

5. Digital Centrex Services

5.1 INTELLIPATH® Digital Centrex Service

Effective November 1, 2019, all new Intellipath® Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

5.1.1	Description
A.	Intellipath is a business telecommunications system in which the controlling dial switching equipment is located at a Verizon digital central office that normally serves the principal premises of a customer. Intellipath is a residence telecommunications system when provided as Student Residence Centrex (SRC) service. Intellipath is available only on a measured service basis. 1. A minimum of six lines is required with this service. 2. Intellipath is available only under the terms and conditions of the Large System-Specific Pricing Plan (LSPP). 3. Station lines may be either ground start** or loop start. Transmission quality over ground start** lines as received at the customer's equipment is not guaranteed. Additional transmission improvements requested by the customer due to specific equipment requirements will be provided by Verizon at charges based on cost.
B.	Standard Features provided as part of the Intellipath offering are as follows. Standard features which are not basic to the system may be activated for individual lines. These features are in addition to the basic features described in Section 1. 1. Add on Consultation/Hold Incoming Only enables a station user within a group to establish three way calling restricted to incoming DID calls to the system. 2. Automatic Callback enables a station user calling a busy station within the system to be automatically connected to the called line when the line becomes idle. 3. Call Forwarding Busy Line* provides for the automatic routing of incoming calls to a preselected station line when the called station line is busy. This feature is not provided on a station line with Call Waiting. 4. Call Forwarding Don't Answer* provides for the automatic routing of incoming calls to a preselected station line when the called telephone does not answer within a predetermined number of rings. This feature may be arranged so that only incoming DID calls will be forwarded. 5. Call Forwarding allows a station line to have incoming calls forwarded to another line within the system or to telephone numbers outside the system. During times when the feature is activated, the line may be used in the normal manner for outgoing calls. This feature may be arranged to restrict the terminating directory numbers dialed during the activation procedure to intragroup extension numbers. 6. Call Pickup allows a station user to answer any call directed to another Centrex line within its preset pickup group by dialing a special code. 7. Call Transfer Individual All Calls allows a station user to transfer any established call to another station in the Centrex system. This is a basic system feature provided on all lines.

* Effective August 21, 2016, Call Forwarding Busy Line and Call Forward Don't Answer services are no longer available to business customers. Existing business customers as of August 21, 2016, may retain these services at existing locations. Additions, rearrangements and move of services are not permitted.

** Ground start may not be provided over fiber facilities and is only available where suitable facilities exist.

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5.1.1	Description
B.	(Continued)
8.	Call Waiting Terminating allows a station user to receive an audible tone to indicate an incoming call is waiting, if the called lines already in use. Call Waiting is not provided on a station line equipped with Call Forwarding Busy Line. This feature may be arranged to allow a station line to receive Call Waiting treatment only on incoming DID calls.
9.	Directed Call Pickup With Barge In permits a station user to answer a call ringing on another line in the Centrex group by dialing a code. If the called line has already been answered, the initiating line may barge-in to the answered call and be connected to a three-way call.
10.	Direct Call Pickup Without Barge In permits a station user to answer a call ringing on another line in the Centrex group by dialing a code.
11.	Inside/Outside Ringing— Provides a unique pattern of ringing to permit the station line user to distinguish between intragroup and DID calls.
12.	Hunting permits the routing of calls to an idle station in a prearranged group when the called station is busy.
13.	Speed Dialing— The customer may select one of the following features.
a.	Single-Digit allows a station user to call a predesignated seven or ten-digit telephone number by dialing a valid single-digit dialing code. The customer-changeable speed dialing list furnished contains either six or eight codes depending on serving facilities.
b.	Two-Digit allows station users to call a predesignated seven or ten-digit telephone number by dialing a valid two-digit dialing code. The customer-changeable speed calling list furnished contains 30 codes.
14.	Three-Way Calling enables a station user to establish voice connection involving the customer and two other parties. The customer, by switchhook operation is able to place an existing call on hold and dial the telephone number of a third-party. This is a basic system feature provided on all lines.
15.	Touch Tone provides for the origination of calls by means of instruments equipped for tone-type address signaling over special central office facilities. This is a basic system feature provided on all lines.
16.	Trunk Answer Any Station permits any station with a group to dial a code and be connected to an incoming call to the listed directory number of the system.

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5.1.1	Description
C.	Optional Features available with Intellipath are subject to availability and are as follows.
1.	Automatic Route Selection (ARS) which is offered from suitably equipped No. 5ESS central offices only, provides automatic routing of outgoing calls over alternative customer facilities based on the DDD telephone number. The station user dials the ARS access code followed by a DDD number. The system routes the call over the first available special trunk facility (such as FX, or Tie Lines), checking in a customer specified sequence. Overflow routing to the DDD network is optional.
2.	Call Hold allows a station user to place any established call on hold while leaving the Centrex line free to originate another call.
3.	Call Waiting Originating which is offered only from suitably equipped No. 5 ESS central offices allows a station user to direct an audible tone towards any other line in an established group which is busy. Call Waiting is not provided on a station line equipped with Call Forwarding Busy Line.
4.	Loudspeaker Paging which is offered only from suitably equipped No. 5 ESS central offices enables dial access to customer owned loudspeaker paging equipment. An appropriate private line channel between the serving central office and the customer's premises is required per arrangement.
5.	Night Service permits the routing of calls normally directed to the attendant, to preselected station lines within the system when consoles are not attended. An appropriate private line channel between the serving central office and the customer's premises is required per arrangement.
6.	Selective Blocking of Centrex Lines — Refer to Section 3.2.
7.	Uniform Call Distribution is a form of line hunting which provides for an even distribution of incoming calls among available members of a hunt group. This feature may be arranged with queuing and delay announcement for suitably equipped central offices.

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5.1.1	Description
C.	(Continued)
8.	Proprietary Telephone Set Programmable Features* — Where suitable facilities exist, Intellipath customers may subscribe to features that work with customer-provided proprietary telephone set feature keys. Proprietary telephone sets must be purchased by the customer separately from their Intellipath service. The keys on the proprietary sets can be programmed as feature keys or secondary directory numbers (virtual numbers). a. Feature Keys — Verizon will provide features that are available on proprietary telephone sets feature keys. These include: Automatic Dial: Allows a proprietary set user to call a frequently dialed number by pressing the assigned feature key. Automatic Line: May be assigned to individual appearances on a proprietary set, including the primary number. When an off-hook is reported, a connection is automatically established to a predetermined location. Calling Name Display: Provides for the display of the name of the person calling. This feature is offered for intragroup (intercom) calls only. Display Called Number: Provides user with the called number display during the origination, termination, programming and feature activation operations. Display Calling Number: When an incoming call is received, this feature provides the station user with display of the calling number. Key Short Hunt: Allows for the primary and secondary numbers to be programmed into a hunt group specific to the proprietary set. Multiple Appearance Directory Number (MADN): Allows an Intellipath number to be assigned to more than one proprietary set. On-Hook Dialing: An intrinsic feature of the set, it allows the user to originate calls without lifting the handset. Time and Date Display: Provides the current time and date on a station display. b. Virtual Number (also known as Secondary Number) is a software number that has the characteristics of a basic exchange access line but without a separate circuit. It is an additional directory number assigned to a proprietary set.

* Effective February 1, 2016, Intellipath Digital Centrex Service Proprietary Telephone Set Programmable Features are no longer available to new customers. Existing customers as of February 1, 2016, can continue to make moves, adds and changes at existing locations only, but cannot establish service at new locations. Effective February 13, 2026, these features are no longer available to new customers. Moves, changes or modifications to these features will no longer be supported. Service modifications for customers with existing contracts are subject to the terms of their contracts. For wire centers specific service withdrawal information, please refer to Part G, of this Product Guide

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5.1.2 Provisions for Other Services

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| A. | Directory Listings — One directory listing without charge is furnished for each customer of Intellipath digital Centrex service. Additional directory listings may be provided as for business service. |
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5.1.3 Application of Rates and Charges

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| A. | Vintages
<ol style="list-style-type: none"> Vintage I rates and charges apply to systems that are installed prior to March 1, 1993. Vintage II rates and charges apply to systems that are installed on or after March 1, 1993. |
| B. | Service Establishment Charges are payable with the first bill following installation. |
| C. | Premises Work Charges apply as appropriate. |
| D. | Mileage for main station line outside plant facilities are measured from the serving central office to the network interface arrangement(s) at each of the customer's premises. For distances in excess of three miles, charges based on cost apply for outside plant facilities. |
| E. | Standard Features may be activated at the time each line is installed or may be added or changed subsequently. When standard features are activated or changed by Verizon at the customer's request subsequent to installation of the line, the standard features subsequent additions or changes Service and Equipment (S&E) charge is applicable. |
| F. | Optional Features — The NRCs for optional features described in this section are subject to Verizon initiated change.
<ol style="list-style-type: none"> The appropriate private line channel is required between the serving central office and the customer's premises required per arrangement for the optional feature loudspeaker paging. Service and equipment charges only apply to system changes and do not apply to Optional Features changes. |
| G. | Exchange Usage charges are subject to Verizon initiated change.
<ol style="list-style-type: none"> Measured Service— All local messages are provided at the per message, per minute charges for measured business main telephone exchange service. |
| H. | Main Station Lines — Schedule A charges for central office and outside plant facilities are offered under the Flexible Rate Pricing Plan (FRPP) as described in Part A, Section 1. Current applicable rates and charges are contained in the Product Guide's price list.
<ol style="list-style-type: none"> When Schedule A charges for central office facilities are paid over a one, three, five or seven year OPP, Schedule A charges for outside plant facilities must be paid over the same period unless otherwise specified. |

Effective: December 31, 2021

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5.1.3 Application of Rates and Charges	
I.	Extension of Main Station Line Channels— Channel charges do not apply to serve main station locations within the same exchange as the principal premises when the same central office is involved. When a different central office in a multi-central office exchange is involved, in addition to the appropriate main station line charges, an intraexchange/interoffice channel charge (comprised of a S&E charge and a monthly rate) applies. The intraexchange/interoffice channel rate is subject to Verizon initiated change.
1.	To serve locations not within the same exchange as the principal premises, in addition to the appropriate main station line charges, rates and charges apply for the interexchange portion of Private Line Type 2001A channels, and for Centrex terminals. The Centrex channel terminal charge is comprised of a S&E charge and a monthly rate. The Centrex channel terminal rate is subject to Verizon initiated change.
2.	Where extensions of main station lines are located at a premises other than where the main station lines are located, but within the same exchange and serving central office area, or where extensions of main station lines are located in a different building at the same premises and served by outside plant connected via the central office, charges for outside plant facilities for an initial main station line apply. An NRC applies to each arrangement. Premise work and jack charges apply as appropriate.
3.	For locations in the same exchange but involving a different central office, intraexchange interoffice Intellipath channel rates and charges apply in addition to charges for outside plant facilities for initial main station lines.
4.	For locations in a different exchange, rates and charges for the interexchange portion of Private Line Type 2001A channels and Centrex channel terminals apply in addition to those charges for outside plant facilities for an initial main station line.
J.	Additional Tie Line Terminations are available at the applicable rates and charges.
K.	Exchange Access— A portion of the Schedule A upfront charges for main station lines are amounts attributable to the provision of exchange access.
1.	Included in the Schedule B monthly rates for main station lines are the amounts that are attributable to the provision of exchange access, which are subject to annual change by Product Guide revisions to reflect changes in the CPI for the previous year.

5.1.4 Payment Plan	
A.	Intellipath is offered under a seven year service contract during which central office common equipment and station line charges are not subject to Verizon initiated change other than as specified in Section 5.1.4B. However, such charges are under the jurisdiction of the PUC and are subject to change upon order of the PUC.

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5.1.4 Payment Plan	
B.	Intellipath main station lines comprise central office and outside plant facilities for which Schedule A and Schedule B charges are applicable. These charges also apply to central office common equipment.
1.	Schedule A contains a charge which may be paid upfront or in the form of monthly rates over a one, three, five or seven year Optional Payment Period (OPP).
2.	Schedule B contains a monthly rate that is subject to annual change by Product Guide revision to reflect changes in the Consumer Price Index for the previous year. Schedule B monthly rates apply as long as facilities are in-service.
C.	Discontinuance of Service— Service may be discontinued at any time during the seven year service contract period. If Schedule A charges are paid in the form of monthly rates, the present value of the unpaid balance, if any, is due and payable when service is discontinued.
D.	Additional Lines— Additional main stations may be added to an existing system at any time during the system's seven year service contract at the currently effective Vintage schedule. Schedule A payments for additional main stations will be calculated at the 60 month payment period rates. Schedule A payments for the first lines added within 100% of the originally contracted system (not to exceed 200 lines) will be conterminous with the expiration date of the system's service contract. For all other lines added, a full 60 month's obligation is applicable.
E.	Relocation— Intellipath may be relocated to a different premises served by the same central office without incurring termination charges and new Schedule A charges apply for outside plant facilities at the new location. Contractual billing for central office facilities may continue unchanged or a new service contract may be elected for the system. If contractual billing for central office facilities is unchanged, then outside plant facilities will be treated as additions and Schedule A payments for the new location's outside plant facilities may be paid upfront or will be calculated at the 60 month payment period rates and obligation.
F.	Transfer of Service— With the written permission of Verizon, the obligation to pay contractual charges may be assigned to another customer at the same location for a transfer of service charge and S&E charge, payable by the new customer. In addition to assuming responsibility to pay the contractual charges, the new customer assumes the conditions applicable to Intellipath Digital Centrex service at the time of the transfer.
1.	A transfer of service between customers at the same time as a relocation is not permitted.
G.	Intellipath customers may convert to Centrex Plus with no termination penalty. Conversion requests are subject to the same requirements that new system installations are in that the initial number of lines may not exceed 99. A S&E charge for rearranging combined billing applies for the order. Any one time or NRCs apply as appropriate.

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5.1.4 Payment Plan	
H.	Conclusion of the Seven Year Contract Period— At the conclusion of the service contract, if service is not discontinued, a new seven year service contract may be elected for the system in accordance with the terms and conditions applicable to a new system, except that any one time or NRCs previously paid do not apply. In the event a customer does not elect terms for a new service contract, service may be continued on a noncontractual basis subject to the appropriate Schedule B rates and Schedule A charges as for a 36 month optional period based on the latest vintage of charges in effect or to become effective until service is discontinued or a new service contract is elected.
1.	At the conclusion of or at any time during the 7-year service contract period, a customer may request to recontract for service. A new seven year service contract period for the entire system begins the day following the completion of the conversion order at the currently effective vintage of charges. A S&E charge for rearranging combined billing applies for the conversion order.
a.	No credit is granted for charges previously paid. The customer is not billed any one time or NRCs previously paid.
I.	Expiration— Upon expiration of existing seven year service agreements, existing customers may continue with Intellipath service at existing locations only at the then effective 36 month rate.
J.	Temporary Suspension of Service— Intellipath digital Centrex service main station lines are not subject to the provisions of temporary suspension of service.
K.	The appropriate Time Value of Money Equivalency Factor, based on a monthly effective interest rate of .99384% is multiplied by the Schedule A upfront payment charge to determine the monthly rates for the OPP as shown in Exhibit 5.1.4-1. The present value of outstanding OPP monthly rates for Schedule A charges is determined in accordance with the principles of the Time Value of Money at an effective interest rate of .99384% monthly.

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5.1.4 Payment Plan			
Exhibit 5.1.4-1			
Intellipath Time Value of Money Equivalency Factor Table by Selected Service Periods			
12 Months	37 Months	60 Months	84 Months
.0888	.0332	.0222	.0176

Effective: November 1, 2019

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5. Digital Centrex Services

5.2 Nynex Digital Centrex Plus (Centrex Plus) Service

Effective November 1, 2019, all new Digital Centrex Plus systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

5.2.1	Description
A.	Centrex Plus is a business telecommunications system in which the controlling dial switching equipment is located at a Verizon digital central office that normally serves the principal premises of a customer.
1.	Centrex Plus is available with dial 9 or Assume Dial 9 – no access code dialing, also known as CustoPAK.
a.	Centrex Plus with dial 9 is available under Optional Payment Plan (OPP) term offerings of 1, 3, 5, 7, and 10 years. Effective May 18, 2013, Centrex Plus with dial 9, term offers of 5, 7 and 10 years are no longer available to new customers. Existing customers may maintain their service; however, term commitment plans of 5, 7 and 10 years may not be renewed. Moves or changes to subscribers' existing services are permissible.
b.	Centrex Plus with Assume Dial 9 – is available with a month-to-month, 2- and 3-year term payment option. Centrex Plus with Assume Dial 9 lines cannot be equipped with Station-to-Station Dialing (dial intercommunications).
2.	This service is offered subject to the availability of facilities.
3.	Centrex Plus is available only on a measured service basis.
B.	Centrex Plus station lines may be either ground start** or loop start. Transmission quality over ground start** lines as received at the customer's equipment is not guaranteed. Additional transmission improvements requested by the customer due to specific equipment requirements will be provided by Verizon at charges based on cost.
C.	Standard Features provided on all lines, include the features described in Section 1 and as listed below.
1.	Call Forwarding Busy Line* permits calls attempting to terminate to a busy line to be forwarded to a preselected line within the system or to a line external to the system.
2.	Call Forwarding Don't Answer* provides for the forwarding of any incoming calls to a preselected line within the system or to a telephone number outside the system when the called line does not answer.
3.	Call Forwarding allows line to have incoming calls forwarded to another line within the system or to a telephone number outside the system.
4.	Call Hold enables a line user to place a call on hold for any length of time provided that neither party goes on-hook.
5.	Call Pickup Group allows a line user to answer incoming calls to another line within the Centrex Plus system by dialing a special code. One or more call pickup groups may be established.
6.	Call Transfer All Calls allows a line user to transfer any established call to another line inside or outside the customer group without the assistance of an attendant.
7.	Conference Calling enables a line user to establish voice connection involving the customer and two other parties. The line user, by switchhook operation is able to place an existing call on hold and dial the telephone number of a third-party, affecting a three-way call.
8.	Hunting permits the routing of calls to an idle line in a prearranged group when the called line is busy.

* Effective August 21, 2016, Call Forwarding Busy Line and Call Forward Don't Answer services are no longer available to business customers. Existing business customers as of August 21, 2016, may retain these services at existing locations. Additions, rearrangements and move of services are not permitted.

** Ground start may not be provided over fiber facilities and is only available where suitable facilities exist.

Effective: November 1, 2019

5. Digital Centrex Services

5.2 Nynex Digital Centrex Plus (Centrex Plus) Service

Effective November 1, 2019, all new Digital Centrex Plus systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

5.2.1	Description
C.	(Continued)
9.	Touch Tone provides for the origination of calls by means of instruments equipped for tone-type address signaling over special central office facilities.
D.	Optional Features are available with Centrex Plus subject to the availability of facilities and are as follows.
1.	Attendant Call Thru Test on Tie Trunks allows the attendant to verify the operation of any tie trunk by selecting a particular trunk and making a "test" call on it by dialing a special code sequence.
2.	Attendant Camp-On allows an incoming exchange network or CCSA call, which the attendant attempts to a busy station, to be held waiting and then automatically connected when the called line becomes available. An indication of the Camp-On feature will be heard by the called station at the time the attendant attempts the completion. This feature is controlled by the attendant and is provided on a per console basis.
3.	Automatic Callback enables a line user calling a busy line within the system to be automatically connected to the called line when the line becomes idle.
4.	Automatic Route Selection (ARS) provides automatic routing of outgoing calls over alternative customer facilities based on the DDD telephone number. The station user dials the ARS access code followed by a DDD number. The system routes the call over the first available special trunk facility (such as FX or tie lines) checking in a customer specified sequence. Overflow routing to the DDD network is optional.
5.	Busy Verification by Attendant allows the attendant to establish a connection to an apparently busy station line or trunk to determine if the station line or trunk is in working order.
6.	Call Waiting Originating allows a station user to direct an audible tone towards any other line in an established group which is busy. Call waiting is not provided on a station line equipped with Call Forwarding—Busy Line.
7.	Call Waiting Terminating permits a line user to receive an audible tone to indicate an incoming call is waiting, if the called line is busy. This feature may be arranged to allow a line to receive Call Waiting treatment only on incoming DID calls.
8.	Dial Through Attendant allows the telephone user to complete the dialing on other than station-to-station calls after the attendant selects the facility on attendant handled calls.
9.	Directed Call Pickup With Barge In permits a line user to answer a call ringing on another line in the Centrex group by dialing a code. If the called line has already been answered, the initiating line may barge in to the answered call and be connected to a three-way call.
10.	Directed Call Pickup Without Barge In permits a line user to answer a call ringing on another line in the Centrex group by dialing a code.
11.	Inside/Outside Ringing provides a unique pattern of ringing to permit the line user to distinguish between intragroup and DID calls.

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5.2 Nynex Digital Centrex Plus (Centrex Plus) Service

Effective November 1, 2019, all new Digital Centrex Plus systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

5.2.1	Description
D.	(Continued)
12.	Loudspeaker Paging enables dial access to customer-owned loudspeaker paging equipment.
13.	Night Service permits the routing of calls normally directed to the attendant, to preselected station lines within the system when consoles are not attended.
14.	Reminder Ring provides for a distinctive ringing signal to be furnished to a Call Forwarding Variable or Call Forwarding Over Private Facilities equipped telephone prior to the forwarding of a call to the distant location.
15.	Selective Blocking of Centrex Service Lines — Refer to Section 3.2.
16.	Selected Customer Control Facilities enables the Centrex attendant to control dial access to an individual facility group. All traffic is denied access to the affected facility group upon activation of this feature.
17.	Speed Dialing Single-Digit allows a line user to call a predesignated seven or ten-digit telephone number by dialing a valid single-digit dialing code. The customer changeable speed dialing list furnished contains either six or eight codes depending on serving facilities.
18.	Speed Dialing Two-Digit allows a line user to call a predesignated seven or ten-digit telephone number by dialing a valid two-digit dialing code. The customer changeable speed dialing list furnished contains 30 codes.
19.	Split Service Offering permits segregation of Centrex station lines into separate groups thereby enabling each group to have a different set of common features.
20.	Station Dial Code Screening allows or disallows designated Centrex telephones or a group of telephones from completing calls to specified Numbering Plan Areas (NPA's) and if required, to specified Central Office Codes (NXX's) within those NPA's. Three or six-digit screening is provided. Two arrangements are available.
a.	Arrangement I permits Centrex telephone originated calls to be completed to telephone numbers with selected NXX's in the Home NPA or other NPA's using the toll network.
b.	Arrangement II permits Centrex telephone originated calls to be completed via arranged private network facilities to offnet telephone numbers with selected NPA and NXX Codes.

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5.2 Nynex Digital Centrex Plus (Centrex Plus) Service

Effective November 1, 2019, all new Digital Centrex Plus systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

5.2.1	Description
D.	(Continued)
21.	Trunk Answer Any Line permits any line user within a group to dial a code and be connected to an incoming call to the listed directory number of the system.
22.	Uniform Call Distribution — A form of line hunting which provides for an even distribution of incoming calls among available members of a hunt group. This feature may be arranged with queuing and delay announcement from suitably equipped central offices.
23.	Proprietary Telephone Set Programmable Features* — Where suitable facilities exist, Centrex Plus customers may subscribe to features that work with customer-provided proprietary telephone set feature keys. Proprietary telephone sets must be purchased by the customer separately from their Centrex Plus service. The keys on the proprietary sets can be programmed as feature keys or secondary directory numbers (virtual numbers). a. Feature Keys — Verizon will provide features that are available on proprietary telephone sets feature keys. These include: Automatic Dial: Allows a proprietary set user to call a frequently dialed number by pressing the assigned feature key. Automatic Line: May be assigned to individual appearances on a proprietary set, including the primary number. When an off-hook is reported, a connection is automatically established to a predetermined location. Calling Name Display: Provides for the display of the name of the person calling. This feature is offered for intragroup (intercom) calls only. Display Called Number: Provides user with the called number display during the origination, termination, programming and feature activation operations. Display Calling Number: When an incoming call is received, this feature provides the station user with display of the calling number. Key Short Hunt: Allows for the primary and secondary numbers to be programmed into a hunt group specific to the proprietary set.

- * Effective February 1, 2016, Digital Centrex Plus Service Proprietary Telephone Set Programmable Features are no longer available to new customers. Existing customers as of February 1, 2016, can continue to make moves, adds and changes at existing locations only, but cannot establish service at new locations. Effective February 13, 2026, these features are no longer available to new customers. Moves, changes or modifications to these features will no longer be supported. Service modifications for customers with existing contracts are subject to the terms of their contracts. For wire centers specific service withdrawal information, please refer to Part G, of this Product Guide.

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5.2.1 Description	
D. (Continued)	
23.	Proprietary Telephone Set Programmable Features* (Cont'd) Multiple Appearance Directory Number (MADN): Allows a Centrex Plus number to be assigned to more than one proprietary set. On-Hook Dialing: An intrinsic feature of the set, it allows the user to originate calls without lifting the handset. Time and Date Display: Provides the current time and date on a station display.
b.	Virtual Number (also known as Secondary Number) is a software number that has the characteristics of a basic exchange access line but without a separate circuit. It is an additional directory number assigned to a proprietary set.

5.2.2 Application of Rates and Charges	
A.	Exchange Usage charges are subject to Verizon initiated change.
1.	Measured Service— All local messages are provided at the appropriate local usage charges for measured business main telephone exchange service.
a.	Local usage rates apply to intrasystem calls for Centrex Plus systems with Assume Dial 9.
B.	Exchange Access— Included in the monthly rates for main station lines are amounts that are attributable to exchange access.
C.	Service Establishment Charges are one time charges that are applicable for the initial installation of Centrex Plus and for subsequent additions or changes and are payable with the first bill following installation.
1.	Service Establishment charges do not apply for the initial installation or subsequent additions or changes of Centrex Plus lines and Centrex Plus with Assume Dial 9 when installed under a term commitment. However, if the service is disconnected in whole or in part or if the term commitment is terminated within one year of the initial installation, the applicable Service Establishment Charges will be billed to the customer at time of disconnect or termination of the term commitment.
D.	Premises Work and Jack Charges apply as appropriate.
E.	Extension of Main Station Lines
1.	Channel charges do not apply to serve main station lines within the same exchange as the principal premises when the same central office is involved. When a different central office in a multi-central office exchange is involved, in addition to appropriate main station lines charges, an intraexchange interoffice channel charge (comprised of a monthly rate and S&E charge) applies. This charge is subject to Verizon initiated change.
2.	To serve locations not within the same exchange as the principal premises, in addition to the appropriate main station line charges, rate and charges also apply for the interexchange portion of Private Line Type 2001A channels, and for Centrex terminals. The Centrex terminal charge is comprised of a monthly rate and S&E charge, both of which are subject to company initiated change.

* Effective February 1, 2016, Digital Centrex Plus Service Proprietary Telephone Set Programmable Features are no longer available to new customers. Existing customers as of February 1, 2016, can continue to make moves, adds and changes at existing locations only, but cannot establish service at new locations. Please refer to Part G, Section 1, for additional limitations on the availability of Digital Centrex Plus Service Proprietary Telephone Set Programmable Features.

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5. Digital Centrex Services

5.2 Nynex Digital Centrex Plus (Centrex Plus) Service

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5.2.2 Application of Rates and Charges	
E. (Continued)	
3.	Where extensions of main station lines are located at a premises other than where the main station lines are located, but within the same exchange and serving central office area, or where extensions of main station lines are located in a different building at the same premises. An NRC and a monthly rate applies for each arrangement. In addition premises work charges apply as appropriate.
4.	For locations in the same exchange but involving a different central office, intraexchange interoffice Intellipath channel rates and charges apply in addition to charges for outside plant facilities for initial main station lines.
5.	For locations in a different exchange, rates and charges for the interexchange portion of Private Line Type 2001A channels and Centrex channel terminals apply in addition to those charges for outside plant facilities for an initial main station line.
F.	Standard Features may be activated at the time each line is installed or may be added or changed subsequently. When standard features are activated or changed by Verizon at the customer's request subsequent to installation of the line, the standard features subsequent change charge for Centrex Plus is applicable.
G.	Optional Features — NRCs apply on a per feature line basis. Service charges also apply for the activation of the optional feature(s).
1.	The additional optional features busy verification by attendant of trunks or lines, loudspeaker paging, and selected customer control of facilities per facility group to which access is denied, require a Private Line Type 1001 channel between the serving central office and the customers premises.
2.	Service and equipment charges apply only to system changes and do not apply to Optional Features changes.
H.	Tie Lines may be furnished as required. Rates and charges for Private Line Type 2001B channels apply for intraexchange or interexchange channels. For interexchange tie line channels, charges for Centrex terminals apply. Centrex terminals are in lieu of local channels when tie lines terminate only in the Centrex switching equipment. Tie line termination rates and charges also apply.
I.	Conversion Charges
1.	Conversion to Centrex Plus - Any existing Centrex system served by a digital central office may convert to Centrex Plus service provided that suitable and sufficient digital central office facilities are available in the same serving central office. Premises work charges and jack charges apply, if appropriate, at the time of conversion. The initial installation per line charge for Centrex Plus also applies unless installed under a term commitment. Existing Centrex customers converting to Centrex Plus are not subject to termination charges as long as the number of Centrex Plus lines are equal to or greater than the number of lines under their current Centrex term commitment. The duration of the new term commitment must be as specified under the available payment options for Centrex Plus and must be equal to or greater in length than the time remaining in the existing term commitment.

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5.2.2 Application of Rates and Charges	
I.	(Continued)
2.	Conversion to other Verizon Services — When a Centrex Plus customer upgrades to any of the following services: FLEXPATH, Superpath 1.544 Mbps Digital Service, ISDN Primary Service, High Capacity 1.544 Mbps Service (FCC No. 11), High Capacity 44.736 Mbps Service (FCC No. 11), and Intellilight SONET (FCC No. 11), under a term commitment of equal or greater revenue value than the remaining value of the current Centrex term commitment, termination charges will not apply. The 'revenue value' of a term commitment is the minimum amount that the customer would be required to pay Verizon 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). The order for the new service and the order for the disconnect of the Centrex Plus system must be received by Verizon at the same time. Appropriate non-recurring charges apply for the replacement service.
J.	Exchange Access— A portion of the charges for main station lines are amounts that are attributable for the provision of exchange access.

Effective: November 1, 2019

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Effective November 1, 2019, all new Digital Centrex Plus systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

5.2.3 Payment Plan	
A.	Centrex Plus is offered under the following payment plans. - Centrex Plus service with the Assume Dial 9 is available on a month-to-month basis and as a 2-, and 3-year term commitment. - Centrex Plus service with the dial 9 functionality is offered under a one-, three-, five-, seven- or ten-year service term commitment. Effective May 18, 2013, Centrex Plus with dial 9, term offers of 5, 7 and 10 years are no longer available to new customers. Existing customers may maintain their service; however, term commitment plans of 5, 7 and 10 years may not be renewed. Moves or changes to subscribers' existing services are permissible. - Under the term plans for Centrex Plus with Assume Dial 9 and Centrex Plus (dial 9) the line charges are not subject to Verizon initiated change other than as specified in Section 5.2.3A. However, such charges are under the jurisdiction of the PUC and are subject to change upon order of the PUC.
B.	The application of charges for customers subscribing to Centrex Plus is as follows: - Service and Equipment charges are applicable as described in 5.2.2.C. - Monthly rates apply.
C.	Centrex Plus lines comprise central office and outside plant facilities for which one schedule of charge is applicable. The monthly charges are subject to an annual increase equal to the change in the Consumer Price Index for the previous year. Centrex Plus line (initial or growth) monthly rates include amounts that are attributable to exchange access.
D.	Termination Liability — If a customer terminates the service in whole or in part prior to the completion of the customer's chosen term commitment, the customer will pay an early termination charge calculated as follows except as specified in 5.2.3.D.3 below: Centrex Plus with Assume Dial 9 (CustoPAK) 2-Year Term Commitment - The customer will be billed termination charges of 35% of the monthly recurring charge(s) (MRC) excluding any promotional discounts, for the line(s) being terminated multiplied by the remainder of the term in months. The remainder of the term will be the number of days left in the 2-year term commitment divided by 30. If termination occurs within 30 days following installation of the service, the non-recurring and recurring charges for the period of time the service was provided apply, and termination liability will be waived. Lines subscribed to under the 2-year term commitment may not be combined with features, calling plans, usage or other voice services under a term commitment. Other voice services and/or features may be purchased only on a month-to-month basis. 3-Year Term Commitment - The customer will be billed termination charges which are calculated based on the difference between the 3-year rate and the month-to-month rate, for the number of months the Centrex Plus with Assume Dial 9 was actually in service. - All CustoPAK lines within the same account must be either a 2-year term commitment exclusively or 3-year term commitment exclusively.

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5.2.3 Payment Plan	
D. (Continued)	
2.	Centrex Plus with the dial 9 functionality — The customer will be billed termination charges which are calculated based on the difference between the rate for the term elected and the rate that applies to the term period completed for the number of months the Centrex Plus was actually in service. For example: If a customer commits to a five year term commitment and terminates at the end of year two, the termination liability would equal the difference between the one year rate (term completed) and the five year rate for those months that the customer has had the Centrex Plus system in service.
3.	Change or Update of Service — Termination liability does not apply if the customer changes to another service or upgrades service to a higher speed or capacity under a term commitment provided the value of the new term commitment is equal to or greater than the remaining value of the current term commitment, and the Company or its wireline affiliates, provides the new service via tariff, Product Guide, similar documents, commercial agreements, or a Customer Specific Pricing Contract (CSP), or a Large System-Specific Pricing Plan (LSP), and the order to discontinue the existing service and the order for the new or upgraded service are coordinated by the Company or its wireline affiliates at the same time.
E.	Additional Lines— Additional lines may be added to an existing system at any time during the system's term commitment. These lines are added at the same rate as the original lines in the system. All lines added will be coterminous with the original term commitment. Termination liability will be applicable for all lines added subject to 5.2.3.D. Month-to-month billed lines have a minimum commitment of one month.
F.	Relocation— Centrex Plus may be relocated to a different premises served by the same central office or to another central office served by the Company or to any other Verizon Telephone operating company (Verizon California Inc., Verizon Florida Inc., Verizon South Inc., Verizon Southwest (GTE Southwest Inc.), Verizon Delaware Inc., Verizon Maryland Inc., Verizon New Jersey Inc., Verizon New York Inc., Verizon Pennsylvania Inc., Verizon Virginia Inc., and Verizon Washington, DC Inc.) without incurring termination charges. The number of lines in-service at the new location must be greater than or equal to the number of lines in service at the former location. The current term commitment may continue unchanged or a new term commitment may be elected for the system. The length of a new term commitment must be equal to or greater than the remaining term of the prior commitment. A relocation of a service can be combined with a conversion according to the regulations as specified in Part E Section 5, Paragraph 5.2.2.1.2. Applicable nonrecurring charges will apply at the new location

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5.2.3 Payment Plan	
G.	Conclusion of a Term Commitment:
a.	2-Year Term Commitment - At the expiration of a 2-year CustoPAK term commitment, the 2-year term will automatically renew to a new 2-year term under the same terms, except that the monthly rate will be adjusted to the prevailing plan rate in effect at the time of renewal. In the event the customer terminates service or converts to month-to-month service within 30 days before the end of a term to 60 days after the term automatically renews, the Termination Liability Charge will be waived The customer may call to arrange for termination of the service or conversion to a month-to-month service at the end of the then current term.
b.	3-Year Term Commitment - At the expiration of a 3-year CustoPAK term commitment, if service is not discontinued, a new term commitment may be elected for the system in accordance with the terms and conditions applicable to a new system. A S&E charge for rearranging combined billing applies for the order and any one-time or NRCs previously paid do not apply. When the sole purpose of the order is to renew the term commitment, no S&E charge will apply
c.	Service may be continued on a month-to-month basis without a term commitment at the then effective month-to-month rate.
H.	Renegotiate Terms— The customer may request to renegotiate a term commitment at any time. The commitment must be for an equal or greater number of lines than the currently effective commitment. The new commitment must be for a period of time at least equal to the remaining life of the currently effective commitment. A new term commitment period for the entire system begins the day following the completion of the conversion order. A S&E charge for rearranging billing does not apply for the order. When the sole purpose of the order is to renegotiate the term commitment, no S&E charge will apply.
I.	Transfer of Service: With the written permission of Verizon, the obligation to pay term commitment charges may be assigned to another customer at the same location for a transfer of service charge and S&E charge for transfer of service, payable by the new customer. In addition to assuming responsibility to pay the term commitment charges, the new customer assumes the conditions applicable to Centrex Plus at the time of the transfer.
1.	A transfer of service between customers at the same time as a relocation is not permitted.
J.	Temporary Suspension of Service— Centrex Plus lines are not subject to the provisions of temporary suspension of service.
K.	Minimum Service Period—The minimum service period for any Centrex Plus system provided under a Term Commitment is 12 months. The minimum service period for any Centrex Plus system provided under Month-To-Month rates is one month.

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5.2.3 Payment Plan				
Exhibit 5.2.3-1 Centrex Plus Time Value of Money Equivalency Factor Table—Selected Service Periods Effective May 18, 2013, Centrex Plus with dial 9, term offers of 60, 84 and 120 months are no longer available to new customers. Existing customers may maintain their service; however, term commitment plans of 60, 84 and 120 months may not be renewed. Moves or changes to subscribers' existing services are permissible.				
12 Months	36 Months	60 Months	84 Months	120 Months
.0888	.0888	.0222	.0176	.0143