Rate Stability Plan B revenue guarantee period.

Effective: JULY 1, 2010

CENTREX RATE STABILITY PLAN

Centrex Rate Stability Plan B

B. REGULATIONS (Cont'd)

10. When the provision of Centrex Service and Suburban Centrex Service systems is changed from the Centrex Rate Stability Plan A to the Centrex Rate Stability Plan B or a Centrex-50 Service system is changed from the Centrex Rate Stability Plan A to a Centrex-99 Service system under the Centrex Rate Stability Plan B, and there is no change required in the serving central office dial switching equipment, the monthly revenue guarantee obligation stipulated under the Rate Stability Plan A will be waived and a new monthly revenue guarantee of 36 months will be established under the Rate Stability Plan B.
11. With the written permission of the Telephone Company, the obligation to pay the Centrex Rate Stability Plan B charges for the remainder of the plan period may be assigned to another customer, provided there is no change of location, for a Transfer Charge of \$75.00. The transfer charge is payable by the new customer.
12. Except as specified herein, the regulations, rates and charges for Centrex Service, Suburban Centrex Service, Centrex-99 Service and Centrex Custom Calling Services, as specified in this Product Guide, the Telephone Company's Local Exchange tariff and the General Services tariff, apply.

C. RATES

1. Centrex Service

a. Centrex I Service

(1) Centrex Lines, each	
(a) Flat Rate, primary and secondary locations	<u>Per Month</u>
Exchange access .....	*
Intercommunication with Centrex line .....	\$13.25
(b) Message Rate, primary or secondary location	
Exchange access .....	*
Intercommunication with Centrex line .....	13.25
(2) Centrex Intercommunicating Lines, each .....	13.90

\* The Centrex Rate Stability Plan B is not applicable. Rates and charges are as specified for Centrex I Service in the Telephone Company's Local Exchange Services Tariff, Section 9.

Effective: JULY 1, 2010

CENTREX RATE STABILITY PLAN

Centrex Rate Stability Plan B

C. RATES (Cont'd)

1. Centrex Service (Cont'd)

b. Centrex II Service

(1) Centrex Lines, each

	<u>Per Month</u>
(a) Flat Rate, primary and secondary locations	
Exchange access .....	*
Intercommunication with Centrex line .....	\$14.00

(b) Message Rate, primary or secondary location

Exchange access .....	*
Intercommunication with Centrex line .....	14.00

(2) Centrex Intercommunicating

Lines, each ..... Rates and charges are as specified for Centrex I Service in this section.

c. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment†

(1) Automatic Route Selection - Basic

(a) Common Equipment, per customer group, per compatible electronic type switching equipment ..... 16.88

(b) Route Selection Patterns

(l) Per access line terminated in a pattern or patterns# ..... 5.37

\* The Centrex Rate Stability Plan B is not applicable. Rates and charges are as specified for Centrex II Service in the Telephone Company's Local Exchange Services Tariff, Section 9.

† All Service Establishment Charges, System Activity Charges and Installation Charges associated with these optional features are as specified for such optional features in Section 9 of this Product Guide, and the Centrex Rate Stability Plan B is not applicable to such charges.

# In addition, rates and charges apply as specified in the Telephone Company's applicable tariff for the type of access line connected.

Effective: JULY 1, 2010

CENTREX RATE STABILITY PLAN

Centrex Rate Stability Plan B

C. RATES (Cont'd)

1. Centrex Service (Cont'd)

c. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment† (Cont'd)

(1) Automatic Route Selection - Basic (Cont'd)

(b) Route Selection Patterns (Cont'd)

(II)	By number plan area code only, with final route, each	<u>Per Month</u>
(i)	To long-distance message service, per pattern* .....	\$ 2.44
(ii)	To overflow tone, per pattern.....	42.07
(III)	By number plan area code and central office codes with final route, each	
(i)	To long-distance message service, per pattern* .....	13.56
(ii)	To overflow tone, per pattern.....	53.15

(2) Station Message Detail Recording

(a)	Common Equipment, per arrangement, per primary location or secondary location served by separate compatible electronic type switching equipment .....	40.97
(b)	Per Facility Group .....	None
(c)	Station Message Detail Recording, per message .....	.01
(d)	Per Foreign Exchange Trunk, Tie Trunk or Toll Free Dedicated Service Access Line connected in an arrangement .....	4.10

† All Service Establishment Charges, System Activity Charges and Installation Charges associated with these optional features are as specified for such optional features in Section 9 of this Product Guide, and the Centrex Rate Stability Plan B is not applicable to such charges.

\* Where Centrex lines equipped for long-distance message restriction access a pattern, the rates and charges specified to overflow tone, per pattern, following apply.

Effective: JULY 1, 2010

CENTREX RATE STABILITY PLAN

Centrex Rate Stability Plan B

C. RATES (Cont'd)

1. Centrex Service (Cont'd)

c. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment† (Cont'd)

	<u>Per Month</u>
(3) Customer-dialed Account Recording	
(a) Per Arrangement.....	None
(b) Per Message.....	\$.01

2. Centrex Custom Calling Services

Centrex Custom Calling Services are furnished by compatible electronic type switching equipment.

a. Call Forwarding - Busy Line, per line

(1) Incoming Calls Only.....	.05
(2) Incoming and Intercommunicating Calls.....	.05

b. Call Forwarding - Don't Answer, per line

(1) Incoming Calls Only.....	.45
(2) Incoming and Intercommunicating Calls.....	.45

c. Call Forwarding - Variable, per line..... .10

d. Call Pick-up and Call Hold, per line ..... .30

e. Call Transfer-individual - All Calls, Consultation Hold - All Calls and Three-way Calling - All Calls, per line

(1) Centrex I Service System.....	.95
(2) Centrex II Service System.....	.50

f. Call Waiting, per line

(1) Terminating.....	.55
(2) Originating.....	.70

† All Service Establishment Charges, System Activity Charges and Installation Charges associated with these optional features are as specified for such optional features in Section 9 of this Product Guide, and the Centrex Rate Stability Plan B is not applicable to such charges.

Effective: JULY 1, 2010

CENTREX RATE STABILITY PLAN

Centrex Rate Stability Plan B

C. RATES (Cont'd)

2. Centrex Custom Calling Services (Cont'd)

Centrex Custom Calling Services are furnished by compatible electronic type switching equipment. (Cont'd)

	<u>Per Month</u>
g. Individual Speed Calling, per line	
(1) 6-Number Capacity.....	\$ .15
(2) 30-Number Capacity.....	.40
h. Shared Speed Calling, per line	
(1) 6-Number Capacity	
(a) First Line .....	.15
(b) Each Additional Line Sharing the Same Number List .....	.05
(2) 30-Number Capacity	
(a) First Line .....	.40
(b) Each Additional Line Sharing the Same Number List .....	.05

3. Suburban Centrex Service

a. Centrex Lines

(1) Centrex I Service	
Exchange access .....	*
Intercommunication .....	15.10
(2) Centrex II Service	
Exchange access .....	*
Intercommunication .....	18.15

\* The Centrex Rate Stability Plan B is not applicable. Rates and charges are as specified for Suburban Centrex Lines and SEATs in the Telephone Company's Local Exchange Services Tariff, Section 9.

Effective: JULY 1, 2010

CENTREX RATE STABILITY PLAN

Centrex Rate Stability Plan B

C. RATES (Cont'd)

	<u>Per Month</u>
3. Suburban Centrex Service (Cont'd)	
b. Centrex Intercommunicating Lines, each.....	Rates and charges are
as	specified for Centrex I
	Service in this section.
4. Special Location Suburban Centrex Service	
a. Centrex Lines	
(1) Centrex I Service	
Exchange access .....	*
Intercommunication .....	\$14.27
(2) Centrex II Service	
Exchange access .....	*
Intercommunication .....	17.32
b. Centrex Intercommunicating Lines, each.....	Rates and charges are . as
	specified for Centrex I
	Service in this section.
5. Centrex-99 Service	
a. Common Equipment, each .....	25.00
b. Centrex-99 Lines, each	
Primary Location	
Exchange access* .....	Rates and charges are as specified in
	Section 9 of the Telephone Company's
	Local Exchange Services Tariff.

\* The Centrex Rate Stability Plan B is not applicable. Rates and charges apply as specified for Centrex I and II Services in the Telephone Company's Local Exchange Services Tariff, Section 9.

Effective: JULY 1, 2010

CENTREX RATE STABILITY PLAN

Centrex Rate Stability Plan B

C. RATES (Cont'd)

5. Centrex-99 Service (Cont'd)

b. Centrex-99 Lines, each (Cont'd)

Primary Location (Cont'd)	Per Month
Intercommunication .....	\$13.35
Secondary Location†	
Exchange access* .....	Rates and charges are as specified in Section 9 of the Telephone Company's Local Exchange Services Tariff.
Intercommunication .....	13.35

\* The Centrex Rate Stability Plan B is not applicable. Rates and charges apply as specified for Centrex I and II Services in the Telephone Company's Local Exchange Services Tariff, Section 9.

† In addition, rates and charges as specified for Series 2000, type 2014 Channels in the Telephone Company's Channel Services Tariff apply between the Centrex-99 Service system's serving wire center and the wire center serving the customer's secondary location.

Effective: JULY 1, 2010

## CENTREX RATE STABILITY PLAN

### Centrex Rate Stability Plan C (LA-2)

#### A. GENERAL

The Centrex Rate Stability Plan C is an optional payment plan which offers long term rate predictability for specified portions of Centrex Service, Suburban Centrex Service and Centrex Custom Calling Services and may only be associated with such services furnished by means of the Telephone Company's central office type dial switching equipment.

#### B. REGULATIONS

##### 1. Explanation of Terms

###### Billing Agency Code

A billing agency code is defined herein as a code billing arrangement used to provide billing subtotals for individual agencies within a given Centrex customer's account.

###### Centrex Intercommunication Line Component A Rate

Centrex Intercommunication Line Component A rate represents the investment related fixed capital portion of a Centrex Intercommunication Line and is stable for the length of the customer's contract period.

###### Centrex Intercommunication Line Component B Rate

Centrex Intercommunication Line Component B rate represents the maintenance and administrative variable expense portion of a Centrex Intercommunication Line subject to no more than one annual rate change each year. The Telephone Company agrees not to initiate any rate change in the Component B rate by an amount in excess of the cumulative change in the Consumer Price Index published by the United States Department of Labor Bureau of Labor Statistics since the most recent change in the rate.

###### Location Group

A location group is defined herein as a physical premises of the customer where Centrex lines are located.

Effective: JULY 1, 2010

## CENTREX RATE STABILITY PLAN

### Centrex Rate Stability Plan C (LA-2)

#### B. REGULATIONS (Cont'd)

2. Centrex Rate Stability Plan C is subject to Limited Availability Classification LA-2.

A customer may select a contract period of either 36 months or 60 months.

A Centrex Service customer may subscribe to different Centrex Rate Stability Plan C contract periods for individual location groups within their Centrex system, except that, any location group included under the Centrex Rate Stability Plan C must have all Centrex lines at that location group included under the same contract period.

3. A credit equal to 87% of the applicable interstate Subscriber Line charge will be applied to all Centrex Lines and Centrex Intercommunicating Lines provided under the Centrex Rate Stability Plan C which are subject to an interstate End User Common Line charge.
4. Centrex Service customers may subscribe to the Centrex Rate Stability Plan C for their total Centrex system or individual location groups within their Centrex system, except that, any location group included under the Centrex Rate Stability Plan C must have all Centrex lines at that location group included under the plan.

Suburban Centrex Service customers may subscribe to the Centrex Rate Stability Plan C for either their total Centrex system, or their individual location groups or their billing agency codes within their Centrex system, except that, any location group or billing agency code included under the Centrex Rate Stability Plan C must have all Centrex lines in that location group or billing agency code included under the plan.

5. Centrex lines may be added to a customer's system, location group or billing agency code during the payment period at the rates specified for Component A in the original contract. The Centrex line Component B tariff rate will apply. In addition, Centrex Service optional features and Centrex Custom Calling Services may be added to any Centrex line under Rate Stability Plan C during the payment period at the rates specified in the original contract.
6. All Centrex systems, location groups or billing agency codes provided under the Centrex Rate Stability Plan C are subject to a monthly revenue guarantee for the duration of the contract. The guarantee is based on an amount equal to the Intercommunication Line Component A monthly rate currently in effect for 90% of the Centrex lines in service at the time the contract is established; however, for Centrex I and II Services, the customer must pay for a minimum of 100 Centrex lines. The monthly revenue guarantee will be updated annually on the customer's contract anniversary date to provide for line changes which have occurred since inception of the contract. The annual adjustment will be to 90% of the Centrex lines in service on the customer's contract anniversary date; however, the monthly revenue guarantee cannot decline below 90% of the Centrex lines in service at the time the initial contract was established.

Effective: JULY 1, 2010

## CENTREX RATE STABILITY PLAN

### Centrex Rate Stability Plan C (LA-2)

#### B. REGULATIONS (Cont'd)

7. Any deficit between the monthly billing for the Intercommunication Line Component A portion of Centrex lines in service and the monthly revenue guarantee of a customer's Centrex system, location group or billing agency code, provided under the Centrex Rate Stability Plan C, will be billed to the customer for the duration such deficit exists.
8. When a Centrex system, location group or billing agency code, which is provided under the Centrex Rate Stability Plan C, is disconnected prior to the expiration of the revenue guarantee period, the monthly revenue guarantee obligation is an amount equal to the monthly revenue guarantee multiplied by the number of unexpired months in the revenue guarantee period.
9. Customers subscribing to Centrex I Service under the Centrex Rate Stability Plan C may regrade their service to Centrex II Service and remain under the plan provided all Centrex lines of the customer's system are regraded to Centrex II Service. However, where Telephone Company central offices do not provide Centrex II Service, the customer will only be required to regrade all lines where Centrex II Service is available.
10. When the provision of Centrex Service and Suburban Centrex Service systems is changed from the Centrex Rate Stability Plan A to the Centrex Rate Stability Plan C and there is no change required in the serving wire center, the monthly revenue guarantee obligation stipulated under the Rate Stability Plan A will be waived and a new monthly revenue guarantee will be established under the Rate Stability Plan C.
11. When the provision of Centrex Service and Suburban Centrex Service is changed from the Centrex Rate Stability Plan B to the Centrex Rate Stability Plan C, and there is no change required in the serving wire center, the monthly revenue guarantee obligation stipulated under the Centrex Rate Stability Plan B will be waived and a new monthly revenue guarantee will be established under the Centrex Rate Stability Plan C.

In addition, a Centrex Rate Stability B customer may elect to subscribe to the Centrex Rate Stability Plan C and continue under the regulations, rates and charges as specified for Centrex Rate Stability Plan B until expiration of the customer's Rate Stability Plan B contract or until there is an increase in Rate Stability Plan B rates, whichever occurs first. The contract effective date will be the date the customer signs up for Rate Stability Plan C; however, the regulations, rates and charges as specified on the contract effective date for the Centrex Rate Stability Plan C will begin at the expiration of the Rate Stability Plan B contract or the Rate Stability Plan B rate increase, whichever occurs first, and continue for the remainder of the payment period.

Effective: JULY 1, 2010

## CENTREX RATE STABILITY PLAN

### Centrex Rate Stability Plan C (LA-2)

#### B. REGULATIONS (Cont'd)

12. Centrex Service intercommunication rates consist of two components as follows.

##### Component A

Component A is the fixed capital portion. The Telephone Company agrees not to initiate any rate changes in Component A over the length of the selected contract period. A customer may choose to pay any portion of the entire Component A rates at any time during the contract period selected. The one-time payment would be calculated by converting the future stream of monthly payments for the period to be prepaid to a present worth amount, using the time value of money rate used in determining the current monthly rates for Component A. The one-time payment will be distributed equally to all lines in the customer's contract. When the customer elects the one-time payment option, a prepayment will be required on any future line additions to equal the total one-time payment(s) distribution.

##### Component B

Component B is the variable expense portion and may vary during a customer's contract no more than once per year beginning January 1, 1989, and every January 1 thereafter. The Telephone Company agrees not to initiate any rate changes in Component B by an amount in excess of the cumulative change in the Consumer Price Index published by the United States Department of Labor Bureau of Labor Statistics since the most recent change in the rate.

13. Relocation

When the customer elects to relocate lines of a Centrex Service system to a different premises not served by the same wire center prior to the expiration of the contract, the Centrex Service vice system lines shall be considered to be disconnected and the monthly revenue guarantee obligation, as stated in paragraph 8. pertaining to Disconnects preceding, will apply. However, provided the customer agrees to continue the Centrex Service system lines not being relocated under the existing Centrex Rate Stability Plan C contract, establishes a new Centrex Rate Stability Plan C contract for the lines being relocated, and has satisfied a previous three-year minimum revenue guarantee period prior to the Centrex Rate Stability Plan C contract, the customer may relocate to a different premises not served by the same wire center without incurring any monthly revenue guarantee obligation for the lines being relocated. The customer will be charged the cost of providing additional facilities, if necessary, in addition to all other rates and charges applicable to the Centrex Service system being relocated.

Effective: JULY 1, 2010

## CENTREX RATE STABILITY PLAN

### Centrex Rate Stability Plan C (LA-2)

#### B. REGULATIONS (Cont'd)

##### 13. Relocation (Cont'd)

When the customer relocates to a different premises served by the same wire center and facilities are available, the contract will remain in effect.

When the customer relocates to a different premises served by the same wire center and facilities are not available, the contract may remain in effect. However, where in the judgment of the Telephone Company it is practicable to provide such facilities, the customer will be charged the cost of providing the necessary additional facilities in a addition to all other rates and charges applicable to the Centrex system being relocated.

##### 14. End of Contract Period

To continue Centrex Service at the expiration of the contract, the customer must either establish a new contract at the current price levels, terms and conditions or convert to the monthly rate schedule for noncontractual Centrex Service.

15. With the written permission of the Telephone Company, the obligation to pay the Centrex Rate Stability Plan C charges for the remainder of the plan period may be assigned to another customer, provided there is no change of location, for a Transfer Charge of \$75.00. The transfer charge is payable by the new customer.

16. The Centrex Rate Stability Plan C monthly rates, specified in C. following for Centrex Lines and Centrex Intercommunicating Lines, include the provision of such lines to wire closets or the equivalent, on the customer's premises. In buildings beginning construction after May 1, 1986, where facilities are not available, it will be the customer's responsibility to provide facilities for lines to wire closets, or the equivalent, on the customer's premises. Centrex Rate Stability Plan C Service installed after January 1, 1991 will not include the facilities necessary to provide the associated lines to wire closets or equivalent on the customer's premises.

17. Except as specified herein, the regulations, rates and charges for Centrex Service, Suburban Centrex Service and Centrex Custom Calling Services, as specified in this Product Guide, apply.

18. The monthly rates specified in C. following for Centrex Optional Features and Centrex Custom Calling Features shall not be subject to Telephone Company-initiated increases before December 31, 1992.

19. Customers with Plan I Centrex systems served out of switching equipment capable of providing Plan II may choose to convert their system to Plan II by disconnecting their existing system and establishing a new system. All service connection charges will apply to the new system.

Effective: JULY 1, 2010

CENTREX RATE STABILITY PLAN

Centrex Rate Stability Plan C (LA-2)

C. RATES

1. Centrex Service

a. Centrex I Service

(1) Centrex Lines, each

Flat or Message Rate, primary and secondary locations Per Month

Exchange Access ..... \*

Per Month

Intercommunication with Centrex Line	<u>Component A</u>	<u>Component B</u>
--------------------------------------	--------------------	--------------------

36-Month Option .....	\$ 9.30	\$5.90
60-Month Option .....	9.00	5.65

(2) Centrex Intercommunicating Lines, each

36-Month Option.....	10.05	6.40
60-Month Option.....	9.60	6.10

b. Centrex II Service

(1) Centrex Lines, each

Flat or Message Rate, primary or secondary locations

Exchange Access ..... \*

Per Month

Intercommunication with Centrex Line	<u>Component A</u>	<u>Component B</u>
--------------------------------------	--------------------	--------------------

36-Month Option .....	\$9.60	\$6.10
60-Month Option .....	9.25	5.90

(2) Centrex Intercommunicating

Lines, each ..... Rates and charges are as specified for Centrex I Service preceding.

\* The Centrex Rate Stability Plan C is not applicable. Rates and charges apply as specified for Centrex I and II Service in the Telephone Company's Local Exchange Services Tariff, Section 9.

Effective: JULY 1, 2010

CENTREX RATE STABILITY PLAN

Centrex Rate Stability Plan C

C. RATES (Cont'd)

1. Centrex Service (Cont'd)

c. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment\*

(1) Automatic Route Selection - Basic	Per Month
(a) Common Equipment, per customer group, per compatible electronic type switching equipment.....	\$16.88
(b) Route Selection Patterns	
(I) Per access line terminated in a pattern or patterns†.....	2.00
(II) By number plan area code only, with final route, each	
(i) To long distance message service, per pattern#.....	2.44
(ii) To overflow tone, per pattern.....	10.00
(III) By number plan area code and central office codes with final route, each	
(i) To long distance message service, per pattern#.....	3.00
(ii) To overflow tone, per pattern.....	12.00

\* All Service Establishment Charges, System Activity Charges and Installation Charges associated with these optional features are as specified for such optional features in Section 9 of this Product Guide, and the Centrex Rate Stability Plan C is not applicable to such charges.

† In addition, rates and charges apply as specified in the Telephone Company's applicable tariff for the type of access line connected.

# here Centrex lines equipped for long distance message restriction access a pattern, the rates and charges specified for To Overflow Tone, per pattern, following apply.

Effective: JULY 1, 2010

CENTREX RATE STABILITY PLAN

Centrex Rate Stability Plan C

C. RATES (Cont'd)

1. Centrex Service (Cont'd)

c. Optional Features for Use with Centrex Systems Served by Compatible Electronic Type Switching Equipment\* (Cont'd)

(2) Station Message Detail Recording

	<u>Per Month</u>
(a) Common Equipment, per arrangement, per primary location or secondary location served by separate compatible electronic type switching equipment.....	\$40.97
(b) Per Facility Group .....	None
(c) Station Message Detail Recording, per message .....	.01
(d) Per Foreign Exchange Trunk, Tie Trunk or Toll Free Dedicated Service Access Line Connected in an Arrangement.....	4.10

(3) Customer-dialed Account Recording

(a) Per Arrangement.....	None
(b) Per Message .....	.01

2. Centrex Custom Calling Services

Centrex Custom Calling Services are furnished by compatible electronic type switching equipment.

a. Call Forwarding - Busy Line, per line

(1) Incoming Calls Only.....	.15
(2) Incoming and Intercommunicating Calls.....	.15

\* All Service Establishment Charges, System Activity Charges and Installation Charges associated with these optional features are as specified for such optional features in Section 9 of this Product Guide, and the Centrex Rate Stability Plan C is not applicable to such charges.

Effective: JULY 1, 2010

CENTREX RATE STABILITY PLAN

Centrex Rate Stability Plan C

C. RATES (Cont'd)

2. Centrex Custom Calling Services (Cont'd)

	<u>Per Month</u>
b. Call Forwarding - Don't Answer, per line	
(1) Incoming Calls Only.....	\$.45
(2) Incoming and Intercommunicating Calls.....	.45
c. Call Forwarding - Variable, per line.....	.10
d. Call Pick-up and Call Hold, per line .....	.30
e. Call Transfer-Individual - All Calls, Consultation Hold - All Calls and Three-way Calling - All Calls, per line	
(1) When Associated With a Centrex I Service System.....	.95
(2) When Associated With a Centrex II Service System.....	.50
f. Call Waiting, per line	
(1) Originating .....	.70
(2) Terminating.....	.55
g. Individual Speed Dialing, per line	
(1) 6-Number Capacity.....	.15
(2) 30-Number Capacity.....	.40
h. Shared Speed Dialing, per line	
(1) 6-Number Capacity	
(a) First Line .....	.15
(b) Each Additional Line Sharing the Same Number List .....	.05
(2) 30-Number Capacity	
(a) First Line .....	.40
(b) Each Additional Line Sharing the Same Number List .....	.05

Effective: JULY 1, 2010

CENTREX RATE STABILITY PLAN

Centrex Rate Stability Plan C

C. RATES (Cont'd)

		<u>Per Month</u>
2.	Centrex Custom Calling Services (Cont'd)	
i.	Directed Call Pick-up, either with or without barge in and call hold or Call Pick-up and Call Hold, per line .....	\$ .30
j.	Automatic Callback	
(1)	Common Equipment, per system .....	5.00
(2)	Per Line Equipped .....	.70
k.	Distinctive Ringing and Call Waiting Tone	
(1)	Common Equipment for Either or Both Class B and C Ringing and Tone, per system.....	5.00
(2)	Class B Ringing and Tone, per line equipped .....	1.15
(3)	Class C Tone, per line equipped with Call Waiting - Originating .....	.65
(4)	Class C Ringing and Tone, per preemptible Switched Circuit Automatic Network access line terminal.....	.65
3.	Suburban Centrex Service	
	Centrex Lines, each	
a.	Centrex I Service	
	Exchange Access .....	*
		<u>Per Month</u>
		<u>Compo-    Compo-</u>
	Intercommunication with Centrex Line	<u>nent A    nent B</u>
	36-Month Option.....	\$12.20    \$6.70
	60-Month Option.....	11.50    6.40

\* The Centrex Rate Stability Plan C is not applicable. Rates and charges apply as specified for Suburban Centrex Lines and SEATs in the Telephone Company's Local Exchange Services Tariff, Section 9.

Effective: JULY 1, 2010

CENTREX RATE STABILITY PLAN

Centrex Rate Stability Plan C

C. RATES (Cont'd)

3. Suburban Centrex Service (Cont'd)

b. Centrex II Service

Per  
Month

Exchange Access ..... \*

Per Month

Intercommunication with Centrex Line

	Compo- nent A	Compo- nent B
--	------------------	------------------

36-Month Option.....	\$13.90	\$6.50
60-Month Option.....	12.90	6.20

Per  
Month

c. Centrex Intercommunicating Lines ..... Rates and charges are as specified for Centrex Service in C.1. preceding.

4. Special Location Suburban Centrex Service

Centrex Lines, each

a. Centrex I Service

Exchange Access ..... \*

Per Month

Intercommunication with Centrex Line

	Compo- nent A	Compo- nent B
--	------------------	------------------

36-Month Option.....	\$11.75	\$6.32
60-Month Option.....	10.92	6.15

Per  
Month

b. Centrex II Service

Exchange Access ..... \*

\* The Centrex Rate Stability Plan C is not applicable. Rates and charges apply as specified for Centrex I and II Service in the Telephone Company's Local Exchange Service Tariff, Section 9.

Effective: JULY 1, 2010

CENTREX RATE STABILITY PLAN

Centrex Rate Stability Plan C

C. RATES (Cont'd)

4. Special Location Suburban Centrex Service (Cont'd)

b. Centrex II Service (Cont'd)

Intercommunication with Centrex Line	<u>Per Month</u>	
	<u>Compo- nent A</u>	<u>Compo- nent B</u>
36-Month Option.....	\$13.31	\$6.26
60-Month Option.....	12.42	5.85

Per  
Month

c. Centrex Intercommunicating Lines ..... Rates and charges are as specified for Centrex Service in C.1. preceding.

Effective: JULY 1, 2010

## CENTREX-99 SERVICE (LA-2)

### A. GENERAL

Centrex-99 Service is Centrex Service furnished from compatible electronic type switching equipment located on Telephone Company premises and includes the facilities necessary for intercommunication between Centrex-99 lines within the customer's system, Local Exchange Service, direct in-dialing to Centrex-99 lines, identification and billing of outgoing long distance messages by line number only where such billing is performed by the Telephone Company, interception of calls to unassigned numbers, series completion line hunting and on calls incoming from the telecommunications network, call transfer-individual, consultation hold and add-on. Centrex-99 Service installed after January 1, 1991 will not include the facilities necessary to provide the associated lines to wire closets or equivalent on the customer's premises.

### B. REGULATIONS

#### 1. Explanation of Terms

##### Attendant Controlled Call Forwarding of Primary Directory Listing Line Calls

Attendant controlled call forwarding of primary Directory Listing line calls is an attendant console night service arrangement which forwards primary Directory Listing line calls to the Centrex line in the system previously selected by the attendant at the time the night service connection is established.

##### Centrex-99 Service System

Centrex-99 Service lines with the same primary Directory Listing constitute a Centrex-99 Service system.

##### Line Controlled Transfer of Primary Directory Listing Line Calls

The line controlled transfer of primary Directory Listing line calls is a night service arrangement whereby primary Directory Listing line calls activate a common alerting signal on the customer's premises. These calls may then be answered by any line in the system upon dialing a special code.

##### Primary Location

The primary location of each Centrex-99 Service system is the area served by the wire center in which the Centrex-99 Service system's dial switching equipment is located.

Effective: JULY 1, 2010

CENTREX-99 SERVICE (LA-2)

B. REGULATIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Secondary Location

A secondary location is any location other than the primary location.

2. Centrex-99 Service is subject to Limited Availability Classification LA-2. Centrex-99 systems are subject to a continuing minimum monthly charge which shall be an amount equal to the charge for 30 primary location lines.

3. Centrex-99 Service is classified as message rate, measured rate or flat rate business service and is furnished subject to a maximum of 99 Centrex-99 lines per system.

Centrex-99 Service is offered only as a complete service. The exchange access and intercommunication with Centrex-99 line portions of the service are not offered separately.

4. When the customer elects to change from Centrex-99 Service to Centrex Service and, at the option of the Telephone Company and subject to the availability of facilities, the customer's Centrex system will be served by the same dial switching equipment, the Centrex Service will be treated as a new connection requiring the establishment of Centrex Service minimum revenue guarantees and no Service Charges shall apply to existing Centrex lines provided such lines are not moved or changed or the line connections at the station are not changed. In addition, any outstanding minimum revenue guarantee obligation remaining on the Centrex-99 Lines will be waived.

5. The Centrex-99 line or lines associated with the primary Directory Listing will be connected to the Centrex-99 line designated by the customer of an unattended Centrex-99 Service system or in the attendant console of an attended Centrex-99 Service system. The Centrex-99 line or lines associated with the primary Directory Listing will be furnished at the rates specified for Centrex-99 lines in C. following.

6. A Centrex-99 line or lines may be arranged for dial "zero" operation and connected on the attendant console in order to provide lines of a Centrex-99 Service system direct access to the attendant. The Centrex-99 line or lines arranged for dial "zero" operation will be furnished at the rates specified for Centrex-99 lines in C. following.

Effective: JULY 1, 2010

CENTREX-99 SERVICE (LA-2)

B. REGULATIONS (Cont'd)

7. When the customer elects to change from type 50A customer premises system attendant consoles to type 50B customer premises system attendant consoles, all outstanding termination charge obligations applicable to the attendant consoles disconnected apply. In addition, the Service Establishment and Installation Charges specified herein for attendant consoles connected shall apply.
8. Centrex-99 Common Equipment and all Centrex-99 Lines are subject to a minimum revenue guarantee period of six months.
9. A credit equal to the interstate Subscriber Line charge, as specified in the Verizon Telephone Companies Tariff F.C.C. No. 1, will be applied to all Centrex-99 Lines which are subject to an interstate End User Common Line charge.
10. When a Centrex-50 Service system, which is provided under the Centrex Rate Stability Plan A, is changed to Centrex-99 Service, the monthly revenue guarantee obligation stipulated under the Rate Stability Plan A will be waived provided there is no change required in the serving central office type dial switching equipment.
11. When a customer requests a new Centrex-99 System that requires the installation of additional outside plant or central office facilities and where, in the judgment of the Telephone Company, it is practicable to provide such facilities, the customer will be charged the cost of providing the necessary additional facilities, in addition to the rates and charges specified in C. following. The costs for any additional facilities required will be computed on the incremental difference between the costs of new facilities and the costs of existing facilities.

Effective: JULY 1, 2010

CENTREX-99 SERVICE (LA-2)

C. RATES	<u>Per Month</u>
1. Common Equipment, each.....	\$25.00
2. Centrex-99 Line*, each	
Primary Location	
Exchange access .....	†
Intercommunication with Centrex-99 line .....	13.35
Secondary Location#	
Exchange access .....	†
Intercommunication with Centrex-99 line .....	13.35
3. Charges for Local Messages	
<p>No usage option allowance is included in the Centrex-99 Service Message or Measured rate schedules. The Usage Charges for all local messages are the same as specified for Message or Measured Rate Business Service, as appropriate, in the Telephone Company's Local Exchange Services Tariff.</p>	
4. 50A Customer Premises System	
Attendant Console.....	Rates and charges are as specified for Centrex-50 Service in this Product Guide.
5. Type 50B Customer Premises	
System Attendant Console.....	Rates and charges are as specified for Centrex I Service in this Product Guide.

\* In addition, appropriate terminal equipment is required.

† Rates and charges are as specified for Centrex-99 Service Centrex Lines and SEATs in the Telephone Company's Local Exchange Services Tariff, Section 9.

# In addition, rates and charges as specified for Series 2000, type 2014, Channels in the Telephone Company's Channel Services Tariff apply between the Centrex-99 Service system's serving wire center and the wire center serving the customer's secondary location.

Effective: JULY 1, 2010

CENTREX-99 SERVICE (LA-2)

C. RATES (Cont'd)

6. Night Service Arrangements

- a. Attendant Controlled Call Forwarding,  
 per primary Directory Listing line  
 arranged ..... Rates and charges are as specified  
 for Centrex-50 Service in this  
 Product Guide.
- b. Line Controlled Automatic Transfer  
 of Primary Directory Listing Line  
 Calls to any Line\*, per system† ..... Rates and charges are as specified  
 for Centrex-50 Service in this  
 Product Guide.

7. Optional Centrex Custom Calling Services, per Centrex-99 line

	<u>Per Month</u>
a. Call Forwarding - Busy Line	
(1) Incoming Calls Only .....	\$.05
(2) Incoming and Intercommunicating Calls .....	.05
b. Call Forwarding - Don't Answer	
(1) Incoming Calls Only .....	.45
(2) Incoming and Intercommunicating Calls .....	.45
c. Call Forwarding - Variable .....	.10
d. Call Pick-up and Call Hold.....	.30
e. Call Transfer-individual - All Calls, Consultation Hold - All Calls and Three-way Calling - All Calls .....	.50
f. Call Waiting	
(1) Originating.....	.70
(2) Terminating.....	.55

\* In addition, rates and charges apply for a Series 1000, type 1001, Channel between the serving wire center and the customer's premises as specified in the Telephone Company's Channel Services Tariff, Section 2.

† In addition, appropriate Signal Equipment is required.

Effective: JULY 1, 2010

CENTREX-99 SERVICE (LA-2)

C. RATES (Cont'd)

7. Optional Centrex Custom Calling Services,  
 per Centrex-99 line (Cont'd)

	<u>Per Month</u>
g. Individual Speed Dialing	
(1) 6-Number Capacity .....	\$.15
(2) 30-Number Capacity .....	.40
h. Shared Speed Dialing	
(1) 6-Number Capacity	
(a) First Line .....	.15
(b) Each Additional Line Sharing the Same Number List.....	.05
(2) 30-Number Capacity	
(a) First Line .....	.40
(b) Each Additional Line Sharing the Same Number List.....	.05

8. The provisions of long-distance message restriction, charges for channels connecting different premises, dial tie trunk terminals, dial conference arrangements, Centrex subsidiary system arrangements, Centrex Service optional features and Centrex Custom Calling Services for use with Centrex systems served by compatible electronic type switching equipment, are as specified for Centrex Service in this Product Guide, the Telephone Company's Local Exchange tariff, the General Services tariff and the Channel Services tariff.

9. Service Charges

Service Charges for Centrex-99 Service will be the same as those for Centrex Service as specified in Section 9 of this Product Guide.

Effective: JULY 1, 2010

## CENTREX BUSINESS PACKAGE (LA-2)

### A. GENERAL

Centrex Business Package is Centrex Service furnished from compatible electronic type switching equipment located on Telephone Company premises and includes the facilities necessary for intercommunication between Centrex Business Package lines within the customer's system, Local Exchange Service, direct in-dialing to Centrex Business Package lines, identification and billing of outgoing long distance messages by line number only where such billing is performed by the Telephone Company, series completion line hunting, Centrex access treatment code, and on calls incoming from the telecommunications network, call transfer-individual, consultation hold, add-on and certain Centrex Custom Calling Service features as specified in B.1. following. Centrex Business Package Service installed after January 1, 1991, will not include the facilities necessary to provide the associated lines to wire closets or equivalents on the customer's premises.

### B. REGULATIONS

#### 1. Explanation of Terms

##### Attendant-controlled Call Forwarding of Primary Directory Listing Line Calls

Attendant-controlled Call Forwarding of Primary Directory Listing Line calls is an attendant console night service arrangement which forwards primary Directory Listing line calls to the Centrex line in the system previously selected by the attendant at the time the night service connection is established.

##### Centrex Business Package System

Centrex Business Package lines with the same primary Directory Listing constitute a Centrex Business Package system, and such systems are offered in two line size systems, i.e., 2-to-6 lines and 7-to-30 lines. Systems with only one line as of January 29, 1990, are subject to Limited Availability Classification LA-3. In addition, the following Custom Calling Service features may be associated with the Centrex Business Package as selected by the customer. However, the rates and charges specified in C. following for Intercommunication Lines are applicable regardless of the number of features selected.

Call Forwarding - Busy Line  
Call Forwarding - Don't Answer  
Call Forwarding - Variable  
Call Pick-up and Call Hold

Call Transfer-Individual - All Calls  
Call Waiting - Originating  
Call Waiting - Terminating  
Speed Dialing

Effective: JULY 1, 2010

## CENTREX BUSINESS PACKAGE (LA-2)

### B. REGULATIONS (Cont'd)

#### 1. Explanation of Terms (Cont'd)

##### Price Schedules

Centrex Business Package systems are offered under two pricing schedules. Centrex Business Package systems established after January 29, 1990 must use Price Schedule B. Existing Centrex Business Package Systems on Price Schedule A as of January 29, 1990 are subject to Limited Availability Classification LA-2. Proposals for new systems presented to customers before January 29, 1990 and incorporating Price Schedule A will be honored for 180 days from the bid date, or August 1, 1990, whichever occurs first.

Price Schedule B Centrex Business Package Service is provided on a message, measured or flat rate basis where such service is offered. Flat rate Centrex Business Package Service may be furnished only from exchanges where business individual line dial tone lines with unlimited monthly usage options are offered.

Centrex Business Package systems will be provided using either Price Schedule A or Price Schedule B. No mixing of the two pricing schedules will be allowed on the same system.

##### Line Controlled Transfer of Primary Directory Listing Line Calls

The line controlled transfer of primary Directory Listing line calls is a night service arrangement whereby primary Directory Listing line calls activate a common alerting signal on the customer's premises. These calls may then be answered by any line in the system upon dialing a special code.

##### Primary Location

The primary location of each Centrex Business Pak system is the area served by the wire center in which the Centrex Business Pak system's dial switching equipment is located.

##### Secondary Location

A secondary location is any location other than the primary location.

Effective: JULY 1, 2010

## CENTREX BUSINESS PACKAGE (LA-2)

### B. REGULATIONS (Cont'd)

2. Centrex Business Package is classified as business service and is furnished subject to a maximum of 6 or 30 Centrex Business Pak lines, as appropriate, per system.

Centrex Business Package is offered only as a complete service. The exchange access, intercommunication and Custom Calling Service features with Centrex Business Pak line portions of the service are not offered separately.

3. When the customer elects to change from Centrex Business Package to any other Centrex Service and, at the option of the Telephone Company and subject to the availability of facilities, the customer's Centrex system will be served by the same dial switching equipment, the Centrex Service will be treated as a new connection requiring the establishment of the appropriate Centrex Service minimum revenue guarantees except that no Termination Charges shall apply to existing Centrex lines provided such lines are not moved or changed. In addition, any outstanding minimum revenue guarantee obligation remaining on the Centrex Business Package Lines will be waived.
4. The Centrex Business Package line or lines associated with the primary Directory Listing will be connected to the Centrex Business Package line designated by the customer of an unattended Centrex Business Package system or in the attendant console of an attended Centrex Business Package system. The Centrex Business Package line or lines associated with the primary Directory Listing will be furnished at the rates specified for Centrex Business Package lines in C. following.
5. A Centrex Business Package line or lines may be arranged for dial "zero" operation and connected on the attendant console in order to provide lines of a Centrex Business Package system direct access to the attendant. The Centrex Business Package line or lines arranged for dial "zero" operation will be furnished at the rates specified for Centrex Business Package lines in C. following.
6. All Centrex Business Package Lines are subject to a minimum revenue guarantee period of six months.
7. When a customer requests a new Centrex Business Package System that requires the installation of additional outside plant or central office facilities and where, in the judgment of the Telephone Company, it is practicable to provide such facilities, the customer will be charged the cost of providing the necessary additional facilities, in addition to the rates and charges specified in C. following. The costs for any additional facilities required will be computed on the incremental difference between the costs of new facilities and the costs of existing facilities.

Effective: JULY 1, 2010

CENTREX BUSINESS PACKAGE (LA-2)

B. REGULATIONS (Cont'd)

- 8. The provision of long distance message restriction, charges for channels connecting different premises, dial tie trunk terminals, dial conference arrangements, Centrex subsidiary system arrangements, Centrex Service optional features and Centrex Custom Calling Services for use with Centrex systems served by compatible electronic type switching equipment is as specified for Centrex Service in this Product Guide, the Telephone Company's General Services tariff, the Telephone Company's Local Exchange tariff and the Telephone Company's Channel Services tariff.

C. RATES

1. System Activity Charges

- a. Service Establishment Charges, per initial establishment of service, each†
  - 2- to 6-Line system .....
  - 7- to 30-Line system .....
- b. Features Rearrangement Charges, each .....
- c. Upgrading Charge
  - Per upgrade to a 7- to 30- line system.....

2. Centrex Business Pak Lines, each line#

Price Schedule A

Exchange Access	<u>Per Month</u>
1 to 6 Lines .....	**
7 to 30 Lines .....	**

\* Not applicable when upgrading to a 7- to 30- line system.

† Not applicable when converting from Price Schedule A to Price Schedule B

# Subject to a minimum revenue guarantee of six months.

\*\* Rates and charges are as specified for the appropriate Centrex Business Package Centrex Lines and Trunks in the Telephone Company's Local Exchange Services Tariff, Section 9.

Effective: JULY 1, 2010

CENTREX BUSINESS PACKAGE (LA-2)

C. RATES (Cont'd)

2. Centrex Business Package Lines, each line\* (Cont'd)

Price Schedule A (Cont'd)

Intercommunication, including selected Custom Calling Service features, with Centrex Business Package Line, each	<u>Per Month</u>
Secondary†/Primary Locations	
1 to 6 Lines .....	\$12.13
7 to 30 Lines .....	14.01

Price Schedule B

Exchange Access

2 to 6 Lines .....	#
7 to 30 Lines .....	#

Intercommunication, including selected Custom Calling  
Service features, with Centrex Business Package Line, each

Secondary†/Primary Locations	
2 to 6 Lines .....	5.40
7 to 30 Lines .....	5.24

\* Subject to a minimum revenue guarantee of six months.

† In addition, rates and charges as specified for series 2000, type 2014 channels in the Telephone Company's Channel Services Tariff apply between the Centrex Business Package system's serving wire center and the wire center serving the customer's secondary location.

# Rates and charges are as specified for the appropriate Centrex Business Package Centrex Lines and Trunks in the Telephone Company's Local Exchange Services Tariff, Section 9.

Effective: JULY 1, 2010

CENTREX BUSINESS PACKAGE (LA-2)

C. RATES (Cont'd)

3. Usage Charges

No local calling usage allowance is included in the Centrex Business Package Message or Measured rate schedules. Usage charges apply as specified in the Telephone Company's Local Exchange Services Tariff for Message or Measured Rate Usage Charges for Calls from Dial Tone Lines without a Monthly Usage Option.

4. Service Charges

Service Charges for Centrex Business Pak will be the same as those for Centrex Service as specified in Section 9 of this Product Guide.

Effective: JULY 1, 2010

## CENTREX BUSINESS PACKAGE (LA-2)

### Miscellaneous Information

1. Centrex Business Package Custom Calling Service Features are provided on a per line basis. The Features Rearrangement Charge for Centrex Business Package Service applies, per line, on each occasion that customers request additions or deletions to their Custom Calling Service feature package, subsequent to the initial installation of service.
2. Custom Calling Features, other than those provided for in the Centrex Business Package Guideline, may be provided on a per-line basis at the rates specified in this Product Guide Section 9E. The Centrex Business Package Features Rearrangement Charge would not apply for rearrangements, additions, or deletions of these additional features.
3. In situations where conduit is already installed, extending directly from the cable terminal room in the basement to the customer's station or common equipment location, time and material charges begin where the station lines break out from the common cable in the cable terminal room and enter the conduit. This is in agreement with the concept of provisioning of lines up to the wire closets or equivalent where time and material charges would start where the individual lines would break out of the common cable and be extended to the station or common equipment location.
4. Regarding a customer's service from Individual Line Service to Centrex Business Package Service is, in effect a complete disconnect of existing service (i.e. 1MB's) and establishment of Business Package Service. Business Package Service is a separate and distinct type of service, requiring special facilities in the serving wire center. This type of transaction is not considered a "change of grade of service".
5. Centrex Business Package Service may be provided on a Foreign Exchange basis in the following manner.

Foreign Exchange Service for Business Package customers may be provided as specified for interexchange channels in the Telephone Company's Tariff 4, Section 3, subject to the regulations specified in the Telephone Company's Tariff 2, Section 1. Customers subscribing to this service will have the service provided in the following manner: The customer's Centrex Business Package service will be resident in the normal exchange with Foreign Exchange Service lines connected, through 2006A interexchange channels (measured Rate Center to Rate Center) to the Centrex Business Package common block and translated to an associated Centrex line. The charges associated with this service would be channel mileage charges for the 2006A channel, two channel terminals, per 2006A channel and one Centrex line charge per channel. These charges would be in addition to the charges applicable for provision of the customer's Business Package service.

Effective: JULY 1, 2010

### CENTRAL OFFICE LOCAL AREA NETWORK SERVICE LA-3\*

#### A. GENERAL

Central Office Local Area Network Service is a private data communications network service providing for the connection of customer-provided data devices and for the transmission of data between such devices. The primary component of Central Office Local Area Network Service is the data switch located in the customer's serving central office. Central Office Local Area Network Service will support customer-provided asynchronous data terminals and host computers and is capable of switching terminal to terminal, terminal to host computers and host computer to host computer data traffic at speeds up to 19.2 kilobits per second. Central Office Local Area Network Service also provides access to the telecommunications network via an optional modem pooling arrangement. For customers served by more than one central office, data networks will be established by using remote internodal trunk connections.

#### B. REGULATIONS

##### 1. Explanation of Terms

###### Asynchronous Port Connection

Asynchronous port connections, for Central Office Local Area Network Service, include Central Office Local Area Network Service common equipment, as well as the administrative costs, local (intracentral office) internodal trunking equipment and terminal interface pack.

###### Common Multiplexer Unit

The common multiplexer unit is that equipment which is required to support the multiplexing of data signals, regardless of the number of channels provided, between the Central Office Local Area Network Service equipment and other locations, e.g., host computers.

###### Modem Pool

A modem pool is one or more modems in a trunk group dedicated to a customer for inward or outward Local Exchange Service access via a collocated voice switching facility.

###### Remote Internodal Trunk Connection

Remote internodal trunk connection supports connection to a noncollocated Central Office Local Area Network Service switching facility.

\* This Limited Availability classification becomes effective January 1, 1996.

Effective: JULY 1, 2010

CENTRAL OFFICE LOCAL AREA NETWORK SERVICE LA-3\*

B. REGULATIONS (Cont'd)

2. Central Office Local Area Network Service can be associated only with Centrex Systems and can only be provided from central offices equipped for Central Office Local Area Network Service subject to the technical limitations of such equipment and availability of suitable facilities.
3. Central Office Local Area Network Service may be accessed via data/voice multiplexers, Channel Service and the telecommunications network via an optional modem pooling arrangement. Interconnection of Central Office Local Area Network Service is accomplished by a data switching facility located in the Telephone Company's central office. Data may be transmitted into or out of the data switching facility at various asynchronous speeds depending upon the transmission characteristics of the facility used for such transmission.
4. The customer accesses Central Office Local Area Network Service over Centrex Service by means of data/voice multiplexers. The customer furnishes data/voice multiplexers at their location, providing connections for voice stations and data terminals while multiplexing their respective signals simultaneously to the Telephone Company central office. A compatible data/voice multiplexer in the Telephone Company central office separates the signals, transmitting the voice to the Centrex System and the data to the Central Office Local Area Network Service. Data is transmitted through Central Office Local Area Network Service to a destination designated by the customer.
5. Channel Services which access Central Office Local Area Network Service must be equipped with customer-provided data transmission devices which are compatible with Telephone Company provided equipment.
6. System Control Feature
  - a. This feature allows the customer to access equipment within the system to perform network management and control functions. Through this feature, certain Central Office Local Area Network Service changes and rearrangements can be made, and information can be displayed and verified concerning the customer's printers, terminals or other resources which interface with the customer's Central Office Local Area Network Service. Call activity is an option which allows the customer to access reports which provide a summary of the customer's call activity. Access to the system control database is provided through menu-provided commands.
  - b. All data switch ports on the customer's service must be equipped for system control capability.

Effective: JULY 1, 2010

CENTRAL OFFICE LOCAL AREA NETWORK SERVICE LA-3\*

B. REGULATIONS (Cont'd)

6. System Control Feature (Cont'd)

- c. The Telephone Company reserves the right to inhibit the system control feature in the event of a service-affecting condition to the central office or affiliated operational support system.
- d. System control is only furnished from central offices equipped to provide this feature.
- e. A log-on identification code will be assigned by the Telephone Company. The customer must provide an alphanumeric password to the Telephone Company according to Telephone Company specifications. These codes are used to identify authorized users. The customer has sole responsibility for the administration and security of the password.

7. Routing Applications Processor

- a. This feature provides routing and concentration-type functions from the Central Office Local Area Network Service data switch to customer-provided equipment (e.g., a communications server).
- b. The customer-provided equipment must be compatible with the level of digital network architecture employed by the Central Office Local Area Network Service.

8. Rates specified for Central Office Local Area Network Service are in effect through December 31, 1988. The Telephone Company will not initiate increases in charges or rates for Central Office Local Area Network Service during this period.

9. Existing customers who have taken service for a contract term more than a month may continue using the service for the remainder of that contract term, and thereafter on a month-to-month basis, until disconnection of the service.

C. RATES

1. Application of Rates

- a. A Service Establishment Charge applies for the initial establishment of a Central Office Local Area Network Service, per customer, per wire center, and for each establishment of a log-on identification code for the system control feature.
- b. With the exception of the system control feature, the customer has the option of choosing one of two different payment plans. These two plans consist of different levels of monthly rates and/or Installation Charges.

Effective: JULY 1, 2010

CENTRAL OFFICE LOCAL AREA NETWORK SERVICE LA-3\*

C. RATES (Cont'd)

2.	Central Office Local Area Network Service Establishment Charge per customer, per wire center .....		\$695.00
3.	Asynchronous Port Connection, each*	<u>Installation Charge</u>	<u>Per Month</u>
	Payment Plan 1 .....	\$ 50.00	\$ 19.95
	Payment Plan 2 .....	495.00	9.75
4.	Common Multiplexer Unit, each†		
	a. 32 Channels		
	Payment Plan 1 .....	-	240.00
	Payment Plan 2 .....	3,910.00	144.00
	b. 64 Channels		
	Payment Plan 1 .....	-	397.00
	Payment Plan 2 .....	6,460.00	239.00
	c. 96 Channels		
	Payment Plan 1 .....	-	555.00
	Payment Plan 2 .....	9,055.00	333.00
	d. 128 Channels		
	Payment Plan 1 .....	-	712.00
	Payment Plan 2 .....	11,610.00	428.00
5.	Modem Pool Member - Incoming, per modem		
	Payment Plan 1 .....	29.00	35.00
	Payment Plan 2 .....	600.00	21.00

\* Includes common modules, shelves, redundant power supply, terminal interface pack and local internodal trunking. In addition, rates and charges for Centrex Services or Channel Services, as appropriate, apply between the Central Office Local Area Network Service serving wire center and customer-provided terminal equipment locations.

† In addition, rates and charges for Channel Services apply between the Central Office Local Area Network Service serving wire center and customer-provided terminal equipment locations.

Effective: JULY 1, 2010

CENTRAL OFFICE LOCAL AREA NETWORK SERVICE LA-3\*

C. RATES (Cont'd)

		<u>Installation Charge</u>	<u>Per Month</u>
6.	Modem Pool Member - Outgoing, per modem*		
	Payment Plan 1 .....	\$ 29.00	\$35.00
	Payment Plan 2 .....	640.00	20.00
7.	Multiplexer Port, each		
	Payment Plan 1 .....	29.00	12.00
	Payment Plan 2 .....	225.00	7.00
8.	Remote Internodal Trunk Connection, per port		
	Payment Plan 1 .....	-	2.96
	Payment Plan 2 .....	29.00	1.90
9.	System Control Feature	<u>Service Establishment Charge</u>	
a.	System Control Feature, each .....	\$2000.00†	\$205.00
		<u>System Activity Charge</u>	
b.	Call Activity, per port .....	\$ 1.00	.30
c.	Subsequent Training or Software Administration, each occasion		
	First hour or fraction thereof.....	190.00	None
	Each additional 1/4 hour .....	17.00	None
10.	Routing Applications Processor, each .....	<u>Installation Charge</u>	
		\$4500.00	\$900.00

\* In addition, rates and charges apply as specified for Usage Charges in the Telephone Company's Local Exchange Services Tariff.

† Establishment of a customer's system control feature database, and software administration training of two customer employees, is included in the service establishment charge. Subsequent training or software administration by the Telephone Company at the customer's request will be subject to the System Activity Charges specified herein.

Effective: JULY 1, 2010

## CENTREX Dedicated BRI

### A. GENERAL

Central Dedicated BRI is an optional service arrangement for use with Centrex. Dedicated-BRI uses the Basic Rate Interface (BRI) arrangement of the Integrated Services Digital Network (ISDN). The regulations, rates and charges contained herein are in addition to the applicable Centrex service arrangements specified in the Local Exchange Services and Miscellaneous Services Arrangements Tariffs and this Product Guide.

### B. REGULATIONS

#### 1. Explanation of Terms

##### Basic Rate Interface Service

Dedicated Basic Rate Interface Service provides ISDN capabilities from an ISDN equipped switch in the central office. Basic Rate Interface Service consists of two "B" channels and one "D" channel (2B+D) which are defined as:

##### B Channel

The B channel is a 64 kilobit per second (Kbps) channel used for information transfer between users. The B channel may be used in conjunction with circuit switching service.

##### D Channel

The D channel is a 16 kilobit per second packet-switched channel that carries signaling and control for the B channels and also supports customer packet traffic at speeds up to 9.6 kbps.

##### Circuit Switching

A switching technique in which an entire circuit or, in a digital switch (ISDN), a specific selection of time slots is dedicated to a given call.

##### Featured Voice Dedicated-BRI Access

Featured Voice Dedicated-BRI Access uses only one B Channel of the ISDN architecture. In addition to providing voice access, it also provides the customers with the Electronic Key Features describe in B.5. following.

Effective: JULY 1, 2010

## CENTREX Dedicated BRI

### B. REGULATIONS (Cont'd)

#### 1. Explanation of Terms (Cont'd)

##### Integrated Services Digital Network

Integrated Services Digital Network (ISDN) is part of the evolving end-to-end digital telecommunications network architecture which provides for the simultaneous access, transmission and switching of voice, data and image services via channelized transport facilities over a limited number of standard user-network interfaces. The ISDN architecture consists of digital switching systems which connect intra-switch Basic Rate Interface lines to their serving central office.

##### Dedicated BRI

Dedicated-BRI is an optional service arrangement which can be used in conjunction with a customer's Centrex service. It uses the ISDN architecture to provide the customer with the capabilities of simultaneous access, transmission and switching of voice, data and image services via channelized transport. In addition, Dedicated-BRI provides the customer with the service capabilities, Electronic Key Features and Packet Data Features as respectively described in B.3., B.5. and B.6. following.

##### Intercom Group

Enables a customer to terminate, via abbreviated dialing, on a member of a predesignated group.

##### Multiple Access Dedicated-BRI

Multiple Access Dedicated-BRI utilizes both B Channels of the ISDN architecture for either voice or circuit switched data. This also applies when only one B channel is utilized for circuit switched data.

##### Network Interfaces

ISDN Basic Rate Interface is comprised of a limited set of standard user-network interfaces. The BRI CPE located at the customer premises is subject to the mutual agreement of the parties and must be compatible with the network interface. They are defined as follows:

Effective: JULY 1, 2010

### CENTREX Dedicated-BRI

#### B. REGULATIONS (Cont'd)

##### 1. Explanation of Terms (Cont'd)

###### Network Interfaces (Cont'd)

- (a) A two-wire interface is the two-wire physical interface between a switch equipped with ISDN and the network termination (NT1). The NT1 is customer premises equipment which is necessary for terminating a telephone circuit or facility at the customer premises.
- (b) A four-wire interface is the four-wire physical interface (distance limited) between a switch equipped with ISDN and the customer's NT2 or their ISDN terminal equipment. The NT2 is customer premises equipment. This interface will be provided at the sole discretion and judgment of the Telephone Company.

###### Packet Switching

A switching technique in which packets of data are individually addressed and combined on a transmission path with other addressed packets. The maximum packet transmission rate for Basic Rate Interface is 9.6 kbps on the D-channel.

###### X.25

X.25 is the ITU (International Telecommunications Union) recommended and internationally accepted standard for connecting computers to packet switched networks.

- 2. Customers subscribing to Centrex Dedicated-BRI must comply with the ISDN Basic Rate Interface specifications established by the Telephone Company.

##### 3. Service Capabilities

Customers can configure Centrex Dedicated-BRI using the following service capabilities:

- a. Featured Voice on the B channel(s).
- b. Circuit switched data on the B channel(s) up to 64 kbps.
- c. Packet switched data on the D channel at speeds up to 9.6 kbps.

Effective: JULY 1, 2010

CENTREX Dedicated-BRI

B. REGULATIONS (Cont'd)

4. Conditions

This service is offered subject to the following conditions:

- a. Existing usage charges apply to circuit switched voice calls.
- b. Circuit switched data calls will be billed on a local usage sensitive basis when placed outside the Centrex. Toll charges will apply when circuit switched data calls are made outside of the Local Exchange Service Base Rate Area.
- c. Packet data calls will be billed the Packet Data Network rates as specified in appropriate tariffs for calls outside the customer's Centrex Group.
- d. Packet calls within a customer's Centrex Group requires seven digit dialing.
- e. ISDN compatible terminal equipment is a requirement for operation, and it is the responsibility of the customer to provide this equipment.
- f. ISDN charges are in addition to existing Centrex charges.
- g. This service is available only from offices which have the necessary facilities to provide ISDN. In the event that a customer is served by a non-conforming central office, the Telephone Company may, at its option, provide ISDN service from an alternate serving central office at no additional charge to the customer. Such provisioning may be elected where, in the discretion of the Telephone Company, service can be provided at a reasonable cost to the Telephone Company. The customer must accept the serving location assigned by the Telephone Company, and must agree to revert to the normal serving central office at such time as ISDN service is made available in that office.

If ISDN service is provided from an alternate serving central office, the customer must accept a number change to one associated with the alternate serving central office. The customer will be subject to calling areas associated with the alternate serving central office as specified in the Telephone Company's tariffs.

Effective: JULY 1, 2010

CENTREX Dedicated-BRI

B. REGULATIONS (Cont'd)

4. Conditions (Cont'd)

g. (Cont'd)

When ISDN service is available from the customer's normal serving central office, the customer will revert to and accept a number change to one associated with the normal serving central office, and be subject to calling areas associated with the normal serving central office as specified in the Telephone Company's tariffs. If the customer does not revert to service from the normal central office after ISDN service becomes available, but continues service from the alternate serving central office, charges for foreign exchange and/or foreign central office service will apply as specified in the Telephone Company's tariffs.

No charge will apply to transfer of this service back to the normal serving central office as set forth above.

In addition, the customer's service location must be within the distance limitations determined during installation of the service in the sole judgment and discretion of the Telephone Company. When a customer requests ISDN service and requires the installation of additional facilities due to exceeding the distance limitation determined by the Telephone Company and where, in the judgment of the Telephone Company, it is practical to provide such facilities, the customer will be charged rates and charges based on the cost of providing the necessary additional facilities, in addition to the rates and charges specified in C. following. These charges for any additional facilities required will be computed on an individual case basis.

- h. Electronic Key Feature availability is dependent on the facilities providing the service. No credit is given on the package rate for features where facilities and appropriate digital technology are not available.
- i. This Product Guide does not apply to the transmission of packet data on the B channel and requires either voice and/or data on one of the B channels.
- j. Centrex Dedicated-BRI service does not preclude the Centrex customer from making or receiving circuit switched voice calls from inside or outside either their serving central office or their calling area. Where facilities are available the customer will be able to make and receive Circuit Switched Data and Packet Switched Data calls outside of their serving central office.

Effective: JULY 1, 2010

CENTREX Dedicated-BRI

B. REGULATIONS (Cont'd)

4. Conditions (Cont'd)

- k. Calls identified as circuit-switched data will be billed at Circuit - Switched Data Usage rates even if the customer's equipment establishes the call as circuit-switched voice service and then transmits 56 kbps or 64 kbps circuit-switched data.

Effective: JULY 1, 2010

## CENTREX Dedicated BRI

### B. REGULATIONS (Cont'd)

#### 5. Electronic Key Features

Electronic Key provides the customer with the ability to access the following features:

a. Automatic Dial Line

This feature allows a station user to call a frequently dialed number by pressing the assigned feature key.

b. Automatic Line

An automatic connection between a calling station that goes off-hook and a predetermined location. The calling station does not receive dial tone.

c. Bridging

Allows the user to bridge onto a currently active call by pressing the active call appearance button on their set and going off-hook and thus establishing a three-way call.

d. Call Park

Allows a station to park a call against its own directory number. The parked call is retrieved from any station by dialing a feature-access code and the number against which the call is parked.

e. Call Waiting Ringback - Intra-Centrex Only

The Call Waiting Ringback feature will allow the caller to hear a distinctive ringing if the called party is hearing the call waiting tone. This allows the caller to wait for the called party to answer.

f. Delayed and Abbreviated Ringing

Allows the user to be alerted for a predetermined interval before ringing another designated set.

g. Drop

Allows the user to drop the last party added to a conference call. For a two-party call, this will terminate the call.

Effective: JULY 1, 2010

CENTREX Dedicated-BRI

B. REGULATIONS (Cont'd)

5. Electronic Key Features (Cont'd)

h. Executive Busy Override

This feature (EBO) specifies that the line can invoke an override when encountering a busy station.

Override Exempt

This feature (EBX) is an option of EBO and specifies that the line cannot have override activated against it by an EBO line.

i. Feature Function Button

Allows users to assign certain features to a particular button on their ISDN set. When depressed the button will activate the assigned feature.

j. Group Intercom

Enables a business set user to terminate on a member of a predesignated group by using abbreviated dialing.

k. Hold

Allows the user to place a call on hold.

l. Individual Calling Line Identification

Allows the user to have access to the directory number of the calling party.

m. Initiated Priority Calling

Allows the user to initiate a priority call by going off-hook and pressing the Priority Call feature button or dialing the priority calling access code. Provides the caller with the equivalent of Dial Call Waiting.

n. Inspect for ISDN Terminals

Allows the user to retrieve and display call-related information about any call appearance. The data that can be displayed is call appearance identification, called or calling directory number, incoming call identifier call type.

Effective: JULY 1, 2010

CENTREX Dedicated-BRI

B. REGULATIONS (Cont'd)

5. Electronic Key Features (Cont'd)

o. Intercom

This feature allows a business set user to directly terminate on a predesignated set by pressing the intercom key.

p. Intercom Alerting

Provides the user with a distinctive ring and/or visual indicator to alert the user of an incoming intercom call.

q. Intercom Functions

Allows the user to emulate a dedicated wire to another station for priority conversations without tying up the station set from active or incoming calls.

r. Key System Coverage for Analog Lines

Allows an ISDN set to provide call coverage for an analog set.

s. Manual Exclusion

Allows the user to inhibit other stations from picking up a call on hold or bridging onto a call that is active at that station.

t. Multiple Call Appearances

Allows the user to have more than one appearance of their directory number assigned to their set.

u. Originating Priority Calling

Allows the user to have all calls that originate from their set to be priority calls.

v. Outgoing Called Line Identification for ISDN Sets

Provides a user originating a call with information about the called party and the facility or destination.

Effective: JULY 1, 2010

CENTREX Dedicated-BRI

B. REGULATIONS (Cont'd)

5. Electronic Key Features (Cont'd)

w. Priority Calling Incoming Only

Allows the user to have a priority call terminate on their set from an outside call. This call will use the normal intergroup alerting as opposed to priority alerting.

x. Shared Call Appearances for a Directory Number

Allows a directory number to appear on the terminal of several users up to a maximum of 5.

y. Short Hunt

Permits incoming calls to hunt over a set of directory number appearances in search of an idle directory number on which to terminate.

6. X.25 Packet Data Features

a. Closed User Groups

Allows the user to establish subnetworks within which the members of the closed user group can communicate. Each data terminal in a closed user group can be arranged in one of the following modes:

(1) Closed User Group with Outgoing Access

The data terminal makes outgoing calls only.

(2) Closed User Group with Incoming Access

The data terminal receives incoming calls only.

(3) Incoming Calls Barred within a Closed User Group

The data terminal makes outgoing calls only to the data terminals in the closed user group with which it is associated.

(4) Outgoing Calls Barred within a Closed User Group

The data terminal receives incoming calls only from the data terminals in the closed user group with which it is associated.

Effective: JULY 1, 2010

CENTREX Dedicated-BRI

B. REGULATIONS (Cont'd)

6. X.25 Packet Data Features (Cont'd)

a. Closed User Groups (Cont'd)

(5) Unrestricted Access

The data terminal receives and makes both incoming and outgoing calls.

b. Fast Select

Allows a sending data terminal to forward up to 128 bytes of data along with the call setup and clearing packets.

c. Fast Select Acceptance

Allows the switch to transmit incoming call packets with the fast select facility to a destination terminal that has this feature.

d. Flow Control Parameter Negotiation

Permits negotiation on a per call basis of the flow control parameters. Automatically negotiates the maximum packet size and window size for each direction of data transmission.

e. Hunt Groups

Allows a grouping of access lines such that an incoming packet switched data call to the hunt group is completed if there is a logical channel on any of the access lines within the hunt group. The Hunt Group cannot span switches.

f. Incoming Calls Barred

Prohibits a data terminal from terminating an incoming call.

g. Non-Standard Default Packet Sizes

Allows the user to subscribe to a larger maximum packet size for each direction of communication than the default 128 octets normally provided. In order to subscribe to this feature, the Flow Control Parameter Negotiation feature must also be subscribed to.

Effective: JULY 1, 2010

CENTREX Dedicated-BRI

B. REGULATIONS (Cont'd)

6. X.25 Packet Data Features (Cont'd)

h. Non-Standard Default Window Sizes

Allows the user to subscribe to the different values for outgoing and incoming window sizes than the standard network default. In order to have this capability, the user must also subscribe to the Flow Control Parameter Negotiation feature.

i. Outgoing Calls Barred

Prohibits a data terminal from originating outgoing virtual calls.

j. Permanent Virtual Circuit

Allows packet switching to be implemented over a dedicated logical channel without needing call set-up or clearing.

k. Throughput Class Negotiation

Allows the calling data terminal to request specific throughput classes in the call request packet for both directions of data transmission.

7. Virtual Office ISDN (VOI)

a. Virtual Office ISDN (VOI) provides the following Dedicated BRI services and features for a single monthly rate:

Multiple Access Dedicated BRI – including the following system features:

- Circuit-Switched Data on the B channel(s)
- Alternate Circuit-Switched Voice and Data on the B channel(s)
- Configuration Group

Electronic Key Feature Package - the user has the option to order the other features within this package. The features below must be a part of this offering:

- Three Call Appearances
- Individual Calling Line Identification
- Hold
- Drop
- Transfer
- Conference
- Call Forwarding Variable

Unlimited Circuit-Switched Data Local Usage – the user is not billed for Local Circuit-Switched Data usage.

Effective: JULY 1, 2010

CENTREX Dedicated BRI

B. REGULATIONS (Cont'd)

7. Virtual Office ISDN (VOI) (Cont'd)

b. Conditions:

The customer may have no more than two packages per premise.

The total monthly rate applies whether or not all of the features in the package are activated.

VOI is only available on classes of service that are measured services.

The customer may purchase the package on a month-to-month basis or on a contract basis for two, three, or five years.

Minimum service requirement is one month for month-to-month. For contract rates, the minimum service requirement is determined by the contract.

If a customer under a two-year contract terminates service during the first year of the contract, the customer will pay early termination charges. If the customer terminates service after the twelfth month of service, the customer will not pay termination charges. The customer must contact the Telephone Company prior to the end of the contract period in order to renew the contract for additional periods of time. The customer may renew for two, three or five years. If the customer does not renew before the end of the contract period, the rate will revert to the month-to-month rate.

The customer under a three or five-year contract must contact the Telephone Company prior to the end of the contract to renew the contract. The customer has the option to renew for two, three or five years. If the customer does not renew before the end of the contract, the rate will revert to the month-to-month rate. If the customer terminates service during the initial or any renewal period of the contract, early termination charges will apply.

Early termination charges will be calculated by taking the difference between the month-to-month rate and the contract rate and multiplying by the number of months in service.

All regulations and conditions for Dedicated BRI service apply to this offering.

Effective: JULY 1, 2010

CENTREX Dedicated-BRI

C. RATES

1. Application of Rates

a. Dedicated-BRI Access

(1) Service Capabilities Charges

(a) Monthly Rate

The monthly rates for Service Capabilities applies per Service Capability provided.

(b) Installation Charge

The Installation Charge applies per termination for the installation and the move of the Dedicated-BRI Access.

(c) Centrex Dedicated-BRI service allows 10 Configuration Groups to be established at the initial implementation of service. Subsequent additions of Configuration Groups or Configuration Groups beyond the first 10 will incur a nonrecurring charge per Configuration Group.

(2) Change Charge

The Change Charge applies per Centrex Dedicated-BRI Service for customer-requested changes to or adding call appearances, adding or changing features in an existing configuration group, adding or changing intercom groups, and adding or changing Dedicated BRI features.

(3) Configuration Group Charge

The Configuration Group Charge applies per configuration group established in excess of 10 groups at the time of the initial establishment of Dedicated-BRI and any configuration group requested after the initial establishment of service.

Effective: JULY 1, 2010

CENTREX Dedicated-BRI

C. RATES

2. Rates and Charges	Installation Charge	Per Month
a. Change/Add Charge .....	\$12.00	
b. Configuration Group Charge, per group established .....	32.00	
c. Featured Voice Dedicated-BRI Access, per Centrex line† .....	\$46.00	\$10.00
D Channel Packet-Switched Data, per service provided#.....	23.00	7.00
d. Multiple Access Dedicated† .....	22.00	6.00
(1) Each Voice service, per service provided .....	24.00	6.50
(2) Circuit-Switched Data Service, per service provided .....	13.00	8.50
(3) Alternate Circuit-Switched Voice and Data Service, per service provided .....	13.00	8.50
(4) D Channel Packet-Switched Data, per service provided# .....	23.00	7.00
(5) Circuit-Switched Data Usage, per minute or fraction thereof, per B Channel†† .....	-	0.02
e. Intercom Group, per group established .....	19.00	-

† Dedicated-BRI rates and charges are in addition to other applicable Centrex service arrangement rates and charges as specified in the appropriate Intrastate Tariffs and this Product Guide.

# Customers subscribing to D Channel Packet-Switched Data will be billed for Public Data Network (PDN) service as specified in appropriate tariffs and for Direct Access as specified in the Local Exchange Services Tariff, S.C.C.-Va. - No. 2, Section 9 for calls outside their Centrex group.

†† Originating circuit-switched data calls placed outside the Centrex will be charged on a minute-of-use basis.

Effective: JULY 1, 2010

CENTREX Dedicated-BRI

C. RATES (Cont'd)

2. Rates and Charges (Cont'd)

	<u>Installation Charge</u>	<u>Per Month</u>
f. Virtual Office ISDN (VOI)		
(1) Month-to-Month.....	\$100.00	\$70.00
(2) Optional Payment Plan (OPP)		
24 months.....	100.00	40.00
36 months.....	75.00	40.00
60 months.....	75.00	37.00

Effective: JULY 1, 2010

## CENTREX Full Feature Business Voice Systems

### A. GENERAL

The CENTREX Full Feature Business Voice Systems is a payment plan for Centrex Service and may only be associated with such services furnished by means of the Telephone Company's compatible electronic type switching equipment. CENTREX Full Feature Business Voice Systems intercommunication lines include the facilities necessary for attendant controlled fixed or flexible night service arrangements or trunk answer from any line night service, Touch-Tone, Call Transfer-individual - All Calls, Consultation Hold - All Calls, Three-way Calling - All Calls, Long Distance Message Restriction, Automatic Route Selection - Basic, series completion hunting, and multiline hunting.

### B. REGULATIONS

#### 1. Explanation of Terms

##### Billing Agency Code

A billing agency code is defined herein as a code arrangement used to provide billing subtotals for individual agencies within a given customer's account.

##### Centrex Intercommunication Line Component A Rate

Centrex intercommunication line component A rate represents the investment related fixed capital portions of a Centrex intercommunication line and is stable for the length of the customer's term commitment.

##### Centrex Intercommunication Line Component B Rate

Centrex intercommunication line component B rate represents the maintenance and administrative variable expense portion of a Centrex intercommunication line subject to no more than one annual rate change each year. The Telephone Company agrees not to initiate any rate change in Component B by an amount in excess of the cumulative annual change in the Consumer Price Index for all Urban Consumers (CPI-U), as published by the U.S. Department of Labor Bureau of Labor Statistics, since the most recent change in the rate.

##### Centrex Simulated Exchange Access Trunk (SEAT)

A Centrex SEAT provides one communications path between the Centrex Intercommunicating Lines in a Centrex System and the Local Exchange Network.

Effective: JULY 1, 2010

CENTREX Full Feature Business Voice Systems

B. REGULATIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Location Group

A location group is defined herein as a physical premises of the customer where Centrex lines are located.

2. Minimum Line Requirement

CENTREX Full Feature Business Voice Systems is provided in the following capacities per system.

<u>Line Capacity Category</u>	<u>Minimum Line Requirement</u>
I	76*
II	101
III	501
IV	1001

3. Subscriber Line Charge Credit

A credit equal to 100% of the applicable interstate Subscriber Line Charge will be applied to all Centrex Lines provided under the CENTREX Full Feature Business Voice Systems.

4. Equivalent SLC/Loop Recovery Charge

A charge equal to the interstate Subscriber Line Charge will apply to each Simulated Exchange Access Trunk.

5. Loop Credit

For every Simulated Exchange Access Trunk on a Centrex System under the CENTREX Full Feature Business Voice Systems a credit equal to the applicable Business Dial Tone Line PBX Trunk rate without a Monthly Usage Option will be applied to a CENTREX Full Feature Business Voice Systems Intercommunication line.

6. Payment Options

A Centrex Service customer may select the CENTREX Full Feature Business Voice Systems month-to-month option or a term commitment period which falls between a minimum of 12 months and a maximum of 120 months for their total Centrex system.

\* Existing systems with line sizes less than 76 lines will only be provided under Limited Availability (LA-2) guidelines.

Effective: JULY 1, 2010

## CENTREX Full Feature Business Voice Systems

### B. REGULATIONS (Cont'd)

#### 6. Payment Options (Cont'd)

Different CENTREX Full Feature Business Voice Systems payment options may be selected for either individual location groups or billing agency codes within a customer's Centrex System, except that, any location group or billing agency code included under the CENTREX Full Feature Business Voice Systems must have all Centrex lines at that location group or billing agency code included under the same payment option; and, all lines in the Centrex system must be served by a CENTREX Full Feature Business Voice Systems payment option.

#### 7. Rate Components and Capital Prepayment

CENTREX Full Feature Business Voice Systems intercommunication rates consist of two components as follows:

##### Component A

Component A is the fixed capital portion. The Telephone Company agrees not to initiate any rate changes in Component A over the length of the selected term commitment period. A customer may choose to pay any portion of the entire Component A rates at any time during the term commitment period elected. The one-time payment would be calculated by converting the future stream of monthly payments for the period to be prepaid to a present worth amount, using the time value of money rate used in determining the current monthly rates for Component A.

##### Component B

Component B is the variable expense portion and may vary during a customer's term commitment no more than once per year beginning January 1, 1993 and every January 1 thereafter. The Telephone Company agrees not to initiate any rate changes in Component B by an amount in excess of the cumulative change in the Consumer Price Index for all Urban Consumers (CPI-U), as published by the U.S. Department of Labor Bureau of Labor Statistics, since the most recent change in the rate.

#### 8. Additions of Centrex Service Lines and Features

Customers who have selected the month-to-month option may add lines or features to their Centrex Service at the current rate.

During CENTREX Full Feature Business Voice Systems term commitment periods, the customer may add lines within the same line capacity category at the same monthly rate as specified for Component A in the original contract and the current Component B rate or features at the same monthly rate as specified in the original contract.

Effective: JULY 1, 2010

## CENTREX Full Feature Business Voice Systems

### B. REGULATIONS (Cont'd)

#### 9. Centrex Line and Revenue Guarantees

All customers who subscribe to the CENTREX Full Feature Business Voice Systems must pay for a minimum of 76 Centrex lines.

All Centrex systems, location groups or billing agency codes provided under the CENTREX Full Feature Business Voice Systems month-to-month payment option are subject to a one-month minimum revenue guarantee.

All Centrex systems, location groups or billing agency codes provided under a CENTREX Full Feature Business Voice Systems term agreement are subject to a monthly line guarantee for the duration of the term commitment. The guarantee is based on 85% of the Centrex lines in service at the time the term commitment is established. The monthly line guarantee will be updated annually on the customer's term commitment anniversary date to provide for line changes which have occurred since inception of the term commitment. The annual adjustment will be to 85% of the Centrex lines in service on the customer's term commitment anniversary date; however, the monthly line guarantee cannot decline below 85% of the Centrex lines in service at the time the initial term commitment was established.

Should the customer's lines not meet the above monthly line guarantee obligation, the Component A rate for any deficit, for the duration such deficit exists, will be charged.

#### 10. Changes to Higher Line Capacity Categories

A Centrex Service customer who has selected the CENTREX Full Feature Business Voice Systems month-to-month payment option may change to a higher line capacity category at the current rates designated for the higher line capacity category.

During a CENTREX Full Feature Business Voice Systems term commitment period, a customer may change to a higher line capacity category. The customer is entitled to the Component A rates in effect at the initiation of its term commitment for the higher line capacity category. Also, the current Component B rate for the higher category will apply. The customer will remain under the original term commitment period.

#### 11. Changes to Lower Line Capacity Categories

A Centrex Service customer who has selected the CENTREX Full Feature Business Voice Systems month-to-month payment option may change to a lower line capacity category at the current rates designated for the lower line capacity category.

Effective: JULY 1, 2010

### CENTREX Full Feature Business Voice Systems

#### B. REGULATIONS (Cont'd)

##### 11. Changes to Lower Line Capacity Categories (Cont'd)

During a CENTREX Full Feature Business Voice Systems term commitment period, a customer may change to a lower line capacity category. The customer is entitled to the Component A rates in effect at the initiation of its term commitment for the lower line capacity category. Also, the current Component B rate for the lower category will apply. The customer will remain under the original term commitment period and monthly line guarantee.

##### 12. Renewal Options and Requests for Change in Term Commitment Period

Prior to the expiration of an existing term commitment period, a customer may extend the term commitment for another term commitment period without incurring termination liability charges. The new term commitment will indicate the designated rates then in effect. The new term commitment period must be a minimum of 12 months or as long as the remaining months in the old agreement, whichever is greater and contain at least as many lines as the original term commitment. The term commitment effective date will be the date the service is installed.

##### 13. Transfer of Term Obligation

With the written permission of the Telephone Company, the obligation to pay the CENTREX Full Feature Business Voice Systems charges for the remainder of the term commitment period selected may be assigned to another customer, provided there is no change of location, for a Transfer Charge of \$75.00. The Transfer Charge is payable by the new customer.

##### 14. Transfer from Other Centrex Service

When other Centrex Service is changed to the CENTREX Full Feature Business Voice Systems under a term payment period, and there is no change required in the serving central office dial switching equipment, the monthly revenue guarantee obligation stipulated in the Telephone Company's applicable tariff or term commitment may be waived and a new monthly line guarantee, for the duration of the term commitment period selected, will be established under the CENTREX Full Feature Business Voice Systems. The new term commitment period must be a minimum of 12 months or as long as the remaining months in the old agreement, whichever is greater and contain at least as many lines as the original term commitment. The term commitment effective date will be the date the service is installed. No service charges shall apply to existing Centrex lines provided they are not moved or changed.

Effective: JULY 1, 2010

### CENTREX Full Feature Business Voice Systems

#### B. REGULATIONS (Cont'd)

##### 15. Disconnects

There is no termination liability for Centrex Service customers who have elected the CENTREX Full Feature Business Voice Systems month-to-month payment option, except that all CENTREX Full Feature Business Voice Systems customers with a month-to-month payment option are subject to a one-month minimum revenue guarantee.

When a Centrex system, location group or billing agency code, which is provided under a CENTREX Full Feature Business Voice Systems term payment period, is disconnected prior to the expiration of the line guarantee period, the termination liability is an amount equal to the monthly line guarantee multiplied by the number of unexpired months in the line guarantee period.

##### 16. Relocation

When the customer elects to relocate lines of a Centrex Service system to a different premises within Virginia, not served by the same wire center, prior to the expiration of the term commitment, the Centrex Service system lines shall be considered to be disconnected and the termination liability, as stated in paragraph 16. pertaining to Disconnects preceding, will apply. However, provided the customer agrees to continue the Centrex Service system lines not being relocated under the existing CENTREX Full Feature Business Voice Systems term Payment Period(s), establishes a new CENTREX Full Feature Business Voice Systems term Payment Period for the lines being relocated, and has maintained Centrex Service at the current address for a minimum of twelve months prior to the relocation, the customer may relocate to a different premises not served by the same wire center without incurring any termination liability for the lines being relocated. A new monthly line guarantee will be established for each system and the total monthly line guarantee(s) must be equal to or greater than the original CENTREX Full Feature Business Voice Systems monthly line guarantee. The new payment period(s) must be equal to or greater than the remaining number of months in the original CENTREX Full Feature Business Voice Systems contract, but not less than twelve months. The rates for the New CENTREX Full Feature Business Voice Systems contract(s) will be based on the total lines and the length of the contract period selected for each system. The customer will be charged the cost of providing additional facilities, if necessary, in addition to all other rates and charges applicable to the Centrex Service system being relocated.

When the customer relocates to a different premises served by the same wire center and facilities are available, the term commitment will remain in effect. However, all rates and charges applicable to the Centrex Service system being relocated still apply.

Effective: JULY 1, 2010

### CENTREX Full Feature Business Voice Systems

#### B. REGULATIONS (Cont'd)

##### 16. Relocation (Cont'd)

When the customer relocates to a different premises served by the same wire center and facilities are not available, the term commitment may remain in effect if, in the judgment of the Telephone Company, it is practicable to provide such facilities. The customer will be charged the cost of providing the necessary facilities in addition to all other rates and charges applicable to the Centrex system being relocated.

##### 17. End of Term Commitment Period

A customer with a CENTREX Full Feature Business Voice Systems term commitment may, at the expiration of the term commitment, establish a new term commitment at the current price levels, terms and conditions or convert to the month-to-month CENTREX Full Feature Business Voice Systems payment option. However, a customer with a CENTREX Full Feature Business Voice Systems term commitment is allowed one extension of the term commitment for a maximum of 12 months at the existing term commitment rate.

##### 18. CENTREX Full Feature Business Voice Systems Feature Package

The CENTREX Full Feature Business Voice Systems Feature Package includes the following features. The customer may select one or more of these features.

- Automatic Callback
- Call Forwarding - Busy Line
- Call Forwarding - Don't Answer
- Call Forwarding - Variable
- Call Pick-up or Directed Call Pick-up with or without Barge In and Call Hold
- Call Waiting - Originating
- Call Waiting - Terminating
- Distinctive Ringing and Call Waiting Tone
- Speed Dialing

##### 19. Other Centrex Features and Capabilities

Except as specified herein, the regulations, rates and charges for Centrex Service and Centrex Custom Calling Services, as specified in this Product Guide, apply.

##### 20. Rate Stability for Custom Calling Services

The monthly rates specified in C. following for Centrex Custom Calling Services for Centrex Service customers with CENTREX Full Feature Business Voice Systems term commitment payment periods shall not be subject to Telephone Company increases during the length of the customer's term commitment.

Effective: JULY 1, 2010

CENTREX Full Feature Business Voice Systems

B. REGULATIONS (Cont'd)

21. ARS Installation and System Activity Charges

There are no Installation Charges applicable to Automatic Route Selection - Basic under the CENTREX Full Feature Business Voice Systems. All System Activity Charges associated with Automatic Route Selection - Basic in Section 9 of this Product Guide will apply.

C. RATES

1. Intercommunication Lines, each

<u>Payment Options</u>	<u>Line Capacity Category</u>	<u>Per Month</u>		
Month-to-Month		\$19.00		
	II	19.00		
	III	19.00		
	IV	19.00		
12-36 months		<u>Component A</u>	<u>Component B</u>	
	I	\$12.50	\$3.75	
	II	12.30	3.70	
	III	12.10	3.65	
	IV	11.90	3.60	
	37-60 months	I	12.00	4.00
		II	11.80	3.95
		III	11.60	3.90
		IV	11.40	3.85
	61-96 months	I	11.30	4.45
		II	11.15	4.35
		III	10.95	4.30
IV		10.80	4.20	
97-120 months	I	11.00	4.50	
	II	10.80	4.45	
	III	10.65	4.35	
	IV	10.45	4.30	

2. Exchange Access

†

† Rates and charges apply as specified for the CENTREX Full Feature Business Voice Systems in the Telephone Company's Local Exchange Services Tariff, Section 9.

Effective: JULY 1, 2010

CENTREX Full Feature Business Voice Systems

C. RATES (Cont'd)

3. Message Units and Local Usage Charges

No Message Unit Allowance or Local Usage Charge Allowance is included in the Centrex Service rate schedules. The charges for all Message Units and Local Usage Charges, as appropriate, are the same as specified for Business Services in the appropriate section of the Telephone Company's Local Exchange Services Tariff.

4. Centrex Custom Calling Services

Centrex Custom Calling Services are furnished by compatible electronic type switching equipment	<u>Per Month</u>
a. Automatic Callback, per line .....	\$.25
b. Call Forwarding - Busy Line, per line	
(1) Incoming Calls Only.....	.25
(2) Incoming and Intercommunicating Calls.....	.25
c. Call Forwarding - Don't Answer, per line	
(1) Incoming Calls Only.....	.25
(2) Incoming and Intercommunicating Calls.....	.25
d. Call Forwarding - Variable, per line.....	.25
e. Call Pick-up or Directed Call Pick-up with or without Barge In and Call Hold .....	.25
f. Call Waiting, per line	
(1) Originating .....	.25
(2) Terminating.....	.25
g. Distinctive Ringing and Call Waiting Tone	
(1) Class B Ringing and Tone, per line equipped .....	.25
(2) Class C Tone, per line equipped with Call Waiting - Originating.....	.25

Effective: JULY 1, 2010

CENTREX Full Feature Business Voice Systems

C. RATES (Cont'd)

4. Centrex Custom Calling Services (Cont'd)

	<u>Per Month</u>
h. Individual Speed Dialing, per line	
(1) 6-Number Capacity.....	\$.15
(2) 30-Number Capacity.....	.40
i. Shared Speed Dialing, per line	
(1) 6-Number Capacity	
(a) First Line .....	.15
(b) Each Additional Line Sharing the Same Number List .....	.05
(2) 30-Number Capacity	
(a) First Line .....	.40
(b) Each Additional Line Sharing the Same Number List .....	.05
j. CENTREX Full Feature Business Voice Systems Feature Package, per line .....	.75

Effective: JULY 1, 2010

## CENTREX COMMUNICATIONS SYSTEM

### A. GENERAL

CENTREX Full Feature Business Voice Systems is Centrex Service furnished from compatible electronic type switching equipment located on Telephone Company premises and includes the facilities necessary for intercommunication between Centrex lines within the customer's system, Local Exchange Service, direct in-dialing to Centrex lines, identification and billing of outgoing long distance messages by line number where such billing is done by the Telephone Company, and intercept to the main listed number.

### B. REGULATIONS

#### 1. Explanation of Terms

##### Call Park

This feature allows a Centrex station user to park a call against its own telephone number. The parked call can be retrieved from any station by dialing the feature access code for retrieval and the station line number.

##### Directed Call Park

This feature allows Centrex customers to park a call against any Centrex line number appearance. Customers may be required to enter a security code to retrieve the call if desired.

##### Executive Busy Override

This feature allows the user to invoke an override when encountering a busy line. The customer gains access to a busy line by flashing the switchhook on a non-button station and dialing the feature code. A warning tone is emitted and a three-way call connection is established. The customer invoking override can then hang up and the prior conversation will continue, or flash the switchhook, dropping the third party from the conversation.

##### Last Number Redial

This feature enables a customer to redial the last called number (up to 24 digits), by depressing a single button or by dialing an access code rather than dialing the entire number.

##### Primary Location

The primary location of each CENTREX Full Feature Business Voice Systems is the area served by the wire center in which the CENTREX Full Feature Business Voice Systems dial switching equipment is located.

Effective: JULY 1, 2010

## CENTREX COMMUNICATIONS SYSTEM

### B. REGULATIONS (Cont'd)

#### 1. Explanation of Terms (Cont'd)

##### Secondary Location

A secondary location is any location other than the primary location.

#### 2. A CENTREX Full Feature Business Voice Systems line includes the following features:

- Call Restrictions
- Call Transfer - All Calls (Inside/Outside)
- Consultation Hold
- Intercommunication
- Hunting
- Three-Way Calling

#### 3. The following Centrex features may be selected by the customer for each of their CENTREX Full Feature Business Voice Systems for no additional charge:

- Automatic Callback
- Call Forwarding - Busy - All Calls
- Call Forwarding - Don't Answer - All Calls
- Call Forwarding - Variable - All Calls (w/Reminder Ring)
- Call Pick-up/Call Hold
- Call Waiting Originating
- Call Waiting Terminating (With Tone Block)
- Directed Call Pick-up with Barge-In
- Directed Call Pick-up without Barge-In
- Distinctive Ringing
- Speed Call Short

#### 4. CENTREX Full Feature Business Voice Systems customers may select one of the following line arrangements for each of their CENTREX Full Feature Business Voice Systems lines:

- Unrestricted
- Long Distance Message Restriction
- Fully Restricted (Intercommunication Only)
- 700/900/Audiotex Blocked (Originating)

Effective: JULY 1, 2010

## CENTREX COMMUNICATIONS SYSTEM

### B. REGULATIONS (Cont'd)

#### 5. CENTREX Full Feature Business Voice Systems

CENTREX Full Feature Business Voice Systems lines sharing a common intercom arrangement and a primary Directory listing will be considered a CENTREX Full Feature Business Voice Systems. A system must have a minimum of two and may not exceed a maximum of thirty CENTREX Full Feature Business Voice Systems lines. If the CENTREX Full Feature Business Voice Systems falls below two lines, it will no longer be considered a CENTREX Full Feature Business Voice Systems and will be converted to a Business Dial Tone line with no features. All existing tariff rules, regulations, rates and charges associated with the conversion will apply. CENTREX Full Feature Business Voice Systems is classified as a business service and is offered only as a complete service. The Centrex exchange access, intercommunication and features are not offered separately.

Effective: JULY 1, 2010

## CENTREX COMMUNICATIONS SYSTEM

### B. REGULATIONS (Cont'd)

#### 6. Transfers from other Centrex Service

No service charges will apply for existing lines and features when customers elect to change from other Centrex Service to CENTREX Full Feature Business Voice Systems providing they are not moving and have completed any current revenue guarantees.

#### 7. Subscriber Line Charge Credit

A credit equal to the applicable interstate Subscriber Line Charge will be applied to all CENTREX Full Feature Business Voice Systems lines which are subject to an Interstate Subscriber Line Charge. This credit is limited to \$5.95 per line.

#### 8. Payment Options

CENTREX Full Feature Business Voice Systems customers may select either a month-to-month or a three-year term commitment. The term commitment becomes effective upon ordering the service.

CENTREX Full Feature Business Voice Systems payment options may be selected by billing account number within a customer's system, except as otherwise stated in split billing arrangements.

A customer selecting the month-to-month option will be obligated to pay for the service for a minimum of one-month following the installation of a CENTREX Full Feature Business Voice Systems line.

#### 9. Additional Facilities

When a customer requests a new CENTREX Full Feature Business Voice Systems that requires the installation of additional outside plant or central office facilities and where, in the judgment of the Telephone Company, it is practicable to provide such facilities, the customer will be charged the cost of providing the necessary additional facilities, in addition to the standard rates and charges for CENTREX Full Feature Business Voice Systems. The costs for any additional facilities required will be computed on the incremental difference between the costs of new facilities and the costs of existing facilities.

#### 10. Incoming Toll Free Dedicated Service Access Arrangement

Incoming calls on Toll Free Dedicated Service access lines can be terminated on a CENTREX Full Feature Business Voice Systems. Incoming calls terminated in this manner may be transferred to other lines of the same CENTREX Full Feature Business Voice Systems.

Effective: JULY 1, 2010

## CENTREX COMMUNICATIONS SYSTEM

### B. REGULATIONS (Cont'd)

#### 11. Off-Premises Lines

CENTREX Full Feature Business Voice Systems lines can be provided at a separate customer premises. No mileage charges apply to lines of the same CENTREX Full Feature Business Voice Systems that are located at different premises but situated within the same wire center serving area.

#### 12. Optional Centrex Custom Calling Service Features

Optional Centrex Custom Calling Service features may be available where Telephone Company facilities permit at the rates specified in C. following. Centrex Custom Calling Service feature descriptions and regulations are as specified in Section 13E of the General Services tariff.

#### 13. Split Billing Arrangement

Split billing provides a CENTREX Full Feature Business Voice Systems customer multiple bills for their CENTREX Full Feature Business Voice Systems lines.

Each individual billing number will be treated separately, and the line count will be restarted on each separate bill.

The same billing name, without variation must appear on all separate bills.

Each location or individual billing number may have one or more CENTREX Full Feature Business Voice Systems. If the CENTREX Full Feature Business Voice Systems falls below two lines, it is no longer considered a CENTREX Full Feature Business Voice Systems and must be converted to Business Dial Tone Lines.

Only one free Directory listing will be provided per CENTREX Full Feature Business Voice Systems regardless of the number of individual billing numbers or number of bills.

Directory listings for separate, individual billing numbers will be charged at rates specified in the General Services Tariff, Section 4.

If a 911 or other surtax is applicable, it will be restarted on the basis of each separate bill.

Interexchange Carrier Plans may be associated with each separate, individual billed account when requested by the customer. However, the accounts will not be bulked for rating purposes.

14. The features, Call Transfer, Three-Way Calling, Call Forwarding Busy, Call Forwarding Don't Answer and Call Forwarding Variable may generate local, regional toll or long distance usage charges. If generated, these charges are the responsibility of the customer.

Effective: JULY 1, 2010

## CENTREX COMMUNICATIONS SYSTEM

### B. REGULATIONS (Cont'd)

#### 15. Customer Satisfaction Guarantee

Customers subscribing to this CENTREX Full Feature Business Voice Systems are entitled to a full credit of any charges directly associated with the establishment of the service as well as the monthly charges billed for the service, through the date of disconnect. In addition, customers who are not satisfied with their CENTREX Full Feature Business Voice Systems may have their previous Verizon Service reinstalled, at no cost, in accordance with the following terms and conditions:

The customer must request that the Telephone Company disconnect the service within 30 calendar days of installation.

Customers who had no previous service and subsequently elect to have their CENTREX Full Feature Business Voice Systems disconnected will be converted by the Telephone Company to Verizon Business Dial Tone Lines or Trunks at no cost to them. Customers will not be permitted to convert to a service which has been "Grandfathered".

The refund of any charges directly associated with the establishment of the service or monthly charges will be applied as a credit to the customer's bill.

Credit refunds will not be available for toll charges incurred, or on E911 and other like surcharges.

Each customer will be entitled to a credit refund, one time per service.

The Customer Satisfaction Guarantee applies to the service as a whole and not the individual features offered with this service.

The Customer Satisfaction Guarantee does not extend to any Customer Provided Equipment (CPE) used in conjunction with this service, nor does it apply to Time and Material charges incurred.

The Customer Satisfaction Guarantee does not apply to the installation of temporary service.

Effective: JULY 1, 2010

## CENTREX COMMUNICATIONS SYSTEM

### B. REGULATIONS (Cont'd)

#### 16. Optional Discount Term Plan

CENTREX Full Feature Business Voice Systems with Optional Discount Term Plan is an account level discount plan available to Centrex customers who presubscribe all lines on an account to Verizon's IntraLATA Toll Service. Optional Discount Term Plan offers a discount on the CENTREX Full Feature Business Voice Systems recurring intercom monthly line rate.

All numbers billed to a billing telephone number (BTN) are considered an account. Provisioning and functions of CENTREX Full Feature Business Voice Systems are not altered in any way.

Customers must presubscribe all CENTREX Full Feature Business Voice Systems and non- CENTREX Full Feature Business Voice Systems lines on an account to Verizon's IntraLATA Toll Service. If a customer should presubscribe any line of its account to another intraLATA toll carrier, the discount for all lines will be discontinued.

Customers with Optional Discount Term Plan may add lines to their CENTREX Full Feature Business Voice Systems system and will receive the same discount per line on the additional lines.

Except as specified above, all other terms and conditions, as specified in Section 9Q for CENTREX Full Feature Business Voice Systems preceding, apply.

All other terms and conditions for Optional Discount Term Plan, as specified in the Competitive Services Tariff, Section 7G, apply.

#### 17. Adding Lines Under a Term Commitment

Additional CENTREX Full Feature Business Voice Systems may be added to an existing system, up to a maximum of 30, during the term commitment. For customers subscribing to the three-year plan, the term commitment, with respect to any additional lines, will be coterminous with such three-year period.

#### 18. Relocation

CENTREX Full Feature Business Voice Systems lines may be relocated to different premises without incurring termination charges. The number of CENTREX Full Feature Business Voice Systems lines at the new location must be equal or greater to the lines at the former location.

#### 19. Term Commitment Renewal Options

At the expiration of the CENTREX Full Feature Business Voice Systems term, a new term commitment may be established. If a new term commitment is not established, CENTREX Full Feature Business Voice Systems will continue to be provided at the applicable month-to-month rate, unless the customer terminates the service.

Effective: JULY 1, 2010

## CENTREX COMMUNICATIONS SYSTEM

### B. REGULATIONS (Cont'd)

#### 20. Transfer of Term Commitment

With the written permission of the Telephone Company, the obligation to pay the CENTREX Full Feature Business Voice Systems charges for the remainder of the term commitment may be assigned to another customer, provided there is no change of location, and the new customer assumes all outstanding charges. A Transfer Charge of \$100.00 is payable by the new customer.

#### 21. Disconnects

There is no termination liability for customers who have elected the CENTREX Full Feature Business Voice Systems month-to-month payment option, except that all CENTREX Full Feature Business Voice Systems customers with this payment option are subject to a one-month minimum revenue guarantee.

Except as provided below, when a CENTREX Full Feature Business Voice Systems customer under a term commitment disconnects or terminates its CENTREX Full Feature Business Voice Systems prior to the expiration of the three-year term commitment, an early termination charge will apply. The charge is equal to the highest number of CENTREX Full Feature Business Voice Systems lines the customer had in service during any point in the term commitment, multiplied by the difference between the three-year term monthly recurring rate and the applicable month-to-month recurring CENTREX Full Feature Business Voice Systems rate at the time of termination, multiplied by the number of months the service was provided.

If a CENTREX Full Feature Business Voice Systems customer disconnects or terminates its CENTREX Full Feature Business Voice Systems within 60 days following installation of the service, the termination charge will be the nonrecurring and recurring charges for the period of time the service was provided.

#### 22. Conversions of Service

When a CENTREX Full Feature Business Voice Systems three year term commitment customer upgrades to any of the Verizon services listed below under a term commitment of equal or greater revenue value than the remaining value of their current CENTREX Full Feature Business Voice Systems term commitment, termination charges will not apply. The revenue value of a term commitment means the minimum amount that the customer would be required to pay the Company pursuant to the commitment over the entire term of the commitment (or over the remainder of the term, if the commitment period has already begun).

Centrex Full Feature Business Voice Systems 2100  
Enhanced Digital Service Basic  
High Capacity Digital Service – DS1  
DS3 High Capacity Services  
Dedicated PRI Service  
SONET Special Access Services  
Frame Relay Service

The order for the new service and the order for the disconnection of the Centrex Communications system must be received by the Company at the same time.

Appropriate nonrecurring charges apply for the replacement service.

Effective: JULY 1, 2010

CENTREX COMMUNICATIONS SYSTEM

C. Termination Liability

Centrex Communications Systems SERVICE TERMINATION LIABILITY

There is no termination liability for customers who have elected the Centrex Communications Systems month-to-month payment option, except that all Centrex Communications Systems customers with this payment option are subject to a one-month minimum revenue guarantee.

Except as provided below, when a Centrex Communications Systems customer under a term commitment disconnects or terminates its Centrex Communications Systems prior to the expiration of the three-year term commitment, an early termination charge will apply. The charge is equal to the highest number of Centrex Communications Systems lines the customer had in service during any point in the term commitment, multiplied by the difference between the three-year term monthly recurring rate and the applicable month-to-month recurring Centrex Communications Systems rate at the time of termination, multiplied by the number of months the service was provided.

If a Centrex Communications Systems customer disconnects or

Effective: JANUARY 15, 2023

CENTREX COMMUNICATIONS SYSTEM

D. Rates

	<u>Per Month</u>	
1. Centrex Communications Systems Lines, each		
Centrex Exchange Access .....	*	
Intercommunication Lines, each		
Primary/Secondary† Location .....		
<u>Payment Options #</u>		
Month-to-month		
Restricted/Unrestricted .....	\$28.15	(l)
36 month		
Restricted/Unrestricted .....	7.15**	
	8.15***	

The Monthly rate is an amount equal to the monthly rate specified for a Centrex Line, in the Local Exchange Services Tariff.

\*\* Rate in effect for existing Centrex Communications Systems 36 month customers who have subscribed to their service prior 6/16/07 for the duration of their term agreement.

\*\*\* Rate is effect for Centrex Communications Systems 36 month term customers who subscribe or renew their Centrex Communications Systems 36 month term agreement on or after 6/16/07.

† In addition, rates and charges as specified for series 2000, type 2014 channels in the Channel Services Tariff apply between the Centrex Communications Systems System's serving wire center and the wire center serving the customer's secondary location.

Effective: JULY 1, 2010

CENTREX COMMUNICATIONS SYSTEM

D. Rates (Cont'd)

2.	Digital Non-button Set Features (Non-electronic set)	<u>Per Month</u>
a.	Call Park .....	\$ .25
b.	Directed Call Park.....	\$ .25
c.	Executive Busy Override.....	\$ .25
d.	Last Number Redial .....	\$ .25
e.	Non-button Set Feature Package .....	\$ .50

3. Usage charges

No local calling usage allowance is included in the Centrex Communications Systems. Usage charges apply as specified in the Local Exchange Services Tariff for Message or Measured Rate Usage Charges for Calls from Dial Tone Lines without a Monthly Usage Option.

4. Service Charges

Service Charges for Centrex Communications Systems will be the same as those for Centrex Service as specified in the General Services Tariff.

If a customer elects to change from Individual Dial Tone Line Service to Centrex Communications Systems Service, a Change of Class or Grade of Service Charge applies rather than a Service Connection charge.

No service charges will apply for Centrex Communications Systems Custom Calling Services Features and Centrex Communications Systems Digital Features if installed initially with the Centrex Communications Systems. If installed subsequent to the installation of the Centrex Communications Systems, the appropriate service charges as specified in Section 3 of the General Services Tariff apply.

5. Foreign Exchange Service

Rates and charges are as specified for Foreign Exchange Service in the Local Exchange Services Tariff.

Effective: JULY 1, 2010

CENTREX COMMUNICATIONS SYSTEM

D. Rates (Cont'd)

6. Optional Discount Term Plan

Participants in the Centrex Communications Systems with Optional Discount Term Plan will receive a usage discount, as specified in the Competitive Services Tariff, Section 7G. In addition, Centrex Communications Systems customers are eligible for the following additional recurring monthly discounts per line:

<u>Billed Revenue</u>	<u>Per-Line Discount</u>
\$0.00 - \$100.00	\$0.00
\$100.01 - \$350.00	\$0.50
\$350.01 - \$500.00	\$1.00
\$500.01 - \$1000.00	\$1.50
\$1000.01+	\$2.50

Availability of additional recurring monthly discounts on Centrex Communications Systems lines is limited to existing customers of record who maintain the same conditions of service that are in place as of April 22, 2002 at their existing locations only. Effective April 22, 2002, new Centrex Communications Systems Rewarding Connections Plan participants will not be eligible for any Rewarding Connections recurring monthly line discount.

Effective: JULY 1, 2010

## CENTREX FULL FEATURE BUSINESS VOICE SYSTEMS 2100

### A. GENERAL

Centrex Full Featured Business Voice Service 2100 is a central office service available only to customers who are served by a compatible central office (CO) where adequate facilities are available. It consists of CO-based control and switching equipment which, when used in conjunction with customer-provided stations, offers access to the exchange network and intercommunication among stations.

### B. REGULATIONS

1. Customers may select any of the following features for their Full Featured Business Voice Service 2100, where facilities permit, at no additional cost:

- Automatic Callback Calling
- Automatic Route Selection (ARS) with IDDD via ARS
- Call Forwarding-Busy - All Calls or Outside
- Call Forwarding-Don't Answer Calls - All Calls or Outside
- Call Forwarding-Variable-All Calls with Reminder Ring
- Call Hold
- Call Park
- Call Pick-up
- Call Waiting-Originating
- Call Waiting-Terminating with Tone Block
- Call Transfer-All Calls or Inside
- Conference Arrangement (1-6 Ports) (Per System)
- Consultation Hold
- Directed Call Park
- Directed Call Pick-up with or without Barge-in
- Distinctive Ringing
- Executive Busy Override
- Hunting (Series Completion, Circular and Multi-line)
- Intercept
- Intercom
- Last Number Redial
- Line Restrictions
- Multi-Path Call Forward (Up to 5 Paths)
- Music on Hold Interface
- Night Service
- Speed Call - Individual or Shared (Short or Long)
- Touch-tone Calling
- Three-way Calling
- Trunk Answer from Any Station
- Uniform Call Distribution with Queuing (Per System)

Effective: JULY 1, 2010

## CENTREX FULL FEATURE BUSINESS VOICE SYSTEMS 2100

### B. REGULATIONS (Cont'd)

#### 2. Customer Satisfaction Guarantee

Customers subscribing to this Centrex Full Featured Business Voice Service 2100 are entitled to a full credit of any charges directly associated with the establishment of the service as well as the monthly charges billed for the service, through the date of disconnect. In addition, customers who are not satisfied with their Full Featured Business Voice Service 2100 service may have their previous Verizon Service reinstalled, at no cost, in accordance with the following terms and conditions:

The customer must request that the Telephone Company disconnect the service within 30 calendar days of installation.

Customers who had no previous service and subsequently elect to have their Full Featured Business Voice Service 2100 Service disconnected will be converted by the Telephone Company to Verizon business dial tone lines at no cost to them, or they may receive a credit for the charges associated with the establishment of the service. Customers will not be permitted to convert their service to a "Grandfathered" service.

The refund of any charges directly associated with the establishment of the service or monthly charges will be applied as a credit to the customer's bill.

Credit refunds will not be available for toll and local usage charges incurred, or on E911 and other like surcharges.

Each customer will be entitled to a credit refund, one time per service.

The Customer Satisfaction Guarantee applies to the service as a whole and not the individual features offered with this service.

The Customer Satisfaction Guarantee does not extend to any Customer Provided Equipment (CPE) used in conjunction with this service, nor does it apply to Time and Material charges incurred.

The Customer Satisfaction Guarantee does not apply to the installation of temporary service.

The terms and conditions of the Customer Satisfaction Guarantee apply to both month-to-month and term payment plan customers.

#### 3. Centrex Full Featured Business Voice Service 2100 System

A Centrex Full Featured Business Voice Service 2100 system consists of the central office switching office equipment and stations connected by Centrex lines (no less than 2 lines). A Full Featured Business Voice Service 2100 system includes only those stations whose inward exchange and toll service is through the customer's main switching location via a single central office code (NNX).

Effective: JULY 1, 2010

CENTREX FULL FEATURE BUSINESS VOICE SYSTEMS 2100

B. REGULATIONS (Cont'd)

4. Minimum Line Requirement

Centrex Full Featured Business Voice Service 2100 is provided in the following capacities per system:

Line Capacity Category	<u>Minimum Line Requirement</u>
I	2
II	31
III	76

Centrex Full Featured Business Voice Service 2100 Service is offered only as a complete service. The Centrex exchange access and intercommunication portions of the Centrex Service lines are not offered separately. If the Centrex Full Featured Business Voice Service 2100 system falls below two lines, it will no longer be considered a Centrex Full Featured Business Voice Service 2100 system and will be converted to a Business Dial Tone line with no features. All existing tariff rules, regulations, rates and charges associated with the conversion will apply.

5. Subscriber Line Charge Credit

A credit equal to 100% of the applicable interstate Subscriber Line Charge will be applied to all Centrex Full Featured Business Voice Service 2100 lines.

6. Payment Options

Centrex Full Featured Business Voice Service 2100 customer may select either a month-to-month option or a term commitment period which falls between a minimum of 12 months and a maximum of 120 months for the customer's total system.

Centrex Full Featured Business Voice Service 2100 payment options may be selected by billing account number within a customer's system, except as otherwise stated in split billing arrangements.

The Telephone Company will bill customers for Centrex Full Featured Business Voice Service 2100 Service on a monthly basis.

A customer who fails to make timely payments will be subject to a late payment charge of one and one-half percent (1.5%) per month on the overdue balance.

7. Centrex Line and Revenue Guarantee

Centrex Full Featured Business Voice Service 2100 lines are subject to a one-month minimum billing. Centrex Full Featured Business Voice Service 2100 term agreements for service are subject to a monthly line guarantee for the duration of the term commitment. The guarantee is based on 80% of the lines in service at the time the term commitment is established. Should the customer fall below the minimum line guarantee or disconnect service during the term commitment period, the current rate per line times the number of lines in deficit will be charged.

Effective: JULY 1, 2010

## CENTREX FULL FEATURE BUSINESS VOICE SYSTEMS 2100

### B. REGULATIONS (Cont'd)

#### 8. Changes to a Higher Line Capacity Category in the Centrex Full Featured Business Voice Service 2100 System

A customer may change to a higher line capacity category at the current rates designated for the higher line capacity category; however, the customer will remain under the original term commitment period.

#### 9. Changes to a Lower Line Capacity Category in the Centrex Full Featured Business Voice Service 2100 System

A customer may change to a lower line capacity category at the current rates designated for the lower category; however, the customer will remain under the original term commitment period, and the original minimum line guarantee will apply throughout the original term commitment period.

#### 10. Conversion of Service

When a Full Featured Business Voice Service customer with a payment option other than month-to-month, upgrades to any of the Verizon services listed below under a term commitment of equal or greater revenue value than the remaining value of their current Full Featured Business Voice Service 2100 term commitment, termination charges will not apply. The revenue value of a term commitment means the minimum amount that the customer would be required to pay the Company pursuant to the commitment over the entire term of the commitment (or over the remainder of the term, if the commitment period has already begun).

- Digital Service-Voice, LD and Internet
- High Capacity Digital Service – DS1
- DS3 High Capacity Services
- Dedicated PRI Service
- SONET Special Access Services
- Frame Relay Service

The order for the new service and the order for the disconnection of the Centrex Full Featured Business Voice Service 2100 system must be received by the Company at the same time.

Appropriate nonrecurring charges apply for the replacement service.

Effective: JULY 1, 2010

CENTREX FULL FEATURE BUSINESS VOICE SYSTEMS 2100

B. REGULATIONS (Cont'd)

11. Renewal Options and Request for Change in Term Commitment Period

Prior to the expiration of an existing term commitment period, a customer may extend the term commitment for another term commitment period without incurring termination liability charges. The new term commitment will indicate the designated rates then in effect. The new term commitment period must be a minimum of 12 months, or as long as the remaining months in the old agreement, whichever is greater, and contain at least as many lines as the original term commitment. The term commitment effective date will be the date the service is installed.

12. Transfer of Term Obligation

With the written permission of the Telephone Company, the obligation to pay the Centrex Full Featured Business Voice Service 2100 charges for the remainder of the term commitment period selected may be assigned to another customer, provided there is no change of location, and the new customer is assuming substantially all the assets of the former customer. The customer remains jointly and in-severably liable for any such amounts. A Transfer Charge of \$100.00 is payable by the new customer.

Effective: JULY 1, 2010

CENTREX FULL FEATURE BUSINESS VOICE SYSTEMS 2100

B. REGULATIONS (Cont'd)

13. Transfer from Other Centrex Service

When other Centrex Service is changed to Centrex Full Featured Business Voice Service 2100 Service under a term payment period, the monthly revenue guarantee obligation stipulated in the Telephone Company's applicable tariff may be waived and a new monthly line guarantee, for the duration of the term commitment period selected, will be established under the Centrex Full Featured Business Voice Service 2100 plan. The new term commitment period must be a minimum of 12 months or as long as the remaining months in the old agreement, whichever is greater, and contain at least as many lines as the original term commitment. No service charges and no one-time Common Equipment Charge shall apply to existing Centrex lines provided they are not moved or changed.

14. Disconnects

There is no termination liability for customers who have elected the Centrex Full Featured Business Voice Service 2100 month-to-month payment option, except that all Centrex Full Featured Business Voice Service 2100 customers with this payment option are subject to a one-month minimum revenue guarantee.

When a Centrex Full Featured Business Voice Service 2100 system under a term payment period, is disconnected prior to the expiration of the term commitment, the termination liability, which is an amount equal to the monthly line guarantee multiplied by the number of unexpired months in the line guarantee period, will be billed.

15. Relocation

When the customer relocates to different premises, the term obligation will remain in effect. All rates and charges applicable to the Centrex Full Featured Business Voice Service 2100 system being relocated still apply.

16. Line Restrictions

Centrex Full Featured Business Voice Service 2100 customers may select one of the following arrangements for each of their lines:

Unrestricted  
Long Distance Message Restriction  
Fully Restricted (Intercommunication Only)  
700/900/Audiotex Blocked (Originating)\*

\* Nonrecurring charges per local tariff apply.

Effective: JULY 1, 2010

## CENTREX FULL FEATURE BUSINESS VOICE SYSTEMS 2100

### B. REGULATIONS (Cont'd)

#### 17. Billing Management Services

Centrex Full Featured Business Voice Service 2100 Service provides the following Billing Management Services:

##### a. Billing Agency Code

A billing agency code is defined herein as a code arrangement used to provide billing subtotals for individual agencies within a given customer's account. The billing subtotal will appear as a single customer bill and may not be itemized as separate, split-billed accounts.

##### b. Split Billing Arrangement

Split billing provides Full Featured Business Voice Service 2100 customers with multiple bills for their Full Featured Business Voice Service 2100 lines.

Each individual billing number will be treated separately, and the line count will be restarted on each separate bill.

The same billing name, without variation, must appear on all separate bills.

Each location or individual billing number, must have at least one Centrex Full Featured Business Voice Service 2100 line. However, if the Centrex Full Featured Business Voice Service 2100 system falls below two lines, it will no longer be considered a Centrex system, and will be converted to Verizon business dial tone lines.

Only one free Directory listing will be provided per Centrex Full Featured Business Voice Service 2100 system, regardless of the number of individual billing numbers or number of bills.

If a 911 or other surcharge is applicable, it will be restarted on the basis of each separate bill.

Interexchange Carrier Plans may be associated with each separate, individual billed account when requested by the customer. However, the accounts will not be bulked for rating purposes.

Effective: JULY 1, 2010

CENTREX FULL FEATURE BUSINESS VOICE SYSTEMS 2100

B. REGULATIONS (Cont'd)

17. Billing Management Services (Cont'd)

c. Installment Billing

Customers who select the month-to-month payment option may elect to pay their non-recurring charges over a six-month period. Customers who select a term commitment payment option may elect to pay their non-recurring charges over a twelve-month period, but not in less than two months. Immediate payment of all non-recurring charges would be assessed if the customer should disconnect service prior to the end of the installment-billing period. If the non-recurring charges are initially billed in full, the customer may not request a rebilling in installments. Installment billing is available on both initial and subsequent activity, and the minimum amount to billed on installment cannot be less than \$50.00.

d. Prepayment

The customer must have a term agreement and may prepay up to 100% of the monthly charge.

The minimum monthly amount that can be prepaid is \$200.00 per Prepayment Agreement, and the prepayment amount cannot exceed a customer's monthly charges. Customers can prepay at any time during their term commitment however, they must have a minimum of six months remaining on their term commitment.

The Centrex Exchange Access rate must be added to the intercommunication rate to determine the full amount to discount for prepayment, and Subscriber Line Charges are not subject to prepayment.

Customers are subject to normal rate increases. Customers who prepay must pay the difference between the amount prepaid and the new rate.

The prepayment cannot exceed the length of the term commitment for either prepayment of the entire rate or specific dollar amounts.

Amounts to be prepaid will be calculated on the remaining life of the term commitment and cannot be less than six months.

Any customer who disconnects prior to the expiration of their term agreement shall have the Centrex termination charges deducted for the balance of the prepaid amount and the remaining balance, if any will be credited to the bill. Termination charges in excess of the prepayment balance must still be paid by the customer. Additionally, prepaid amounts will not be refunded.

Effective: JULY 1, 2010

## CENTREX FULL FEATURE BUSINESS VOICE SYSTEMS 2100

### B. REGULATIONS (Cont'd)

#### 18. Music On Hold Interface

The Music On Hold feature requires a customer-provided music source and rates and charges for an appropriate central office line to the connect customer-provided equipment to the Telephone Company.

#### 19. Other Centrex Features and Capabilities

Except as otherwise specified herein, the regulations, rates and charges for Centrex Service and other Centrex capabilities and features, as specified in Section 9 of this Product Guide, apply.

#### 20. Resale of Centrex Full Featured Business Voice Service 2100 Service

This Centrex Full Featured Business Voice Service 2100 Service is available for resale. The monthly recurring and non-recurring rates are based on the system size of the end user for all payment options.

#### 21. Standard Line Features

Centrex Full Featured Business Voice Service 2100 Standard Line Features will be provided only where adequate facilities permit.

##### a. Call Forwarding-Busy Line-All Calls or Outside.

This feature can be provisioned in one of two modes: "All Calls", which handles calls from both inside or outside the system, or "Outside", which handles calls from outside the system only. It is a fixed arrangement which forwards incoming calls to another specified line, either inside or outside the system, if the intended line is in use.

##### b. Call Forwarding-Don't Answer-All Calls or Outside.

This feature can be provisioned in one of two modes: "All Calls", which handles calls from both inside or outside the system, or "Outside", which handles calls from outside the system only. It is a fixed arrangement which forwards incoming calls to another specified line, either inside or outside the system, if the intended line is unanswered after approximately three ringing cycles.

##### c. Call Forwarding-Variable-All Calls with Reminder Ring

This feature is an arrangement which permits a station user to have incoming calls automatically transferred to another line of the system, or to a line outside the system, for temporary periods. The feature is activated by dialing a code, followed by the line number to which calls are forwarded. The feature is deactivated by dialing another code.

##### Reminder Ring

Calls directed to a line in the call forward mode will receive a shortened ring before the call is forwarded. This serves as a reminder to station users that their line is in a call forward mode.

Effective: JULY 1, 2010

## CENTREX FULL FEATURE BUSINESS VOICE SYSTEMS 2100

### B. REGULATIONS (Cont'd)

#### 21. Standard Line Features (Cont'd)

##### d. Call Park

This feature allows a Full Featured Business Voice Service 2100 station user to park a call against their own telephone number. The parked call can be retrieved by dialing the feature access code for retrieval and station line number.

##### e. Call Transfer - Inside or All Calls

This feature allows an established call to be transferred to another line either within or outside the system.

##### f. Conference Arrangement (1-6 Ports)

This feature allows line users to establish conference connections up to six lines, including the originating line, by dialing an assigned access code. It is offered on a per system basis.

##### g. Directed Call Park

This feature allows Centrex station users to park a call against any Centrex station number appearance. Station users may be required to enter a security code to retrieve the call, if desired.

##### h. Executive Busy Override

This feature allows the station user to invoke an override when encountering a busy condition. The station user gains access to a busy station by flashing the switchhook on a non-button station and dialing a feature code. A warning tone is emitted and a three-way call is established. The station invoking override can then hang up and the prior conversation will continue or flash the switchhook, dropping the third party from the conversation.

##### i. Intercept

This feature allows incoming exchange calls to unassigned and/or nonworking Centrex Full Featured Business Voice Service 2100 lines to be intercepted by a standard announcement which refers the calling party to the main listed number. Intercommunication calls to unassigned Centrex Full Featured Business Voice Service 2100 lines will be intercepted by a standard central office recorded announcement for system calls. This announcement will provide a common message that the number is not in service with advice that the in-house directory should be consulted.

##### j. Intercommunications (Intercom)

This feature enables customers within the same Centrex system to communicate with each other by dialing a code without application of message units charges.

Effective: JULY 1, 2010

CENTREX FULL FEATURE BUSINESS VOICE SYSTEMS 2100

B. REGULATIONS (Cont'd)

21. Standard Line Features (Cont'd)

k. Last Number Redial

This feature enables a customer to redial the last called number (up to 24 digits) by depressing a single button or by dialing an access code, rather than dialing the entire number.

l. Line Restrictions

There are four types of line arrangements which customers may select for each of the basic Centrex Full Featured Business Voice Service 2100 lines:

Unrestricted

An arrangement that has no restrictions on either incoming or outgoing calling.

Long Distance Message Restriction

An arrangement which permits a Centrex line user to dial local service area calls but prevents the origination of long distance calls. In addition, this arrangement is available both with and without "zero" dialing.

Fully Restricted

An arrangement that allows intercom only calling for the Full Featured Business Voice Service 2100 basic line user.

700/900/Audiotex Blocked (Originating)

An arrangement which denies the Full Featured Business Voice Service 2100 basic line user the ability to make outgoing calls to 700/900/Audiotex numbers.

m. Multipath Call Forwarding (1-5 paths)

This feature allows the station user to forward simultaneous messages over one line to a destination.

n. Music On Hold Interface

This feature provides a continuous broadcast of music to callers who are waiting for connection to a called party.

o. Night Service

This feature allows the routing of calls normally directed to the attendant to be directed to pre-selected lines within the customer group. This feature may be provided with Call Forwarding-Fixed or Call Forwarding-Variable.

Effective: JULY 1, 2010

## CENTREX FULL FEATURE BUSINESS VOICE SYSTEMS 2100

### B. REGULATIONS (Cont'd)

#### 21. Standard Line Features (Cont'd)

p. Station Line Hunting

This feature allows lines to be arranged in groups so that a call to a busy line in a group will be completed to another line in the group that is not busy. Station line hunting can be provided in series completion, circular or multiline arrangements.

q. Touch-Tone

All lines in a Centrex Full Featured Business Voice Service 2100 system are equipped for Touch-Tone calling.

r. Trunk Answer Any Station

This feature allows the station user to answer an incoming exchange network call directed to the main listed number by any line in the Centrex system when the attendant position is in the "night" mode, via the activation of a three digit code.

s. Uniform Call Distribution with Queuing

This feature provides for the uniform distribution of incoming calls, in order of their arrival, to telephone lines arranged in a multiline hunt group.

Queuing (1 Queue Slot)

Allows the customer to receive more calls than the multiline hunt group is designed to handle. This is accomplished by providing the customer (at no cost) with 1 queue slot. Additional queue slots can be provided at the rate specified in Section 9 of this Product Guide.

#### 22. Optional Features

Centrex Full Featured Business Voice Service 2100 Optional Features will be provided only where adequate facilities permit.

a. Additional Multi-Port Conference Arrangement

This feature allows line users to establish conference connections in increments up to six lines, including the originating line, by dialing an assigned access code.

b. Assume Dial 9

This feature allows Full Featured Business Voice Service 2100 users to have their Centrex System configured so that they do not need to dial an access code "9" before placing a call outside the Centrex system.

c. Digital Facilities Termination

This feature allows the connection of a High-Capacity Digital Service to a Centrex. This arrangement converts a 1.544 Mbps bitstream to 24 channels which terminate in a Centrex.

Effective: JULY 1, 2010

CENTREX FULL FEATURE BUSINESS VOICE SYSTEMS 2100

B. REGULATIONS (Cont'd)

22. Optional Features (Cont'd)

d. Multipath Call Forwarding (6+ paths)

This feature allows the station user to forward simultaneous messages over one line to a destination.

e. Distinctive Ring

This feature allows the Centrex customer to have one or two additional local numbers assigned to the line. Each will have a distinctive ring pattern that is different from the ring pattern associated with the main number assigned to the line. A dependent number is defined as an additional telephone number, serving off a Distinctive Ring master number, which allows for incoming calls only. The origination of calls from this number is not permitted.

f. Hot Line Service

This feature allows for the automatic termination of an intercommunication call to a preselected line without the originator dialing the call.

23. ARS/UCD Installation and System Activity Charges

Installation charges are not applicable to Automatic Route Selection - Basic and Uniform Call Distribution under Centrex Full Featured Business Voice Service 2100. All System Activity charges associated with Automatic Route Selection - Basic and Uniform Call Distribution in Section 9 of this Product Guide will apply.

24. Optional Exchange Access Treatment

Customers who subscribe to Centrex Full Featured Business Voice Service 2100 Service have the option of selecting either a Simulated Exchange Access Trunk (SEAT) plus usage as their communication path or paying the equivalent of a business dial tone line rate plus usage.

25. Centrex Simulated Exchange Access Trunk (SEAT)

A Centrex SEAT provides one communication path between the Centrex intercommunication Lines in a Centrex System and the Local Exchange Network.

26. Equivalent SLC/Loop Recovery Charge

A charge equal to the applicable interstate Subscriber Line Charge will apply to each Simulated Exchange Access Trunk.

27. If a customer elects to change from Individual Line Service to Centrex Full Featured Business Voice Service 2100 the charges will be the same as those for Centrex Service, as specified in Section 3 of the General Services Tariff.

Effective: JULY 1, 2010

CENTREX FULL FEATURE BUSINESS VOICE SYSTEMS 2100

B. REGULATIONS (Cont'd)

28. Optional Discount Term Plan

Centrex Full Featured Business Voice Service 2100 with Optional Discount Term Plan is an account level discount plan available to Centrex customers who presubscribe to Verizon's IntraLATA Toll Service. Optional Discount Term Plan offers a discount on the Full Featured Business Voice Service 2100 recurring monthly intercom line rate.

All numbers billed to a billing telephone number (BTN) are considered an account. Provisioning and functions of Full Featured Business Voice Service 2100 are not altered in any way.

Customers must presubscribe all Full Featured Business Voice Service 2100 and non- Full Featured Business Voice Service 2100 lines on an account to Verizon's IntraLATA Toll Service. If a customer should presubscribe any line of its account to another intraLATA toll carrier, the discount for all lines will be discontinued.

The recurring line discount is limited to the first 250 Full Featured Business Voice Service 2100 lines per account. All lines over the initial 250 are not eligible for the recurring line discount.

Customers with Optional Discount Term Plan may add lines to their full Featured Business Voice Service 2100 system and will receive the same discount per line on the additional lines up to 250 lines per account.

Except as specified above, all other terms and conditions, as specified in Section 9S for Centrex Full Featured Business Voice Service 2100, preceding, apply.

All other terms and conditions for Optional Discount Term Plan as specified in the Competitive Services Tariff, Section 7G, apply.

29. PrimePAK Business Discount Plan

The PrimePAK Business Discount Plan is available to customers who subscribe to Centrex Full Featured Business Voice Service 2100 Service lines with Dedicated-BRI for a term of 36 months and a) enroll in Optional Discount Term Plan as specified above and in Section 7G of the Competitive Services Tariff; b) enroll in the Bonus Discount Plan, as specified in Section 7H of the Competitive Services Tariff; and c) enroll in the Key Connections-Business Volume Discount Plan, as specified in Section 7D of the Competitive Services Tariff, for a term of at least 36 months. Customers who enroll in the PrimePAK Business Discount Plan will receive a discount, as specified in C. following.

The Telephone Company may automatically terminate from the PrimePAK Business Discount Plan any customer who does not meet the eligibility requirements specified above. PrimePAK discounts will not apply during any time when a customer is not in compliance with the above eligibility requirements, whether or not the Telephone Company has terminated the customer from the PrimePAK Business Discount Plan.

Except as specified above, all other terms and Conditions for Full Featured Business Voice Service 2100 and Dedicated-BRI apply.

Effective: JULY 1, 2010

CENTREX FULL FEATURE BUSINESS VOICE SYSTEMS 2100

B. REGULATIONS (Cont'd)

30. Assigned Internal Communication and Call Management Features Telephone Numbers Not in Use

Customers are required to keep 50% or more of their assigned telephone numbers working, in order to retain them. The Company will notify customers annually if the quantity of working numbers drops below 50% of their assigned numbers, so that action can be initiated by the customer to increase their number of assigned numbers working, or by Verizon to reclaim numbers. Telephone numbers working periodically for regular intervals of time, such as those assigned to student residences, are "working at all times" to the extent that they work for a minimum of 90 non-consecutive days during each calendar year in which they are assigned to the customer.

Effective: JULY 1, 2010

CENTREX FULL FEATURE BUSINESS VOICE SYSTEMS 2100

C. TERMINATION LIABILITY

CENTREX Full Featured Business Voice Service 2100 TERMINATION LIABILITY

There is no termination liability for customers who have elected the Centrex Full Featured Business Voice Service 2100 month-to-month payment option, except that all Centrex Full Featured Business Voice Service 2100 customers with this payment option are subject to a one-month minimum revenue guarantee.

When a Centrex Full Featured Business Voice Service 2100 system under a term payment period, is disconnected prior to the expiration of the term commitment, the termination liability, which is an amount equal to the monthly line guarantee multiplied by the number of unexpired months in the line guarantee period, will be billed.

Effective: JULY 1, 2010

CENTREX FULL FEATURE BUSINESS VOICE SYSTEMS 2100

D. RATES

1. Application of Rates

- a. Service charges for Centrex Full Featured Business Voice Service 2100 will be the same as those for Centrex Service as specified in Section 3 of the General Services Tariff.
- b. No service charge will apply for Centrex Full Featured Business Voice Service 2100 optional features if installed initially with the Centrex Full Featured Business Voice Service 2100 system. If installed subsequent to the installation of the Centrex Full Featured Business Voice Service 2100 system, the appropriate service order charges, as specified in Section 3 of the General Services Tariff, will apply.
- c. For every Simulated Exchange Access Trunk on a Centrex Full Featured Business Voice Service 2100 system, a credit equal to the applicable Centrex Line rate without a Monthly Usage Option will be applied to a Centrex Full Featured Business Voice Service 2100 Intercommunication line.
- d. The features, Call Transfer, Three-Way Calling, Call Forwarding-Busy, Call Forwarding-Don't Answer, Call Forwarding-Variable and Conference Arrangement may generate local, regional toll or long distance usage charges. If generated, these charges are the responsibility of the customer.

2. Rates and Charges

- a. One-Time Common Equipment Charge \*\$50.00

	<u>Per Month</u>
b. Centrex Exchange Access	Same as specified in Local Exchange Services Tariff

- c. Intercommunication Lines, each (without SEATS)

<u>Payment Options</u>	<u>Line Capacity Category</u>	
Month-to-Month		
Fully Unrestricted	I	\$12.75
Toll Restricted		12.75
Fully Unrestricted	II	11.75
Toll Restricted		11.75
Fully Unrestricted	III	11.25
Toll Restricted		11.25

\* One Time common Equipment Charge will not apply to the installation of Full Featured Business Voice Service 2100 lines when installed under a term commitment.

Effective: JULY 1, 2010

CENTREX FULL FEATURE BUSINESS VOICE SYSTEMS 2100

D. RATES

2. Rates and Charges (Cont'd)

c. Intercommunication Lines, each  
(without SEATS) (Cont'd)

<u>Payment Options</u>	<u>Line Capacity Category</u>	<u>Per Month</u>
<u>12-36 Months</u>		
Fully Unrestricted	I	\$9.75
Toll Restricted		9.75
Fully Unrestricted	II	8.75
Toll Restricted		8.75
Fully Unrestricted	III	8.25
Toll Restricted		8.25
<u>37 - 84 Months</u>		
Fully Unrestricted	I	8.75
Toll Restricted		8.75
Fully Unrestricted	II	7.75
Toll Restricted		7.75
Fully Unrestricted	III	7.25
Toll Restricted		7.25
<u>84 - 120 Months</u>		
Fully Unrestricted	I	7.75
Toll Restricted		7.75
Fully Unrestricted	II	6.75
Toll Restricted		6.75
Fully Unrestricted	III	6.25
Toll Restricted		6.25

Effective: JULY 1, 2010

CENTREX FULL FEATURE BUSINESS VOICE SYSTEMS 2100

D. RATES

2. Rates and Charges (Cont'd)

d. Intercommunication Lines with ISDN, each\*  
(without SEATS)

<u>Options</u>	<u>Category</u>	<u>Month</u>
<u>Month-to-Month</u>		
Full Unrestricted	I	\$12.75
Toll Restricted		12.75
Full Unrestricted	II	11.75
Toll Restricted		11.75
Full Unrestricted	III	11.25
Toll Restricted		11.25
<u>12 - 36 Months</u>		
Fully Unrestricted	I	8.75
Toll Restricted		8.75
Fully Unrestricted	II	7.75
Toll Restricted		7.75
Fully Unrestricted	III	7.25
Toll Restricted		7.25
<u>37 - 84 Months</u>		
Fully Unrestricted	I	7.75
Toll Restricted		7.75
Fully Unrestricted	II	6.75
Toll Restricted		6.75
Fully Unrestricted	III	6.25
Toll Restricted		6.25
<u>84 - 120 Months</u>		
Fully Unrestricted	I	6.75
Toll Restricted		6.75
Fully Unrestricted	II	5.75
Toll Restricted		5.75
Fully Unrestricted	III	5.25
Toll Restricted		5.25

\* Dedicated-BRI rates and charges as specified in Section 9N of the Administrative Guidelines - Detariffed Services are in addition to Centrex Full Featured Business Voice Service 2100 Service rates and charges.

Effective: JULY 1, 2010

CENTREX FULL FEATURE BUSINESS VOICE SYSTEMS 2100

D. RATES

2. Rates and Charges (Cont'd)

e. Intercommunication Lines, each  
 (with SEATS)

<u>Payment Options</u>	<u>Line Capacity Category</u>	<u>Per Month</u>
<u>Month-to-Month</u>		
Fully Unrestricted	I	\$17.79
Toll Restricted		17.79
Fully Unrestricted	II	16.79
Toll Restricted		16.79
Fully Unrestricted	III	16.29
Toll Restricted		16.29
<u>12 - 36 Months</u>		
Fully Unrestricted	I	14.79
Toll Restricted		14.79
Fully Unrestricted	II	13.79
Toll Restricted		13.79
Fully Unrestricted	III	13.29
Toll Restricted		13.29
<u>37 - 84 Months</u>		
Fully Unrestricted	I	13.79
Toll Restricted		13.79
Fully Unrestricted	II	12.79
Toll Restricted		12.79
Fully Unrestricted	III	12.29
Toll Restricted		12.29
<u>84 - 120 Months</u>		
Fully Unrestricted	I	12.79
Toll Restricted		12.79
Fully Unrestricted	II	11.79
Toll Restricted		11.79
Fully Unrestricted	III	11.29
Toll Restricted		11.29

Effective: JULY 1, 2010

CENTREX FULL FEATURE BUSINESS VOICE SYSTEMS 2100

D. RATES

2. Rates and Charges (Cont'd)

f. Intercommunication Lines with ISDN, each  
 (with SEATS)

<u>Payment Options</u>	<u>Line Capacity Category</u>	<u>Per Month</u>
<u>Month-to-Month</u>		
Fully Unrestricted	I	\$17.79
Toll Restricted		17.79
Fully Unrestricted	II	16.79
Toll Restricted		16.79
Fully Unrestricted	III	16.29
Toll Restricted		16.29
<u>12 - 36 Months</u>		
Fully Unrestricted	I	13.79
Toll Restricted		13.79
Fully Unrestricted	II	12.79
Toll Restricted		12.79
Fully Unrestricted	III	12.29
Toll Restricted		12.29
<u>37 - 84 Months</u>		
Fully Unrestricted	I	12.79
Toll Restricted		12.79
Fully Unrestricted	II	11.79
Toll Restricted		11.79
Fully Unrestricted	III	11.29
Toll Restricted		11.29
<u>84 - 120 Months</u>		
Fully Unrestricted	I	11.79
Toll Restricted		11.79
Fully Unrestricted	II	10.79
Toll Restricted		10.79
Fully Unrestricted	III	10.29
Toll Restricted		10.29

Effective: JULY 1, 2010

CENTREX FULL FEATURE BUSINESS VOICE SYSTEMS 2100

D. RATES

2. Rates and Charges (Cont'd)

g. Optional Features

	<u>Per Month</u>		
(1) Additional Multi-Port Conference Bridge, per additional 6 ports (including originator)	\$ 28.00		
		<u>Nonrecurring Charge</u>	
(2) Assume Dial 9, per Full Featured Business Voice Service 2100 Centrex System/ Common Block		\$750.00	
(3) Digital Facilities, per Termination		300.00	300.00
(4) Multipath Call Forwarding 6+ paths, per path		-	5.00
(5) Hot Line Service, per line		-	.85
h. Custom Calling Features			
(1) Distinctive Ring, per dependent number		-	4.50
i. Split Billing		100.00*	-      -
j. Optional Discount Term Plan			

Participants in the Centrex Full Featured Business Voice Service 2100 with Optional Discount Term Plan will receive a usage discount as specified in the Long Distance Services Tariff, Section 1. In addition, Centrex Full Featured Business Voice Service 2100 customers are eligible for the following additional recurring monthly discounts per line:

<u>Billed Revenue</u>	<u>Per-Line Discount</u>
\$0.00 - \$100.00	\$0.00
\$100.01 - \$350.00	\$0.50
\$350.01 - \$500.00	\$1.00
\$500.01 - \$1000.00	\$1.50
\$1000.01+	\$2.50

\* Applies if installed subsequent to the installation of the Centrex Full Featured Business Voice Service 2100 system and no other service is being added.

Effective: JULY 1, 2010

CENTREX FULL FEATURE BUSINESS VOICE SYSTEMS 2100

D. RATES

2. Rates and Charges (Cont'd)

k. PrimePAK Business Discount Plan

Participants in the PrimePAK Business Discount Plan with Centrex Full Featured Business Voice Service 2100 are eligible for a \$1.00 per line discount on the monthly intercom line rate. This discount is in addition to the \$1.00 per line discount that Full Featured Business Voice Service 2100 customers receive when they have Dedicated-BRI and a term commitment. Participants are also eligible for a \$2.00 discount on the Dedicated-BRI recurring line rate.

3. Full Featured Business Voice Service 2100

Availability of additional recurring monthly discounts on Full Featured Business Voice Service 2100 lines is limited to existing customers of record who maintain the same conditions of service that are in place as of April 22, 2002 at their existing locations only. Effective April 22, 2002, new Full Featured Business Voice Service 2100 Optional Discount Term Plan participants will not be eligible for any Optional Discount Term Plan recurring monthly line discount.

Effective: JULY 1, 2010

## CUSTOMER MOVES AND CHANGES (CMAC)

### 1. GENERAL

- a. Customer Moves and Changes (CMAC) provides Centrex Full Featured Business Voice Service 2100 Service customers with the ability to prepare, schedule and implement, all under their control, certain feature changes and certain configurations of their Full Featured Business Voice Service 2100 Service from the customer's computer terminal.

### 2. REGULATIONS

- a. The management capabilities of CMAC include, but are not limited to, the following:
  - (1) Service Option Information Changes:
    - Service Level Assignment – The customer can change the permission level assigned to define calling privileges associated with both facilities and station users.
    - Call-Pickup Group – The customer can establish a call-pickup group and add or delete members from an existing call-pickup group.
    - Call Forwarding Number – The customer can change the number to which a station user forwards calls.
    - Authorization Code Assignment – The customer can activate, change or deactivate authorization codes. The customer can also display the features associated with the authorization code for a particular user.
    - Button Features – The customer can manage the buttons on a multi-button station set by either activating features or enabling call appearances (specific telephone numbers assigned to buttons).
  - (2) Activation/Deactivation of Features – The customer can either add a feature to a telephone number which does not have a pre-existing feature, modify an existing feature or remove a feature from a telephone number which has pre-existing features. This function is limited to the features included in the feature packages subscribed to by the customer.
  - (3) Telephone Number Swaps – The customer can swap telephone number assignments among like lines within a Full Featured Business Voice Service 2100 Service system.
- b. CMAC is not available to customers, but is available to all other existing or new Full Featured Business Voice Service 2100 Service customers.
- c. CMAC will be furnished only from offices that are technically capable of and equipped for providing the service.

Effective: JULY 1, 2010

CUSTOMER MOVES AND CHANGES (CMAC)

2. REGULATIONS (Cont'd)

- d. CMAC will be furnished only from offices that are technically capable of and equipped for providing the service.
- d. Customers will have 24-hour access to the CMAC system except when restricted during maintenance windows. Customers are permitted unlimited sessions on the system; however, after a period of inactivity, the system will terminate the session.
- e. Some of the lines in a customer's Full Featured Business Voice Service 2100 Service system cannot or should not be rearranged. The Telephone Company will specify the unchangeable lines. The customer may have the Telephone Company designate other lines as unchangeable. Changes to these lines will be made through the Telephone Company's existing service order procedures.
- f. CMAC service is provided per customer Full Featured Business Voice Service 2100 Service system.
- g. All normal or emergency functions of the central office switch processor will have priority over execution of CMAC requests. The Telephone Company assumes no responsibility for change requests delayed by priority central office switch processor functions.
- h. The Telephone Company reserves the right to inhibit CMAC service in the event of a service-affecting condition to the central office or affiliated operating support system.
- i. The Telephone Company reserves the right to bill appropriate charges should the customer-initiated changes require corrective action by the Telephone Company.
- j. A customer with 201+ lines will be priced under an Individual Case Basis (ICB) arrangement.

3. RATES AND CHARGES

The following rates and charges apply per Full Featured Business Voice Service 2100 Service System.

<u>Line Size</u>	<u>Nonrecurring Charge<sup>1</sup></u>	<u>Monthly Rate</u>
2-200 Lines	\$800.00	\$95.00
201+ Lines	ICB	ICB

(1) Applies in addition to appropriate service order charges.