

Effective: November 1, 2009

CUSTOMER MOVES AND CHANGES (CMAC)

1. GENERAL

- a. Customer Moves and Changes (CMAC) provides Centrex **CustoFLEX 2100** Service customers with the ability to prepare, schedule and implement, all under their control, certain feature changes and certain configurations of their **CustoFLEX 2100** Service from the customer's computer terminal.

2. REGULATIONS

- a. The management capabilities of CMAC include, but are not limited to, the following:
 - (1) Service Option Information Changes:
 - Service Level Assignment – The customer can change the permission level assigned to define calling privileges associated with both facilities and station users.
 - Call-Pickup Group – The customer can establish a call-pickup group and add or delete members from an existing call-pickup group.
 - Call Forwarding Number – The customer can change the number to which a station user forwards calls.
 - Authorization Code Assignment – The customer can activate, change or deactivate authorization codes. The customer can also display the features associated with the authorization code for a particular user.
 - Button Features – The customer can manage the buttons on a multi-button station set by either activating features or enabling call appearances (specific telephone numbers assigned to buttons).
 - (2) Activation/Deactivation of Features – The customer can either add a feature to a telephone number which does not have a pre-existing feature, modify an existing feature or remove a feature from a telephone number which has pre-existing features. This function is limited to the features included in the feature packages subscribed to by the customer.
 - (3) Telephone Number Swaps – The customer can swap telephone number assignments among like lines within a **CustoFLEX 2100** Service system.
- b. CMAC is not available to **CustoPaksm** customers, but is available to all other existing or new **CustoFLEX 2100** Service customers.
- c. CMAC will be furnished only from offices that are technically capable of and equipped for providing the service.

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2. REGULATIONS (Cont'd)

- d. CMAC will be furnished only from offices that are technically capable of and equipped for providing the service.
- d. Customers will have 24-hour access to the CMAC system except when restricted during maintenance windows. Customers are permitted unlimited sessions on the system; however, after a period of inactivity, the system will terminate the session.
- e. Some of the lines in a customer's **CustoFLEX 2100** Service system cannot or should not be rearranged. The Telephone Company will specify the unchangeable lines. The customer may have the Telephone Company designate other lines as unchangeable. Changes to these lines will be made through the Telephone Company's existing service order procedures.
- f. CMAC service is provided per customer **CustoFLEX 2100** Service system.
- g. All normal or emergency functions of the central office switch processor will have priority over execution of CMAC requests. The Telephone Company assumes no responsibility for change requests delayed by priority central office switch processor functions.
- h. The Telephone Company reserves the right to inhibit CMAC service in the event of a service-affecting condition to the central office or affiliated operating support system.
- i. The Telephone Company reserves the right to bill appropriate charges should the customer-initiated changes require corrective action by the Telephone Company.
- j. A customer with 201+ lines will be priced under an Individual Case Basis (ICB) arrangement.

3. RATES AND CHARGES

The following rates and charges apply per **CustoFLEX 2100** Service System.

<u>Line Size</u>	<u>Nonrecurring Charge¹</u>	<u>Monthly Rate</u>
2-200 Lines	\$800.00	\$95.00
201+ Lines	ICB	ICB

(1) Applies in addition to appropriate service order charges