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(C) Indicates Change

PRIVATE BRANCH EXCHANGE SERVICE

A. RESERVED FOR FUTURE USE

Material previously included in this section has been detariffed in accordance with Commission Order No. M-850009.

(C)

(C)

OBSOLETE CENTREX SERVICE

(C)

B. OBSOLETE CENTREX SERVICE

(C)

1. General

The Centrex service provided in this section (B.) is grandfathered, and only available to existing customers as of the effective date of this tariff. Centrex service offered to new customers is available in Section (C) proceeding. (C)

a. Centrex service provides a switching service for intercommunicating purposes and for connection through the local and long distance telephone network to other customers on a dial basis without intermediate handling by an attendant. All service to be furnished in the Hershey, Pennsylvania Exchange. (C)

b. Centrex service will be furnished, subject to the availability of features, to Hershey Foods from a GTE 4600 Electronic Switching System located in the central office building of the Hershey Exchange. The applicable feature package rate for such features is contained in Section 7.B.4(c). (C)

c. Centrex service will be furnished, subject to the availability of features, to all other existing Centrex customers from a 5ESS Digital Switching System located in the central office building of the Hershey Exchange. The applicable feature package rates for the features offered are contained in Section 7.C.4b.c.d; line rates are defined in Section 7.B.4. The system also has other optional features as shown elsewhere in this tariff. (C)

d. Suitable building space and commercial power, including outlets, required for the operation of key telephone equipment, console(s), and other station apparatus at the customer's premises will be furnished by the customer. (C)

e. All console functions by the attendant at the customer's premises are performed at the expense of the customer. (C)

f. Directory listing will be provided without charge for ten (10) primary administrative Centrex station locations only. All additional listings will be provided at rates specified in Section 10, Sheet 8 of this Tariff. (C)

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(C)

(C) Indicates Change

	OBSOLETE CENTREX SERVICE	(C)
B.	OBSOLETE CENTREX SERVICE (Cont'd)	(C)
1.	General (Cont'd)	
	g. Mileage charges as shown in Section 4 will apply for a bridged line not located in the same building as the associated nonrestricted, semirestricted or restricted line.	(C)
	h. Where quantities of switching equipment or other facilities in excess of those considered adequate by the Telephone Company are requested by the customer, such additional facilities will be furnished at rates and charges based on costs at the time requested.	(C)
	i. The Company will charge a \$75.00 reconnection charge for each group of ten in-place stations, or a portion thereof. To be eligible for this bulk reconnection charge, the stations must retain the same telephone numbers and features and not require a premise visit.	(C)
2.	Basic Termination Charges	
	a. Customer will be required to retain a minimum amount equal to the number of access lines of the same type and grade of service originally connected for a period of seven (7) years from the connection date.	
	b. A basic termination charge as computed in (c) following will apply for a period of 84 months (7) years. If the customer elects a feature package contract term provided in Section C following the Basic Termination Charges in Section 7.C.2. following will apply.	(C) (C)
	c. Basic termination charges will be computed as follows: the initial nonrecoverable cost, less the initial estimated cost of removal, plus the actual cost of removal at the time termination occurs, less salvage.	
	d. When subsequent growth occurs beyond the initial capacity of this system, new basic termination charges will be computed as defined in (b) and (c) preceding based on the cost of this expansion.	
	e. Additional outside plant cost required to serve new structures erected by the customer will be subject to new basic termination charges and will be computed as specified in (b) and (c) preceding.	(C)

(C) Indicates Change

OBSOLETE CENTREX SERVICE

(C)

B. OBSOLETE CENTREX SERVICE (Cont'd)

(C)

3. Definitions*

a. Administrative Centrex Access Line

(C)

A Centrex Access Line used in the conduct of general business.

b. Dormitory Centrex Line

A Centrex line used in a college, university, or school living quarters of a student, faculty member or employee of the institution. Feature package rates in 7.C.4 following are not applicable to dormitory Centrex lines.

c. Hershey Food Feature Package

- Direct Inward Dialing
- Direct Outward Dialing
- Intercept
- Automatic Identification of Outward Dialing
- Basic Station Line Hunting
- Night Connection Arrangements

The system includes other standard system features and optional features as shown elsewhere in this Tariff.

* Additional definitions for Digital Centrex service features are contained in Section 7.C.3 following.

(C)

(C) Indicates Change

OBSOLETE CENTREX SERVICE

(C)

B. OBSOLETE CENTREX SERVICE (Cont'd)

4. Rates and Charges

The schedule of rates for Centrex service applies as follows:

- If customer received service prior to 7/28/83, deduct \$2.00 from monthly exchange excess line rate shown below, otherwise deduct \$6.00 from monthly exchange access line rate shown below.

		<u>Monthly Rate</u>			
		<u>Exchange Access</u>			
		<u>Intercom</u>	<u>Rotary</u>	<u>Touch</u>	<u>Feature</u>
		<u>Charge</u>		<u>Calling</u>	<u>Package</u>
					<u>Charge*</u>
a.	Administrative Access Line***				
(1)	Nonrestricted or seim-restricted access lines, each	\$ 5.50(C)	\$7.30	\$ 9.00	**
(2)	Restricted access lines, each		9.75	11.45	**
b.	Dormitory access lines****				
(1)	Nonrestricted access lines		9.05	10.55	**
c.	Hershey Foods feature package				6.60
(1)	Required for each nonrestricted or semirestricted line				

* Connection charge will not apply for original changeover to this equipment from existing C.O. Centrex.

** See Section 3 for applicable charges.

*** These rates and charges are in addition to the appropriate Feature Package rates found in Section 7.C proceeding.

**** No feature package required.

(C)

(C) Indicates Change

OBSOLETE CENTREX SERVICE

B. OBSOLETE CENTREX SERVICE (Cont'd)

(C)

(C)

OBSOLETE CENTREX SERVICE

B. OBSOLETE CENTREX SERVICE (Cont'd)

Service and equipment previously included in this section has been detariffed in accordance with Commission Order No. M-850009.

(C)

(C)

(C) Indicates Change

DIGITAL CENTREX SERVICE

C. HERSHEY SMALL USER CENTREX SERVICE* (Cont'd)

1. General

Centrex service provides for digital switching service for intercommunicating purposes and for connection through the local and long distance telephone network to customers within the Hershey exchange on a dial basis without intermediate handling by an attendant. Digital Centrex service requires special central office equipment and is provided only where such central office equipment is available.

a. Feature Packages, Hershey

The Basic Feature Package (2) of the Digital Centrex service comprises the following features:

- Call Forwarding - Busy Line¹ (C)
- - Don't Answer¹ (C)
- Call Hold
- Call Pick-Up
- Call Transfer
- Direct Inward Dialing (DID) (1)
- Direct Outward Dialing (DOD) (1)
- Intercom Dialing
- Speed Calling - System (1)
- Touch-Phone Calling
- Three-Way Calling
- Call Waiting-Terminating
- Smart Set Interface
- Distinctive Ringing/Call Waiting Tone

* Available only to existing customers.

(1) Not available on Intercom/Restricted Lines.

(2) The Basic Feature Package is the minimum feature package required on all Nonrestricted or Semirestricted access lines.

¹ Effective August 21, 2016, Call Forwarding Busy Line and Call Forwarding Don't Answer are no longer available to new business customers. Existing business customers as of August 21, 2016, may retain these services at existing locations. Additions, rearrangements and moves are not permitted. These features are still available for resale until October 17, 2016, on which date the foregoing terms shall be effective for resale. (C)

(C) Indicates Change

DIGITAL CENTREX SERVICE

C. HERSHEY SMALL USER CENTREX SERVICE* (Cont'd) (C)

1. General (Cont'd)

a. Feature Packages, Hershey (Cont'd)

The Enhanced I Feature Package (1) will include the features listed in the Basic Feature Package and,

- Automatic Callback Calling
- Call Forwarding - Variable
- Conference Calling - Six Way Station Controlled
- Directed Call Pick-up Without Barge In
- Loudspeaker Paging
- Recorded Telephone Dictation Access
- Single Digit Dialing
- Speed Calling - Customer Changeable
 - 8 Number List

The Enhanced II Feature Package (1) will include the features listed in the Basic and Enhanced I Feature Packages and,

- Call Waiting - Originating
- Cancel Call Waiting
- Directed Call Pick-up with Barge In
- Speed Calling - 30 Number List
- Radio Paging Access

Definitions for Basic and Enhanced features are listed in D.3 following.

(1) Not available on Intercom/Restricted Lines.
* Available only to existing customers.

(C)

(C) Indicates Change

DIGITAL CENTREX SERVICE

C. HERSHEY SMALL USER CENTREX SERVICE*

(C)

2. Rates and Charges

The schedule of rates for Digital Centrex Service applies as follows:

	<u>Monthly Rate</u>			<u>Connection Charge (1)</u>
a. Line Rates (2)				
Hershey Exchange Access, each line		\$4.60		(3)
Intercom Service, each line		5.00		(3)
Fully Restricted Service, each line		5.00		
	<u>Contract Term</u>			
	<u>36 Mo.</u>	<u>60 Mo.</u>	<u>84 Mo.</u>	<u>Month-to-Month</u>
b. Basic Feature Package (4)				
- Per Line				
Lines 1 - 5	\$ 6.25	\$ 5.30	\$ 4.70	\$ 6.60
Lines 6 - 10	5.60	4.80	4.20	5.95
Lines 11 - 25	5.00	4.30	3.80	5.35
Lines 25 - 99 (5)	4.50	3.90	3.40	4.80

- (1) Connection charge will not apply for original changeover to this equipment from existing C.O. Centrex. Subsequent to the initial establishment of service, a \$5.00 charge per order, per line, will apply for the installation, removal, or removal of Centrex features.
- (2) These rates and charges are in addition to usage charges found in Section 2.1.
- (3) See Section 3 for applicable charges.
- (4) Minimum Feature Package required for all exchange access lines.
- (5) For lines over 100, special assembly rates will apply.

* Available only to existing customers.

(C)

(C) Indicates Change

DIGITAL CENTREX SERVICE

C. HERSHEY SMALL USER CENTREX SERVICE* (Cont'd)

(C)

2. Rates and Charges (Cont'd)

	Contract Term			
	<u>36 Mo.</u>	<u>60 Mo.</u>	<u>84 Mo.</u>	<u>Month-to-Month</u>
c. Enhanced I Feature Package - Per Lines,				
Lines 1 - 5	\$6.85	\$5.85	\$5.15	\$7.25
Lines 6 - 10	6.15	5.25	4.65	6.50
Lines 11 - 25	5.55	4.70	4.20	5.85
Lines over 25 5.00	4.25	3.80	5.25	
d. Enhanced II Feature Package - Per Lines,				
Lines 1 - 5	7.55	6.45	5.65	8.00
Lines 6 - 10	6.80	5.85	5.10	7.20
Lines 11 - 25	6.10	5.20	4.60	6.50
Lines over 25 5.50	4.70	4.15	5.85	

* Available only to existing customers.

(C)

(C) Indicates Change

DIGITAL CENTREX SERVICE

Digital Centrex Service as set forth in this Section of the Tariff is a discontinued service offering. Rates and regulations apply only to those Digital Centrex Service systems in service on August 23, 1993, and to subsequent additions to, or changes in, such systems where, in the opinion of the Company, it is feasible to make such additions or changes. Existing customers may continue the service for the duration of their current contract at the same location unless otherwise Ordered by the Pennsylvania Public Utility Commission.

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D. DIGITAL CENTREX SERVICE

1. General

Centrex service provides for digital switching service for intercommunicating purposes and for connection through the local and long distance telephone network to other customers on a dial basis without intermediate handling by an attendant. Digital Centrex Service requires special central office equipment and is provided only where such central office equipment is available.

a. Feature Packages

The Basic Feature Package of the Digital Centrex Service comprises the following features:

(1) System Features

- Class of Service Restrictions
- Distinctive Ringing
- Distinctive Call Waiting Tones
- Direct Inward Dialing
- Direct Outward Dialing
- Group Speed Call List
- Hunting
- Intercom Dialing
- Night Service
- Special Service Facilities Access

(2) Station Features

- Automatic Call Back
- Automatic Line
- Call Forward Busy Line - Fixed
- Call Forward No Answer - Fixed
- Call Forward Variable
- Call Hold
- Call Park
- Call Pick Up
- Call Transfer
- Call Waiting
- Conference - Three Way
- Consultation Hold
- Directed Call Pick Up Without Barge In
- Last Number Redial
- Speed Call, Individual Short List
- Touch Tone

(C) Indicates Change

Issued: June 24, 1993

Effective: September 24, 1993

DIGITAL CENTREX SERVICE

D. DIGITAL CENTREX SERVICE (Cont'd)

1. General (Cont'd)

b. Option Features

(1) System Features

- Automatic Route Selection
- Datalink Attendant Console Interface
- Datapath Centrex Interface
- Datapath Modem Pool Access
- Direct Inward System Access
- Discrete Identification
- Hospital Communications/Do Not Disturb
- Loudspeaker and Radio Paging Access
- Meet Me Conference
- Message Service
- Music/Announcement On Hold
- Preset Conference
- Simulated Facilities Groups
- Special Intercept Announcements
- Telephone Dictation Access
- Uniform Call Distribution

(C)

(2) Station Features

- Business/Display Set Interface
- Call Forward Busy Line - Programmable
- Call Forward No Answer - Programmable
- Call Request Station Message Waiting
- Cancel Call Waiting
- Conference - Six Way
- Dial Call Waiting
- Directed Call Park
- Directed Call Pickup With Barge In
- Do Not Disturb - Station Activated
- Message Waiting Lamp Interface
- Executive Busy Override
- Speed Call, Individual List
- Voice/Data Protection

Effective December 31, 2021, Station Message Detail Recording (SMDR) is hereby canceled and withdrawn.

(C)

(C) Indicates Change

DIGITAL CENTREX SERVICE

D. DIGITAL CENTREX SERVICE (Cont'd)

1. General (Cont'd)

b. Option Features

(3) Integrated Centrex Services*

- Digital Voice Service (DVS)

* Available in Hershey exchange only.

DIGITAL CENTREX SERVICE

D. DIGITAL CENTREX SERVICE (Cont'd)

(C)

1. General (Cont'd)

- c. Digital Centrex service is furnished subject to the availability of outside plant facilities and features of the serving central office.
- d. Suitable building space and commercial power, including outlets, required for the operation of key telephone equipment, console(s), and other station apparatus at the customer's premises will be furnished by the customer.
- e. All console functions by the attendant at the customer's premises are performed at the expense of the customer.
- f. Directory listing will be provided without charge for ten (10) primary administrative Centrex station locations only. All additional listings will be provided at rates specified in Section 10, Sheet 8 of this Tariff.
- g. Mileage charges as shown in Section 4 will apply for a bridged line not located in the same building as the associated nonrestricted, semirestricted or restricted line.
- h. Where quantities of switching equipment or other facilities are requested by the customer, such additional facilities will be furnished at rates and charges based on costs at the time requested.
- i. The Company will charge a \$75.00 reconnection charge for each group of ten in-place stations, or a portion thereof. To be eligible for this bulk reconnection charge, the stations must retain the same telephone numbers and features and not require a premise visit.

(C)

(C) Indicates Change

DIGITAL CENTREX SERVICE

D. DIGITAL CENTREX SERVICE (Cont'd)

2. Basic Termination Charges

- a. A Digital Centrex Customer will be required to retain as a minimum an amount equal to 90% of the number of access lines of the same type and grade of service originally connected, for the term of the contract period. The term of the contract period can be no less than 36 months and the customer is required to maintain month-to-month service for a minimum of three (3) months.
- b. A termination charge as computed in (c) following, will apply to Digital Centrex customers who wish to terminate service prior to the end of the service contract term.
- c. The Digital Centrex termination charge will be an amount equal to the present value of the sum of the monthly feature package payments remaining in the contract term, plus cost of removal. The applicable interest rate will be the average interest rate on Treasury Bills for the preceding three quarters.
- d. For the contract period selected, the Telephone Company will not initiate rate increases in Feature Packages. Feature package rate is determined by subtracting the \$5.00 Intercom Line rate from the Intercom Service rate.
- e. Digital Centrex is offered to customers with a minimum two (2) Main Station Line requirement.

(C)

(C)

(C) Indicates Change

DIGITAL CENTREX SERVICE

D. DIGITAL CENTREX SERVICE (Cont'd)

3. Definitions

Basic Station Features:

a. Automatic Callback Calling

Permits a station user who attempts a call to a busy station line to be automatically connected to that line when both called and calling lines are subsequently idle. Automatic callback is only operational for station to station calls within the same customer group. Distinctive ringing is required.

b. Automatic Line

Provides an automatic connection between a calling station going off hook and a predetermined terminating number.

c. Call Forward Busy Line - Fixed

Allows incoming calls to a busy line to be automatically routed to a preselected station line. This feature must be programmed by the Telephone Company. Forwarded calls can be limited to those originating from outside the customer group.

(C)

(C)

(C) Indicates Change

DIGITAL CENTREX SERVICE

D. DIGITAL CENTREX SERVICE (Cont'd)

3. Definitions (Cont'd)

d. Call Forward No Answer - Fixed

Allows incoming calls to a station line to be automatically routed to a preselected station line when a called station is not answered after a preset number of rings. This feature must be programmed by the Telephone Company. Forwarded calls can be limited to those originating from outside the customer group.

e. Call Forward Variable

Allows a station user to redirect all calls for that station to another telephone number. The number that calls are forwarded to is restricted by the station's class-of-service.

f. Call Hold

This feature allows a station user to "hold" any call in progress by flashing and then dialing a "hold" code, thus freeing the same line for the purpose of originating another call or returning to a previously held call.

g. Call Park

Allows a station to park a call against its own directory number. The parked call can be retrieved from any station by dialing a feature code and the directory number against which the call is parked.

h. Call Pickup

Allows a station to answer incoming calls to another station within a defined call pickup group. This feature is provided on individual stations within a customer group.

i. Call Transfer

Allows a station user to hold and transfer a call to another station. Calls that can be transferred may be restricted to intragroup or incoming calls only. The transfer may be supervised or unsupervised.

(C)

(C)

(C) Indicates Change

DIGITAL CENTREX SERVICE

D. DIGITAL CENTREX SERVICE (Cont'd)

3. Definitions (Cont'd)

j. Call Waiting

With this feature, an incoming call encountering a busy station receives audible ringing. The busy station receives a call waiting tone. The called station may then place the existing caller on hold and acknowledge the incoming caller, then alternate between the callers, or abandon one of the calls.

k. Conference Three Way

Allows a station to add a third party to an existing conversation. The added party can be dropped from the connection by a flash from the initiating party.

l. Consultation Hold

Allows a station user to consult privately with a station that is being added to an existing conversation or a station to which a call is being transferred.

m. Directed Call Pickup Without Barge-In

Allows a station user to answer calls directed to a specific station line from any other station line in the customer group by dialing a feature code and the number of the ringing station.

n. Last Number Redial

Enables a station to redial the last called number by pressing a single key rather than dialing the entire number.

o. Speed Call - Individual Short List

Provides a station user with abbreviated dialing. It is limited to single digit codes and can be accessed by only one user.

(C)

(C)

(C) Indicates Change

DIGITAL CENTREX SERVICE

D. DIGITAL CENTREX SERVICE (Cont'd)

3. Definitions (Cont'd)

p. Touch Tone

Provides a station user with the capability for dual-tone multifrequency signaling.

Option Station Features:

q. Business/Display Set Interface

Provides a station with the capability to use multibutton electronic telephones designed to work with central office software. This feature provides the capability for multiple appearance directory numbers (MADNs). Standard telephones will not work on lines with the business/display set interface. MADNs can be configured in either a single-call-arrangement (SCA) or multiple-call-arrangement (MCA). The SCA allows only one set to be active on the MADN at any given time. With the MCA, more than one set in the MADN group can be active on the MADN simultaneously.

r. Call Forward - Busy Line - Programmable

Allows incoming calls to a busy line to be automatically routed to a preselected station line. The station user has the ability to change the number to which calls will be forwarded. Forwarded calls can be limited to those originating outside the customer group.

s. Call Forward No Answer - Programmable

Allows incoming calls to a station line to be automatically routed to a preselected station line when a called station is not answered after a preset number of rings. The station user has the ability to change the number to which calls will be forwarded. Forwarded calls can be limited to those originating outside the customer group.

(C)

(C)

(C) Indicates Change

DIGITAL CENTREX SERVICE

D. DIGITAL CENTREX SERVICE (Cont'd)

3. Definitions (Cont'd)

t. Call Request - Station Message Waiting

Allows a station to leave a call request/message waiting indication at another station if the called station does not answer. The indication may be stuttered dial tone or activation of the message waiting lamp. The called station may return the call by dialing the call request retrieval feature code. The message waiting lamp interface feature is required on stations with lamps.

u. Cancel Call Waiting

Allows a station with call waiting to inhibit the application of call waiting tone for the duration of one call. During this call, anyone calling the call waiting station will receive the normal busy treatment.

v. Conference - Six Way

Allows a station user to establish a conference call involving up to five other parties without attendant assistant.

w. Dial Call Waiting

Allows originating business group stations to invoke call waiting on selected intragroup calls by dialing an access code followed by the extension number of the station to be call waited.

x. Directed Call Park

This feature allows a station user to park a call against any directory number in the business group. The parked call can be retrieved from any station by dialing a feature code and the directory number against which the call was parked. The use of a variable length security code, to control which users may retrieve a call, is optional.

(C)

(C)

(C) Indicates Change

DIGITAL CENTREX SERVICE

D. DIGITAL CENTREX SERVICE (Cont'd)

3. Definitions (Cont'd)

y. Direct Call Pickup With Barge-In

Allows a station user to answer calls directed to a specific station line from any other station line in the customer group by dialing a feature code and the number of the ringing station. If the call has already been answered, a three way conversation will be established.

z. Do Not Disturb

Station activated - provides the individual station user with the option of making that station's line either busy or available to incoming calls.

aa. Message Waiting Lamp Interface

Allows a lamp to be lit as a message waiting indicator as opposed to stuttered dial tone. The lamp may be lit by another station using the call request feature or by an attendant.

ab. Executive Busy Override

Allows a station user to override a busy signal and interrupt an in-progress call on another station users line. The called station and the party connected to the called station receive a warning tone. At the end of the tone a three-way call connection is established.

(C)

(C)

(C) Indicates Change

DIGITAL CENTREX SERVICE

D. DIGITAL CENTREX SERVICE (Cont'd)

(C)

3. Definitions (Cont'd)

ac. Speed Call Individual Long List

Provides a station user with abbreviated dialing. The individual long list provides two digit codes and is dedicated to one station user.

ad. Voice/Data Protection

This feature allows a station user to inhibit intrusion features on their line. The main purpose of this feature is to prevent data transmission errors caused by interruption tones such as call waiting, operator verification, etc.

Basic System Features:

ae. Class of Service Restrictions

Provides the capability to allow or deny individual station features. The restrictions can be arranged to control all calls originating or terminating on stations and tie trunks.

- Fully Restricted Service - two types of fully restricted service are applied to stations as described in the following:

- *Attendant restricted stations are denied access to the exchange network;

- *Fully restricted stations are denied access to the exchange network and to the attendant.

- Semi-Restricted Service - allows access to the exchange network through the attendant only.
- Toll Restricted Service - enables stations to be either toll denied or assigned toll diversion to the attendant.
- Unrestricted Service - allows stations to access the exchange network, toll facilities or any service accessible by dialing.

(C)

(C) Indicates Change

DIGITAL CENTREX SERVICE

D. DIGITAL CENTREX SERVICE (Cont'd)

3. Definitions (Cont'd)

af. Distinctive Ringing

Provides a different and distinct ringing cadence for intragroup and DID calls allowing the station user to identify the type of call.

ag. Distinctive Call Waiting Tones

Permits a called station to determine whether an incoming waiting call is external or internal to the customer group by providing different tone cadences for the two situations.

ah. Direct Inward Dialing

Incoming calls from the exchange or toll network may be dialed directly to completion to unrestricted station lines without the assistance of an attendant.

ai. Direct Outward Dialing

Outward central office calls are initiated by direct dialing from unrestricted dial telephones.

aj. Group Speed Call List

Provides abbreviated dialing to the customer group through a shared speed call list. One station line is designated as the controller for the list.

ak. Hunting

This is a call completion feature that increases the likelihood of an incoming call being completed within a customer defined group of lines. Three types of hunting are available.

- Directory Number Hunting (DNH) - DNH may be either circular or sequential.

- * Circular hunting hunts all lines in the group regardless of the starting point.

(C)

(C)

(C) Indicates Change

DIGITAL CENTREX SERVICE

D. DIGITAL CENTREX SERVICE (Cont'd)

3. Definitions (Cont'd)

* Sequential hunting starts at the number dialed and ends with the last number in the group.

- Multiline Hunting - Only the pilot number of the hunt group may be dialed to access the hunt group. Hunting proceeds from the pilot number to the last number in the group.
- Distributed Line Hunting (DLH) - Only the pilot number of the hunt group may be dialed to access the group. Hunting starts after the first idle line found by the previous hunt and continues until the starting point of the hunt is reached. DLH provides an equal distribution of calls within the hunt group. DLH is used in conjunction with the uniform call distribution feature.

al. Intercom Dialing

Provides abbreviated dialing for station to station calls within the customer group.

am. Night Service

This feature routes calls, normally directed to the attendant, to preselected stations within the customer group. Trunk answer From Any Station (TFAS) may be used to allow station users to pick up calls after being alerted by a signal on the customer premises.

an. Special Service Facilities Access

Allows station users to gain access to foreign exchange lines, tie lines and WATS lines by dialing an access code.

(C)

(C)

(C) Indicates Change

DIGITAL CENTREX SERVICE

D. DIGITAL CENTREX SERVICE (Cont'd)

3. Definitions (Cont'd)

Optional System Features:

ao. Automatic Route Selection

This feature directs outgoing business group calls to the customer's most preferred available route. The customer may choose to route calls over foreign exchange lines, a common control switching arrangement, WATS or tie lines. If no private lines are available, the option of completing calls using standard DDD routing is provided. The following three features are included in automatic route selection:

- Call Back Queuing - Permits a station user, who encounters a busy network facility, to be rung back when the appropriate facility becomes available.
- Expensive Route Warning Tone - Provides a warning tone to the caller that indicates the selection of an expensive route.
- Off-Hook Queuing - Permits a station user to wait off-hook when a call cannot be completed because a facility is not available.

ap. Datalink Attendant Console Interface

Provides the connection between the central office and an intelligent console on the customer premises. The console is designed to work with central office software to provide attendant features. This feature provides the capability to use a proprietary console and not the console itself.

aq. Datapath Services

Provide the capability for an all digital switched data network at speeds ranging from 300 bps to 64 Kbps. Datapath services require the use of data units designed to work with central office software. The following two datapath services provide data transmission capabilities and do not include terminal equipment on the customer premises.

DIGITAL CENTREX SERVICE

D. DIGITAL CENTREX SERVICE (Cont'd)

3. Definitions (Cont'd)

ar. Datapath Interface

This feature provides the capability to connect a data unit to a Centrex line and establish an end-to-end digital connection on a dial-up basis with other similarly equipped Centrex lines served by the same central office. Centrex lines with this feature are used exclusively for data communications.

as. Datapath Modem Pool Access

This feature provides the capability for a datapath equipped Centrex line to communicate with analog devices over the switched network via a central office modem pool. The modem pool is owned by the Telephone Company and access is shared among Centrex customers subscribing to this feature.

at. Direct Inward System Access

Permits selected outside callers to dial from the switched network directly into the customer's Centrex system and gain access to network facilities. Operationally, the caller dials a seven or ten digit directory number (or an inWATS number for automatic answer), then an authorization code and the called number.

au. Discrete Identification

Allows incoming FX and inWATS calls to terminate on Centrex lines. This enables a station user to process these calls using Centrex features such as call hold and call transfer.

av. Hospital Communications/Do Not Disturb

This feature permits one, several or all Centrex lines within a customer group to be cut off from receiving Direct Inward Dialing (DID) and station-to-station calls. A datalink attendant console is required to activate and deactivate this feature.

aw. Loudspeaker & Radio Paging Access

Allows stations and attendants to access customer-provided loud-speaker and radio paging equipment located throughout the customer's premises.

DIGITAL CENTREX SERVICE

D. DIGITAL CENTREX SERVICE (Cont'd)

3. Definitions (Cont'd)

ax. Meet Me Conference

Allows conferees to hold a conference on a six-party conference bridge by dialing a directory number at a specified time.

ay. Message Service

Allows a datalink attendant console to be used as a message center. The message center has the capability to activate/deactivate message waiting indication for station users.

az. Music/Announcement on Hold

Provides music or a recorded announcement to callers who are waiting for connection to a called party.

ba. Preset Conference

Allows up to 25 preselected conferees to be reached simultaneously by dialing a specific directory number. The conferees associated with a particular conference directory number are programmed in advance by the Telephone Company.

bb. Simulated Facility Groups

Provides the capability to restrict the number of simultaneous DID calls terminating to the group, the number of simultaneous calls originated by the group to DDD, and the number of simultaneous intragroup calls. The simultaneous number of calls of each type are restricted separately to customer-specified quantities. Calls coming into or going out from the group over private facilities (foreign exchange, WATS, tie lines, etc.) are excluded from this restriction. These are independently limited by the number of private facilities acquired by the customer.

DIGITAL CENTREX SERVICE

D. DIGITAL CENTREX SERVICE (Cont'd)

3. Definitions (Cont'd)

bc. Special Intercept Announcements

Allows a unique intercept announcement to be provided to each business group. These announcements are applicable on originating calls that violate restrictions or the dialing plan and terminating calls to nonworking directory numbers assigned to the business group.

bd. Reserved for Future Use

(C)

be. Telephone Dictation Access

Permits access and control of customer-owned dictating equipment from a station in the customer group. The station must be equipped with dual tone multifrequency signaling.

(C)

Effective December 31, 2021, Station Message Detail Recording (SMDR) is hereby canceled and withdrawn.

(C)

DIGITAL CENTREX SERVICE

D. DIGITAL CENTREX SERVICE (Cont'd)

3. Definitions (Cont'd)

bf. Uniform Call Distribution

The following four features work together to provide a uniform call distribution group:

- Distributed Line Hunting - Provides for an even distribution of incoming calls to a group of stations (UCD agents).
- UCD Queue Slots - If all the available agents in the UCD group are active, incoming calls are placed in queue slots and callers receive an audible ringback.
- Delay Announcement on Hold - After a customer specified delay interval, queued calls are routed to a delay announcement until an agent becomes available.
- Make Busy Status - This feature allows a station to be removed from the UCD group by dialing a feature code. A different code is dialed to return the station to active status.

DIGITAL CENTREX SERVICE

D. DIGITAL CENTREX SERVICE (Cont'd)

3. Definitions (Cont'd)

bg. Digital Voice Service (DVS)

Provides the centrex customer with Integrated Services Digital Network (ISDN) transport of voice traffic. ISDN transport provides the capability for the DVS Business/Display set interface and the DVS Attendant Console Interface. Digital Voice Service also provides the following capabilities.

- DVS Loop Extension - Distance limitations apply to Digital Voice Service. The distance that a DVS station can be located from the telephone company central office is impacted by outside plant facilities and other factors. If it is determined that a station is out of limits, the DVS loop can be extended with the use of additional equipment. Charges for this service will be determined on an individual case basis.
- Individual Calling Line Identification - Provided only on intercom calls to digital sets equipped with a display. This service is not available from calls which originate outside of an intercom group.

bh. DVS Business/Display Set Interface

Provides the station user with a digital interface for a multi-button electronic telephone designed to work with an Integrated Services Digital Network. This provides the station user with the capability of having features or call appearances assigned to buttons on their telephone. This DVS interface provides the station user with the following additional features and capabilities. Availability of some features may be affected by the type of terminal equipment being used.

DIGITAL CENTREX SERVICE

D. DIGITAL CENTREX SERVICE (Cont'd)

3. Definitions (Cont'd)

bh. DVS Business/Display Set Interface (Cont'd)

- Secondary Directory Numbers - Each DVS station is required to have its own primary directory number. Secondary directory numbers are numbers that are not assigned as the primary number for any other user that appears on a set in addition to the numbers over the same telephone company facilities as the primary directory number. Additional charges apply for each secondary directory number. The secondary directory number is billed to only one Centrex line and may be assigned as a call appearance on other stations.
- Multiple Appearances of a Single Directory Number - DVS enables the Centrex user to have multiple appearances of the same directory number on the same instrument. This directory number may be a primary, secondary or shared number. Up to three appearances of primary and secondary directory numbers are provided as standard. One of the three appearances is reserved for transfer and outgoing calls.
- Call Drop - Pressing the drop button on a digital set will allow the DVS station user to drop the third party added for a 3-way call or the last party added to a conference call. It can also be used to disconnect from a 2-party call.
- Automatic Hold or Drop - A DVS station can be provided with either automatic hold or automatic drop. Automatic hold causes an active call to be automatically put on hold if the user selects another call appearance without pressing the hold button. Automatic drop causes the call to be disconnected if another call appearance is selected without pressing the hold button.

DIGITAL CENTREX SERVICE

D. DIGITAL CENTREX SERVICE (Cont'd)

3. Definitions (Cont'd)

bh. DVS Business/Display Set Interface (Cont'd)

- Idle or Ringing Call Appearance Preselection - Determines which call appearance is automatically selected when the user does not manually select one. The DVS line can be programmed to automatically select a ringing call appearance or to select an idle call appearance of a directory number.
- Manual Preselection - Allows a user to manually select a call appearance while on-hook. The preselected call appearance overrides an automatically selected call appearance provided the user goes off-hook within ten seconds.
- Conference/Transfer Enhancement - A DVS line can be programmed to simplify activation of the conference and transfer features by automatically selecting an idle call appearance of the above directory number when the conference or transfer button is pressed.
- Manual Exclusion - Allows call privacy for a DVS station user who has an active call on a shared call appearance. The user can disallow third-party bridging and held call retrieval from other stations with the same shared call appearance. Manual exclusion is implemented on a per-call basis and is effective for the duration of the call unless it is rescinded by the user.
- Delayed and Abbreviated Ringing - Provides unique ringing capabilities that can be preassigned for a shared directory number on a per-station basis. The ringing options that can be assigned on a per station basis for a shared directory are: normal ringing, abbreviated ringing, delayed ringing and no ringing.

DIGITAL CENTREX SERVICE

D. DIGITAL CENTREX SERVICE (Cont'd)

3. Definitions (Cont'd)

bh. DVS Business/Display Set Interface (Cont'd)

- Dedicated Intercom - Allows point to point communication between two (2) ISDN instruments with single button access. Maximum of four (4) per station.
- Single Digit Intercom - Provides point to point communication between ISDN instruments by dialing a single digit. Maximum of ten (10) stations per intercom group.
- Queuing for Lines - Provides a means for automatically queuing calls to hunt groups with all busy lines.

bi. DVS Attendant Console Interface

Provides an Integrated Services Digital Network (ISDN) connection between the central office and an intelligent console on the customer premises. The console is designed to work with an Integrated Services Digital Network to provide attendant features. This interface provides the capability to use a DVS console and not the console itself.

- Multiple Call Terminations - DVS enables multiple terminations of calls to each primary or secondary directory number assigned to the DVS attendant console interface. The number of calls that can terminate on one directory number depends on the size of the queue for that directory number. Up to four queue slots per directory number, providing up to five call terminations, are provided as standard. Additional charges apply if the standard number of queue slots is exceeded.
- Direct Station Selection/Busy Lamp Field - The Direct Station Selection (DSS) module is used to extend and originate calls to system users. It allows an attendant to monitor the status of up to 100 stations simultaneously. Multiple groups of 100 stations can be monitored by the same DVS console. Monitoring of up to 100 stations is provided as standard. Additional charges apply for additional groups of stations.

DIGITAL CENTREX SERVICE

D. DIGITAL CENTREX SERVICE (Cont'd)

4. Rates and Charges

a. The schedule of rates for Digital Centrex service applies as follows:

	<u>Intercom Service (1)</u>	<u>Exchange Access</u>	<u>Total (2)</u>
Lines 2 - 25	\$11.85	\$4.60	\$16.45
Lines 26 - 50(3)	11.15	4.60	15.75
Lines 51 - 99(4)	10.50	4.60	15.10

(1) Includes basic feature package. The intercom portion of this rate is \$5.00.

(2) A flat rate additive of \$5.50 applies in non-usage pricing exchanges.

(3) Rates are applicable to lines 26 - 50 only.

(4) Rates are applicable to lines 51 - 99 only.

b. Rate Stabilization Plan

Under the Company's rate stabilization plan, customers who desire to enter into digital Centrex contracts for terms of three, five or seven years will receive discounts on the intercom service rate in accordance with the following schedule:

<u>Intercom Service Rates</u>				
<u>Contract Term</u>	<u>Discount</u>	<u>Lines 2-25</u>	<u>Lines 26-50</u>	<u>Lines 51-99</u>
3 years	4%	\$11.38	\$10.70	\$10.08
5 years	16%	9.95	9.37	8.82
7 years	20%	9.48	8.92	8.40

DIGITAL CENTREX SERVICE

D. DIGITAL CENTREX SERVICE (Cont'd)

4. Rates and Charges (Cont'd)

c. Service Establishment Charge

The following charges will apply for establishing the Centrex customer group:

	<u>Nonrecurring Charge</u>
1) Primary or Secondary Service Order Charge	*
2) Centrex Group Establishment Charge	\$50.00
3) Charge per Centrex Line	10.00

* See Section 3.

d. Adds, Moves and Changes Charge

Changes to the Centrex system at the customer's request will be charged at the rates specified below on a per activity basis.

- 1) Adding new Centrex lines:
 - A Secondary Service Order Charge and a C.O. work charge, as specified in Section 3 apply.
- 2) Adding System Features:
 - In addition to a Secondary Service Order Charge, charges as specified in D.4.G apply.
- 3) Adding/Changing Station Features
 - In addition to a Secondary Service Order Charge, there will be a \$5.00 per line charge for adding or changing station features on an existing Centrex line unless charges are specified in D.4.F following.

DIGITAL CENTREX SERVICE

D. DIGITAL CENTREX SERVICE (Cont'd)

4. Rates and Charges (Cont'd)

e. PBX and Key Line Centrex Charges

Centrex service and features may be extended to PBX and Key Line customers at the rates specified below. These rates are in addition to the applicable trunk and key line rates specified in Section 2.

		<u>Monthly Rate</u>
1)	Add-on rate, per PBX trunk*	\$ 5.00
2)	Add-on rate, per Key Line*	5.00
f.	Optional Station Feature Charges	
		<u>Monthly Charge</u>
		<u>Connection Charge (1)</u>
1)	Business/Display set interface with up to:	
	- 10 SCA MADNs and/or Feature	
	Appearances**	\$ 3.50
	- 30 SCA MADNs and/or Feature	
	Appearances**	5.50
	- 50 SCA MADNs and/or Feature	
	Appearances**	7.70
2)	Call Forward Busy Line - Programmable	.75
3)	Call Forward No Answer - Programmable	.75
4)	Call Request - Station Message Waiting	.75
5)	Cancel Call Waiting	.75
6)	Conference - Six Way	1.50

(1) Connection charges, if specified, apply to new or existing service.

* Includes basic features only.

** These charges apply to single-call-arrangement (SCA) multiple appearance directory numbers (MADNs) only. Charges for multiple-call-arrangement (MCA) MADNs will be in addition to these charges. Each appearance of an MCA MADN will be charged the full Centrex line rate.

DIGITAL CENTREX SERVICE

D. DIGITAL CENTREX SERVICE (Cont'd)

4. Rates and Charges (Cont'd)

f. Optional Station Features (Cont'd)

	<u>Monthly Charge</u>	<u>Connection Charge (1)</u>
7) Dial Call Waiting	\$.75	-
8) Directed Call Park	.75	-
9) Directed Call Pick-Up With Barge In	1.00	-
10) Do Not Disturb - Station Activated	1.00	-
11) Message Waiting Lamp Interface	.75	\$ 20.00
12) Executive Busy Override	1.50	
13) Speed Call, Individual Long List	1.50	-
14) Voice/Data Protection	1.00	-

g. Optional System Feature Charges

1) Automatic Route Selection ⁽¹⁾	2.00 ⁽²⁾	5.00 ⁽³⁾
- Per ARS Pattern Change		100.00
2) Datalink Attendant Console Interface	25.00	100.00

⁽¹⁾ Connection charges, if specified, apply to new or existing service.⁽²⁾ Per Centrex line - \$100.00 Maximum.⁽³⁾ Per Centrex line - \$250.00 Maximum.

DIGITAL CENTREX SERVICE

D. DIGITAL CENTREX SERVICE (Cont'd)

4. Rates and Charges (Cont'd)

g. Optional System Feature Charges (Cont'd)

	<u>Monthly Rate</u>	<u>Connection Charge (1)</u>
3) Datapath Services		
- Data Unit Interface	\$ 7.00	\$50.00
- Central Office Modem Pool Access	5.00	20.00
4) Direct Inward System Access		
- Per Centrex System	50.00	30.00
- Per Authorization Code	2.00	-
5) Discrete Identification		
- Per FX or InWATS Line Terminated	5.00	20.00
6) Hospital Communications/Do Not Disturb	35.00	50.00
7) Loudspeaker & Radio Paging Access		
- Per Paging Access Line	25.00	50.00
8) Meet Me Conference		
- Per Conference Directory Number	9.50	20.00

(1) Connection charges, if specified, apply to new or existing service.

DIGITAL CENTREX SERVICE

D. DIGITAL CENTREX SERVICE (Cont'd)

4. Rates and Charges (Cont'd)

g. Optional System Features (Cont'd)

	<u>Monthly Rate</u>	<u>Connection Charge (1)</u>
9) Message Service	\$35.00	\$50.00
10) Music/Announcement on Hold	25.00	50.00
11) Preset Conference	15.00	20.00
12) Simulated Facilities Group, per Centrex Access Maximum of 3 Access Lines Per Simulated Facility	15.00	35.00
13) Special Intercept Announcements		
- Per Intercept Announcement	25.00	50.00
14) Reserved for Future Use		

(C)

(C)

(1) Connection charges, if specified, apply to new or existing service.

* Effective December 31, 2021, Station Message Detail Recording (SMDR) is canceled and withdrawn.

(C)

 DIGITAL CENTREX SERVICE

D. DIGITAL CENTREX SERVICE (Cont'd)

4. Rates and Charges (Cont'd)

g. Optional System Features (Cont'd)

	<u>Monthly Rate</u>	<u>Connection Charge (1)</u>
15) Telephone Dictation Access		
- Per Dictation Access Line	\$25.00	\$ 50.00
16) Uniform Call Distribution		
- Per UCD Group	35.00	100.00
- Per UCD Centrex Line	2.00	
- Per UCD Queue Slot	5.00	

(1) Connection charges, if specified, apply to new or existing service.

DIGITAL CENTREX SERVICE

D. DIGITAL CENTREX SERVICE (Cont'd)

4. Rates and Charges (Cont'd)

h. Digital Voice Service

	<u>Monthly</u>
1. DVS Attendant Console Interface	
- Includes the Primary Directory Number	\$50.00
- Per Secondary Directory Number	.50
Number of Potential Call Terminations per Primary or Secondary Directory Number	
- Up to 6 queue slots	N/C
- Each additional queue slot	5.00
DSS/Busy Lamp Field Call Appearances	
- First 100 Stations	N/C
- Each Additional 100 Stations or Fraction Thereof	6.50
2. DVS Business/Display Set Interface*	
Digital Transport Charge	22.15
Secondary Directory Numbers	
- Per Secondary Directory Number	.50
Multiple Appearances of a Single Directory Number on the Same Instrument:	
- Primary/Secondary Numbers - Charge for Each Appearance Over Three	N/C
- Shared Numbers (Call Appearances) - Charge for Each Appearance Over Two	N/C
Assignment of Call Appearances and/or Features to Buttons on Station Equipment	
- Up to 45 Assignments	N/C
- Over 45 Assignments	3.50

* All charges are in addition to other Centrex line and Feature Charges.