

Effective: November 1, 2009

CENTREX CUSTOM CALLING SERVICES

A. GENERAL

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

B. REGULATIONS

1. Explanation of Terms

Automatic Callback

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

Call Forwarding - Busy Line

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

Call Forwarding - Don't Answer

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

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B. REGULATIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Call Forwarding - Variable

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

Call Forwarding Over Private Facilities

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

Call Pick-up and Call Hold

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

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CENTREX CUSTOM CALLING SERVICES

B. REGULATIONS (Cont'd)

1. Explanation of Terms (Cont'd)

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

Call Transfer-individual - All Calls

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

Consultation Hold - All Calls

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

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B. REGULATIONS (Cont'd)

1. Explanation of Terms (Cont'd)

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

Three-way Calling - All Calls

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

Call Waiting

Originating

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

Terminating

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

Customer Group

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

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CENTREX CUSTOM CALLING SERVICES

B. REGULATIONS (Cont'd)

1. Explanation of Terms (Cont'd)

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

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

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

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

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

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

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CENTREX CUSTOM CALLING SERVICES

B. REGULATIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Reminder Ring

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

Ultra Forward®

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

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B. REGULATIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Series Completion Hunting Group

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

Speed Dialing

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

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

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B. REGULATIONS (Cont'd)

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

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

16. Automatic Callback

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

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CENTREX CUSTOM CALLING SERVICES

B. REGULATIONS (Cont'd)

17. Call Forwarding Over Private Facilities

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

18. Reminder Ring

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

19. Distinctive Ringing and Calling Waiting Tone

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

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CENTREX CUSTOM CALLING SERVICES

B. REGULATIONS (Cont'd)

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

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

20. Call Waiting, Originating, Options

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

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

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CENTREX CUSTOM CALLING SERVICES

B. REGULATIONS (Cont'd)

24. **Ultra Forward**

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

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CENTREX CUSTOM CALLING SERVICES

C. RATES

	<u>Installation Charge</u>	<u>Per Month</u>	<u>USOC</u>
1. Call Forwarding - Busy Line, per line			
a. Incoming Calls only.....	-	\$.70	E6GNC
b. Incoming and intercommunicating calls.....	-	.70	E6GUR
2. Call Forwarding - Don't Answer*, per line			
a. Incoming calls only.....	-	.70	E9GNC
b. Incoming and intercommunicating calls.....	-	.70	E9GUR
3. Call Forwarding - Variable, per line.....	-	2.77	ESM DMA E6D
4. Directed Call Pick-up, either with or without barge in and call hold, or Call Pick-up and Call Hold, per line.....	-	1.88	EPH
5. Call Transfer-individual - All Calls, Consultation Hold - All Calls and Three-way Calling - All Calls, per line			
a. Centrex I Service system.....	-	1.77	E2H
b. Centrex II Service system.....	-	.70	E2H
c. Centrex-50 Service system.....	-	.83	E2H
d. Per change in call transfer capabilities per Centrex system.....	\$135.58	None	CTP
6. Call Waiting, per line			
a. Originating.....	-	2.77	ESZ
(1) Recorded announcement.....			-
			Rates and charges are as specified in Section 9 of this Product Guide for Re- corded Announcement for Attendant Camp-on.
(2) Music.....			-
			Rates and charges are as specified in Section 9 of this Product Guide for Music for Attendant Camp-on.
b. Terminating.....	-	4.83	ESX

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

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CENTREX CUSTOM CALLING SERVICES

C. RATES (Cont'd)

		<u>Per Month, Per Line</u>	<u>USOC</u>
7.	Individual Speed Dialing		
a.	6-number capacity	\$2.77	EST
b.	30-number capacity	4.13	ESF
8.	Shared Speed Dialing		
a.	First line		
	6-number capacity	Rates and charges are as specified for Individual Speed Dialing, 6-number capacity, preceding.	
	30-number capacity	Rates and charges are as specified for Individual Speed Dialing, 30-code capacity, preceding.	
b.	Each additional line sharing the same 6- or 30-number list.....	.70	
9.	Call Forwarding - Don't Answer Ringing Cycle Change, per line changed.....	-	\$ 2.49
		<u>Service Establishment Charge</u>	<u>Installation Charge</u>
		<u>Per Month</u>	
10.	Automatic Callback		
a.	Common equipment, per system	\$506.02	92.23
b.	Per line equipped	-	2.49
11.	Call Forwarding Over Private Facilities		
a.	Common equipment, per system	494.81	92.23
b.	Per line equipped	-	1.94

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CENTREX CUSTOM CALLING SERVICES

C. RATES (Cont'd)

	<u>Installation Charge</u>	<u>Per Month</u>	<u>USOC</u>	
12. Reminder Ring				
a. Furnished with the initial installation of Call Forwarding - Variable, or Call Forwarding Over Private Facilities optional service features	-	None	-	
b. Furnished subsequent to the initial installation of such optional service features, per line	\$2.49	None	-	
13. Distinctive Ringing and Call Waiting Tone				
a. Common equipment for either or both Class B and C ringing and tone, per system	-	\$5.50	DRR	
b. Class B ringing and tone, per line equipped	-	1.25	BRT	
c. Class C tone, per line equipped with Call Waiting - Originating	-	.75	ODT	
d. Class C ringing and tone, per preemptible SCAN access line terminal	-	.75	CCN	
14. Ultra Forward	-	7.50	FRC	(l)