ANSWERING BUREAU SERVICE

A. GENERAL

Answering Bureau Service consists of facilities and service furnished an Answering Bureau engaged in the business of answering incoming calls of other subscribers. Any person furnishing answering service to more than ten telephone subscribers is an Answering Bureau.

An Answering Bureau is required to subscribe for the necessary answering equipment as described in this section.

B. ALTERNATE TELEPHONE NUMBER LISTINGS

The patron of an Answering Bureau may obtain an alternate telephone listing which includes the listed telephone number of the Answering Bureau. Such listing is furnished as specified in Part B, Section 7 of this Product Guide and charged to the patron.

The Answering Bureau furnishing answering service by alternate telephone number listings is required to subscribe for suitable exchange service at business rates. Telephone communication between the Answering Bureau and its patrons is provided through the general exchange system or by means of extension lines and turret lines from the premises of the patron or by private lines between the patrons and the Answering Bureau. Extension and turret lines from the premises of the patron to the Answering Bureau shall be restricted from making outgoing calls through the general exchange system. Extension, tie and turret lines from the premises of the Answering Bureau to the premises of others may be furnished only for the sole and exclusive use of the management of the Answering Bureau and not for communication with patrons nor for transmission of messages for patrons.

ANSWERING BUREAU SERVICE

C. INTERCEPT EQUIPMENT-ANSWERING TURRET

An Answering Bureau's patron may obtain a connection to an answering turret of the Answering Bureau either directly or by means of concentrator- identifier equipment or Occasional Answering Service Equipment. The following types of patron's lines may be connected to an answering turret:

1. Intercept lines connecting the subscriber's individual line, Wide Area Telephone Service line or PBX service to the answering turret. (C)

2. Answering lines which are individual central office lines or Wide Area Telephone Service lines terminating in an answering turret only, with no termination in a subscriber's station.

The Answering Bureau is required to subscribe for the answering turret in which the intercept and answering lines are terminated either directly or indirectly and for sufficient central office lines for communication with its patrons. Where the Answering Bureau desires that the intercept or answering lines be brought from an initial termination at one location to an answering turret at another location by means of concentrator-identifier equipment, the Answering Bureau is also required to subscribe for the concentrator-identifier equipment and for the circuits required between the two locations. Where Occasional Answering Service is furnished, the Answering Bureau is required to subscribe for the common equipment in the central office and for the circuits required between the two locations.

Intercept lines may terminate at the Answering Bureau in station equipment on a temporary basis only, pending installation of answering turret equipment. Under such conditions, the applicable rate and charge for the telephone applies.

Telephone communication between the Answering Bureau and its patrons is provided through the general exchange system or by means of extension lines and turret lines from the premises of the patron or by private lines between the patrons and the Answering Bureau. Extension and turret lines from the premises of the patron to the Answering Bureau shall be restricted from making outgoing calls through the general exchange system. Intercept and answering lines shall be used only for answering incoming calls and not for making outgoing calls nor for communication between the Answering Bureau and its patrons. Extension, tie and turret lines from the premises of the Answering Bureau to the premises of others may be furnished only for the sole and exclusive use of the management of the Answering Bureau and not for communication with patrons nor for transmission of messages for patrons.

For Rates and Charges, see Part B, Section 18 of this Product Guide.

ANSWERING BUREAU SERVICE

D. SUPERVISORY EQUIPMENT

An Answering Bureau may furnish answering service by means of supervisory equipment to patrons who are subscribers to individual line or PBX service and are located in the same building as the Answering Bureau or within buildings located on continuous property and operated as a unit.

1. Supervisory Equipment Only

The Answering Bureau subscribes for supervisory equipment and associated cable. The patrons subscribe for only their own exchange service. The patrons' central office lines are wired through the supervisory equipment for answering coming calls.

For Rates and Charges, see Part B, Section 18 of this Product Guide

2. Supervisory Equipment With Associated PBX Service

The Answering Bureau subscribes for the supervisory equipment, associated cable and associated PBX service. The patrons are required to subscribe for their own exchange service.

The Answering Bureau may answer incoming calls on the patrons' lines and (if the call has not been answered at the patrons' stations) transfer the calls to any station on the PBX service. Stations on the PBX service may be furnished on the patrons' premises for completion of transferred incoming calls and for intercommunications between patrons. Additional PBX stations may be provided on the premises of the Answering Bureau subject to provisions in Part B, Section 3. The PBX station line to a patron may terminate in a key permitting alternate use of one telephone on the patrons' individual line and the PBX station line, or separate telephones are provided if desired.

A tie line or turret may be connected to such switchboard only when used exclusively by and for the management of the Answering Bureau and not for communication with patrons nor for transmission of messages for patrons.

ANSWERING BUREAU SERVICE

D. SUPERVISORY EQUIPMENT (Cont'd)

3. PBX Operation Of Patrons' Flat Rate Lines

The Answering Bureau subscribes for a PBX switchboard and a minimum of one central office trunk at applicable rates.

The patrons are charged the individual flat rate and are furnished station lines connected only to the PBX switchboard of the Answering Bureau. Sufficient central office trunks, grouped for incoming service, are provided on the switchboard without charge to meet the traffic requirements up to a maximum of the number of individual lines connected to the supervisory switchboard. The Answering Bureau may subscribe for additional trunks and station service at applicable rates.

Only one telephone number is listed for all patrons' lines and the switchboard of an Answering Bureau. Listings of the patrons are provided in accordance with provisions for listing of other individual line subscribers.

All toll charges are billed to the Answering Bureau.

ANSWERING BUREAU SERVICE

E. CENTRAL OFFICE CONCENTRATOR SERVICE - TYPE A

1. General

Central Office Concentrator Service - Type A is available to any Company subscriber who has a need for concentration of incoming calls to patrons' Central Office exchange lines. The service is pro- vided by the Company through the use of concentrator(s) located in the Company Central Office. The concentrator(s) concentrates incoming calls to some number of patron lines to some smaller number of channels connected to the subscriber's premises equipment.

Central Office Concentrator Service, upon detecting a ringing signal to the patron's line, will process the call with unique identification to the subscriber's premises equipment. The signaling arrangement employed in processing the call from the concentrator to the premises equipment is standard Direct Inward Dialing (DID) signaling.

Central Office Concentrator Service can be used with either compatible Company-provided or customer-provided equipment located on the subscriber's premises.

2. Description and Limitations of Facilities

Master Concentrator (ECR) - The Master Concentrator provides for up to 256 patron line terminations. Two to sixteen Voice Grade Leased Channels are required to connect the concentrator to the subscriber's premises.

Slave Concentrator (ECV) - Slave Concentrator must be located in the same Central Office as the host Master Concentrator. Up to two Slave Concentrators may be connected to a Master Concentrator.

Each Slave Concentrator provides for up to 256 additional patron line terminations. When a Master Concentrator and 2 Slave Concentrators are employed, there is capacity for 768 patron line terminations and 16 voice grade leased channel terminations.

Concentrator Line Card (EC2) - The Concentrator Line Card provides for the connection of up to 32 patron lines to the concentrator switch. Eight of these cards may be connected for a single 256 line concentrator assembly. This card is used in both the Master and Slave Concentrators.

Client Line Control (EC7) - Client Line Control provides capability for the concentrator to transfer control of a completed call from the answering service attendant back to the patron (originally called party) if the patron goes off-hook, thus eliminating any possible interference between the answering service attendant and the patron.

ANSWERING BUREAU SERVICE

E. CENTRAL OFFICE CONCENTRATOR SERVICE - TYPE A (Cont'd)

3. Terms and Conditions

The following provisions apply in addition to the General Terms and Conditions in Part A, Section 1 of this Product Guide.

a. Two to sixteen voice grade leased channels are required to connect the concentrator in the Central Office with the subscriber's premises equipment. Mileage rates as specified for concentrator-identifier lines in Part B, Section 5 of this Product Guide apply. Network interface jack charges as specified in Part B, Section 6 of this Product Guide apply for the channel terminations at the subscriber's premises.

b. Patron lines terminating on concentrators are provided at the same mileage rates applicable to lines terminating in concentrators as specified in Part B, Section 5 of this Product Guide.

c. The Central Office Concentrator Service - Type A equipment is available for use with compatible customer premises equipment at rates and charges specified in Paragraph E.3.5. following. However, the Company does not represent the compatibility for use with any particular customer provided premises equipment. The use of customer-provided terminal equipment in connection with the Central Office Concentrator equipment of the Company is permitted only on the condition that the Company shall not be responsible to the subscriber or any other person for damages arising out of mistakes, omission, interruptions, delays or errors or defects in transmission, or failures or defects in Company-provided Concentrator equipment, except those caused by the Company's failure to maintain and operate such facilities in a manner proper for telephone service. The liability of the Company for damages caused by failure to furnish facilities suitable for ordinary telephone service or its failure to maintain and operate such facilities in a manner proper for telephone service is as set forth in Part A, Section 1.D.2 of this Product Guide.

d. A rewire charge applies to determinate existing lines or circuits to Central Office Concentrator Service - Type A equipment in the central office.

e. Cancellation of all or part of the order prior to the establishment of service will result in a charge based on expenses associated with such cancellation incurred by the Company. The charge will not exceed the total of the installation charges.

f. The minimum service period for Central Office Concentrator Service - Type A equipment furnished under the one month payment period is 12 months.

ANSWERING BUREAU SERVICE

E. CENTRAL OFFICE CONCENTRATOR SERVICE - TYPE A (Cont'd)

4. Payment Schedule

a. Central Office Concentrator Service - Type A will be offered under the Variable Term Payment Plan (VTPP), hereafter referred to as the Plan and described in Part B, Section 15 of this Product Guide.

b. Services furnished under the Plan are subject to the general terms and conditions of the Plan except when specifically exempted.

c. Options and Conditions under the Plan

(1) Customers may select one of three payment periods - 1 month (month-to-month), 48 months, or 72 months. A different monthly rate applies for each payment period.

(2) VTPP provisions relating to moves within a jurisdiction and to moves between jurisdictions do not apply.

(3) Termination Charges applicable to the Central Office Concentrator Service - Type A depend on the payment period selected by the customer. For Termination Charges, see Part B, Section 18 of this Product Guide.

(4) Supersedure, as defined in the Plan, is permitted subject to the transfer charge specified in Part B, Section 18 of this Product Guide.

ANSWERING BUREAU SERVICE

E. CENTRAL OFFICE CONCENTRATOR SERVICE - TYPE A (Cont'd)

5. Rates and Charges

a. Variable Term Payment Plan

See Part B, Section 18 of this Product Guide.

b. Equipment Addition Charges

(1) These charges apply for adding items of equipment to a system subsequent to its initial installation and are in addition to the installation charges specified in Part B, Section 18 of this Product Guide and to any other applicable rates and charges.

Equipment Addition Charges consist of a system charge and any applicable unit charges.

The appropriate system charge plus the sum of the unit charges equals the Total Equipment Addition Charges for subsequent installation activity. In addition, the terms and conditions specified under the VTPP provisions for equipment additions on an existing customer agreement apply.

(2) Non-recurring Charges

See Part B, Section 18 of this Product Guide.