STATION EQUIPMENT

A. REGISTRATION JACKS

Registration jacks are provided by the Company at a Demarcation Point. The charges apply for standard jacks, as defined by Part 68 of the Federal Communications Commission's Rules and Regulations for the connection to the telecommunications network and private lines services of inside wire and registered terminal equipment, such as non-key telephones, key telephone systems, PBX Systems, data sets and ancillary equipment.

Except as provided below, registration jacks are not furnished by the Company for use in door answering systems.

The RJ71C jack is provided by the Company to replace, move or supplement existing jacks in a building in which the Company installed jacks for use in door answering systems prior to April 11, 2006.

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

STATION EQUIPMENT

B. KEY TELEPHONE TOLL RESTRICTION

1. Description

Key telephone toll restriction provides a method of denying access to some or all of the toll network, and Operator, on selected central office lines equipped with control equipment for illumination and/or hold, and selected key telephone stations, except Com Key station and order equipment.

2. Terms and Conditions

(a) Key telephone toll restriction is furnished only for use on individual main and auxiliary lines.

(b) Where toll restriction is furnished on all lines of a subscriber's telephone system, at least one appearance of one line shall have access to the toll network and/or Operator for emergency calls.

3. Rates and Charges

See Part B, Section 18 of this Product Guide.

STATION EQUIPMENT

C. CONNECTION WITH SUBSCRIBER-PROVIDED VOICE TRANSMITTING AND RECEIVING TERMINAL EQUIPMENT

1. Direct Electrical Connections

a. Protective Connecting Arrangements

Except as otherwise provided in Part B, Section 1 of this Product Guide, installation of new connecting arrangements will not be made (a) after July 1, 1979 for connection of customer-provided terminal equipment, (b) after January 1, 1980 for connection of customer-provided communications systems and (c) after July 1, 1980 for equipment-to-equipment connections. Treatment with respect to grandfathered installations which include such connecting arrangements is covered in Part B, Section 1of this Product Guide.

(1) Arrangements used to provide one-way outgoing access from stations of a Company-provided PBX or Centrex switching system to customer-provided terminal equipment via a trunk level connection using a dial access code:

(a) are not intended to work with customer equipment which can access the telecommunications network;

(b) accommodate dial pulse or tone type network address signaling but are not offered for the transmission of data signals; and

(c) permit stations to dial additional dial pulse or TOUCH-TONE digits, after access to the customer-provided equipment has been obtained, for control of customer-provided equipment, except that when access is gained via a tie line, the ability to dial additional digits is dependent upon the characteristics of the tie line equipment in the serving Central Office.

(d) Where the interconnection point and the Company equipment are not in the same or immediately adjacent rooms on the same floor or within 50 feet airline distance, charges based on cost apply. (T)

b. Rates and Charges

See Part B, Section 18 of this Product Guide.

STATION EQUIPMENT

D. CONNECTION OF SUBSCRIBER-PROVIDED DATA TRANSMITTING AND RECEIVING TERMINAL EQUIPMENT AND SUBSCRIBER-PROVIDED TELETYPEWRITER EQUIPMENT

Data Access Arrangements

Installations of new connecting arrangement for customer-provided terminal equipment will not be made. Treatment with respect to grandfathered installations which include Data Access Arrangements is covered in Part B, Section 1 of this Product Guide.

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

STATION EQUIPMENT

E. STOP-HUNT EQUIPMENT

1. General

Stop-hunt equipment is furnished to enable the subscriber to stop the central office equipment from hunting beyond a designated line in an incoming service group during periods when personnel are not available to handle all incoming traffic. The equipment consists of a key on the subscriber's premises, a control channel from the subscriber's premises to the central office and associated central office equipment.

2. Terms and Conditions

a. The equipment is furnished only in connection with private branch exchange trunks, individual lines and auxiliary lines which are grouped for incoming service.

b. When the equipment is furnished in connection with foreign exchange service, schedule mileage charges for a signal grade line apply to the portion of the control channel between the normal central office and the serving central office.

c. The equipment is furnished subject to the availability of facilities.

3. Rates and Charges

See Part B, Section 18 of this Product Guide.

STATION EQUIPMENT

F. (RESERVED FOR FUTURE USE)
(Effective September 1, 2017 PULSENET Alert Transport Service has been withdrawn from this Product Guide, and Verizon will no longer provide this service as of that date.)

(C)

(D)

STATION EQUIPMENT

F. (RESERVED FOR FUTURE USE)
(Effective September 1, 2017 PULSENET Alert Transport Service has been withdrawn from this Product Guide, and Verizon will no longer provide this service as of that date.)

(C)

(D)

STATION EQUIPMENT

F. (RESERVED FOR FUTURE USE)]
(Effective September 1, 2017 PULSENET Alert Transport Service has been withdrawn from this Product Guide, and Verizon will no longer provide this service as of that date.) (C) [ ]

(D)

STATION EQUIPMENT

F. (RESERVED FOR FUTURE USE)
(Effective September 1, 2017 PULSENET Alert Transport Service has been withdrawn from this Product Guide, and Verizon will no longer provide this service as of that date.) (C)

(D)

STATION EQUIPMENT

F. (RESERVED FOR FUTURE USE)
(Effective September 1, 2017 PULSENET Alert Transport Service has been withdrawn from this Product Guide, and Verizon will no longer provide this service as of that date.) (C)

(D)

STATION EQUIPMENT

F. (RESERVED FOR FUTURE USE)
(Effective September 1, 2017 PULSENET Alert Transport Service has been withdrawn from this Product Guide, and Verizon will no longer provide this service as of that date.) (C)

(D)

STATION EQUIPMENT

G. APARTMENT HOUSE SERVICE
(This service is furnished on existing installations only. Moves of the equipment on the same premises and additions up to the capacity of the system are permitted.)

1. General

Apartment House Service is a service which may be subscribed to by the owner or operator of an apartment house, or apartment houses, whereby exchange stations of occupants of the individual apartments in an apartment house may be called from a telephone located in the lobby of that apartment house. The exchange stations of the occupants of the apartments may then be used to open the door of the apartment house by dialing a code. Where Apartment House Service is provided at more than one entrance, the door opening code will open only the door associated with the particular lobby telephone from which the call is placed.

If an exchange call to the occupant's station, or a call from the lobby telephone to the occupant's station, is in progress when a call of the other type is placed, a distinctive tone will automatically be placed on the line to notify the occupant that a call is waiting. The occupant can than either complete the call in progress and then answer the other call, or hold the call in progress by switchhook operation and answer the other call. If the occupant holds the call in progress and then hangs up without returning to it, the call will continue to be held and the station will be automatically called back by the ringing of the bell.

Apartments without exchange service will be furnished a telephone for the sole purpose of receiving calls from the lobby telephone and dialing the door opening code.

2. Basis of Connection

a. The Subscriber shall be responsible for the payment of all charges due with respect to the service.

b. The service is available only if furnished in all the apartments in the apartment house or apartment houses.

c. The subscriber is responsible for (1) providing, installing and maintaining the door latch equipment, furnishing the power to activate the door latch equipment and connecting the door latch equipment to the Company terminal or terminals, (2) installing the metal box provided by the Company for each lobby telephone, (3) providing and installing the conduit required for Company channel facilities within the building or buildings and (4) providing an up-to-date directory for each lobby telephone showing the code to be dialed for each apartment.

STATION EQUIPMENT

G. APARTMENT HOUSE SERVICE (Cont'd)
2. Basis of Connection (Cont'd)

d. Where an occupant has more than one exchange line in an individual apartment in an apartment house, Apartment House Service will be furnished on only one of the exchange lines.

e. A separate telephone for Apartment House Service only will not be provided in an apartment where exchange service is furnished.

f. Use of common equipment for Apartment House Service is limited to a maximum of 4 entrances and 400 individual apartments when the service is provided to a single apartment house or 4 entrances and 120 individual apartments when the service is provided to more than one apartment house, provided, however, that when more than one apartment house is served, all must be under the same ownership and be served from the same central office building.

g. Timing of an exchange or toll call, either received or originated, continues during the period the call is held by the occupant. Timing ends when the connection is terminated by either the calling or called party.

h. No access to bridged lines or stations outside an occupant's apartment will be permitted from the lobby telephone.

i. Apartment House Service is furnished subject to the availability of facilities.

STATION EQUIPMENT

G. APARTMENT HOUSE SERVICE (Cont'd)

3. Liability of the Company

The offering of Apartment House Service does not create any relationship or obligation, direct or indirect, to any person other than the subscriber to this service.

The Company has no responsibility with respect to (1) the suitability of any equipment not furnished by the Company, (2) the use of such equipment in connection with Company facilities, and (3) any other obligation of the subscriber as set forth in Paragraph 2.c. preceding. The use of the subscriber's door latch equipment in connection with the facilities 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, omissions, interruptions, delays or errors or defects in transmission, or failures or defects in the Company equipment furnished for Apartment House Service, except those caused by the Company's 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. The liability of the Company for damages caused by its failure to furnish facilities suitable for ordinary telephone service or to maintain and operate such facilities in a manner proper for telephone service is as set forth in Part A, Section 1, General Terms and Conditions, Subdivision H.2. of this Product Guide.

4. Indemnification

The subscriber indemnifies and saves the Company harmless from any and all liability, damages, losses, claims or demands of any kind arising out of any act or omission of the subscriber or any other person in connection with facilities provided by the Company and from any and all liability, damages, losses, claims or demands of any kind for any infringement of patents arising from combining with, or using in connection with, facilities of the Company, apparatus or systems of the subscriber.

5. Rates and Charges

See Part B, Section 18 of this Product Guide.

STATION EQUIPMENT

H. UNIFORM CALL DISTRIBUTION AND QUEUEING

1. General

Uniform Call Distribution (UCD) and Queueing are optional features which provide automatic call distribution service for groups of individual lines and Centrex lines arranged for hunting.

2. Features Description

a. Basic Features

Uniform Call Distribution
Incoming calls to a hunt group with UCD complete to the first available line. The circular hunt then continues to the next available line, which becomes the starting point for the next hunt sequence.

Queueing
Only a hunt group equipped for Uniform Call Distribution can have associated with it a queue, into which all incoming calls will be placed while waiting for an available line. Calls will be released from the queue to the lines in the approximate order of their arrival. If the number of calls in a queue reaches the maximum number of calls permitted in that queue, subsequent calls to the hunt group will receive a busy signal.

b. Optional Features

Call Waiting Lamp Indication Control Equipment
Controlling equipment for a lamp indicates that calls are waiting in queue. Three timing interval indications may be provided per group. A separate control equipment is provided per indication.

STATION EQUIPMENT

H. UNIFORM CALL DISTRIBUTION AND QUEUEING (Cont'd)

4. Terms and Conditions

Individual and auxiliary business lines equipped for UCD and Queueing may also be equipped with the Custom Calling Service features. All lines in the hunt group must be equipped with the same Custom Calling Service features.

Centrex lines equipped for UCD and Queueing may also be equipped with the Centrex Optional Features except for the 6 number Speed Dialing List, Call Forwarding, Don't Answer and Call Waiting. All lines in the hunt group must be similarly equipped. A Make Busy Key may also be provided.

Where Centrex lines in a hunt group equipped with UCD are restricted, all lines must have the same type of restriction.

The monthly rates for UCD and Queueing apply to all lines in the same hunt group.

Call Waiting Indication is available only to hunt groups equipped for Queueing.

Termination of FX or INWATS lines into a Centrex line hunt group equipped with UCD will be provided at charges based upon cost.

INWATS and FX lines cannot be terminated into a hunt group composed of individual and auxiliary business lines equipped with UCD.

Only one Centrex line number assignment is provided in a multi-line Centrex hunt group equipped with UCD; outgoing calls are identified as if placed by the Centrex line number.

3. Rates and Charges

See Part B, Section 18 of this Product Guide.

STATION EQUIPMENT

I. DIGITAL AUTOMATIC CALL DISTRIBUTION II SERVICE

Effective on or after June 1, 2016, Verizon will no longer offer Digital Automatic Call Distribution Service (ACD) to new customers. Existing customers cannot make moves, additions or changes at existing locations or establish service at a new location. (N)

a. General

Digital Automatic Call Distribution (ACD) II Service is a digital central office service which permits an even distribution of the call workload to the customer's agents. Digital ACD II provides, as an option, a data stream of call events to a customer-provided downstream processor (Management Information System or MIS). The customer may have the capability to format management information reports and the ability to change certain system variables.

Digital ACD II may be used with electronic or non-electronic telephone sets. An electronic telephone set is a multi-button telephone set that allows for feature activation or for directory numbers. A non-electronic telephone set requires an agent to dial codes to activate features.

Basic to Digital ACD II Service is a feature access position and one of the following packages for each feature access position:

#*(1) Agent Basic Feature Package provides the basic Digital ACD II functionality for an agent, as specified in Paragraph I.b.(1).

*(2) Supervisor Basic Feature Package provides the basic Digital ACD II functionality for a supervisor, as specified in Paragraph I.b.(4).

#*(3) Agent and Supervisor Basic Feature Package provides both agent and supervisor basic Digital ACD II functionality to allow a supervisor to log into the ACD system to answer ACD calls. This feature access position will have all the features specified in Paragraphs I.b.(1) and I.b.(4).

(4) Agent and Supervisor Non-electronic Feature Package provides the features for an agent and a supervisor as specified in Paragraph I.b.(8).

Feature access positions must be configured into one or more ACD Groups.

* A customer-provided electronic set is required.

\# In addition, a customer must subscribe to a Secondary Directory Number, as specified in Paragraph I.b.(7).

STATION EQUIPMENT

I. DIGITAL AUTOMATIC CALL DISTRIBUTION II SERVICE (Cont'd)]

Effective on or after June 1, 2016, Verizon will no longer offer Digital Automatic Call Distribution Service (ACD) to new customers. Existing customers cannot make moves, additions or changes at existing locations or establish service at a new location. (N)]

a. General (Cont'd)

A subscriber can add the following optional feature packages to the Agent Basic Feature Package, Supervisor Basic Feature Package or the Agent and Supervisor Basic Feature Package:

*(1) Agent Advanced Feature Package provides the advanced Digital ACD II functionality for an agent, as specified in Paragraph !.b.(2).

*(2) Agent Display Feature Package provides the display Digital ACD II functionality for an agent, as specified in Paragraph I.b.(3).

*(3) Supervisor Advanced Feature Package provides advanced Digital ACD II functionality for a supervisor, as specified in Paragraph I.b.(5).

*(4) Supervisor Display Feature Package provides display functionality for a supervisor, as specified in Paragraph I.b.(6).

*(5) Agent and Supervisor Advanced Feature Package provides advanced agent and supervisor functionality, as specified in Paragraphs I.b.(2) and I.b.(5).

*(6) Agent and Supervisor Display Feature Package provides the display Digital ACD II functionality for an agent and a supervisor, as specified in Paragraphs I.b.(3) and b.(6).

* A customer-provided electronic set is required.

STATION EQUIPMENT

I. DIGITAL AUTOMATIC CALL DISTRIBUTION II SERVICE (Cont'd)]
Effective on or after June 1, 2016, Verizon will no longer offer Digital Automatic Call Distribution Service (ACD) to new customers. Existing customers cannot make moves, additions or changes at existing locations or establish service at a new location. (N)]

b. Feature Packages and Features

(1) Agent Basic Feature Package

Abandoned Call Clearing
AACD Calls to Electronic Sets
Add-on Module Operation
Agent Log In/Log Out
Agent Not Ready
Agent Position-Make Busy
Call Forcing of ACD Calls
Call Hold
Call Transfer
Group Overflow
Headset Operation
Incoming Call Overflow
Incoming Call Priority
Incoming Call Queuing(Equal to Number of Feature Access Positions)
Manual Answering of ACD Calls
Night Service
Ring Threshold (No Answer)
Station to Station Calling
Three-Way Calling
Toll and Code Restriction

(2) Agent Advanced Feature Package

Advanced Queuing
Automatic Dial
Call Supervisor
Digital Coding of ACD Calls
Digital Coding of Agent Not Ready
Emergency Alert
Priority Transfer to Agent
Speed Dialing

STATION EQUIPMENT

I. DIGITAL AUTOMATIC CALL DISTRIBUTION II SERVICE (Cont'd)]

Effective on or after June 1, 2016, Verizon will no longer offer Digital Automatic Call Distribution Service (ACD) to new customers. Existing customers cannot make moves, additions or changes at existing locations or establish service at a new location. (N)]

b. Feature Packages and Features (Cont'd)

(3) Agent Display Feature Package
Call Source Identification
Called ACD Name Display
Called ACD Number Display
Date and Time Display
Intrasystem Name Display
Intrasystem Number Display
Multistage Queue Data Display
Redirected Call Reason Display

(4) Supervisor Basic Feature Package
Add-on Module Operation
Call Forwarding All Calls
Call Forwarding Busy
Call Forwarding Don't Answer
Call Hold
Call Pick-up
Call Transfer
Call Waiting
Direct Inward Dialing
Direct Outward Dialing
Observe Agent
Station to Station Calling
Supervisor Control of Night Service
Three-Way Calling
Toll and Code Restriction

(5) Supervisor Advanced Feature Package
Answer Agent
Answer Emergency Alert
Automatic Call Back
Automatic Dial
Call Agent
Controlled Overflow
Forced Agent Availability
Last Number Redial
Line Hunting
Observe Agent Extended
Speed Dialing

STATION EQUIPMENT

I. DIGITAL AUTOMATIC CALL DISTRIBUTION II SERVICE (Cont'd)]

Effective on or after June 1, 2016, Verizon will no longer offer Digital Automatic Call Distribution Service (ACD) to new customers. Existing customers cannot make moves, additions or changes at existing locations or establish service at a new location. (N)]

b. Feature Packages and Features (Cont'd)

(6) Supervisor Display Feature Package
Agent Summary Display
Date and Time Display
Intrasystem Name Display
Intrasystem Number Display
Multistage Queue Data Display
Queue Status Display
Redirect Call Reason Display

(7) ACD Secondary Directory Number*
Automatic Call Back
Call Forwarding All Calls
Call Forwarding Busy
Call Forwarding Don't Answer
Call Pick-up
Call Waiting
Direct Inward Dialing
Direct Outward Dialing
Last Number Redial
Station to Station Calling
Toll and Code Restriction

(8) Agent and Supervisor Non-electronic Feature Package
Abandoned Call Clearing
Agent Log In/Log Out
Agent Not Ready
Agent Position - Make Busy
Automatic Call Back
Call Forwarding All Calls
Call Forwarding Busy
Call Forwarding Don't Answer
Call Hold
Call Pick-up
Call Transfer
Call Waiting

* An INTELLIPATH II Virtual Number may be used in lieu of an ACD Secondary Directory Number. Rates and charges as specified in Part B, Section 3 apply.

STATION EQUIPMENT

I. DIGITAL AUTOMATIC CALL DISTRIBUTION II SERVICE (Cont'd)]

Effective on or after June 1, 2016, Verizon will no longer offer Digital Automatic Call Distribution Service (ACD) to new customers. Existing customers cannot make moves, additions or changes at existing locations or establish service at a new location. (N)]

b. Feature Packages and Features (Cont'd)

(8) Agent and Supervisor Non-electronic Feature Package (Cont'd)

Direct Inward Dialing
Direct Outward Dialing
Distinctive Ringing for ACD Calls
Group Overflow
Incoming Call Overflow
Incoming Call Priority
Incoming Call Queuing (Equal to Number of Feature Access Positions)
Last Number Redial
Night Service
Observe Agent
Observe Agent Extended
Ring Threshold (No Answer)
Speed Dialing
Station to Station Calling
Three-Way Calling
Toll and Code Restriction

(9) Optional Features

Access to Customer Premises Announcement or Music
Access to Customer Premises Emergency Recording Device
Additional ACD Secondary Directory Number
Agent Status Indication
Call Delay Announcement-Prerecorded
MIS Data Link
Queue Slot in Excess of Number of Feature Access Positions
Queue Status Lamp Access Circuit

c. Definitions

Abandoned Call Clearing provides for the removal of a call when a caller abandons either while in an incoming call queue or after the call is presented to the agent position.

Access to Customer Premises Announcement or Music connects callers in queue to a customer premises announcement or to a customer-provided music source while waiting for an available agent.

Access to Customer Premises Emergency Recording Device connects a caller to a customer premises recording device when an agent activates the Emergency Alert feature.

STATION EQUIPMENT

I. DIGITAL AUTOMATIC CALL DISTRIBUTION II SERVICE (Cont'd)]

Effective on or after June 1, 2016, Verizon will no longer offer Digital Automatic Call Distribution Service (ACD) to new customers. Existing customers cannot make moves, additions or changes at existing locations or establish service at a new location. (N)]

c. Definitions (Cont'd)

ACD Calls to Electronic Sets permits an agent with an electronic set to answer incoming ACD calls.

ACD Group is a group of agents receiving calls directed to the same incoming call queue. These agents can be in one or multiple supervisor subgroups.

ACD Secondary Directory Number provides for the assignment to a feature access position (which is utilizing an electronic set) of one or more Secondary Directory Numbers that are separate from the Digital ACD II incoming numbers. This feature allows an agent to receive direct non-ACD incoming calls and to make outgoing calls.

Add-on Module Operation permits a supervisor or an agent to have additional keys on an electronic set. These keys may be programmed for additional Secondary Directory Numbers and/or features such as Agent Status Indication.

Advanced Queuing provides for calls that have been in queue for a customer determined amount of time to queue against another group as well as the original queue.

Agent Log In/Log Out requires an agent to log in and out of a position.

Agent Not Ready is used when an agent requires after call work time to complete a transaction or to take a break. When this key (or code for non-electronic sets) is activated the agent will not be receiving ACD calls.

Agent Position-Make Busy prevents an agent position from receiving calls but may continue to make outgoing calls.

Agent Status Indication allows the supervisor to keep track of the status of each agent position in the group. The supervisor must have one key for each agent whose status the supervisor wants to observe.

Agent Summary Display permits the supervisor to check the overall status of all agent positions assigned to the group.

Answer Agent permits a key to be reserved on the supervisor's position to be used only for answering calls from agents.

STATION EQUIPMENT

I. DIGITAL AUTOMATIC CALL DISTRIBUTION II SERVICE (Cont'd)]

Effective on or after June 1, 2016, Verizon will no longer offer Digital Automatic Call Distribution Service (ACD) to new customers. Existing customers cannot make moves, additions or changes at existing locations or establish service at a new location. (N)]

c. Definitions (Cont'd)

Answer Emergency Alert permits an answer emergency key lamp at the supervisor's position to flash when an agent activates the emergency key.

Automatic Call Back allows for completion of a call between an agent or a supervisor and another station within the customer system. The originating party must use an activation code when encountering a busy signal. The call will be completed automatically when both stations are idle.

Automatic Dial allows a frequently dialed number to be called by pressing the assigned feature key on an electronic set.

Call Agent permits a supervisor to directly call an agent.

Call Delay Announcement-Prerecorded provides an announcement to callers such as status of call (in queue, all positions busy, etc.) when the delay exceeds a customer specified threshold. A call delay announcement is a prerecorded central office announcement produced by the Company and is limited to the name of the called party, status of call, and instructions to the calling party with respect to completion of the call.

Call Forcing of ACD Calls allows an agent to be presented with a call without activating a key. A short burst of tone alerts the agent before the call is connected.

Call Forwarding All Calls allows a customer to have incoming non-ACD calls to the station automatically forwarded to a telephone number programmed by the customer.

Call Forwarding Busy allows a customer to have incoming non-ACD calls to the station, while the station is busy on another call, to be forwarded to a telephone number within the customer system specified by the customer.

Call Forwarding Don't Answer allows a customer to have incoming non-ACD calls to the station, that is not answered within a predetermined number of rings, to be forwarded to a telephone number within the customer system specified by the customer.

Call Hold permits an agent to place an incoming call on hold. While the call is on hold, the agent has full use of the position.

STATION EQUIPMENT

I. DIGITAL AUTOMATIC CALL DISTRIBUTION II SERVICE (Cont'd)]

Effective on or after June 1, 2016, Verizon will no longer offer Digital Automatic Call Distribution Service (ACD) to new customers. Existing customers cannot make moves, additions or changes at existing locations or establish service at a new location. (N)]

c. Definitions (Cont'd)

Call Pick-up allows a station to answer incoming non-ACD calls to another station within a defined group of stations.

Call Source Identification provides for the display, at the agent's position, of the incoming call facility.

Call Supervisor provides an agent quick access to the supervisor.

Call Transfer permits an agent or a supervisor connected to a calling party to transfer the call to another agent, supervisor, agent group or to a party external to the system.

Call Waiting provides a tone to an agent or supervisor while on a non-ACD call when another call is presented.

Called ACD Name Display shows the terminating group name for calls arriving on the agent's set.

Called ACD Number Display shows the terminating directory number for calls arriving on the agent's set.

Controlled Overflow provides a supervisor with a feature which, when activated, directs any new incoming calls to a route defined by the customer.

Customer System is all the agent and supervisor lines in the ACD system as well as INTELLIPATH II Digital Centrex Service lines when integrated with ACD.

Date and Time Display provides the display of the current date and time on an electronic set.

Digital Coding of ACD Calls enables agents to enter a three digit code for each call which pegs a register for that code in the customer-provided MIS.

Digital Coding of Agent Not Ready allows agents to enter a three digit code when activating the Not Ready key which pegs a register for that code in the customer-provided MIS.

Direct Inward Dialing permits an agent or a supervisor to directly receive incoming calls.

Direct Outward Dialing permits an agent or a supervisor to place an outgoing call.

STATION EQUIPMENT

I. DIGITAL AUTOMATIC CALL DISTRIBUTION II SERVICE (Cont'd)]

Effective on or after June 1, 2016, Verizon will no longer offer Digital Automatic Call Distribution Service (ACD) to new customers. Existing customers cannot make moves, additions or changes at existing locations or establish service at a new location. (N)]

c. Definitions (Cont'd)

Distinctive Ringing for ACD Calls enables an agent using a non-electronic set to distinguish a Digital ACD II call from a non-ACD call.

Emergency Alert permits agents to indicate an emergency call with a single key action. The supervisor or, where provided, a recording device on the customer's premises is connected to the call.

Forced Agent Availability allows the supervisor to change the status of an agent's line from "Not Ready" to "Idle and Available".

Group Overflow permits the routing of calls from an agent group which has an overflow condition to up to four other agent groups within the same ACD System.

Headset Operation allows agents to use headsets with their telephone sets.

Incoming Call Overflow permits a customer to specify both a maximum number of calls that can be in queue and a maximum waiting time for incoming calls. A new incoming call will be rerouted according to the customer's instructions when one of the preceding conditions is exceeded.

Incoming Call Priority allows a customer to prioritize calls depending on the number dialed. Calls of a higher priority get answered before calls of a lower priority.

Incoming Call Queuing places incoming calls in queue when all agents are busy.

Intrasystem Name Display provides a display of a caller's name if the call is originated within the customer system.

Intrasystem Number Display provides a display of a caller's number if the call is originated within the customer system.

Last Number Redial enables a customer to redial the last called number by pressing a designated key on the set or by dialing a feature activation code.

Line Hunting permits non-ACD incoming calls to hunt over different directory numbers on an electronic set while searching for an idle directory number.

STATION EQUIPMENT

I. DIGITAL AUTOMATIC CALL DISTRIBUTION II SERVICE (Cont'd)]

Effective on or after June 1, 2016, Verizon will no longer offer Digital Automatic Call Distribution Service (ACD) to new customers. Existing customers cannot make moves, additions or changes at existing locations or establish service at a new location. (N)]

c. Definitions (Cont'd)

Management Information System (MIS) Data Link provides a circuit to carry call processing data to a customer-provided MIS. The customer may change certain variables, such as queue time and size of the system, via the link.

Manual Answering of ACD Calls permits an agent to answer calls through the use of a single key.

Multistage Queue Data Display provides a display of incoming call queue status on the agent's set or on wall mounted lamps at the customer's premises. Wall mounted lamps require an optional circuit. (See Queue Status Lamp Access Circuit.)

Night Service provides that all incoming calls receive customer specified night treatment when all answering positions are unmanned (agent positions are all "make set busy"). If a central office prerecorded announcement is used, it will be limited to the name of the called party, status of call, and instructions to the calling party with respect to completion of the call.

Observe Agent permits a supervisor to listen to a conversation between an agent in that supervisor's group and a caller.

Observe Agent Extended permits a supervisor to observe calls of any agent within the same ACD system.

Priority Transfer to Agent allows an agent to transfer an ACD call to another agent. This call will be the next one answered by the agent if the agent was busy.

Queue Slots enable incoming calls to be held until an agent becomes available.

Queue Status Display permits a supervisor to monitor queues of their own group or other agent groups.

Queue Status Lamp Access Circuit audits incoming call queues to detect overflow. A customer-provided queue status lamp remains lit until the audit determines that calls for that agent group have resumed normal queuing.

STATION EQUIPMENT

I. DIGITAL AUTOMATIC CALL DISTRIBUTION II SERVICE (Cont'd)]

Effective on or after June 1, 2016, Verizon will no longer offer Digital Automatic Call Distribution Service (ACD) to new customers. Existing customers cannot make moves, additions or changes at existing locations or establish service at a new location. (N)]

c. Definitions (Cont'd)

Redirected Call Reason Display provides the display of the reason for the redirected calls within the customer system, such as transfered, or forwarded calls.

Ring Threshold (No Answer) provides for the rerouting of a call when an agent does not answer the call within a preprogrammed time. The call is rerouted either to the longest idle agent or the front of the queue if there is no agent available.

Speed Dialing allows an agent or a supervisor to place calls to a previously designated list of frequently dialed numbers by dialing an abbreviated number of digits. Speed Dialing may be one- or two-digit, individual or group list.

Station to Station Calling permits an agent to place a call to another agent or supervisor within the customer system.

Supervisor Control of Night Service provides a supervisor with control of the initiation of the night service treatment for one or more agent groups within the same ACD system.

Three-Way Calling permits an agent or supervisor to establish a three-way conference call.

Toll and Code Restriction provides the customer the ability to block or allow one or more three through ten digit numbers when these numbers are dialed by the station or to the station.

d. Terms and Conditions

(1) Digital ACD II Service is available to business customers.

(2) This service is furnished subject to the availability of facilities and is provided from central offices equipped with a DMS-100™ switch.

(3) The customer must subscribe to and maintain a minimum of five feature access positions and at least one ACD Group.

STATION EQUIPMENT

I. DIGITAL AUTOMATIC CALL DISTRIBUTION II SERVICE (Cont'd)]

Effective on or after June 1, 2016, Verizon will no longer offer Digital Automatic Call Distribution Service (ACD) to new customers. Existing customers cannot make moves, additions or changes at existing locations or establish service at a new location. (N)]

d. Terms and Conditions (Cont'd)

(4) The customer can have a combination of full services (Digital Automatic Call Distribution II Service) and port service (Digital Automatic Call Distribution II Port Service from PSC NY No. 15—COMMUNICATIONS, Section 12).

(5) The customer may elect to take Digital ACD II on a month-to-month and/or on a service period basis per feature access position. Multiple service periods are not permitted.

(6) The minimum service period is twelve months and the maximum is sixty months. The Company guarantees the rates against Company-initiated increases for the duration of the service period. However, additional basic feature packages, optional feature packages and optional features can be added during the service period at the rates in effect at the time the addition is ordered.

(7) The customer is required to pay the full rate for a chosen feature package regardless of present feature availability from the central office.

(8) The customer must provide compatible premises equipment for MIS functionality. Some features may require a particular software release level in a customer-provided MIS to function to its fullest extent. Selection and maintenance of the MIS is the customer's responsibility.

(9) Feature Access Positions may be equipped with electronic and/or non-electronic sets within the same system and group.

(10) If a Digital ACD II service period is terminated in whole or in part by the customer after the installation of the service but prior to the completion of the service period, the customer is obligated to pay a cost recovery charge. The cost recovery charge for feature access positions that have been in service less than the selected service period is calculated as follows:

Number of feature access positions disconnected*	X	Monthly rate for each feature access position including options associated with individual dual positions**	X	Remaining months in the Service Period	X	80%	

* Includes moves outside of the customer's central office serving area.

** The monthly rate from this section of the Product Guide will apply for full service Digital ACD II Service or the monthly rate from PSC NY No. 15—COMMUNICATIONS, Section 12 will apply if the disconnects are associated with Digital ACD II Port Service.

STATION EQUIPMENT

I. DIGITAL AUTOMATIC CALL DISTRIBUTION II SERVICE (Cont'd)]

Effective on or after June 1, 2016, Verizon will no longer offer Digital Automatic Call Distribution Service (ACD) to new customers. Existing customers cannot make moves, additions or changes at existing locations or establish service at a new location. (N)]

d. Terms and Conditions (Cont'd)

(11) If a Digital ACD II service period is converted from full service to port service by the customer after the installation of the service but prior to the completion of the service period, the customer is obligated to pay a cost recovery charge. The cost recovery charge for feature access positions that have been in service less than the selected service period is calculated as follows:

Number of full service feature access positions converted to port service feature access positions	X	Monthly equivalent link Amount for each feature access position	X	Remaining months in the Service Period	X	80%

(12) For conversions of Digital ACD II Port Service to Digital ACD II Service no cost recovery charges will be applied.

(13) Suspension of Digital ACD II is not permitted. If service is disconnected for nonpayment, cost recovery charges as described in (9) preceding apply.

(14) Cost recovery charges do not apply for: 1) a change in the length of the service period provided the customer elects a new service period equal to or greater than the remaining number of months in the former service period, or 2) moves within the same central office serving area. If there is less than twelve months remaining in the former service period, the customer must select a service period of twelve months or longer.

(15) Upon expiration of the service period, the customer may elect to continue the service at the then current month-to-month rates or the customer may elect a new service period at the then current rates.

(16) This service is subject to all general terms and conditions applicable to the provision of service by the Company as specified in Part A, Section 1 of this Product Guide.

e. Rates and Charges

See Part B, Section 18 of this Product Guide.