

Verizon Pennsylvania LLC

CENTREX SERVICE

Effective May 16, 2017, all new Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

Centrex Service consists of dial switching equipment and special intercity facility terminals, located on Telephone Company premises, interconnected with customer-provided stations on the customer's premises to provide intercommunication among the stations and station access to the exchange network and the intercity facilities. This service offering requires special central office equipment and is provided only where such central office equipment is available.

Beginning June 1, 1996 this service is offered on a Grandfathered (limited 8 availability) basis to Centrex systems up to 75 lines. These systems are not available for new installation of systems up to 75 lines. Customers utilizing these systems up to 75 lines may continue the service at their present locations and may add lines at their present locations. Customers will not be permitted to move their service to a new location or add locations. Customers under term commitment can retain service until the term commitment term expires. Upon term commitment expiration, customer may continue service on a month-to-month billing basis or convert to a new service.

A. GLOSSARY OF TERMS - BASIC FEATURES

Add-on Conference - All Calls. A station user may establish a 3-way conference by holding any in-progress call, through operation of the switchhook, and then dialing another call. By again operating the switchhook, the station user can connect the two calls. On obsolete systems where All Calls is not provided, only DID calls can be put on hold and a three-way conference call established.

Automatic Callback Calling. This feature permits an originating Centrex line user who attempts an intercommunication call to a busy Centrex line, to automatically be connected to that line when both called and calling lines become idle, by dialing an activation code. Automatic Callback Calling will only operate for intercommunication calls between Centrex lines of the same Centrex System. This feature can be canceled by the originating station user dialing a deactivation code.

A called or calling Centrex line is permitted only one Automatic Callback Calling request pending at a time. A request for Automatic Callback Calling will remain active for a period of up to 30 minutes unless completed or deactivated sooner.

This feature is only available from a properly equipped ESS Centrex Office.

Call Forwarding - Busy Line¹. A fixed arrangement which routes incoming calls to another specified line of the system if the intended line is in use. With this arrangement, more than one station line can forward to a common station line.

Call Forwarding - Busy Line and Don't Answer. A fixed arrangement which routes incoming calls to another specified line of the system.

Call Forwarding - Don't Answer¹. A fixed arrangement which routes incoming calls to another specified line of the system if the intended line is unanswered, after approximately three ringing cycles. This feature is not provided on lines of a UCD group with queuing.

Call Forwarding - Variable. An arrangement which permits a station user to have incoming calls automatically transferred to another line of the system, or to a line outside the system, for temporary periods. The feature is activated by dialing a code, followed by the line number to which calls are to be forwarded. The feature is deactivated by dialing another code.

Call Hold. An arrangement which permits an in-progress call to be held for extended periods or in order that another incoming call on another line may be answered.

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 services are still available for resale until October 17, 2016, on which date the foregoing terms shall be effective for resale.

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A. GLOSSARY OF TERMS - BASIC FEATURES (Cont'd)

Call Pickup. An arrangement which permits any line of a pickup group to answer incoming calls intended for any other line of the same pickup group. Call Pickup is not available on line of a UCD group with queing.

Call Transfer - Individual - All Calls. A station user may transfer any call to another station line of the system or to the attendant by operating the switchhook and dialing the intended line. On obsolete systems where All Calls is not provided, only DID calls can be transferred.

Call Waiting - Originating. An arrangement in which calls to lines of the system which are in use, originated by lines so equipped, are "announced" by a short burst of tone (audible only to the called party) and automatically completed upon termination of the in-progress call, or if the in-progress call is placed on Call Hold by the called party.

Call Waiting - Terminating. An arrangement in which all incoming calls on lines already in use are "announced" by a short burst of tone (audible only to the called party) and automatically completed upon termination of the in-progress call, or if the in-progress call is placed on Call Hold. Call Waiting-Terminating can be provided on an Intragroup-mode (calls originated outside the system) or All Calls mode (all intended calls). Call Waiting may be temporarily deactivated prior to initiating a call or during a call in progress. The station user deactivates Call Waiting by dialing a special code. The Call Waiting will be automatically reactivated when the call or call attempt is terminated.

Conference Service. (see Add-On Conference - All Calls)

Consultation Hold - All Calls. A station user may hold any in-progress call by operation of the switchhook. The station user is automatically returned to the original call upon completion of the second call. On obsolete systems where All Calls is not provided, only DID calls can be placed in the Consultation Hold mode.

Dial Call Waiting - Selective. This feature provides an equipped Centrex station line with the ability to selectively invoke the call waiting tone on a busy station within the Centrex system. Upon encountering a busy condition, the originating station line dials the DCW access code followed by the station number of the busy station. The originating station line hears an audible ringing. The busy station is alerted with a burst of tone audible only to that station user. The tone is repeated once, ten seconds later, if the incoming call has not been answered.

Certain features of the busy station line are inhibited by activation of the DCW feature i.e., Call Forwarding and hunting arrangements.

This feature is available to customers with Centrex service only.

Direct Inward Dialing (DID). Incoming calls from the exchange or toll network may be dialed directly to completion to unrestricted station lines without the assistance of an attendant.

Direct Outward Dialing (DOD). Outward central office calls are initiated by direct dialing from unrestricted dial telephones.

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Directed Call Pickup. This feature provides the ability for a call directed to a station line to be answered by any other station user by dialing a code number followed by the station line number. Only one of two arrangements, per system, are permitted.

Barge In. If the call has already been answered, a burst of tone is applied to alert the answering party of the impending presence of a third party. The third party is then bridged into the existing connection.

Non-Barge In. If the call has already been answered, the station user who dialed the access code receives a busy tone.

Inside/Outside Ringing and Call Waiting Tone. The Inside/Outside Ringing feature identifies the source of incoming calls to idle Centrex station lines by unique ringing patterns. The Inside/Outside Call Waiting Tone identifies the source of incoming calls to busy Centrex station lines.

There are three classes of ringing as follows:

<u>CLASS</u>	<u>IDENTIFIES INCOMING CALL SOURCE</u>
A	- Intercommunication
B	- Direct inward dialed local & toll - Attendant completed - Compatible Special Services facilities
C	- Dial Call Waiting-Selective - Call Waiting-Originating - Night Service Arrangement (for Centrex Systems equipped with 51A Consoles)

This feature is only available from a properly equipped ESS Central Office.

Line Answer - Any Station. This is the standard night service arrangement for Basic CENTREX SERVICE and/or equivalent service. This feature is provided only with console operation. When the attendant equipment night service feature is activated, any unrestricted station user at the main location can answer incoming calls indialed to the attendant by dialing a prearranged code. After the incoming call is answered it may be transferred to another station line in the same manner as described under Call Transfer - Individual - All Calls.

Station Line Hunting. (see also Call Forwarding-Busy Line¹). Station lines may be arranged in groups so that calls to a busy line in a group will be completed to another line in the group which is not busy.

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 services are still available for resale until October 17, 2016, on which date the foregoing terms shall be effective for resale.

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A. GLOSSARY OF TERMS - BASIC FEATURES (Cont'd)

Station Line Identification. An itemized list of toll calls and the total charges for Local Use is associated on the bill with the number of each originating station line. The identification of such calls is always automatic on CENTREX SERVICE.

Station-to-Station Calling. Calls are made to other station lines of the same system by dialing the station line number (usually 4 digits).

System Speed Dialing (USOC-SYM) - This arrangement is a Speed Dialing Type II list (up to 30 numbers) that is a feature of Basic Centrex Service (per line, USOC-SFE). One System Speed Dialing list is provided per Centrex System.

Additional Speed Dialing lists are available under Centrex Optional Features. All limitations applicable to Optional Feature Speed Dialing lists also apply to System Speed Dialing.

B. GENERAL PROVISIONS

1. PROVISION OF CENTREX SERVICE AND CENTREX OPTIONAL FEATURES

Centrex service requires special central office equipment and is only furnished from the central offices where such equipment is available. Centrex optional features are furnished only to the extent that facilities in these central offices permit. Where it is feasible to extend Centrex C.O. service within the same central office district or to a different central office district via a remote switching vehicle, additional charges, as determined by the Telephone Company, may apply.

2. OPERATING

All operating at the customer's premises is performed at the expense of the customer and in conformity with the rules and provisions established by the Telephone Company to maintain a proper standard of service.

3. PERMISSIBLE INTERCONNECTIONS

Centrex stations and tie lines confined to one premises or extending to another premises of the same customer may be connected for exchange service if they are also interconnected with each other, or interconnected with stations and tie lines extending to the premises of another customer. Centrex station lines may not be terminated as access lines in another switching system where the sole purpose is for exchange service. Station lines and tie lines connected with a Centrex system and extending to the premises of another customer may not be connected for exchange service. Calls over such lines also may not be connected to other stations or tie lines which extend to the premises of another customer.

The term "premises of the same customer" includes premises occupied by an agent or representative of the customer or a controlled or controlling partnership or corporation or a joint user.

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B. GENERAL PROVISIONS (Cont'd)

4. MAIN LOCATION

The customer's principal service location where the attendant function is performed.

5. PREMISES

All continuous property occupied by the customer under lease, ownership or other legal right is considered to be a single premises. Continuous property of the customer intersected by a public thoroughfare may be considered a connected premises for the applications of Centrex service station line rates where the customer provides a privately owned and controlled passageway across such public thoroughfare in which the Telephone Company can place its facilities.

6. CENTREX SYSTEMS

A Centrex system consists of dial switching equipment, attendant positions (if provided) and stations connected by Centrex lines. A system includes only those station lines whose inward exchange and toll service is through the customer's main switching location via a single central office switch.

7. CENTREX LINES

For the application of channel charges, Centrex lines include tie lines between switching locations of the same Centrex system or different Centrex systems of the same customer, station lines between the stations and the switching locations, and lines to provide access to exchange and message toll service.

8. CENTREX CLASSES OF SERVICE

A preselected arrangement which permits a particular station line group and/or tie line group access to a designated Centrex facility or group of facilities (tie line, WATS line, each pattern of call diverting, etc.).

Unrestricted station line class of service has the capability to make calls to or receive calls from the exchange network, other station lines of the same system or tie lines associated with the same system.

Partially Restricted station line class of service can originate calls to the exchange and message toll network, even though subject to some restrictions such as access to the network only through an operator, or restriction from access to tie lines or other line groups available to unrestricted station lines, etc.

Fully Restricted station line class of service is limited to intercommunication calls only and cannot reach the attendant or be connected inward or outward to central office service.

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B. GENERAL PROVISIONS (Cont'd)

8. CENTREX CLASSES OF SERVICE (Cont'd)

The number of Centrex station lines and/or tie line classes of service provided as standard is determined by the type of serving Central Office. Additional charges apply to increase the number provided as standard.

9. CENTREX MILEAGE

Station mileage charges apply for all Centrex station lines located more than one mile from the serving central office or extension of such central office via a Remote Switching Vehicle as specified in B.1., preceding. Such mileage is measured from such central office or extension to a point situated closest to such central office or extension for each premises of the customer. In order to measure mileage from the Remote Switching Vehicle, Centrex customers must be physically connected to the Remote Switching Vehicle. No other mileage charges apply to Centrex lines between points within the same central office district in which the customer's main switching equipment is located.

In addition, Special Services charges as shown in the Special Services Tariff (Pa. P.U.C.-No. 304) apply to provide all Centrex lines in central offices and exchanges other than that which houses the main switching equipment.

10. ATTENDANT EQUIPMENT

One hundred route feet of cable to the attendant equipment from the cable frame on the same premises is included in the basic console charges. Additional cable is subject to charges based on cost.

11. ATTENDANT SERVICE

Incoming calls to the main listed number are answered by an attendant, who may complete the call to the desired station utilizing a console or attendant telephone set (partial attendant service). An unrestricted or partially restricted station user may dial the attendant over attendant lines to secure assistance in the completion of an outgoing call. Consoles are normally located at the main location. Consoles may be arranged for call distribution so that incoming calls will be routed to any available attendant, and for switched loop operation so that the attendant position is released after a call has been established.

12. ATTENDANT LINES

Attendant lines are used to terminate the main listed number group and provide other normal attendant functions where consoles are not provided.

These lines also terminate incoming FX and Toll Free Service traffic, if desired by the customer, and have the ability to complete calls on such lines to stations of the system. Attendant lines are furnished with improved transfer capability, which disables the consultation hold feature.

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B. GENERAL PROVISIONS (Cont'd)

13. POWER SUPPLY

All power required in connection with attendant equipment or other equipment on the customer's premises associated with a Centrex system is provided by the customer, at a voltage of approximately 110 or 220 volts either D.C. or A.C. The customer extends power leads to a point designated by the Telephone Company and provides necessary outlets.

14. SPACE

Sufficient suitable space shall be provided by the customer, at his expense, to place the required attendant and distributing equipment on the customer's premises.

15. PROVISIONS PERTAINING TO THE APPLICATION OF CENTREX STATION LINE CHARGES

The exchange in which the customer's main switching equipment is normally located determines the rates for all station lines of a Centrex system. The local service area for a Centrex system is the same as that for exchange service in the central office normally serving the customer's main location. Should the business Unlimited Usage Package be withdrawn from exchange service, existing Centrex flat rate main station lines will become measured rate main station lines.

Standard and Valu-Pak local usage options as described in Pa. P.U.C.-Nos. 180A, 182, 182A, 185B and 185C, are available with Centrex service. One local usage package per Centrex main station line is available, subject to a maximum number of packages per system as stated below:

<u>System Size</u>	<u>Maximum Number of Local Usage Packages Per System</u>
Up to 20 Lines	10
21 - 100 Lines	20
Over 100 Lines	30

The Centrex main station line monthly rate consists of all facilities, including intercommunication and outside plant facilities, from the Telephone Company Central Office switching equipment to a rate demarcation point determined by the Telephone Company, to which customer-provided terminal equipment or communication system can be connected.

A Centrex main station line is loop start with a 300-3400 Hz bandwidth. The transmission design objectives are a maximum loop resistance of 1300 ohms and no more than 5.0 dBm transmission loss at 1004 Hz. Transmission requirements other than those specified may be available if facilities permit at rates developed on an individual case basis.

The charge for a Centrex main station line consists of a Centrex Line Termination which is comprised of an intercommunication charge and an exchange access charge and applies once for each Centrex main station line.

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B. GENERAL PROVISIONS (Cont'd)

15. PROVISIONS PERTAINING TO THE APPLICATION OF CENTREX STATION LINE CHARGES (Cont'd)

Where a Centrex main station line terminates in a customer-provided Key telephone system, the Centrex line termination charge applies.

The intercommunication portion or the exchange access portion of the Centrex Line Termination component are not offered separately.

Charges specified in this or other Sections of this Informational Guide, as appropriate, apply for Centrex station lines.

The interstate Line Cost Charge (LCC) is included in the main station line monthly rate. The line rate increases or decreases to offset any increase or decrease in the interstate LCC.

Customers who request split billing of their Centrex Service will have each individual billing number treated separately, i.e., the station count will be restarted on each separate bill.

16. DIAL TONE LINES FOR ACCESS TO EXCHANGE AND MESSAGE TOLL SERVICE

Centrex Dial Tone Lines - Dial tone line rates for locations within the same central office district as the main switching equipment are included in the station line charge.

Non-Centrex Dial Tone Lines - Dial tone lines for outgoing service from a Centrex satellite through the local serving central office are provided at the rates quoted in the Local General Tariffs or Guides for the exchange areas in which the services are furnished.

17. SUSPENSION OF SERVICE

Suspension of Centrex Service at the customer's request is not provided.

18. DISCRETE IDENTIFICATION

Incoming FX and Toll Free Service calls can be distinctly identified when they terminate on a Centrex line or group of lines other than the main listed number group.

19. INCOMING FX/TOLL FREE SERVICE ACCESS ARRANGEMENT

Incoming calls on FX and/or Toll Free Service lines can be terminated on an attendant console, attendant lines (where a console is not provided) and non-attendant lines. Incoming calls terminated in this manner may be transferred to other unrestricted Centrex lines of the system.

20. INCOMING COMPATIBLE SPECIAL SERVICES ACCESS ARRANGEMENT

Incoming tie lines may be arranged to permit selection of a line on the system, or another tie line (tandem tie line operation) or FX line.

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B. GENERAL PROVISIONS (Cont'd)

21. INTERCEPT

CALLS TO DISCONNECTED OR UNASSIGNED STATION LINE NUMBERS.

STATION TO STATION CALLS. A standard arrangement that provides a common message for all Centrex systems served from the same central office.

DID CALLS.

STANDARD ARRANGEMENT. Calls can be routed to the customer's attendant and be treated as completed calls, or calls can be routed to an automatic announcement machine (where facilities permit) that provide a standard message for all Centrex systems served from the same central office and not be treated as completed calls.

OPTIONAL ARRANGEMENT. Calls can be routed to an automatic announcement device, located in the serving central office, that will convey the customer's message. The message would be restricted by the limitations of the announcement machine as determined by the Telephone Company. DID calls under this arrangement would not be treated as completed calls. The rates specified elsewhere in this Section for Intercept to Recorded Announcement apply for this feature.

Optional Number-To-Number Referral Service is available for disconnected numbers at the rates described in Section 5A of Pa. P.U.C.-No. 1.

CALLS TO DISCONNECTED CENTREX SYSTEMS. Calls to the main listed Centrex number will be intercepted and referred without additional charge. Optional Number-To-Number Referral Service is available at the rates described in Section 5A of Pa. P.U.C.-No. 1.

22. CALL DIVERTING

Centrex service can have station classes of service arranged so that toll calls dialed from preselected unrestricted or partially restricted Centrex stations are routed to either a tone signal or the console attendant.

23. PRICING OPTIONS

A customer commits to keeping Centrex service four or more years and maintain a minimum number of lines in service during this period in return for price discounts on the main station lines. These discounts are based on length of commitment and type of term commitment provision selected.

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B. GENERAL PROVISIONS (Cont'd)

24. RATINGS OF MESSAGE TOLL AND LOCAL USE CALLS

All inward and outward calls, including those terminating or originating at satellites and handled via the Centrex system, are rated as terminating or originating at the location of the main switching equipment. However, calls over the non-Centrex foreign exchange or satellite local dial tone lines covered in B.16. preceding are rated to and from the central office to which the dial tone lines are connected. Station Identification and billing is not provided under the Centrex service offering for calls placed over these dial tone lines.

The features Call Transfer, Three-Way Calling, Call Forwarding Busy¹, Call Forwarding Don't Answer¹ and Call Forwarding Variable may generate local, intraLATA toll or long distance usage charges. If generated, these charges are the responsibility of the customer.

25. IDENTIFICATION BY TIE LINE GROUP

Identification by tie line groups of toll and Local Use calls placed over tie lines from branch exchange systems of the same customer and terminating in the main Centrex switching equipment can be provided. Calls will be rated as originating at the location of the main switching equipment of the Centrex system.

26. CENTRAL OFFICE PROGRAM UPDATES

The Telephone Company's obligation to provide Centrex Optional Features is contingent upon its ability to provide the necessary central office program updates without unreasonable expense.

27. DIRECTORY LISTINGS

One free directory listing is provided with all Centrex systems. A note following the main service listing may be provided without additional charge, calling attention to the fact that stations may be dialed directly if the number is known. Additional directory listings may be furnished at the charges set forth in Section 5 of Pa. P.U.C.-No. 1.

28. TERM COMMITMENT PERIODS; TERMINATION CHARGES

There are two term commitment periods for CENTREX SERVICE, with separate termination charges applicable to each, except as specified in Section 2A for certain obsolete Centrex Systems or Section 2E for customers who chose Pricing Options. Attendant common equipment, attendant positions, Basic Private Line Terminations, Basic Senderized Private Line Terminations and Advanced Private Line Terminations are furnished under a three-year term period.

TERM COMMITMENT PERIODS

- For systems up to and including 100 Centrex main station lines, the term commitment period is six months.

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 services are still available for resale until October 17, 2016, on which date the foregoing terms shall be effective for resale.

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B. GENERAL PROVISIONS (Cont'd)

28. TERM COMMITMENT PERIOD; TERMINATION CHARGES (Cont'd)

TERM COMMITMENT PERIODS (Cont'd)

- For systems with more than 100 Centrex main station lines, the term commitment period is three years.

Whenever a system subject to a six-month term commitment period exceeds 100 Centrex main station lines, it automatically becomes subject to a three-year term commitment period retroactive to the original date of service. The system cannot thereafter revert back to a six-month term commitment period regardless of the number of Centrex main station lines in service during the remainder of the three-year term commitment period.

TERMINATION CHARGES

Six-month Term Commitment Period - For Systems up to and including 100 Centrex Main Station Lines

A termination charge of \$45.00 is applicable for each main station line disconnected within the six-month term commitment period.

When a system is disconnected or moved to a location in a different Central office within the term commitment period, a termination charge of \$45.00 is applicable for each main station line disconnected or moved.

There are no termination charges applicable to common equipment.

No termination charges apply once the six-month term commitment period has expired, unless the system exceeds 100 main station lines, in which event it automatically becomes subject to a three-year term commitment period retroactive to original date of service.

Three-year Term Commitment Period - For Systems with more than 100 Centrex Main Station Lines

Common equipment and main station lines are furnished under a three-year term commitment period. Termination charges for common equipment and main station lines are not applied until the entire system is disconnected or moved to a location in a different Central office. Termination charges for service disconnected or moved are based upon the most recent three-year period for the system.

When a system is disconnected or moved, no service life will be credited for the common equipment or main station lines for the portion of the year that may elapse following the last annual review date.

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B. GENERAL PROVISIONS (Cont'd)

28. TERM COMMITMENT PERIOD; TERMINATION CHARGES (Cont'd)

TERMINATION CHARGES (Cont'd)

In order to calculate the termination charges, the following analysis must be performed:

- a. The highest number of lines must be determined from any of the last three years that the system was installed.
- b. Each individual year, over the life of the system, must then be examined to determine if there are two other years having the number of lines equal to or exceeding the number of lines determined above in paragraph "a".
- c. If, during the life of the system, the number of lines during two other individual years equals or exceeds the number of lines determined in paragraph "a", the customer pays no termination liability.
- d. If, however, during the life of the system, there are not two other individual years having the number of lines that equals or exceeds the highest number of installed lines determined in paragraph "a", a termination liability will apply.
- e. Termination Liability is calculated by taking the difference between the number of lines in paragraph "a" and the highest number of lines in each of two other years, during the life of the system, adding the differences together and multiplying the sum of the differences by the monthly rate x 12 months x 35%.

When a Centrex System is disconnected or moved to a location in a different Central Office within the term commitment period, the established charges apply for any given unit for the period which the unit was in service, plus termination charges. Thirty-five percent (35%) of the rate in effect at the time the system is disconnected or moved is used to compute the termination charges due for the remainder of the term commitment period.

ATTENDANT COMMON EQUIPMENT, ATTENDANT POSITIONS, BASIC SPECIAL SERVICES TERMINATIONS, BASIC SENDERIZED SPECIAL SERVICES TERMINATIONS, ADVANCED SPECIAL SERVICES TERMINATIONS AND DIGITAL FACILITY TERMINATIONS

Attendant common equipment, attendant positions, Basic Special Services Terminations, Basic Senderized Special Services Terminations, Advanced Special Services Terminations and Digital Facility Terminations are furnished under individual three-year term periods. In the event that any of these items of equipment are disconnected or moved within

the term period, the established charges apply for the unit(s) for the period the unit(s) was in service, plus termination liability. Fifty percent (50%) of the rate in effect at the time the respective unit(s) is disconnected or moved is used to compute the termination charges due for the remainder of the term period.

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B. GENERAL PROVISIONS (Cont'd)

29. CUSTOMIZED PRICING AND DESIGN OPTION (CPDO) - CENTREX

CPDO - Centrex is Centrex Service described in this Informational Guide, at Sections 2 through 2A, which may be offered, at rates and terms set forth below, to customers who: (a) demonstrate to the satisfaction of the Telephone Company that they are considering competitive alternatives to Centrex Service; and (b) have customized service requirements for Centrex Service.

Under this Paragraph and the preceding Paragraph of this Informational Guide, the Telephone Company may offer packages of the services described in Sections 2 and 2A of this Informational Guide and payment terms which are designed to individual customer requirements. Service packages, payment terms, and rates for such packages will be determined by the Telephone Company and will be set forth in separate schedules between the Telephone Company and qualifying customers. The rates for such service packages will range from a floor represented by the costs of furnishing service to a ceiling represented by the rates set forth in Sections 2 and 2A of this Informational Guide. Rates will be developed on an individual case basis and will be sufficient to cover the appropriate forward-looking incremental costs as determined by the Telephone Company. The rate will be developed including the appropriate engineering labor rate, craft labor rate, cost of material and contribution. The schedules and applicable Telephone Company Informational Guides shall constitute the contract for CPDO - Centrex services between the Telephone Company and its customers.

31. BRIDGED LINE TERMINATION

(SEE STATION LINE)

32. CALL TRANSFER - ATTENDANT

A call to a station may be transferred to another station on the same system with the assistance of an attendant. The Attendant is signaled by the station user initiating the transfer through switchhook operation. This service feature is provided only when console or switchboards are provided for attendant service. Call Transfer - Attendant is furnished in connection with certain obsolete Centrex systems.

B. GENERAL PROVISIONS (Cont'd)

33. COMMON SWITCHING EQUIPMENT

Equipment which is located in the serving central office and which provides network access, intercommunication and the basic features associated with the system.

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B. GENERAL PROVISIONS (Cont'd)

34. FACILITY TERMINATIONS

Charges apply for the connection or termination of facilities to the Centrex common equipment in the Central Office. Types of facilities terminated are:

- FX and Toll Free Service
- Basic, Advanced and Basic Senderized Private Lines
- Digital High Capacity (1.544 Mbps) channel

35. LEVEL ACCESS ARRANGEMENT

Station line users may access compatible Special Services, FX lines or WATS lines by dialing a designated code (level).

36. PARTIALLY RESTRICTED STATION

(see CENTREX CLASSES OF SERVICES)

37. PAYMENT TERMS

Payment terms include but are not limited to prepayment, pricing arrangements, termination liability, and duration of agreements.

38. PICKUP GROUP

A group of lines may be arranged so that any line of the group has access to incoming calls directed to any other station line of the group, through the use of the Call Pickup feature. A fully restricted station line cannot be made a part of a Pickup Group.

39. RESTRICTED STATION LINE

(see CENTREX CLASSES OF SERVICE)

40. STATION LINE

A main station line (Centrex Line Termination) is the primary or first termination of a Centrex line to which a particular Centrex line number is assigned. A bridged line termination or duplicate service is an additional termination of an unrestricted, partially restricted or fully restricted station assigned to the same station line number.

41. Centrex Service is eligible for the Competitive Services waiver described in this Informational Guide, Section 1.

Verizon Pennsylvania LLC

CENTREX SERVICE

C. CENTREX SYSTEM OFFERINGS

The following provisions apply to all CENTREX SERVICE offerings unless otherwise indicated under the specific service offering.

For dial or manual access arrangements, Foreign Exchange mileage charges apply, but no Special Services local channel charge is applicable.

Station mileage charges apply for each station line at all locations more than one airline mile from the serving central office or extension of such central office via a remote switching vehicle as specified in B.1. preceding, for that location.

For identification per Compatible Special Services group of toll and Measured Local Use calls placed over Compatible Special Services, the monthly rate and product/service charge for an unrestricted main station line applies per Compatible Special Services group so arranged.

Special Services Termination (terminal) charges apply to all Compatible Special Services extended to both other Centrex and non-Centrex locations of the same customer.

Incoming access from FX and Toll Free Service lines is furnished on attendant consoles, where provided. Access may also be provided to designated attendant and non-attendant Centrex lines.

1. BASIC CENTREX SERVICE¹

Basic Centrex service is provided where facilities are available and consists of the following features.

Add-On Conference - All Calls	Dial Call Waiting - Selective
Attendant Consoles(1)	Direct Inward Dialing
Attendant Switchboards(2)	Direct Outward Dialing
Automatic Callback Calling	Directed Call Pickup-Barge In or
Call Forwarding - Busy Line ²	Non-Barge In
Call Forwarding - Busy Line	Distinctive Ringing and
and Don't Answer	Distinctive Call Waiting Tone
Call Forwarding - Don't Answer ²	Intercept to Attendant or Common
Call Forwarding - Variable	Recorded Announcement
Call Hold	Line Answer - Any Station (where
Call Pickup	console is furnished)
Call Transfer - Individual -	Station Line Hunting
All Calls	Station Line Identification
Call Waiting - Originating	Station-to-Station Calling
Call Waiting - Terminating	System Speed Dialing (USOC-SYM)
Consultation Hold - All Calls	Touch-Tone

NOTES:

(1) New installations furnished only to extent of existing stock.

(2) Not available for new installations or additions. Maintenance replacements furnished only to the extent of available stock.

¹ Effective May 16, 2017, all new Basic Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

² 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 services are still available for resale until October 17, 2016, on which date the foregoing terms shall be effective for resale.

Verizon Pennsylvania LLC

CENTREX SERVICE

C. CENTREX SYSTEM OFFERINGS (Cont'd)

1. BASIC CENTREX SERVICE¹ (Cont'd)

RATES

Charges specified in this or other Sections of this Informational Guide apply, as appropriate, in addition to the following rates and charges.

	<u>Product/ Service Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Centrex Common Equipment, per system			
Up to 20 station lines.....	\$ 300.00(1)	\$ 26.65	CKC
21 to 50 station lines.....	500.00(1)	53.30	CKCX3
51 to 100 station lines.....	750.00(1)	80.00	CKCX4
More than 100 station lines..	1000.00(1)	106.60	CKCX1

NOTE:

- (1) Only one Product/Service Charge applies when a Centrex system is initially installed. This charge does not apply when it is necessary to apply the appropriate monthly charge due to changes in system main station line capacity.

¹ Effective May 16, 2017, all new Basic Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

Verizon Pennsylvania LLC

CENTREX SERVICE

C. CENTREX SYSTEM OFFERINGS (Cont'd)

1. BASIC CENTREX SERVICE¹ (Cont'd)

RATES (Cont'd)

		<u>Monthly Rate</u>		
	<u>Product/ Service Charge</u>	<u>Intercom- Communication Charge(1) (Applies in Addition to Exc. Acc. Chg.)</u>	<u>Exchange Access Charge</u>	<u>Total</u>
Main Station Lines(2) (Unrestricted, Partially Restricted and Fully Restricted)				
Measured				
First 100 Station Lines, each.....	\$45.00	\$13.95	\$2.05	\$16.00
Additional Station Lines, each.....	45.00	10.75	1.05	11.80
Flat(3)				
First 100 Station Lines, each.....	45.00	13.95	6.35	20.30
Additional Station Lines, each.....	45.00	10.80	4.20	15.00
Bridged Station Lines.....		(4)		

NOTES:

- (1) The amount shown includes the applicable Interstate Centrex Line Cost Charge as specified in The Verizon Telephone Companies' Tariff F.C.C. No. 1.
- (2) Includes main stations and station lines, restricted or unrestricted. The main station line rate applies to bridged station lines at premises other than the premises of the associated main station line or when duplicate service is provided.
- (3) Not available for new Centrex systems or existing measured rated Centrex systems.
- (4) The rate for a main station line applies when bridged to a different premises or when duplicate service is provided.

¹ Effective May 16, 2017, all new Basic Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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CENTREX SERVICE

C. CENTREX SYSTEM OFFERINGS (Cont'd)

1. BASIC CENTREX SERVICE¹ (Cont'd)

RATES (Cont'd)

Additional Charges	<u>Monthly Rate</u> <u>Intercommunication</u> <u>Charge</u>
Station Mileage Charges - For each Centrex Main Station Line located over 1 Airline Mile from the serving central office or extension of such central office via a remote switching vehicle	
- Per quarter mile for each Centrex main station line located between 5 - 10 quarters (inclusive) from the serving central office or extension of such central office via a remote switching vehicle	\$ 1.10
- For each Centrex main station line located beyond 10 quarters from the serving central office or extension of such central office via a remote switching vehicle, a fixed mileage rate is applicable	11.70

¹ Effective May 16, 2017, all new Basic Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

Verizon Pennsylvania LLC

CENTREX SERVICE

C. CENTREX SYSTEM OFFERINGS (Cont'd)

1. BASIC CENTREX SERVICE¹ (Cont'd)

RATES (Cont'd)

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Discrete Identification of incoming FX, Toll Free Service, Feature Group A, and Feature Group B lines per group of lines arranged	\$25.00 ⁽¹⁾	\$26.65 ⁽²⁾	1C1
FACILITY TERMINATIONS			
FX, Feature Group A, and Feature Group B TERMINATIONS			
One-Way FX, Feature Group A, and Feature Group B per line terminating in the Centrex system	50.00	27.15	2VP
Two-Way FX, Feature Group A, and Feature Group B per line terminating in the Centrex system	50.00	27.15	TCR

NOTES:

(1) This charge does not apply if this feature is installed at the same time as the FX, Toll Free Service, Feature Group A, or Feature Group B line is installed.

(2) The charges for a Centrex main station line apply per line arranged, in addition to this charge.

¹ Effective May 16, 2017, all new Basic Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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CENTREX SERVICE

C. CENTREX SYSTEM OFFERINGS (Cont'd)

1. BASIC CENTREX SERVICE¹ (Cont'd)

FACILITY TERMINATIONS (Cont'd)

	Product/Service Charge	Monthly Rate	USOC
SPECIAL SERVICES TERMINATIONS (TIE LINES AND ACCESS LINES) ⁽¹⁾⁽²⁾			
Basic Special Services Termination (BSST) is used for connection to a distant switching system that requires a cut- through (dial-through) mode of operation per line terminating in the Centrex system (one way incoming) (one way outgoing) (two way)			
	\$50.00	\$36.20	EJSL+ EJRK+ EJTM+
Advanced Special Services Termination (ASST) is used for connection to a distant switching system that requires automatic identification of the calling line and a cut- through (dial-through) mode of operation per line terminating in the Centrex system			
	50.00	83.00 ⁽³⁾	PLS
Basic Senderized Special Services Termination (BSSST) is used for connection to a distant switching system that requires a senderized (store and forward) mode of operation per line terminating in the Centrex system			
	50.00	32.80	C9L

NOTES:

- (1) Changes and rearrangements in the functional operation of the facility termination may be made without incurring any termination liabilities.
- (2) Tie line channel charges apply in addition to termination liabilities.
- (3) A Service Establishment charge of \$160.00 applies only once to each Centrex customer when an Advanced Special Services Termination (ASST) is provided for the first time.

¹ Effective May 16, 2017, all new Basic Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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CENTREX SERVICE

C. CENTREX SYSTEM OFFERINGS (Cont'd)

1. BASIC CENTREX SERVICE¹ (Cont'd)

FACILITY TERMINATIONS (Cont'd)

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
DIGITAL FACILITY TERMINATION (DFT)			
Digital Facility Termination is used for connection of a 1.544 Megabits per Second (Mbps) High Capacity Channel to a Centrex System.			
One Digital Facility Termination is required for each 1.544 Mbps High Capacity Channel for the connection of up to 24 voice grade channels terminating directly in a Centrex Central Office Service system.			
Per Digital Facility Termination			
- Initial	\$1,850.00	\$957.00	EES
- Additional (1)	1,850.00	702.00	EEY

NOTE:

(1) The additional Digital Facility Termination monthly rate and Product/Service charge apply to 1.544 Mbps High Capacity Channels installed between the same locations as the initial 1.544 Mbps Channel.

¹ Effective May 16, 2017, all new Basic Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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CENTREX SERVICE

C. CENTREX SYSTEM OFFERINGS (Cont'd)

1. BASIC CENTREX SERVICE¹ (Cont'd)

MISCELLANEOUS CHARGES

a. Feature Processing Service Charge

A Feature Processing Service Charge applies for each service order required to execute a customer's request for any change, i.e., add, drop, change or rearrange features of existing Centrex lines.

	<u>Nonrecurring Charge</u>	<u>USOC</u>
Feature Processing Service Charge		
Change 6 or less appearances of features on a service order	\$ 50.00(1)	ORCMX
Change more than 6 appearances of features on a service order	100.00(1)	ORC

In addition to the Feature Processing Service Charge, a charge of \$1.00 per line applies for changing the appearances of existing lines in all Centrex Central Office systems appearing in both Sections 2 and 2A of this Informational Guide, at the customer's request.

A change of line appearance includes:

- changes in telephone numbers
- changes from one pattern of restriction to another
- change unrestricted to restricted or vice versa
- changes in hunting arrangements
- adding features
- dropping features
- changing features
- any combination thereof when the work is performed at the same time on the same line
- changing a Centrex line from loop start to ground start and vice versa.

NOTE:

- (1) The Feature Processing Service Charge is not applicable when changes are made to existing lines at the same time on the same service order when 4 or more new Centrex main station lines are installed. However, the \$1.00 per line is applicable.

¹ Effective May 16, 2017, all new Basic Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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CENTREX SERVICE

C. CENTREX SYSTEM OFFERINGS (Cont'd)

1. BASIC CENTREX SERVICE¹ (Cont'd)

MISCELLANEOUS CHARGES (Cont'd)

b. Line Connection Product/Service Charges

A \$45.00 product/service charge applies to each Centrex station line when it is moved to a different demarcation point at the customer's request.

A \$25.00 product/service charge applies to each Centrex station line added to an existing system as part of a conversion from a residence-rated Educational Institution or Hospital Centrex station line or from a station line of another entire Centrex system, when no premises visit is required to perform the work and when ordered in groups of 100 or more station lines, per occasion.

c. Bulk Partial Disconnection/Reconnection Charge Option for Educational Institutions

In lieu of product/service line connection charges, a non-recurring charge of \$10.00 will apply for each station line disconnected and reconnected under the conditions of this option, when this charge is less than the applicable product/service charges.

To qualify for treatment under this bulk partial disconnection/reconnection charge option, station lines must be part of an educational institution's Centrex system, must serve the students in their living quarters under the ownership or control of the institution and must be disconnected on a group basis for no longer than a maximum of 120 consecutive calendar days within a 12 month period. The stations must be reconnected within this 120 day period. A full product/service line connection charge will apply to station lines reconnected after this period. One hundred (100) or more Centrex station lines constitute a group for this purpose. For station lines which are bulk disconnected/reconnected, line swapping via the Centrex Customer Change Feature is not permitted. To initiate line swapping, Telephone Company service orders are required and appropriate Tariff or Guide charges apply.

Centrex station lines may be disconnected as part of one group and reconnected as part of another group provided that all station lines of a group are ordered, disconnected or reconnected at one time and meet the above conditions.

No referral service will be provided on station lines disconnected on this basis.

The bulk partial disconnect/reconnect charge will apply at the time the affected station lines are reconnected. No monthly rate will be applicable for station lines included under this arrangement while disconnected.

¹ Effective May 16, 2017, all new Basic Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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CENTREX SERVICE

C. CENTREX SYSTEM OFFERINGS (Cont'd)

1. BASIC CENTREX SERVICE¹ (Cont'd)

- c. Bulk Partial Disconnection/Reconnection Charge Option for Educational Institutions (Cont'd)

Each station line disconnected under the bulk partial disconnect/ reconnect charge will be reconnected in whatever status (unrestricted or restricted) the customer requests. However, if the change of a feature, telephone number or location (i.e. requiring a different demarcation point) is requested, regular product/service charges as covered in this or other Sections of this Informational Guide will apply. Station lines reconnected individually will be charged for at prevailing rates.

2. AIRPORT TELEPHONE SERVICE AT PHILADELPHIA INTERNATIONAL AIRPORT (ATS)¹

ATS is a special service arrangement designed for the common use of Airlines and others located within established boundaries of the Philadelphia International Airport who are engaged in providing service to the air traveling public. Regular exchange service may be provided within the airport area as required.

Attendant equipment, in capacities determined by the Telephone Company, is provided on the airport premises, and operated by the Subscriber of Record (i.e., the City of Philadelphia), to terminate the main listed number for the system and to facilitate normal attendant functions. A suitable number of facilities, as determined by the Telephone Company, is provided to handle the traffic directed to the main listed number. In addition to the Subscriber of Record, other customers can have attendant positions at rates shown elsewhere in this Section.

The service features of this system are the same as provided with Basic Centrex service in Paragraph C.1. preceding, and also include Intercommunicating and Main Listed Number Service.

Intercommunicating is the feature by which calls may be dialed directly to completion between any two station lines of the ATS System without Local Use charges.

Main listed number service is the feature by which calls may be directed to ATS station lines through the attendant equipment, operated by the Subscriber of Record.

One directory listing is included for each customer to ATS in the regular telephone directory of the serving exchange, subject to the provisions, rates and charges specified in the Directory Listings Section of this Informational Guide for business service listings.

¹ Effective May 16, 2017, all new Basic Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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CENTREX SERVICE

C. CENTREX SYSTEM OFFERINGS (Cont'd)

2. AIRPORT TELEPHONE SERVICE AT PHILADELPHIA INTERNATIONAL AIRPORT (ATS)¹(Cont'd)

The contract period for ATS station lines is three months. The contract period for tie line terminals is a minimum of three years. In the event that tie line terminals are disconnected at the customer's request within the minimum contract period, the established charges for the period of service apply plus the customer is charged for the equipment discontinued in accordance with Section 30 of Pa. P.U.C.-No. 1.

This service will not be provided unless a minimum of 100 unrestricted main station lines are subscribed to within the Airport Complex. There is no station line minimum for each individual customer to Airport Telephone Service, however, the basic station line rate schedule is restarted for each customer. Also, the basic rate schedule is restarted at each location outside of the Airport.

The Subscriber of Record to ATS will perform the following functions at no cost to the Telephone Company:

- provide 24 hour attendant service with all attendant functions.
- regularly compile, publish and distribute an ATS directory, suitable to facilitate intercommunicating between all ATS station lines.
- provide all necessary space and conduit for Telephone Company provided facilities.
- provide ready access to all Telephone Company facilities at the Airport.
- provide commercial power as required to make the attendant equipment function.
- cooperate with the Telephone Company in satisfying emergency communications requirements at the Airport.

Main station lines are furnished to locations outside the Airport Complex only if a majority of the customer's total Airport Telephone station lines are located within the Airport Complex. Satellite switching equipment is not provided with Airport Telephone Service.

All other provisions for Centrex Service apply to Airport Telephone Service.

Charges specified elsewhere in this or other Sections of this Informational Guide apply, as appropriate, in addition to the following rates and charges.

The following monthly rate schedule is applied separately for each customer other than the Subscriber of Record, and includes the basic service features described previously for ATS service.

¹ Effective May 16, 2017, all new Basic Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

Verizon Pennsylvania LLC

CENTREX SERVICE

C. CENTREX SYSTEM OFFERINGS (Cont'd)

2. AIRPORT TELEPHONE SERVICE AT PHILADELPHIA INTERNATIONAL AIRPORT (ATS)¹
(Cont'd)

	Product/ Service Charge	Monthly Rate		
		Intercommunication Charge(1)	Exchange Access Charge	Total
Main Station Lines				
Centrex Line Termination				
First 5 Station Lines, each	\$45.00	\$14.65	\$5.75	\$20.40
Next 45 Station Lines, each	45.00	14.65	5.65	20.30
Next 50 Station Lines, each	45.00	14.65	5.50	20.15
Next 100 Station Lines, each	45.00	12.60	2.85	15.45
Next 200 Station Lines, each	45.00	12.60	1.95	14.55
Over 300 Station Lines, each	45.00	12.60	1.15	13.75

	Product/Service Charge	Monthly Rate ⁽¹⁾⁽³⁾
Restricted Main Station Lines		
Centrex Line Termination, each	-	\$14.65
Bridged Station Lines ⁽²⁾	-	-

The unrestricted main station line rates are applied by restarting the station count for each customer and at each premises outside the Airport Complex.

Station line mileage charges as described in Paragraph C.1. preceding apply to ATS main station lines located outside of the Airport Complex.

Station lines are furnished to the Subscriber of Record at the above rates, except that for main station lines, the "over 300" rate applies for all such lines of the Subscriber of record.

FX/WATS/Toll Free Service, Special Services Terminations and other standard and optional Centrex features furnished in connection with ATS are provided at rates shown for Basic Centrex C.O. Service.

NOTES:

- (1) The amount shown includes the applicable Interstate Centrex Line Cost Charge as specified in The Verizon Telephone Companies' Tariff F.C.C. No. 1.
- (2) The rate for an unrestricted main station line applies when bridged to a different premises or when duplicate service is provided.
- (3) There is no applicable Federal Excise Tax for Centrex Line Terminations.

¹ Effective May 16, 2017, all new Basic Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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CENTREX SERVICE

C. CENTREX SYSTEM OFFERINGS (Cont'd)

3. CENTREX SERVICE AT MEDICAL INSTITUTIONS¹

If a medical institution (hospitals, nursing homes where the provision of medical service is more than an incidental aspect of their operations, etc.) is furnished Centrex service for its administrative station lines, service may be provided by means of the same system to patients of the institution. Such service is provided only at locations within areas which are designated by the institution and are acceptable to the Telephone Company as patient locations, in buildings or portions thereof which are under the institutions' ownership or control. Patient station lines may not be provided in an entryway, common hallway, activity room, dining area, laboratory or other similar location.

Patient station lines provided under this plan are furnished with equivalent features of the administrative station lines, except that Call Transfer - Attendant service is provided and Add-On-Conference - All Calls, Call Transfer - Individual - All Calls and Consultation Hold - All Calls features are not provided.

The medical institution will be responsible for payment of charges for this service and may prorate such charges to patients, if it desires.

Charges specified elsewhere in this or other Sections of this Guide apply, as appropriate, in addition to the following rates and charges.

Rates for patient station lines are as follows:

	Product/ Service Charge	Monthly Rate		
		Intercommunicaton Charge ⁽¹⁾	Exchange	
			Access Charge	
			Flat ⁽²⁾	Measured
Patient Main Station Lines				
Centrex Line Termination, each	\$45.00	\$10.75	\$4.20	\$1.05

NOTE:

(1) The amount shown includes the applicable Interstate Centrex Line Cost Charge as specified in the Verizon Telephone Companies' Tariff F.C.C. No. 1.

(2) Not available for new Centrex systems or existing measured-rated Centrex systems.

¹ Effective May 16, 2017, all new Basic Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

Verizon Pennsylvania LLC

CENTREX SERVICE

C. CENTREX SYSTEM OFFERINGS (Cont'd)

3. CENTREX SERVICE AT MEDICAL INSTITUTIONS¹ (Cont'd)

Bridged Station Lines (1)

All other provisions applicable to Centrex Administrative station lines are applicable to patient station lines.

NOTE:

- (1) The rate for an unrestricted main station line applies when bridged to a different premises or when duplicate service is provided.

D. CENTREX OPTIONAL FEATURES

As previously stated in Paragraph B.1., Centrex Optional Features are furnished only to the extent that facilities in the central offices permit.

Translation work is required in the central office to add, drop or change features on CENTREX SERVICE. Charges specified elsewhere in this or other Sections of this Informational Guide apply, as appropriate, in addition to the following rates and charges.

1. AUTOMATIC ROUTE SELECTION-BASIC

GENERAL

Automatic Route Selection - Basic (ARS-B) is an optional feature that provides automatic selection of WATS, Foreign Exchange, compatible Special Services facilities and prearranged alternate routing of direct-out-dialed calls placed from Centrex unrestricted stations and compatible Special Services served from an individual Centrex system. The Automatic Route Selection feature is designed to direct intercity calls to the most economical available route as determined by the subscriber's preselected choice. Automatic Route Selection-Basic is available with final routing to overflow tone. Compatible Special Services may be included as a facility to be selected by ARS-Basic provided these lines can accommodate senderized operation and uniform numbering consistent with the MTS network.

Automatic Route Selection-Basic is accessed by dialing a single code (1, 2 or 3 digits) which automatically selects the appropriate route to complete the call. If all facilities in the initial route selected are busy, the call will advance to other routes in the selected pattern. If no route is available, the call will route to the MTS Network or to overflow tone at the customer's option. Patterns may consist of up to four private routes except when used in conjunction with Outgoing Queuing when the number of permissible routes is diminished to three.

¹ Effective May 16, 2017, all new Basic Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES

1. AUTOMATIC ROUTE SELECTION-BASIC (Cont'd)

GENERAL (Cont'd)

For calls using FX, WATS or compatible Special Services facilities, the routing may be to entire Number Plan Areas (NPA) or to specified central office codes (NXX) within the NPA's designated by the customer. This is referred to as 3 digit and 6 digit translation respectively.

Following are descriptions of certain terms as used in this offering.

Facility

A facility denotes a specific FX, WATS or compatible Special Services circuit.

Route

A route is a group of one or more facilities of the same type used to complete 7 or 10 digit calls between the same points. (A WATS Band 1 and a WATS Band 3 are considered to be two routes).

Pattern

A pattern is a group of routes arranged to be selected in a fixed sequence specified by the customer, for example:

<u>Pattern #1</u>	<u>Pattern #2</u>	<u>Pattern #3</u>	<u>Pattern #4</u>
FX	WATS Band 1	WATS Band 1	Compatible Special
WATS Band 1	WATS Band 3	WATS Band 2	Services
Compatible Special	WATS Band 5	Compatible Special	FX
Services	Compatible Special	Services	WATS Band 2
DDD	Services	Overflow Tone	WATS Band 3
	DDD		Overflow Tone

PROVISIONS

Preferred routes and patterns are specified by the customer. The number of patterns available to a customer is determined by the type and variety of facilities to which the customer subscribes.

Compatible Special Services may be included as a facility to be selected by ARS-B provided these lines can accommodate sendarized operation and uniform numbering consistent with the MTS Network.

The customer must subscribe to a sufficient number of facilities which, in the judgment of the Telephone Company, provide an adequate level of service so as to avoid interfering with the service of others or preventing others from making or receiving calls over their telephone service.

CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

1. AUTOMATIC ROUTE SELECTION-BASIC (Cont'd)

PROVISIONS (Cont'd)

The customer is responsible for notifying the Telephone Company whenever a change in patterns, Number Plan Area and/or central office code is desired.

RATES

All rates and charges specified for Automatic Route Selection-Basic are in addition to the rates and charges for the associated facilities.

ARS-B Common Equipment	Product/Service Charge	Monthly Rate	USOC
1 to 99 Centrex Access Lines	\$ 50.00(D)	\$ 50.00(D)	ABB1X
100 to 499 Centrex Access Lines	50.00(D)	50.00(D)	ABB2X
500 to 1499 Centrex Access Lines	50.00(D)	50.00(D)	ABB3X
1500 or more Centrex Access Lines	50.00(D)	50.00(D)	ABB4X

Route Selection Patterns*

3 Digit Translation			
Number Plan Area (NPA) codes or Home NPA central office (NXX) codes only, per pattern	100.00	-	ARG
6 Digit Translation			
Number Plan Area (NPA) and central office (NXX) codes, each NPA translated, per pattern	\$200.00	-	ARK
Per facility terminated in one or more patterns	100.00	-	AR5
Facility Termination	†	†	

NOTES:

* The charges for Route Selection Patterns apply when the ARS service is initially arranged and for subsequent additions of patterns.

† Rates apply as shown in Paragraph C.1. preceding.

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CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

1. AUTOMATIC ROUTE SELECTION-BASIC (Cont'd)

RATES (Cont'd)

<u>Subsequent Additions and Changes^ø</u>	<u>Non-Recurring Charge</u>
For additions, deletions or changes of routes or NPA or Home NPA central office (NXX) code(s), - 3 digit Translation pattern, per pattern	\$100.00
For additions, deletions or changes of routes or NPA and central office (NXX) code(s), - 6 digit Translation pattern, per NPA, per pattern	200.00

No ARS charges apply for the deletion of facilities from an existing route.

2. MESSAGE DETAIL RECORDING ⁽¹⁾

GENERAL

Message Detail Recording (MDR) is an arrangement to produce a detail record of originating calls, placed by Centrex station, attendant and compatible Special Services users, over foreign exchange dial tone lines, WATS, compatible Special Services and/or the Message Telecommunications Service (MTS) Toll, Network. Summary records are provided on local calls and directory assistance calls placed over Centrex outward dial tone lines.

The record of message detail is provided in electronic format used by the Telephone Company revenue accounting office.

The detail record includes the calling station number, the called station number, date, time of day, length of call, type facility group used, and for MTS Toll calls, the billing detail.

Provision of detail records on WATS, FX dial tone lines and compatible Special Services facilities is not intended or represented to be provision of billing details since no rating or other cost allocation function is furnished on a per message basis.

The summary record includes the billing number, date, and total number of messages in the billing period.

NOTE:

^ø The charges specified for each code addition or change are applicable whether customer or company initiated.

(1) Not available for new installations.

CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

2. MESSAGE DETAIL RECORDING ⁽¹⁾ (Cont'd)

MESSAGE DETAIL RECORDING, OPTIONAL/STAND-ALONE FEATURE

Local Usage Detail (LUD) recording as specified in this Section may be provided as an optional feature of Message Detail Recording or as a stand-alone feature for Centrex customers without MDR.

PROVISIONS

Message detail recording is offered either exclusively or in combination with Automatic Route Selection.

Identification of the facility group used is not provided for FX dial tone lines and compatible Special Services facilities when these facilities are used in ARS.

In order to identify the originating location of calls originated by compatible Special Services users, a station number must be assigned to the compatible Special Services facility group. A maximum of 24 digits can be recorded on the compatible Special Services facility detail record.

Rates are as follows:

Service Establishment Charge

A Service Establishment Charge of \$660.00 applies only once to each Centrex customer when MDR is provided for the first time on either a compatible Special Services facility or Foreign Exchange dial tone line not used in conjunction with Automatic Route Selection.

Product/Service Charges and Monthly Rates

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
MDR Common Equipment	\$250.00	\$58.40	CMM
Per Message, each			
First 100,000	-	.03	-
Over 100,000	-	.0077	-
Per facility equipped for MDR	-	2.15 ^ø	CMW
ø See preceding Service Establishment Charge			

NOTE

(1) Not available for new installations.

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CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

2. MESSAGE DETAIL RECORDING ⁽¹⁾ (Cont'd)

MESSAGE DETAIL RECORDING, OPTIONAL/STAND-ALONE FEATURE

Nonrecurring Charges

Subsequent to the initial MDR installation, this non-recurring charge applies when MDR is added to one or more of the customer's facility groups at the same time. The Service Establishment Charge, where appropriate, applies in addition to this non-recurring charge

Nonrecurring
Charge

\$200.00

NOTE:

(1) Not available for new installations.

3. RELEASED LINK OPERATION

Released Link Operation is an arrangement which allows an associated Centrex system to use the attendant service. Incoming calls to the main listed number of the associated system are routed via compatible Special Services to the attendant, who may then perform normal attendant functions on the call. When the call is completed to a station line of the associated system, the compatible Special Services Channel is released from connection and available for other calls.

A monthly rate of \$53.30 applies for each compatible Special Services group which is provided on a Released Link Operation basis (USOC - EC6).

In addition, apply Special Services mileage and appropriate Special Services Termination.

4. ADDITIONAL CENTREX STATION LINE CLASSES OF SERVICE

Additional class of service furnished in excess of the allotted number for the particular Centrex serving arrangement.

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Additional Class of Service, each	\$200.00	\$53.30	EBS

Nonrecurring
Charge

Subsequent additions within the allotted classes of service, or changes and rearrangements to existing classes of service

\$100.00

CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

5. INTERCEPT TO RECORDED ANNOUNCEMENT

Where facilities permit, calls to unassigned and/or disconnected station line numbers may be routed to a recorded announcement which will convey the customer's message.

This feature may not be used by the customer to store, play back, and/or forward messages relating to the customer's internal business.

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Common-Equipment, including four Access Lines	\$200.00	\$106.60	UCU
Additional Access Lines, each	15.00	10.65	UCE

6. CIRCULAR HUNTING

Circular Hunting permits the completion of a call to any other station line of a designated group of lines, which is referred to as a hunting group, whether higher or lower numbered, and regardless of which station line in the group was originally dialed.

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Per station line equipped for Circular Hunting.....	\$15.00	\$8.50	EH6

These charges apply in addition to the standard Centrex station line charges.

7. UNIFORM CALL DISTRIBUTION (UCD)

UCD provides an even distribution of incoming message network and intra-Centrex calls to all available lines of a designated group of station lines, which is designated as a UCD group.

The following optional features are also available for use with UCD service:

- System Control

System Control selectively removes 1 to 20 predetermined station lines from a UCD group, by preventing the associated station line(s) from receiving incoming calls. Operation of a customer-provided Key does not restrict outward calling ability. This feature will be provided only where existing facilities permit.

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CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

7. UNIFORM CALL DISTRIBUTION (UCD) (Cont'd)

- Group Advance

When all station lines of a group are busy, an incoming call can be routed to a designated station line outside of the UCD group, but within the Centrex system, with this feature. Group advance cannot be provided when the UCD has the queuing feature.

- Queuing (UCD/Q)

UCD/Q permits incoming calls, in excess of available Centrex lines in a UCD group, to be held in the central office. Calls held in this manner will be terminated to a station line of the UCD group as it becomes available. The held calls will leave the Queue on a first-in, first-out basis.

Queue slots may not exceed one slot for each Centrex station line in the UCD group, except when Incoming FX/Toll Free Service terminations are provided.

Incoming FX/Toll Free Service terminations are permitted to terminate to a UCD group with Queuing. One additional Queue slot is required for each Foreign Exchange and Toll Free Service line terminated in this manner.

Features of Call Pickup and Call Forwarding - Don't Answer¹ cannot be provided when the UCD group has queuing.

Music on Queue may be provided at the rates shown in Paragraph D.10 following.

- Standard Delay Announcement (SDA)

SDA consists of a common message informing the calling party of a delay before their call will be processed. SDA does not offer individual subscriber identification, and may not be used by the subscriber to store, playback, and/or forward messages relating to the subscriber's internal business. Four access lines must be subscribed to for each individual UCD/Q group accessing the SDA. This service will be provided only where existing facilities permit.

- Custom Delay Announcement (CDA)

CDA is an option of UCD with Queuing. It consists of a message informing the calling party of a delay before their call will be processed. The content of the message is dictated by the customer and recorded by Telephone Company personnel. CDA may not be used by the subscriber to store, playback, and/or forward messages relating to the subscriber's internal business. The Telephone Company reserves the right to control the message content.

¹ Effective August 21, 2016, Call Forwarding Don't Answer is no longer available to new business customers. Existing business customers as of August 21, 2016, may retain this service at existing locations. Additions, rearrangements and moves are not permitted. This service is still available for resale until October 17, 2016, on which date the foregoing terms shall be effective for resale.

CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

7. UNIFORM CALL DISTRIBUTION (UCD) (Cont'd)

- Custom Delay Announcement (CDA) (Cont'd)

Four access lines must be subscribed to for each individual UCD with Queuing group accessing the CDA.

This service will be provided only where existing facilities permit.

- Calls Waiting

Calls Waiting provides the capability to illuminate individual customer-provided lamps, after the oldest call in the Queue has been held for a length of time, pre-determined by the customer. A maximum of three lamps can be associated per Queue. With the multiple lamp option, the second and/or third lamp(s) will generally indicate a progressively longer period of time than the preceding lamps.

Rates are as follows:

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
For each station line appearing in a UCD group ⁽¹⁾	\$15.00	\$10.65	EH7
System Control ⁽²⁾ Central Office equipment, per station line under the control of each customer-provided key	15.00	5.85	EHD
Group Advance, per UCD group Arranged ⁽³⁾	15.00	10.65	ESP

NOTES:

- (1) These monthly and product/service charges apply in addition to the monthly rate and charges as shown in other Sections of this Guide as appropriate for the Centrex station line with which the UCD feature is associated. In addition, the product/service charge for the UCD feature applies for each occasion that a UCD group is involved in a rearrangement, but is not applicable to existing station lines of a group to which additional station lines are added.
- (2) Rates for a Metallic Channel (signal speed up to 75 baud) for miscellaneous purposes from the customer's premises to the central office, as shown in the Special Services Tariff (Pa. P.U.C.-No. 304) apply for the control channel for each customer-provided key.
- (3) The product/service charge also applies for each routing change.

CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

7. UNIFORM CALL DISTRIBUTION (UCD) (Cont'd)

Rates are as follows: (Cont'd)

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
UCD/Q			
Common Equipment, per UCD group arranged.	\$300.00	\$160.00	UCQ
Queue slots, each.	15.00	16.40	UCP
Recorded Announcements			
Standard Delay Announcement,			
Common Equipment, including four Access Lines	160.00	122.00	UCA
Additional Access Lines, each	15.00	10.65	UCE
	<u>Product/Service Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Custom Delay Announcement,			
Common Equipment, including four			
Access Lines ⁽¹⁾	360.00	197.00	UCC
Additional Access Lines, each	15.00	10.65	UCE
Change in Recorded Announcement	50.00	-	RCHQ4
Calls Waiting ⁽²⁾			
Common Equipment, per each customer-			
provided lamp	15.00	2.15	UC3
Timing Rearrangement	15.00	-	

NOTES:

- (1) A termination liability of \$3600.00 applies to CDA. This amount decreases by 1/36 per month of service.
- (2) The rates for a Metallic Channel (signal speed up to 75 baud) for miscellaneous purposes from the customer's premises to the central office, as shown in the Special Services Tariff (Pa. P.U.C.-No. 304), apply for the control channel for each customer-provided lamp.

CENTREX SERVICE

8. SPEED DIALING

This arrangement permits placing of calls by Centrex station lines to a repertory of frequently called numbers by dialing an abbreviated access code and a speed dialing code. Three capacities are available, i.e., a Type I list consisting of between 6 and 10 numbers on a list, a Type II list of up to 30 numbers on a list, and a Type III list consisting of between 70 and 80 numbers on a list of frequently called numbers. The capacities of these lists are dependent on the type of Central Office equipment serving the customer.

Lists of any capacity may be established or changed as required by the control station line user, by dialing the speed dialing list access code, the speed dialing code and the new number to be placed on the list. Telephone numbers, including routing codes, are limited to a maximum of pre-determined digits as specified by the Telephone Company.

Access to speed dialing lists is provided to Centrex station lines on an individual line basis except that station lines of a multi-line hunting group are limited to accessing common speed dialing lists.

Rates are as follows:

	Product/Service Charge ⁽¹⁾	Monthly Rate	USOC
Type I (Capacity-between 6 & 10 numbers)			
Per List	\$ 4.00	\$1.15	E18
Control Station Line, each	-	.85	CXS1L
Additional line accessing the list, each	-	.60	CXSAL
Type II (Capacity-up to 30 numbers)			
Per List	\$10.00	2.15	ESHC3
Control Station Line, each	-	1.60	ESF1L
Additional line accessing the list, each	-	1.35	ESFAL
Type III (Capacity-between 70 & 80 numbers)			
Per List	\$10.00	2.65	EJH
Control Station Line, each	-	2.15	EJ3
Additional line accessing the list, each	-	1.60	EJ6

NOTE:

- (1) Applies in addition to applicable Centrex Feature Processing Service Charge and Feature Change Charge per line as shown elsewhere in this Section.

CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

9. ELECTRONIC TANDEM SWITCHING (ETS)

Electronic Tandem Switching features are comprised of the following features and will be provided at the customer's option where Central Office facilities permit.

- Automatic Route Selection - Deluxe
- Facilities Restriction Levels
- Time of Day Routing
- Authorization Codes
- Deluxe Queuing
- Station Message Detail Recording To Premises
- Facility Administration and Control
- Traffic Data To Customer (Pollable)
- Uniform Numbering/Automatic Alternate Routing
- Advanced Dialing Plan (ADP)

This service is covered by the Competitive Services Waiver as described in Section 1, Paragraph 27 of this Informational Guide.

Automatic Route Selection - Deluxe (ARS-D)

Automatic Route Selection - Deluxe (ARS-D) provides automatic routing of outgoing calls over alternative customer facilities based on the call destination. The Centrex station user or attendant dials a facilities access code, (e.g., "level 8") followed by a 10-digit DDD number. The Centrex switching equipment routes the call over the first available special facility (such as WATS, FX or other similar compatible facility equipped to accept a DDD-like number), checking in a customer-specified order. DDD overflow may be included as a final route, or overflow tone (busy) if a Facilities Restriction Level (FRL) is insufficient to complete the call. More Expensive Route tone may be interjected at the customer's option.

When ARS-D is provided in conjunction with Uniform Numbering/Automatic Alternate Routing (UN/AAR), routes may include compatible Special Services to a distant Centrex or PBX system equipped with an ARS-D like capability for subsequent access to the MTS network. When such routing is used, the Facilities Restriction Level (FRL) associated with the call is transmitted to the distant Centrex as a Traveling Class Mark.

Incoming tie lines from subtending locations (i.e., Main, Satellite or Tributary PBXs) may be arranged to have automatic access to ARS; this permits station users at these PBXs to dial just a single access code to use the ARS feature at the Centrex.

With the Time of Day Routing

With the Time of Day Routing permits preprogrammed selection of first choice and alternate routes for off-network calls to vary on a time-of-day and day-of-week basis, depending on which of up to three sets of ARS routing patterns is in effect. This permits the customer to take advantage of variations in long distance calling rates or traffic patterns as a function of time. Both Automatic and Manual controls of ARS routing pattern selection are provided.

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CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

9. ELECTRONIC TANDEM SWITCHING (ETS) (Cont'd)

Automatic Route Selection - Deluxe (ARS-D) (Cont'd)

Preferred routes and alternate routes in patterns will be specified by the customer.

Each WATS band is treated as a separate route.

All rates and charges specified for ARS-D are in addition to the rates and charges for the associated facilities and facility terminations, shown elsewhere in this Informational Guide.

The TOD Routing feature permits a limited number (depending on central office technology) of programmed changes in Pattern Groups per week. When additional ARS-D patterns are required due to TOD changes, rates and charges, as specified in RATES following, apply to each additional pattern.

Centrex call diverting does not function on calls routed via ARS-D.

Facilities Restriction Level (FRL)

The FRL is used in routing calls via Automatic Route Selection-Deluxe. FRL's are associated with each Authorization Code, each station on an ETS Centrex system and each incoming special services group from subtending PBXs to determine both the types of calls and types of facilities within the privileges of the associated user. When the FRL is transmitted over a special services facility to a distant compatible PBX or ETS Centrex system equipped with ARS-D (for call screening at the distant point), it is identified as a Traveling Class Mark (TCM).

The maximum number of Facilities Restriction Levels available for each ETS Centrex system could vary according to available facilities.

All station lines and incoming special services facility terminations with access to ARS-D must be equipped with FRL.

Controlled Alternate Facilities Restriction Level

Controlled Alternate Facilities Restriction Level is provided only in conjunction with the Customer Administration and Control feature. FRLs associated with stations, incoming Special Services and Authorization Codes may be upgraded or downgraded in accordance with the predetermined alternative set of FRLs.

Authorization Codes

Authorization Codes are an FRL option which provide for a station user to dial a code which overrides the FRL associated with that station line or incoming special services facility. The ETS Centrex requests dialing of the authorization code when the FRL associated with a station line or incoming special services facility has insufficient privileges to complete the call. The Authorization Code is also inspected for validity as a security check.

Authorization Codes for each customer must consist of a uniform number of digits.

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

CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

9. ELECTRONIC TANDEM SWITCHING (ETS) (Cont'd)

Deluxe Queuing

Deluxe Queuing permits station users to be placed in a queue whenever the first choice route for completing a particular call is already in use. Two queuing arrangements are available;

- A Ring-back Queue (RBQ), in which case the calling station goes on hook and is called back when a facility becomes available.
- An Off hook Queue (OHQ), in which case the calling station remains off hook and is held in queue until a facility becomes available.

Calls held in queue beyond a predetermined threshold time limit will be removed from the queue and be routed, at the option of the customer, via either subsequent route choices or to overflow tone.

Deluxe Queuing is available with facilities appearing as the first choice route in ARS-D or UN/AAR patterns.

Calls held in queue with OHQ must be equipped for either a recorded announcement or music.

The text and announcement provided with the Recorded Announcement option will be provided by the Telephone Company.

The music for the Music on Queue option must be provided by the customer.

The Music on Queue option requires a Program Audio channel between the central office and the customer-provided music source at the customer premises. This feature is available only with OHQ.

Customer must specify the length of time a call is held in queue (threshold time limit) before overflowing to subsequent routes or to overflow tone.

The customer can select one of two options:

- All OHQ from ETS Centrex stations and Compatible Special Services from subtending locations.
- RBQ on ETS Centrex stations and OHQ on Compatible Special Services from subtending locations.

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CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

9. ELECTRONIC TANDEM SWITCHING (ETS) (Cont'd)

Customer Administration and Control

Customer Administration and Control provides access to an ETS Centrex for the purpose of performing administration of ETS capabilities. It is provided by one of two peripheral arrangements - the Customer Administration Center (CAC) and the Local Customer Administration Terminal (LCAT).

Customer Administration Center (CAC)

A customer-provided interactive user terminal provides inputs/outputs to obtain traffic measurements and recent facility assurance data from one or more switching locations.

Local Customer Administration Terminal (LCAT)

A simplified alternative to the CAC, furnished through a customer-provided 300-baud compatible terminal.

The following features may optionally be provided: Facilities Administration and Control, Traffic Data to Customer (Pollable) and Facilities Assurance Reports.

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

CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

9. ELECTRONIC TANDEM SWITCHING (ETS) (Cont'd)

Facilities Administration and Control

Facilities Administration and Control permits customer control of parameters which determine user calling privileges; i.e., Authorization Codes and associated FRL. In addition, FRL's associated with stations, special services facilities and Authorization Codes may be collectively upgraded or downgraded by invoking a predetermined set of FRL's identified as Controlled Alternative FRL's. Manual control (override) of TOD Pattern Groups and activation or deactivation of queuing is also provided.

Traffic Data to Customer (Pollable)

Traffic Data to Customer (Pollable) permits the customer to poll the switching equipment on a daily or hourly basis to obtain certain traffic measurements relating to specified dial tone line groups and queues. Measurable data include PEG, CCS usage and overflow, and queue abandons and timeouts. Facilities Assurance Reports are also provided. Equipment must be provided by the customer to record the traffic data.

Facility Assurance Reports (FAR)

Facility Assurance Reports (FAR) provide the customer the ability to obtain automatic circuit assurance data via the same equipment utilized to record traffic data. FAR provides the identity of facilities not accessed or facilities constantly off hook during a specified period of time.

Uniform Numbering/Automatic Alternate Routing (UN/AAR)

UN/AAR permits station users associated with an ETS Centrex to place calls via compatible special services using a uniform dialing plan. The user dials an access code, followed by a seven digit number which uniquely identifies a customer station. The number consists of a three digit location code and a four digit station line code. When the same access code is followed by a ten digit exchange number, the call is routed via the ARS-D feature. Reduced plans of 4, 5, or 6 digits are also available. Station users at tributary PBXs may use the same plan with the exception of an additional access code. The feature provides the number translation and supervision necessary to route the call.

Automatic Alternate Routing

This optional feature provides automatic routing of calls over up to four alternate groups. The customer may specify a maximum of 180 UN/ARR routing patterns which are lists of facility choices for routing "on-net" calls.

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CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

9. ELECTRONIC TANDEM SWITCHING (ETS) (Cont'd)

Automatic Overflow to DDD

When DID is provided at the destination PBX and all routes are busy, this optional feature provides for the call to be routed via the MTS network to the exchange number of the called location. The last four digits of the DID station number and the uniform number must be the same.

The customer must specify the first choice route and each subsequent route to each Centrex or PBX System involved.

The customer must notify the Telephone Company when any change in route or routing sequence is desired.

Where calls are routed via the MTS network, the rates and charges specified for Automatic Overflow to DDD, Dial Tone Lines, and toll messages are applicable.

Advanced Dialing Plan (ADP)

The Advanced Dialing Plan (ADP) feature enables an ETS customer to dial a single access code to place calls outside the Centrex system. This feature may not be used by customers with a private network dialing plan. ADP does not support the dialing of 101XXXX.

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CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

9. ELECTRONIC TANDEM SWITCHING (ETS) (Cont'd)

Rates are as follows:

	Service Establishment Charge	Product/ Service Charge	Monthly Rate	USOC
<u>Automatic Route Selection - Deluxe (ARS-D)</u>				
Common equipment per access code (per ETS Centrex System)	\$3400.00	\$1750.00	\$213.00	ASH
Route selection patterns ⁽¹⁾⁽²⁾				
NPA code only (3- digit translation), per pattern	-	100.00	-	ASK
NPA and central office codes (6- digit translation), each NPA translated, per pattern	-	200.00	-	ASO
TOD Routing				
Each additional pattern group required	-	400.00	21.50	ASZ
Additions and Changes				
Additions, deletions or changes of routes, associated FRL's, or MER tone application in existing patterns, per pattern	-	65.00	-	RCHAP

No charges apply for the addition or deletion of facilities to an existing route.

NOTES:

- (1) The charges for Route Selection Patterns apply when the ARS-D service is initially arranged and for subsequent additions of patterns.
- (2) Customers served by digital technology may also route international calls. See Paragraph F.3 - International Direct Distance Dialing via Automatic Route Selection (IDDD via ARS).

CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

9. ELECTRONIC TANDEM SWITCHING (ETS) (Cont'd)

Rates are as follows: (Cont'd)

	Service Establishment Charge	Product/ Service Charge	Monthly Rate	USOC
<u>Automatic Route Selection- Deluxe (ARS-D) (Cont'd)</u>				
Additions and Changes (Cont'd)				
Additions or changes in NPA or central office code routing, per code, per pattern group affected ^ø	-	\$35.00	-	RCHAC
Additions, deletions or changes in Time of Day Routing intervals	-	55.00	-	RCHAT
No charges apply for the addition or deletion of facilities to an existing route.				
<u>Facility Restriction Level (FRL)</u>				
Per Centrex line, incoming or two-way special services facility termination accessing ARS-D*	-	\$ 10.00	-	FRK00 FRK09 FRK11 FRK15
Authorization Codes Common equipment	\$2600.00	1025.00	\$213.00	AUA

NOTES:

- ^ø The charges specified for each code addition or change are applicable whether customer- or Company-initiated.
- * On installations, additions or rearrangements, FRLs may be provided a common level (default value) on groups of Centrex lines at a Product Service Charge of \$10.00 per group of lines arranged.

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CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

9. ELECTRONIC TANDEM SWITCHING (ETS) (Cont'd)

Rates are as follows: (Cont'd)

<u>Facility Restriction Level (FRL) (Cont'd)</u>	<u>Service Establishment Charge</u>	<u>Product/ Service Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
<u>Changes</u>				
Changes in FRL per station or special services facility termination, each	-	\$ 25.00	-	FRK00 FRK09 FRK11 FRK15
Change in a single Authorization Code and/or associated FRL, each	-	25.00	-	RCHFA
<u>Deluxe Queuing</u>				
Common equipment per ETS Centrex system	\$3600.00	240.00	\$128.00	QDC
<u>Queue slots</u>				
Off-hook queue slots:				
Recorded Announcement slots, each*	-	40.00	19.50	QDA
Music slots, each ^ø	-	60.00	19.50	QDM
Ring-back queue slots, each	-	-	12.75	QDR

NOTES:

* In addition, Recorded Announcement Equipment shown elsewhere in this Section of the Informational Guide is required.

^ø In addition, Music on Queue shown elsewhere in this Section of the Informational Guide is required.

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CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

9. ELECTRONIC TANDEM SWITCHING (ETS) (Cont'd)

Rates are as follows: (Cont'd)

	Service Establishment <u>Charge</u>	Product/ Service <u>Charge</u>	Monthly <u>Rate</u>	<u>USOC</u>
<u>Deluxe Queuing</u> (Cont'd)				
Changes				
Change from RBQ to OHQ or vice versa, per queue	-	\$ 50.00	-	RCHQ1
Change in the quantity of queue slots, per queue	-	50.00	-	RCHQ2
Change in queue threshold time limit, per queue	-	50.00	-	RCHQ3
Change in post- queue routing from subsequent routes to tone or vice versa, per queue	-	50.00	-	RCHQ5

NOTES:

† Account Codes are available with the initial installation of SMDR-P at no additional charge.

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

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CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

9. ELECTRONIC TANDEM SWITCHING (ETS) (Cont'd)

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

CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

9. ELECTRONIC TANDEM SWITCHING (ETS) (Cont'd)

Rates are as follows: (Cont'd)

	Service Establishment <u>Charge</u>	Product/ Service <u>Charge</u>	Monthly <u>Rate</u>	<u>USOC</u>
<u>Uniform Numbering/Automatic Alternate Routing (UN/AAR)</u>				
Common equipment	\$3000.00	\$1075.00	\$425.00	UNR
Route selection patterns*				
Per facility for Automatic Overflow to DDD ^ø	-	15.00	-	UNO
Additions and Changes				
Additions, deletions or changes of routes or associated FRL's in existing patterns, per pattern	-	50.00	-	RCHUP
Additions or changes in "on-network" location code routing, per code	-	75.00	-	RCHUC

No charges apply for the addition or deletion of facilities to an existing route.

NOTES:

* The charges for Route Selection Patterns apply when the UN/AAR service is initially arranged and for subsequent additions of patterns.

^ø Rates for dial tone lines apply, as appropriate, for each dedicated overflow line provided.

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CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

9. ELECTRONIC TANDEM SWITCHING (ETS) (Cont'd)

Rates are as follows: (Cont'd)

	Service Establishment <u>Charge</u>	Product/ Service <u>Charge</u>	Monthly <u>Rate</u>	<u>USOC</u>
<u>Customer Administration and Control</u>				
Central office equipment				
Common equipment, each*	2400.00	\$1000.00	\$479.00	CAX
Facilities Administration and Control				
Common equipment, each	2400.00	175.00	107.00	FA2
Traffic Data to Customer (Pollable)				
Common equipment	2100.00	200.00	213.00	PTA
Per Queue equipped	-	75.00	2.65	PTU
Per facility group equipped	-	75.00	6.40	PTY

Premises Equipment

Customer-Provided Equipment, compatible with the serving central office common equipment is required. In addition, a customer-provided modem and a Dial Tone Line at the appropriate Tariff or Guide rate are required. This Dial Tone Line is in addition to the Dial Tone Line required for the central office equipment.

NOTE:

- * In addition, a customer-provided modem and an exchange type facility are required at the appropriate Tariff or Guide rates. Only one central office common equipment is required in connection with the furnishing of either or both Facilities Administration and Control and Traffic Data to Customer (Pollable).

CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

10. MUSIC ON QUEUE

Music on queue is an option for use with any type of queuing, with the exception of the Centrex Attendant Console. A Special Services channel between the Centrex serving central office and the customer-provided music source at the customer's premises, and a music connection arrangement are required at rates specified in other Sections of this Informational Guide.

The rates are as follows:

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Common equipment, each	\$100.00	\$133.00	OTD

11. OUTGOING QUEUEING ON WATS

Outgoing Queuing on WATS is an optional feature that enables station users, by dialing the appropriate access code, to have their call held in queue, if all facilities that would normally be used to complete the call are in use. The call is completed without further dialing when a WATS facility becomes available. If no facility becomes available before a predetermined queue time limit expires, the call is advanced to a pre-selected option. The calling station must remain off hook to retain the call in queue. This feature cannot be accessed from two-way Special Services or a data link console.

Outgoing Queuing on WATS is only provided for Outward WATS simulated facilities groups either level accessed or accessed through Automatic Route Selection-Basic (ARS-B). When used in conjunction with ARS-B, all facilities in the pattern will be scanned for an available route before the call will queue on the designated WATS facility. The maximum number of permissible routes in ARS-B is reduced to three when outgoing queuing is provided. Outgoing queuing is not available in conjunction with ETS.

The customer determines time in queue thresholds. When the threshold time expires, the call may interflow to a higher numbered WATS band queue, complete via the toll network or route to overflow tone. These options are available on a station class of service basis. In addition, these options may be provided in conjunction with specific outward WATS access codes on Non-ARS-B Centrex Systems. Appropriate class of service charges apply for station class of service rearrangements necessitated by the addition of outgoing queuing.

CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

11. OUTGOING QUEUING ON WATS (Cont'd)

Interflow between WATS facilities queues may be controlled by the attendant by the use of customer-provided inhibit inflow or inhibit outflow keys. The inhibit inflow CPE key prohibits the particular WATS band from accepting calls originated for a lower-numbered WATS band. The inhibit outflow CPE key prohibits calls from interflowing to a higher numbered WATS band. When the inhibit outflow CPE key is operated, the time in queue threshold feature is deactivated for existing calls in queue. These calls will remain in queue indefinitely until an idle facility associated with the queue becomes available or the call attempt is abandoned.

Interflow between WATS bands in conjunction with ARS-B preempts normal pattern selection in ARS-B.

During the time in queue, the customer may select the standard offering of silence or the options of a recorded announcement or customer-provided music source.

Priority calling may be provided on an individual station basis. Priority calls are placed in queues ahead of non-priority calls. Priority calls cannot supplant non-priority calls when the queue is full.

Outgoing Queuing on WATS cannot be provided in combination with Station Message Detail Recording to Premises.

Rates are as follows:

A Service Establishment charge of \$725.00 applies for the initial provision of the Outgoing Queuing on WATS feature on a Centrex system.

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Common Equipment, each	\$550.00	\$90.00	OTQ
Queue, each	580.00	8.50	OTT
Queue slot, each	-	31.75	OTU
Priority queuing, per station line	5.00	-	-

CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

11. OUTGOING QUEUING ON WATS (Cont'd)

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Common Equipment for Inhibit Inflow arrangement, each (1)	\$230.00	\$4.25	OTA
Common Equipment for Inhibit Outflow arrangement, each (1)	230.00	4.25	OTB
Recorded Announcement (2)			
Music on queue (2)			

Subsequent to the initial installation, the following non-recurring charges apply for each addition, deletion, change and/or rearrangement.

	<u>Nonrecurring Charge</u>	<u>USOC</u>
Quantity of Queue Slots	\$150.00	NRCQS
Queue Threshold time limit	150.00	NRCQT
Inhibit Inflow arrangement	75.00	NRCQO
Inhibit Outflow arrangement	75.00	NRCQO
Overflow arrangement	80.00	NRCOF
Priority, per station	5.00	NRCPQ

To change from silence to music or recorded announcement, applicable Guide charges for the installation of the respective service apply.

NOTES:

(1) A Metallic Channel (signal speed up to 75 baud) at rates specified in the Special Services Tariff (Pa. P.U.C.-No. 304) is required for each inhibit inflow or inhibit outflow arrangement.

(2) Rates appear in Paragraphs D.7 and D.10 preceding.

12. ATTENDANT CONTROL OF FACILITIES (ACOF)

Attendant Control of Facilities (ACOF) provides the attendant the ability, by operating a customer-provided key, to temporarily deny station dial access to any selected private facility access code or group of access codes.

CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

12. ATTENDANT CONTROL OF FACILITIES (ACOF) (Cont'd)

The rates are as follows:

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Central Office Control Equipment, per arrangement	\$30.00	\$4.25	CFC

A Metallic Channel (signal speed up to 75 baud) is required for each customer-provided key. Rates for the channel are found in the Special Services Tariff (Pa. P.U.C.-No. 304).

13. CUSTOMER TRAFFIC RECORD FEATURE (CTRF)

This service is covered by the Competitive Services Waiver as described in Section 1, Paragraph 27 of this Informational Guide.

The Customer Traffic Record Feature (CTRF) provides for the collection of traffic data which is associated with the Centrex customer's attendants, private facility groups, simulated facility groups, queues and other miscellaneous counts, in the ESS central office. This information is transmitted to the customer's premises over a dedicated Special Services channel where it may be printed on a teletypewriter or similar compatible device provided by the customer.

Within the limitations of this optional feature offering, the customer may specify the time interval and format of the CTRF informational reports. The time interval schedule includes both the days of the week and the hours during the day when the informational printout is to occur. Printouts may occur only on the hour, quarter hours, or half hour with a minimum report interval of one-half hour.

Automatic Circuit Assurance is an optional feature of CTRF and provides an informational report called Non-Usage Line Scan report or Locked-up Line Scan report on specific lines within a specified facility group(s) (except those lines provided through simulated facilities) which have been continuously idle or busy for the two hours preceding the printing of the report.

When requested, this report is transmitted to the customer via the associated CTRF dedicated facility and terminal every two hours at 15 minutes after the hour.

CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

13. CUSTOMER TRAFFIC RECORD FEATURE (CTRF) (Cont'd)

The rates are as follows:

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Common Equipment, each ⁽¹⁾	\$500.00	\$239.00	NFB
Per line of traffic measurement transmitted at a maximum of one hour intervals, each ⁽²⁾	5.00	3.45	NFE
Per line of traffic measurement transmitted at a maximum of half-hour intervals, each ⁽²⁾	5.00	5.85	NFG
Automatic Circuit Assurance			
Report Common Equipment, each ⁽³⁾	150.00	10.65	NFJ
Subsequent Additions, Changes and Rearrangements			
	<u>Nonrecurring Charge</u>		<u>USOC</u>
Add, change or rearrange printout format, per occasion	\$75.00		NRCPF

NOTES:

- (1) Dependent upon the serving ESS machine, traffic measurement information will be transmitted from the central office to the customer's premises via a Telegraph Grade (signal speed up to 150 baud) channel or a Voice Grade channel (with data transmission) and received by customer-provided equipment.
- (2) A line of traffic measurement information is defined as a pre-programmed configuration of the informational characters in the format agreed upon by the customer and the Telephone Company.
- (3) The customer may inhibit the printing of the Circuit Assurance Report by use of a customer-provided control key located at his premises. A Metallic Channel (signal speed up to 75 baud) between the customer's premises and the Central Office is required at rates shown in the Special Services Tariff (Pa. P.U.C.-No. 304).

CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

13. CUSTOMER TRAFFIC RECORD FEATURE (CTRF) (Cont'd)

Subsequent Additions, Changes and Rearrangements (Cont'd)

	<u>Nonrecurring Charge</u>	<u>USOC</u>
Change or rearrange printout time schedule, per occasion ⁽¹⁾	\$20.00	NRCPT
Addition of a circuit to Circuit Assurance Report, per occasion	10.00	NRCRF

14. DIAL STATION CONFERENCE (DSC) ⁽²⁾

The Dial Station Conference feature provides any equipped unrestricted station line or non data link attendant line with the ability to establish a conference call of up to six parties (conferees) including the originator. This feature is activated by dialing the DSC access code (only when required) to seize the conference circuit. The conference is then established by placing the appropriate number of calls and operating the switch-hook after each call is answered. At least one Centrex station line of the system must remain a participant for the duration of the conference call.

This feature is available to customers with Basic Centrex service or equivalent service.

The rates are as follows:

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Common Equipment for up to 6 conferees	\$200.00	\$106.60	EAN

NOTES:

- (1) This charge applies in lieu of the product/service charge for each line of traffic measurement at half-hour or one hour intervals when changing from one time interval to the other.
- (2) Customers served by digital technology may have conference arrangements with more than 6 conferees. See the Station Controlled Conference feature in paragraph F.4 of this Informational Guide .

CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

15. ABBREVIATED DIALING

This feature enables stations within a Centrex System to dial a code(s) to reach predesignated station lines or internal facilities such as dial dictation equipment, paging, etc. Abbreviated Dialing allows a station user to dial a mixture of differing length access codes to reach similar or different facilities within the same Centrex system (Example: access code 42 and station numbers 425 and 4256 may be used on the same system).

This feature is only available from a properly equipped ESS Central Office.

The rates are as follows:

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Dialing Code, to add or change, each	\$150.00	\$26.65	EAO

16. CUSTOMER CONTROLLED STATION RESTRICTION

This feature permits the customer to change the status of individual Centrex station lines or groups of Centrex station lines to one or any combination of the following types of call restrictions.

- Incoming Call Restriction prevents individual or groups of selected Centrex station lines from receiving any direct inward dialed calls. When activated, the restricted calls can be routed to the Centrex attendant, a predetermined station line, or to an optional recorded intercept announcement.
- Outgoing Call Restriction prevents individual or groups of selected Centrex station lines from completing a call outside the Centrex system. When activated, restricted calls will be routed to a reorder tone.
- Station-to-Station Call Restriction prevents individual or groups of selected Centrex station lines from receiving intercommunication calls within the Centrex System. When activated, restricted calls are routed to the Centrex Common intercept announcement.
- Total Restriction prevents individual or groups of selected Centrex Station lines from making or receiving any calls. When activated, restricted calls are routed to a reorder tone, to the attendant, to an optional recorded intercept announcement or a predesignated station line as appropriate.
- Attendant Emergency Override allows the Centrex attendant to override the incoming call restriction imposed upon a station.

CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

16. CUSTOMER CONTROLLED STATION RESTRICTION (Cont'd)

Stations to be restricted can be assigned to a minimum of one and a maximum of eight Line Configuration Packages (LCP). Each LCP consists of a prearranged combination of the various restrictions as they are to apply to selected stations or groups of stations. Only one LCP can be in effect at any one time.

Customer-provided equipment is used for changes and to display or print the status of the lines. Restrictions may also be changed from the attendant console or from designated Touch-Tone Centrex Station Lines. This feature also allows the Centrex attendant to override the termination call restriction imposed upon a station.

Initial training of the customer in the use of the Customer Controlled Station Restriction feature is included at no additional charge at the time the feature is installed. Any customer training required after the initial training is at the option of the customer and a Subsequent Training charge will be applied.

	Product/Service <u>Charge</u>	Monthly <u>Rate</u>	Service Establishment <u>Charge</u>	<u>USOC</u>
Common Equipment, each Station Line, arranged for restriction, each	\$1,000.00 7.00	\$58.40 .60	\$1,100.00 ⁽¹⁾ -	EHE EHG
Control Equipment for each Centrex station line or console arranged to control station restrictions, each	60.00	2.15	-	EHK
Intercept Announcement for Restrictions	(2)	(2)	-	

NOTES:

- (1) Only applies once per customer Centrex System regardless of the number of Common Equipment(s) utilized.
- (2) Use rates and charges for Delay Announcement (Standard and Custom) as provided under the Uniform Call Distribution feature shown elsewhere in this Section of the Informational Guide.

CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

16. CUSTOMER CONTROLLED STATION RESTRICTION (Cont'd)

	<u>Non-Recurring Charge</u>	<u>USOC</u>
Subsequent translation changes, additions or deletions to a Line Configuration Package, each occasion	\$200.00	
Subsequent Customer Training charge applies per each occasion following initial establishment of the system	50.00	TGEHC
Subsequent change of faceplate/trim panel of Inquiry and Control Console, each occasion	50.00	

17. SELECTIVE CUSTOMER CONTROL OF FACILITIES

This feature permits a customer to control access to a particular facility group (or simulated facility group) through activation and deactivation of a customer-provided key. One customer-provided key is associated with each facility group. All traffic, regardless of the source, is denied access to the affected facility group once Selected Customer Control of Facilities is activated. When the facility group is part of an Automatic Route Selection pattern, calls will automatically route to the next facility group in the routing pattern. If there is no alternate route, the caller will receive a reorder tone.

This feature is only available in a properly equipped ESS Central Office.

The rates are as follows:

	<u>Product/ Service Charge</u>	<u>Monthly Rate</u>	<u>Service Establishment Charge</u>	<u>USOC</u>
Common Equipment, per system	\$200.00	\$10.65	\$350.00	SFY
Per Facility Group to which access is desired ⁽¹⁾	15.00	8.50	-	SFF

NOTE:

- (1) In addition the Tariff rates for one Metallic Channel (signal speed up to 75 baud), measured between the location of the customer-provided control key and the Centrex serving central office as shown in the Special Services Tariff (Pa. P.U.C.-No. 304) apply.

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CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

17. SELECTIVE CUSTOMER CONTROL OF FACILITIES (Cont'd)

The rates are as follows: (Cont'd)

	<u>Non-Recurring Charge</u>
Subsequent additions or changes, per occasion	\$120.00

18. FLEXIBLE INCOMING CALL RESTRICTION

This feature provides the ability to temporarily route incoming calls directed to selected Centrex station lines or group(s) of station lines, to other station lines of the same system, the attendant or to an optional recorded intercept announcement. This feature is activated by a customer-provided control key located at the attendant position, at selected station(s), or other customer designated locations.

The optional recorded announcement feature may not be used by the customer to store, play back, and/or forward messages relating to the customer's internal business.

Flexible Incoming Call Restriction when activated, overrides all individual station line terminating features of the stations being restricted.

This feature also provides attendant emergency override to allow an attendant to override the termination restriction imposed upon a station.

This feature is only available from a properly equipped ESS Central Office.

CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

18. FLEXIBLE INCOMING CALL RESTRICTION (Cont'd)

The rates are as follows:

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Common Equipment for each group of stations, under the control of a customer-provided key, each (1)	\$120.00	\$10.65	FRG
Station line to be restricted, each	- (2)	.60	FRA
Intercept Announcement for Restriction	(3)	(3)	

NOTES:

- (1) In addition, the tariff rates for one Metallic Channel (signal speed up to 75 baud), measured between the location of the customer-provided control key and the Centrex serving central office as shown in the Special Services Tariff (Pa. P.U.C.-No. 304) apply.
- (2) Subsequent to the initial installation (USOC FRG) the Feature Processing Service Charge is applicable.
- (3) Use rates and charges for Delay Announcement (Standard and Custom) as provided under the Uniform Call Distribution feature shown elsewhere in this Section of the Informational Guide.

CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

19. COMMON CENTREX ARRANGEMENT (CCA)

Common Centrex Arrangement (CCA) is an optional service arrangement which permits, a Centrex Customer-of-Record (COR) to offer its Centrex usage and features for use by patrons located on the same premises. CCA may be provided to one or more Centrex systems only when located on the same premises.

CCA may only be provided to Centrex Customers-of-Record who have Basic Centrex Service arranged for Measured Business Usage service. Patrons may have Basic or Centrex Service as offered in Section 2A of this Informational Guide arranged for either Flat or Measured Business Usage service.

Educational institutions and hospitals may be provided a CCA to connect the administration, students, patients and employees residing at the institution or hospital. Such service will be provided only at locations which are designated by the institution or hospital and are acceptable to the Telephone Company, in buildings or portions thereof which are under the institution's or hospital's ownership or control.

The Telephone Company is not party to and assumes no responsibility for any contractual arrangement between the COR and the CCA patrons.

CCA may be provided to one or more Centrex systems when served by the same Central Office designation code. Requests for other system arrangements may be provided at the Telephone Company's discretion with charges based on cost.

When a single Centrex system is provided for a CCA configuration:

- intercom dialing is permitted between CCA participants
- the subscriber to the CCA automatically becomes the Centrex COR and assumes responsibility for CCA and payment of Centrex system and CCA related charges.

Where multiple Centrex systems are combined into one CCA configuration:

- intercom dialing between Centrex systems is permitted,
- one Centrex system subscriber must be designated Customer-of-Record and assume responsibility for CCA and payment of CCA related charges,
- individual Centrex system identity, responsibility for payment of Centrex system charges, and responsibility for contractual arrangements and control over the manner of participation in CCA remain with the Centrex system's subscriber.

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CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

19. COMMON CENTREX ARRANGEMENT (CCA) (Cont'd)

RATES:

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Common Centrex Arrangement, each ⁽¹⁾	\$1000.00	\$104.00	LRA

- (1) Additions or deletions of lines to individual systems in the CCA arrangement will be permitted at current Guide rates. Charges based on cost will apply to any additions or deletions of systems or system features to the CCA configurations.

20. CENTREX CUSTOMER CHANGE FEATURE (CCCF)

GENERAL DESCRIPTION

CCCF permits a CENTREX SERVICE customer to access a portion of the Centrex system program to make certain requests for line and feature activations/deactivations, changes, displays and verifications. Customer-provided equipment (terminal, printer, etc.) located on the customer's premises is used to interact with CCCF.

- a. Centrex Station Rearrangement (CSR) customers' CCCF requests to their Centrex program are transmitted between the terminal and their serving Central Office via the exchange network into a dedicated dial-up data port. Customers' access to the Centrex program is unlimited in time and contention-free. The customers' change requests are executed on an immediate basis.
- b. MACSTAR* is a shared system and serves multiple Centrex customers. Customers' requests to their Centrex program are transmitted between the terminal and the serving Central Office via the exchange network on a dial-up/dial-back basis to a predetermined telephone number. Centrex customers are permitted unlimited time on the system. However, after a period of inactivity, the Telephone Company will discontinue transmission.

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CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

20. CENTREX CUSTOMER CHANGE FEATURE (CCCF) (Cont'd)

PROVISIONS (CSR and MACSTAR)

Residence-rated patient/student lines may be equipped for CCCF activate and deactivate capability only.

If the Centrex system has the Electronic Tandem Switching (ETS) feature, all lines or group of lines equipped for CCCF capability require a Facility Restriction Level (FRL) at rates and charges shown in this Section of the Guide.

A log on identification code will be assigned by the Telephone Company. The customer must establish their own password. These codes are used to identify authorized users. The customer is solely responsible for the administration and security of their identification code and password.

The Telephone Company reserves the right to inhibit CCCF service in the event of a service affecting condition to the Central Office or affiliated operating support system.

This service is only furnished from Central Offices where equipment needed to provide this service is available.

CSR ONLY

CSR also requires that the customer subscribes to two dial tone line type facilities (one for the CPE terminal and one for the Central Office dial-up data port). Appropriate Informational Guide rates and charges apply for these services.

All lines of the Centrex system must be equipped for CCCF capability with the exception of the following types of lines for which CCCF cannot be provided:

- Lines in a multi-line hunt group
- Lines terminated on the attendant position
- Lines equipped with a special hardware configuration (e.g., ground start, make busy or stop hunt arrangements, registers, etc.)

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Effective May 29, 2015, REACTSM ALARM TRANSPORT SERVICE formerly contained in this section, is hereby canceled and withdrawn and no longer available.

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CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

20. CENTREX CUSTOMER CHANGE FEATURE (CCCF) (Cont'd)

PROVISIONS (CSR AND MACSTAR) (Cont'd)

CSR ONLY (Cont'd)

During the time between the end of the customer input command and the beginning of each line of output, an acknowledgement (nod) is provided to assure the customer that the request is being processed. The customer must advise the Telephone Company to provide either:

1) terminal printout (Processing), 2) terminal space-backspace, or 3) an audible terminal arrangement. A customer requested "nod" change can be accommodated on a charge basis per occasion.

The customer has the option of requesting a greeting to confirm system access. Customer requested greeting changes can be accomplished on a charge basis per occasion.

CSR subscribers are not permitted to change **CLASSsm** on Centrex features.

MACSTAR ONLY

MACSTAR requires that the customer subscribe to one dial tone line type facility for the dial up/dial back arrangement. Appropriate Informational Guide rates and charges apply for this service.

MACSTAR subscribers are only permitted to change **CLASSsm** Feature Packages. Individually subscribed CLASS features may not be added, changed, dropped or rearranged via MACSTAR.

If the Company equipment and/or facilities can be adversely affected by allowing customer control of line configuration or options, those specific configurations or options will not be customer changeable. All changes to lines will be governed by switch capabilities.

TRAINING

Initial training of two customer employees in the use of the feature is included at the time CCCF is placed in service. Training of additional employees or customer requested training subsequent to the initial training session, will be on an occasion basis. Subsequent Software Administration of CCCF by the Telephone Company at the customer's request will be charged on an occasion basis.

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CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

20. CENTREX CUSTOMER CHANGE FEATURE (CCCF) (Cont'd)

RATES (1)

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>
CCCF-CSR(2)		
Common Equipment, per system	\$3000.00	\$425.00
CCCF-MACSTAR(2)		
Common Equipment, per system(3)		
- 1 - 200 lines	900.00(4)	107.00
- 201 - 500 lines	900.00(4)	160.00
- 501 - 1500 lines	2200.00(4)	224.00
- 1501 lines and above	2200.00(4)	345.00
Subsequent Training/Software Administration, per occasion	470.00(5)	
Customer Requested ID/Password Greeting and/or "Nod" Change	130.00	

Notes:

- (1) Full Product/Service Charges apply upon customer requested conversion to/from CSR/MACSTAR where facilities in the Central Offices permit as determined by the Telephone Company.
- (2) Applies in addition to applicable Centrex Feature Processing Service Charge and Feature Change Charge per line as shown in this Section of the Informational Guide.
- (3) Common Equipment line size refers to the total number of lines per Centrex system.
- (4) The Product/Service Charge applies when CCCF is initially installed. The charge does not apply as monthly rates change due to growth.
- (5) Each occasion not to exceed two half-day sessions or eight hours total.

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CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

21. AUTOMATIC MESSAGE LINK (AML)

GENERAL DESCRIPTION

The Automatic Message Link (AML) feature enables customer-provided Voice Store and Forward (VSF) and Simplified Message Desk (SMD) systems to automatically interact and connect with Centrex Service via a data-link.

Within the Centrex system, AML is identified as special multi-line hunt group(s) with a dedicated link(s). Multi-line hunt groups may share a data-link. The data-link terminates in a customer-provided modem at the customer's premises. This modem must conform to the Electrical Industries Association (EIA) standard RS232C interface requirements and must:

- operate in a half or full duplex, asynchronous mode,
- use even parity error detection and standard ASCII code.

When a Centrex system is equipped for AML and a call is placed to a Centrex line equipped with Call Forwarding - Don't Answer¹, Busy Line¹ and/or Variable and is subsequently transferred to a customer's messaging system or a call is directly placed to a messaging system, the data-link simultaneously transmits the following information:

- the called number,
- the type of Call Forwarding or direct call indication,
- the calling number, if within the Centrex system,
- the message system and message desk terminal numbers.

This information may then be used by the VSF system to activate a recorded announcement, allow the caller to leave a message simply by speaking, and place and store the message in the called party's "mailbox". This same information may be used by the live attendant on a SMD system to identify the called party, provide unique, source-related responses to the caller, and store the caller's message.

The customer-provided messaging system may be directly accessed to input new instructions or to retrieve messages. AML provides a message waiting indicator which can be activated, if provided, by the messaging system.

Additional options available to the multi-line hunt group(s) of Centrex lines include but are not limited to Uniform Call Distribution, Queuing, Recorded Announcements, Make Busy, at rates specified in other Sections of this Informational Guide.

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 services are still available for resale until October 17, 2016, on which date the foregoing terms shall be effective for resale.

Verizon Pennsylvania Inc.

CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

21. AUTOMATIC MESSAGE LINK (AML) (Cont'd)

PROVISIONS

The customer has the responsibility for determining the quantity of Centrex lines in the multi-line hunt group(s) based on anticipated traffic and call handling capabilities of the customer's messaging system. The customer must contract for an adequate number of multi-line hunt group lines and related customer-provided premises equipment to permit the use of service without injurious effect on general telephone service.

Premier Messaging Services Interface (PMSI) is available to Centrex customers at rates and regulations as specified in this Company's Messaging Services Interface/Premier Messaging Services Interface Guide.

RATES

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Common Equipment per data-link (1)	\$3,000.00	\$265.00	AML

NOTE:

- (1) In addition, Special Services Tariff rates apply for at least one 3002 channel (for each AML data link) to the customer's modem from the central office and for the Centrex lines in the multi-line hunt group(s) accessing the customer's messaging system. The number of 3002 channels required is dependent upon the customer's configuration.

A Feature Processing Service Charge, as shown in Paragraph C.1.a. preceding, applies when adding or deleting the message waiting indicator.

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CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

23. CENTREX AUTOMATIC CALL DISTRIBUTION (ACD)¹

- a. Centrex Automatic Call Distribution Service is a Centrex optional feature which provides equitable distribution of large volumes of incoming calls to available call answering positions of the customer (agent positions served by the system). The switching function and distribution of calls is performed in a Telephone Company central office. The Standard Features described in this tariff are included with this service.

Centrex ACD Service can also provide an optional data stream of call events to a compatible customer provided computer. The customer can use the computer to prepare management information reports. This feature also enables the customer to reassign agents to different ACD splits (groups) within the same Centrex ACD system and to modify their ACD system parameters (i.e. Number of calls in queue) using various customer changeable programmed instructions to the Centrex ACD system.

A Centrex ACD system consists of agent and supervisor positions that share common central office equipment and a common ACD central office identification.

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

* Effective June 2, 2010 Call Management is grandfathered and no longer available to new customers. Moves, additions or changes to subscribers' existing service will not be permitted.

** Effective November 19, 2010 Call Management Service is hereby cancelled and withdrawn and no longer available.

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CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

23. CENTREX AUTOMATIC CALL DISTRIBUTION (ACD)¹(Cont'd)

b. FEATURES

Standard Features

Abandoned Call Clearing
ACD Directory Number
Agent Key
Agent Log In/Log Out
Answer Agent
Answer Emergency
Automatic Overflow
Call Delay Announcement
Call Source Identification
Call Supervisor
Call Transfer/Three Way Calling to ACD
Called Number Display
Display Queue Status
Emergency Alert
Incoming Call Queue
Make Set Busy
Multi-Stage Queue Status Display
Night Service
Night Service Control
Not Ready
Position Status Display
Queue Slots (up to 30% of ACD positions)
Queue Status
Service Supervising
Zip Tone

Optional Features

Additional Secondary Directory Numbers
CompuCALL Data Stream
Management Information Data Stream
Queue Slots (in excess of 30% of ACD positions)

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

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CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

23. CENTREX AUTOMATIC CALL DISTRIBUTION (ACD) ¹(Cont'd)

c. FEATURE DEFINITIONS

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

ACD Directory Numbers - provides unique directory numbers used to receive incoming ACD calls.

Agent Key - provides the supervisor with the capability to call a specific agent.

Agent Log In/Log Out - allows the end user to assign a digital code to each individual member of an ACD group that would be used as an identification code.

Answer Agent - permits the supervisor to answer calls from agents.

Answer Emergency - supplies an emergency indication to a supervisor and optionally an automatic conference when an agent activates an emergency key.

Automatic Overflow - allows the customer to specify both the maximum number of calls that can be queued and a maximum anticipated waiting time before newly arriving calls will be sent to a customer specified route instead of being placed in queue.

Call Delay Announcement - provides announcements to callers such as the status of a call (in queue, all positions busy, etc.) when the delay exceeds a customer specified threshold. This feature may not be used by the customer to store, playback, and/or forward messages relating to the customer's internal business.

Call Source Identification - provides for the display of the origin identification of the incoming call at the agent's position.

Call Supervisor - allows the agent to contact the supervisor quickly by depressing a single button.

Call Transfer/Three Way Calling to ACD - allows the agent to transfer calls to another ACD agent. Agents equipped with this feature can also establish calls involving three or more parties.

Called Number Display - Provides a display of the directory number dialed to agents using sets with display.

CompuCALL Data Stream - The CompuCALL Data Stream feature provides raw call processing and telephone network data to a customer-provided host computer system in a format determined by the Telephone Company. Also, the CompuCALL Data Stream feature provides customer-initiated call processing capability enabling customers to re-direct or transfer incoming calls, and make outbound calls.

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CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

23. CENTREX AUTOMATIC CALL DISTRIBUTION (ACD) ¹(Cont'd)

c. FEATURE DEFINITIONS (Cont'd)

Display Queue Status - allows a supervisor using a set with display to view the current load status statistics for an ACD split (group).

Emergency Alert - allows the agent to immediately conference a supervisor by depressing a single button. The supervisor will also receive an indication that the agent has an emergency.

Incoming Call Queue - allows incoming calls to be placed in a queue when all agents are busy.

Make Set busy - allows agents to make their positions not available to receive a new ACD or non ACD call.

Management Information Data Stream - provides raw call processing data to a customer provided management information system in a format determined by the Telephone Company. Provides customer change (reconfiguration) capability enabling customers to reconfigure their system parameters to handle incoming traffic loads.

Multi Stage Queue Status Display - allows ACD agents and supervisors to quickly and easily determine the length of time calls are held in queue before being answered.

Night Service - allows the customer to route all new incoming calls to a customer specified destination (a night announcement, another ACD group, an external directory number, etc.). Night Announcements inform callers that the call cannot be completed and to call back at a later time. Night Announcements may not be used by the customer to store, play back, and/or forward messages relating to a customer's internal business.

Night Service Control - provides the ability to activate Night Service for one or more agent splits (groups) within the same customer system.

Not Ready - allows agents to make their positions not available to receive new ACD calls. This allows agents to follow up on transactions without being interrupted by the next call.

Position Status Display - provides basic management information and status of agent positions to administrative personnel.

Queue Slots - a central office facility whereby incoming calls are held waiting the availability of an ACD position.

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CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

23. CENTREX AUTOMATIC CALL DISTRIBUTION (ACD) ¹(Cont'd)

c. FEATURE DEFINITIONS (Cont'd)

Queue Status - audits incoming call queues to detect overflow. A customer indicator remains on until the audit determines that the calls for that agent group have resumed normal queuing.

Service Supervising - allows the supervisor to establish a listen only path to an agent and incoming/outgoing call. Service Supervising shall be used by the customer only in the ordinary course of its business for lawful business purposes to listen to non-personal business calls. The customer shall notify its agents that Service Supervising has been installed and that calls may be listened to by supervisory employees of the customer.

Customer must comply with all Federal and State laws and regulations applicable to use of the Service Supervising feature. Customer shall indemnify, defend and hold harmless Telephone Company and its agents, servants and employees, against any and all claims, demands, liabilities, losses, judgements, fines, penalties and expenses, arising out of or resulting from the failure of Customer or its agents, servants or employees to comply with Federal and State laws and regulations applicable to use of the Service Supervising feature.

Zip Tone - provides a short burst of tone sound to alert the agent that an incoming call will be immediately connected.

d. PROVISIONS

- (1) Centrex ACD is an optional feature of Centrex. Customers must provide compatible premises equipment.
- (2) Centrex ACD is available under various payment plan options. Multiple payment plans per customer are permitted.
- (3) Payment plans are available on a month to month basis or for periods of 12 to 36, or 37 to 60 months in either high up-front/low monthly or low up-front/high monthly options.
- (4) The month to month minimum period is one month.
- (5) A customer must subscribe to and maintain a minimum of ten ACD service positions per Centrex ACD system.

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

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CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

23. CENTREX AUTOMATIC CALL DISTRIBUTION (ACD) ¹(Cont'd)

d. PROVISIONS (Cont'd)

- (6) The price of Centrex ACD is varied based on the number of ACD service positions. Prices are determined on a sliding scale. Prices for customers apply to all ACD service positions (agents, supervisors or other positions associated with the ACD system) as the quantity of ACD positions pass defined price discount levels.
- (7) Customers receive 30% queuing based on the total number of ACD service positions. Additional queuing will be available at rates and charges specified in this Informational Guide.
- (8) Optional Centrex ACD features are only available on a month to month basis.
- (9) If Centrex ACD customers under an existing payment plan contract move or upgrade their service and retain the same or greater number of Centrex ACD service positions, Centrex ACD termination liability will not apply as long as the customer signs and fulfills the terms of the new payment plan contract of the same or greater duration. However, the customer must still pay the non-recurring charges applicable to the installation of the service. Centrex ACD termination liability charges will apply to customers who terminate or disconnect service before expiration of an existing payment plan contract or who cancel a payment plan contract before expiration of its term.

Centrex ACD termination charges will be determined as follows:

Average number of ACD service positions (based on a review of actual ACD service positions in service on the second workday in February of each year) multiplied by the applicable payment plan contract multiplied by 80% multiplied by the remaining months of the payment plan contract.

- (10) Minimum Line Requirement applies to ACD customers. In each month of the contract, the customer must pay for no less than 85% of the largest number of ACD positions in service during the contract.
- (11) Suspension of Centrex ACD service is not permitted. If service is disconnected for nonpayment, termination liability charges as described in this Informational Guide apply.

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

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CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

23. CENTREX AUTOMATIC CALL DISTRIBUTION (ACD) ¹(Cont'd)

d. PROVISIONS (Cont'd)

- (12) Centrex ACD Termination Liability charges do not apply for: 1) a change in the length of the payment plan, provided the customer selects a new service period equal to or longer than the former service period and for the same or greater number of Centrex ACD service positions, or 2) for moves within the same central office serving area.
- (13) Centrex Main Station Line Termination Liability applies for Centrex Main Station Lines as stated in the appropriate sections of the Centrex Informational Guide.
- (14) Upon expiration of the payment plan contract period, customers may continue their service with either a month to month or 12-36 month payment plan at the prevailing monthly rate at that time. Customers choosing a 12-36 month extension must pay a one-time service continuation charge identified in this Guide.
- (15) Nonrecurring charges apply when converting from a month to month to a 12-36 or 37-60 month payment plan.
- (16) The following call status announcements are provided with basic Centrex ACD service and are up to 15 seconds in length per announcement:
 - 1 initial Call Delay Announcement per Customer ACD system,
 - 1 secondary Call Delay Announcement per Customer ACD system,
 - 1 Night Service Announcement per Customer ACD system.
- (17) Cancellation of a payment plan contract is effective upon receipt by the Telephone Company of written notification from the customer 30 days prior to cancellation, termination or disconnection. The customer agrees to pay the premature termination liability charges as specified in this Informational Guide as if service had been disconnected or terminated on the date such notification was received.
- (18) Centrex ACD service requires special Central Office Equipment and will only be provided where facilities permit.
- (19) Applicable Informational Guide rates will apply for all listed directory numbers associated with this service.

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CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

23. CENTREX AUTOMATIC CALL DISTRIBUTION (ACD) ¹(Cont'd)

e. RATES AND CHARGES

Centrex ACD is available under three different payment plans. The customer may subscribe to ACD agent positions on a month to month basis, under a "High Up-Front/Low Monthly" payment plan contract or a "Low Up-Front/High Monthly" payment plan contract.

Service agreements may be for 12 to 60 months with an option for continuation at the end of the service agreement period.

Applicable rates are:

(1) Payment Plans

(a) MONTH TO MONTH

	<u>Monthly Rate</u>	<u>Product/Service Charge</u>	<u>USOC</u>
ACD Service per agent position	\$50.00	\$150.00	AP02X

(b) HIGH UP-FRONT/LOW MONTHLY OPTION

ACD Service, per agent position

<u>Months</u>	<u>12-36</u>	<u>Monthly Rate² 37-60</u>	<u>Product/ Service Charge</u>	
up to 100 positions	\$10.00	\$8.50	\$600.00	AP01X
up to 199 positions	9.75	8.35	600.00	
up to 299 positions	9.50	8.15	600.00	
up to 399 positions	9.25	8.00	600.00	
400 to 800 positions	9.00	7.75	600.00	

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

² The rate for the largest number of ACD agent positions in service per ACD system applies to all agent positions in the customer's ACD system.

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CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

23. CENTREX AUTOMATIC CALL DISTRIBUTION (ACD) ¹(Cont'd)

e. RATES AND CHARGES (Cont'd)

(1) PAYMENT PLANS (Cont'd)

(c) LOW UP-FRONT/HIGH MONTHLY OPTION

ACD Service
per ACD position

<u>Months</u>	<u>12-36</u>	<u>Monthly Rate ² 37-60</u>	<u>Product/ Service Charge</u>	<u>USOC</u>
up to 100 positions	\$27.00	26.00	\$50.00	AP01X
up to 199 positions	26.00	25.00	50.00	
up to 299 positions	25.00	24.00	50.00	
up to 399 positions	24.00	23.00	50.00	
More than 399 positions	23.00	22.00	50.00	

(2) CENTREX ACD OPTIONAL FEATURES

	<u>Monthly Rate</u>	<u>Product/Service Charge</u>	
Management Information System, CompuCall Raw Data, per ACD Link ³	\$100.00	\$200.00	AM1

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

² The rate for the largest number of ACD positions in service per ACD system applies to all ACD positions in the customer's ACD system.

³ A suitable 9600 baud, full duplex channel as determined by the Telephone Company is required for this service. Rates can be found in the appropriate section of the Guide.

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CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

23. CENTREX AUTOMATIC CALL DISTRIBUTION (ACD) ¹(Cont'd)

e. RATES AND CHARGES (Cont'd)

(2) CENTREX ACD OPTIONAL FEATURES (Cont'd)

	<u>Monthly Rate</u>	<u>Product/Service Charge</u>	<u>USOC</u>
Queue Slots (in excess of 30% of ACD positions), per slot	\$3.00	\$15.00	QSCP2
Additional Secondary Directory Numbers, per Number ²	3.00	25.00	SXS

- (3) SERVICE CONTINUATION - Upon expiration of an existing Centrex ACD payment plan contract, the customer may add another 12-36 month term. The following one-time charges will apply.

	<u>Product/Service Charge</u>	<u>USOC</u>
Extend an existing payment plan for an additional 12-36 months		
Per System	\$100.00	FPACS

- (4) A Feature Processing Service charge as shown in this Informational Guide will apply if the customer requests the Telephone Company to rearrange or change ACD service positions within the same Centrex ACD system.

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² Not required for Secondary Members of a Multiple Appearance Directory Number (MADN) Group.

CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

24. LAST NUMBER REDIAL

The Last Number Redial feature enables subscribers to redial their last called number (up to 24 digits), by depressing a single key or by dialing an access code rather than the entire number.

The following rates will apply:

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Last Number Redial, per line equipped	\$15.00	\$.26	LNQ

25. DIAL DICTATION ACCESS

Permits access to and control of customer-owned dictation equipment. The customer accesses a dictation machine by dialing an access code assigned by the Telephone Company. After the dictation machine is accessed, the customer controls the machine by dialing control digits.

The rates are as follows:

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Centrex Dial Dictation Interface Circuit, each*	\$30.00	\$22.55	RC8

* In addition a voice grade channel and, when the make busy option is requested, a metallic channel is required, as shown in the Special Services Tariff (Pa. P.U.C.-No. 304).

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CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

26. CALL FORWARDING-BUSY LINE-OUTSIDE ⁽¹⁾

A fixed arrangement which routes incoming calls to another specified line if the intended line is in use. With this arrangement, more than one station line can forward to a common station line. Call Forwarding-Busy Line-Outside is available only where facilities permit.

The following rates apply:

	Product/Service Charge	Monthly Rate	USOC
Call Forwarding-Busy Line ³ -Outside, per line		\$.06	E40
Call Forwarding-Busy Line ³ -Outside, per system ⁽²⁾			
Up to 20 station lines		.72	E4E1X
21 to 50 station lines		1.60	E4E2X
51 to 100 station lines		3.65	E4E3X
101 to 500 station lines		25.60	E4E4X
More than 500 station lines		66.60	E4E5X

NOTES:

(1) The Feature Processing Charge applies for each service order required.

(2) Per System charges are based on the total number of lines in the system, not the number of lines equipped with the feature .

³ Effective August 21, 2016, Call Forwarding Busy Line is no longer available to new business customers. Existing business customers as of August 21, 2016, may retain this service at existing locations. Additions, rearrangements and moves are not permitted. This service is still available for resale until October 17, 2016, on which date the foregoing terms shall be effective for resale.

CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

27. CALL FORWARDING-BUSY LINE AND DON'T ANSWER-OUTSIDE (1)

A fixed arrangement which routes incoming calls to another specified line. Lines arranged for both Call Forwarding-Busy Line-Outside and Call Forwarding Don't Answer-Outside must forward to the same designated line for both types of call forwarding. Call Forwarding-Busy Line and Don't Answer-Outside is available where facilities permit.

The following rates apply:

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Call Forwarding-Busy Line and Don't Answer-Outside, per line		\$.06	E40
Call Forwarding-Busy Line and Don't Answer-Outside, per system (2)			
Up to 20 station lines		.72	E4E1X
21 to 50 station lines		1.60	E4E2X
51 to 100 station lines		3.65	E4E3X
101 to 500 station lines		25.60	E4E4X
More than 500 station lines		66.60	E4E5X

NOTES:

(1) The Feature Processing Charge applies for each service order required.

(3) Per System charges are based on the total number of lines in the system, not the number of lines equipped with the feature .

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CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

28. CALL FORWARDING-DON'T ANSWER-OUTSIDE ^{(1), 3}

A fixed arrangement which routes incoming calls to another specified line if the intended line is unanswered after approximately three ringing cycles. This feature is not provided on lines of a UCD group with queuing. Call Forwarding-Don't Answer-Outside is available only where facilities permit.

The following rates apply:

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Call Forwarding-Don't Answer-Outside, per line		\$.06	E40
Call Forwarding-Don't Answer-Outside, per system ⁽²⁾			
Up to 20 station lines		.72	E4E1X
21 to 50 station lines		1.60	E4E2X
51 to 100 station lines		3.65	E4E3X
101 to 500 station lines		25.60	E4E4X
More than 500 station lines		66.60	E4E5X

NOTES:

(1) The Feature Processing Charge applies for each service order required.

(2) Per System charges are based on the total number of lines in the system, not the number of lines equipped with the feature.

³ Effective August 21, 2016, Call Forwarding Don't Answer is no longer available to new business customers. Existing business customers as of August 21, 2016, may retain this service at existing locations. Additions, rearrangements and moves are not permitted. This service is still available for resale until October 17, 2016, on which date the foregoing terms shall be effective for resale.

CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

29. CALL TRANSFER-INDIVIDUAL-ALL CALLS-OUTSIDE ⁽¹⁾

A station user may transfer any call to another station line of the system, the attendant or a station line outside the system by operating the switch-hook and dialing the intended line. On obsolete systems where All Calls is not provided, only DID calls can be transferred. Call Transfer-Individual-All Calls is available, per line, where facilities permit.

The following rates apply:

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Call Transfer-Individual- All Calls-Outside, per line		\$.06	E13
Call Transfer-Individual- All Calls-Outside, per system ⁽²⁾			
Up to 20 station lines		.72	ECT1X
21 to 50 station lines		1.60	ECT2X
51 to 100 station lines		3.65	ECT3X
101 to 500 station lines		25.60	ECT4X
More than 500 station lines		66.60	ECT5X

NOTES:

- (1) The Feature Processing Charge applies for each service order required.
- (3) Per System charges are based on the total number of lines in the system, not the number of lines equipped with the feature.

CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

30. CUSTOM REDIRECT SERVICE

This service is available to Centrex customers as an optional feature. See Section 28A, of Pa. P.U.C.-No. 500 Guide, for regulations and rates.

31. ROUTING CONTROL

a. Description

Routing Control

Routing Control directs Centrex-originated calls made to destinations outside the Centrex System to alternative private or public facilities to provide efficiencies in traffic handling. Up to three alternative routes, Primary Route, Alternate Route and Second Alternate Route, may be specified by the customer.

Time-of-Day Routing

Time-of-Day Routing permits the preprogrammed selection of the Primary Route, Alternate Route and Second Alternate Route to vary based on the time of day or day of week.

Example of a Routing Control Matrix

Destination	Time	Day	Default	Primary	Alternate	2nd Alt.
				Route	Route	Route
466	1	A	Block	1234	5678	2345
703974	2	B		3456	7890	9876
900			Block			

TIME	DAY
1 08:00-17:00	A M-F
2 09:00-12:00	B TU

b. Provisions

Routing Control

Routing Control is available on outgoing calls only.

The traffic routing choices are provided by and the responsibility of the customer.

Up to three alternative routes can be specified for a call; the Primary Route, Alternate Route and Second Alternate Route.

Time-of-day and day-of-week variances in the Routing Control are provided by and are the responsibility of the customer.

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CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

31. ROUTING CONTROL (Cont'd)

c. Rates

	<u>Product Service Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
1 to 49 Centrex Lines			
month to month	\$500.00	\$ 29.70	R6T
12-36 months	500.00	28.70	R6T
37-60 months	500.00	27.70	R6T
61-96 months	500.00	26.60	R6T
97-120 months	500.00	25.60	R6T
50 to 199 Centrex Lines			
month to month	500.00	97.40	R6T
12-36 months	500.00	92.30	R6T
37-60 months	500.00	87.10	R6T
61-96 months	500.00	82.00	R6T
97-120 months	500.00	76.90	R6T
200 to 399 Centrex Lines			
month to month	500.00	195.00	R63
12-36 months	500.00	185.00	R63
37-60 months	500.00	174.00	R63
61-96 months	500.00	164.00	R63
97-120 months	500.00	154.00	R63
400 or more Centrex Lines			
month to month	500.00	410.00	R6T
12-36 months	500.00	385.00	R6T
37-60 months	500.00	359.00	R6T
61-96 months	500.00	333.00	R6T
97-120 months	500.00	308.00	R6T
Time-of-Day Routing	30.00	-	R6D
Additions, Changes and Deletions to Routing Control per Route	30.00	-	REAGO

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CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

32. GROUND START CENTREX SERVICE

a. Description

Ground Start-Provisioned Centrex Service is a method of signaling on customer lines in which one side of the two-wire line (typically the "Ring" conductor of the Tip and Ring) is momentarily grounded to obtain dialtone.

b. Provisions

Centrex lines with ground start provisioning will be provided in accordance with the parameters stated in this Informational Guide.

The Telephone Company assumes no liability for the limitations of CPE equipment-feature signaling due to the operating and transmission factors for ground start provisioning.

Ground start provisioning is offered where facilities permit.

All other applicable regulations for Centrex Service, as specified in this Informational Guide.

c. Rates

The following rates apply for Ground Start-Provisioned Centrex Service:

	<u>Product/ Service Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Ground Start Provisioning, each Centrex line	†	\$5.00	GST

† For the associated Feature Processing Service Charge, see Section 2.C.1.a of this Informational Guide.

CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

33. CENTREX SPLIT BILLING

a. Description

Centrex Split Billing is an optional service which permits existing Centrex customers to split their monthly Centrex bill into multiple bills for their existing Centrex lines. New Centrex customers or existing Centrex customers adding additional lines, which are to be billed separately, are not covered by this Supplement.

b. Regulations

1. Each individual billing number will be treated separately; i.e. the station count will be restarted on each separate bill.
2. The same billing name, without variation, must appear on all separate bills.
3. Each location or individual billing number must have a minimum of 2 Centrex lines.
4. If the customer elects a Pricing Option term commitment, each separate bill will be treated separately with separate minimum requirements on each individual billing number.
5. Interexchange Carrier Calling Plans may be associated with each separate, individually billed account, when requested by the customer, however, the accounts will not be bulked for rating purposes.
6. Only one free directory listing will be provided per Centrex system, regardless of the number of individual billing numbers or number of bills rendered.
7. Directory listings for separate, individual billing numbers will be charged at Guide rates.
8. All other applicable regulations for Centrex services, as specified in P.U.C. No. 500, Section 2 apply.

c. Rates

In addition to the applicable Rates and Charges in Pa. P.U.C.-No 500, Section 2, the following rate applies for Centrex Split Billing:

	Product/ Service <u>Charge</u>
Centrex Split Billing, each separate bill rendered	\$100.00

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CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

34. CENTREX CUSTOMER EDUCATION SERVICES

A. Description

Centrex Customer Education Services is a service available to any Centrex customer on the use of their Centrex service at their premises.

B. Rate Schedule

Product/Service
Charge¹_____

Centrex Customer Education Services

ICB

Note 1: Rates to be established on a case-by-case basis to meet specific customer requirements.

35. CENTREX **ULTRA FORWARD**®

A. Description

Ultra Forward allows customers to activate, deactivate, or change his or her call forwarding service from a remote location. This service is available only where facilities permit as determined by the Telephone Company.

B. Provisions

Centrex **Ultra Forward** provides Centrex customers with a remote access call forwarding-variable service. Centrex **Ultra Forward** can be accessed from any touch-tone or tone-signaling-capable telephone.

Customers dial a remote access directory number and are then guided by voice messages to enter information such as their Centrex number equipped with the Centrex **Ultra Forward** feature, a Personal Identification Number (PIN), and the number to which calls will be forwarded.

Calls forwarded by this feature are subject to local or long distance message charges and are the responsibility of the customer.

Transmission performance quality cannot be guaranteed on forwarded calls.

When Centrex **Ultra Forward** is active, it will override all other Verizon central office based call forwarding services.

The remote access capability may experience occasional interruptions in service. Verizon is not liable for damages if, for any reason, the service is inoperable.

Verizon Pennsylvania LLC

CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

35. CENTREX **ULTRA FORWARD**® (Cont'd)

C. Rates ⁽²⁾

	Product/Service Charge ⁽¹⁾	Monthly Rate
Centrex Ultra Forward per line	\$10.00	\$8.00

Note:

- (1) No charge if installed initially with the associated Centrex line.
- (2) Centrex Feature Processing Charges do not apply.

36. PRI CENTREX INTERCOM CAPABILITY

A. Description

PRI Centrex Intercom Capability provides intercom capability on B Channels of an **IntelliLinQ** - PRI Arrangement and other digital Centrex within the same subscriber network.

When the PRI Intercom Capability option is augmented with Centrex features to integrate Centrex service with Voice Over Internet Protocol (VOIP) applications, an additional PRI INTERCOM - VOIP NRC rate is required as defined in the Rates Section of this Guide. PRI's that only require the Intercom functionality do not require an additional NRC.

B. Provisions

Intercom calls between an **IntelliLinQ** - PRI and a Centrex do not incur usage charges. Calls to telephone numbers outside of the Centrex system without Intercom capability will incur usage charges.

This feature provides the capability to communication on a private facility basis, as a tie-line, between Centrex systems served from different offices. When Centrex Intercom connects a Centrex system to customer premises equipment, it may provide private facilities or it may permit the two systems to share local exchange access.

If eleven or more channels are purchased on one PRI the package rate for the entire PRI applies.

The availability of this offering and the number of "B" channels is dependent on the capability of the serving central office.

Verizon Pennsylvania Inc.

CENTREX SERVICE

D. CENTREX OPTIONAL FEATURES (Cont'd)

36. PRI CENTREX INTERCOM CAPABILITY (Cont'd)

C. Rates

Product/Service	Monthly Charge ¹	Rate
PRI Centrex Intercom Capability per B channel equipped ¹	-	\$10.00
Package rate for ten (10) or more Centrex Intercom channels per PRI arrangement	-	100.00
PRI Intercom - VOIP Capability Package Per 100 Station numbers or fraction thereof ²	\$300.00	

¹ No NRC applies if this feature is provided at the time of the initial **IntelliLinQ**-PRI installation. If this feature is added subsequent to the initial **IntelliLinQ**-PRI installation, a PRI Reconfiguration Charge - Change Charge for a line group applies as specified for **IntelliLinQ**-PRI service.

² When the PRI Intercom Capability option is provisioned to integrate the Centrex features and Voice Over Internet Protocol (VOIP) applications, an additional PRI INTERCOM - VOIP NRC rate is required. This rate does not apply for applications that use only Intercom functionality between a PRI and a Centrex. PRI Intercom - VOIP Capability Package NRC applies to ALL rate plan options.

CENTREX SERVICE

E. ATTENDANT CONSOLE SERVICE

1. DIGITAL CENTREX ATTENDANT CONSOLE SERVICE

Digital Compatible Console Interconnect(1) - Provides Central Office interaction with customer provided Digital Compatible (not ISDN) Attendant Consoles. This service is required per console, and allows the Attendant Console to answer calls placed to a specific number, dial "0" calls from within the customer group, intercept calls and station don't answer recalls. The attendant can also originate calls and complete incoming calls.

PROVISIONS

This service requires 3 Attendant Access Lines per Attendant Console. These Access Lines (USOC RNB) are rated the same as Centrex Main Station Lines shown elsewhere in this Informational Guide.

Customers may be required to install or convert to compatible Consoles due to Central Office conversion. Customers are responsible for all nonrecurring charges applicable to installation of the console service and features.

Customers are responsible for providing in writing the information required by the Telephone Company to perform the necessary central office software changes associated with user-defined keys.

The availability of all offered features is dependent on feature interaction and customer selected station equipment.

STANDARD FEATURES

Attendant UCD from Queue	Lockout
Automatic Recall	Multiple Listed Directory Number
Autodial	Position Busy
Console Release	Night Service
Console Test	Secrecy
Call Selection	Serial Call
Call Transfer	Trunk Group Busy Indicator
Delayed Operation	Through Dialing
Flexible Console Alerting	Two Way Splitting
Interposition Calls and Transfer	Wild Card Key

NOTE:

- (1) Does not include console, central office to customer premises facilities, or any special conditioning which may be required.

CENTREX SERVICE

E. ATTENDANT CONSOLE SERVICE (Cont'd)

1. DIGITAL CENTREX ATTENDANT CONSOLE SERVICE (Cont'd)

Standard Feature Package - Consists of standard features that provide basic attendant service. The customer is required to purchase this feature package for console service; however, one package will provide service for up to seven consoles. The activation of features and mode of operation may vary according to the type of Attendant Console purchased by the customer. These features may not be purchased individually. No credit is given on the package rate for features that are not applicable to the customer's station equipment or are not selected by the customer.

DESCRIPTION OF STANDARD FEATURES

Attendant Uniform Call Distribution (UCD) from Queue - Provides for a uniform distribution of calls from attendant queue to a group of attendant consoles. As the consoles become idle, incoming calls are distributed on a first-in, first-out basis.

Automatic Recall - Enables attendant to transfer calls to stations. When a recall timer expires, the unanswered transferred call is queued for an attendant console. The attendant can then retransfer the call or release it.

Autodial - Allows attendant to dial frequently called numbers by depressing the autodial feature key, which can be programmed by the Attendant to dial that number. Each Autodial key can have only one number assigned to it at a time, but the console can have as many as 42 feature keys set up as Autodial keys. Depressing the key/button has the same result as dialing the number manually.

Console Release - Allows attendant to transfer a call via special services facilities, then release the call after the dialing is completed and before the transfer of the digits dialed to the special service facility is completed. This allows the attendant to release one call in order to handle another call quickly.

Console Test - Allows attendant or maintenance person to test the functional operations of a console. The attendant can test the working condition of the lamps, the keys on the console, and hardware components that affect the console such as memory, etc.

Call Selection - Enables attendant to answer incoming calls in the order they are received, regardless of incoming call type, or to manually select a specific call type (i.e., Toll Free service, tie lines, etc.).

Call Transfer - Allows a call transferred by a station user to the attendant (by either depressing the switch-hook or dialing zero) to be queued on a first-in, first-out basis.

CENTREX SERVICE

E. ATTENDANT CONSOLE SERVICE (Cont'd)

1. DIGITAL CENTREX ATTENDANT CONSOLE SERVICE (Cont'd)

DESCRIPTION OF STANDARD FEATURES (Cont'd)

Delayed Operation - Allows attendant to place a call for a calling station user while that station user waits on-hook. When the called station answers, the attendant can recall the calling station user by depressing the signal source key.

Flexible Console Alerting - Alerts attendant to a call requiring special attention by an alert tone that is sent through the headset, not the console speaker.

Interposition Calls and Transfer - Allows attendant to call and speak to another attendant and to transfer a call to another attendant.

Lockout - Restricts attendant from reentering a call in progress unless recalled by a station user or by automatic recall.

Multiple Listed Directory Number - Allows a customer to have many Listed Directory Numbers. To handle this efficiently, each number has a unique Incoming Call Identification (ICI) Lamp which enables the attendant to answer appropriately.

Night Service - Choice of

Fixed - Calls that are normally routed to an attendant during the day are routed to predesignated locations for night service. The predesignated route can be an individual directory number or a hunt group.

Flexible - Allows attendant to program the night service routes for each Incoming Call Identification Classification assigned to the Centrex group.

Position Busy - Allows a member of an Attendant UCD group to make the console unavailable to additional calls from queue.

Secrecy - Allows attendant to talk to the called party without the calling party hearing the conversation. When the attendant releases from the call, the calling and called parties are connected.

Serial Call - Allows attendant to complete incoming calls to more than one Centrex station without the calling party going on-hook and redialing the attendant between calls.

Trunk Group Busy Indicator - Allows for the display of trunk group status information on the attendant console. Lamp indicators associated with a trunk group show when one or more trunks in the group are idle, or when all trunks in the group are busy.

CENTREX SERVICE

E. ATTENDANT CONSOLE SERVICE (Cont'd)

1. DIGITAL CENTREX ATTENDANT CONSOLE SERVICE (Cont'd)

DESCRIPTION OF STANDARD FEATURES (Cont'd)

Through Dialing - Allows attendant to select a trunk facility for a station and send dial tone to that station user. This feature is used to override station restrictions in the group.

Two Way Splitting - Allows attendant to talk privately with either the calling or called party. The attendant can alternate between the calling and called parties as required.

Wild Card Key - Allows special feature access not directly available through a feature key on the console.

ENHANCED FEATURES

Attendant Call Park
Attendant Camp On
Attendant Message Waiting, per console
Attendant Loudspeaker Paging Access
Attendant Speed Dialing List, per List
Display of Incoming Queued Calls With Key
Notification of Priority Queued Calls
Station Busy Verification
Trunk Group Access Control, per Trunk Group
Trunk Busy Verification

Enhanced Console Package - Package of features that provides enhanced attendant service. The activation and operation of features depend on the type of Attendant Console purchased by the customer. These features are available individually or as a package. No credit is given on the package rate for features that are not applicable to the customer's station equipment or are not selected by the customer.

DESCRIPTION OF ENHANCED FEATURES

Attendant Call Park - Allows attendant to park calls against any station line in the Centrex system. The parked call can be retrieved from any station by dialing the feature-access code and the directory number.

Attendant Camp On - Allows attendant to extend an incoming call to a busy station. When the busy station becomes idle, it automatically rings and is connected to the waiting call.

Attendant Message Waiting Service - Allows the Attendant Console to be used as the message center to receive messages for calls forwarded to the message center convey messages to called stations on request, and activate/deactivate message waiting service for Centrex stations.

CENTREX SERVICE

E. ATTENDANT CONSOLE SERVICE (Cont'd)

1. DIGITAL CENTREX ATTENDANT CONSOLE SERVICE (Cont'd)

DESCRIPTION OF STANDARD FEATURES (Cont'd)

Attendant Paging Access - Allows attendant to gain access to customer-provided loudspeaker paging equipment. The feature also provides a preempt capability, allowing an attendant to force-release a calling party from loudspeaker access.

Attendant Speed Dialing List (Up to 70 Numbers) - Enables attendant to dial frequently called numbers by pressing a speed-dialing key and dialing one or two digits instead of all digits in the number. The console may have one Speed Dialing Long List (as provided with this feature). It may also have one Speed Dialing Short List and be a user of a long list (these are provided separately). Therefore, a console can gain access to three lists. Each list must be assigned to a separate speed-dialing key.

Display of Incoming Queued Calls with Key - Provides a visual indication of the number of calls queued to be answered.

Notification of Priority Queued Calls - Allows an attendant to be alerted to calls made to emergency numbers when they are queued, either by the flashing of an emergency ICI lamp or by an optional tone.

Station Busy Verification - Allows attendant to determine whether stations are busy or idle. When busy, the attendant can barge in; when idle, the attendant can ring it; when not in service, the attendant receives a reorder tone.

Trunk Group Access Control - Provides special keys to serve as a common interface for Trunk Group Busy Indication and Trunk Group Access Control for all trunk groups allocated to the customer group. These two functions can be assigned to a Wild Card Key on the console.

Trunk Busy Verification - Allows attendant to determine whether trunks are busy or idle. When busy, the attendant can barge in to request the stations hang up in order to place a more important call.

CENTREX SERVICE

E. ATTENDANT CONSOLE SERVICE (Cont'd)

1. DIGITAL CENTREX ATTENDANT CONSOLE SERVICE (Cont'd)

The following rates apply:

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Digital Compatible Console Interconnect, per console(1)	\$110.00	\$235.75	EDM
Standard Feature Package, (one required per seven consoles)	110.00	30.75	CZAPC
Enhanced Features, each:			
Attendant Call Park	28.00	.50	CP9PC
Attendant Camp On	28.00	13.30	COA
Attendant Message Waiting, per console	28.00	15.40	ANZPC
Attendant Loudspeaker Paging Access	28.00	10.25	EWJPS
Attendant Speed Dialing List, per List	28.00	.80	ENSPC
Display of Incoming Queued Calls With Key	28.00	2.05	AQKPC
Notification of Priority Queued Calls	28.00	.80	EAHPC
Station Busy Verification	28.00	1.30	EDSES
Trunk Group Access Control, per trunk group	28.00	1.05	TG4PC
Trunk Busy Verification	28.00	.80	TGSPC
Enhanced Console Package,(2)	110.00	35.90	CZBPC
Changing Central Office software associated with feature/station access keys (per key).	20.00	-	SG9AX

NOTES:

- (1) All rates and charges for the Digital Compatible Console Interconnect are in addition to the rates and charges for any other features and services shown elsewhere in this Informational Guide.
- (2) The Enhanced Console Package includes one unit of each feature listed under Enhanced Features on this sheet. Should the customer require additional appearances of some features, these additional features must be selected on an individual basis.

CENTREX SERVICE

E. ATTENDANT CONSOLE SERVICE (Cont'd)

2. 50B CUSTOMER PREMISES SYSTEM (50B CPS)
(New Additions Furnished Only to Extent of Existing Stock)

The 50B CPS, also referred to as the 50B Console, works in conjunction with small and medium size Basic Centrex C.O. Service or equivalent, served from a properly equipped ESS Central Office, to provide attendant service.

Three types of attendant 50B Console models are offered.

- Multibutton Electronic Telephone Console (30 button unit)
- Electronic Console with Alphanumeric Display
- Electronic Console with Alphanumeric Display, Direct Station Selection and Busy Lamp Feature

Each Console includes a Control Unit equipped for termination of attendant access lines. The attendant access line(s) provides an interface between the customer's serving central office and the 50B Console(s).

The following features are available with the 50B Consoles:

STANDARD FEATURES

Alphanumeric Incoming Call Identification - The source of an incoming call appears on the eight digit alphanumeric display on the Electronic Console (LDN, Toll Free Service, FX etc.).

Customer Dialed Account Recording (CDAR) Function - Customers who subscribe to CDAR may utilize the alphanumeric display of the Electronic Consoles to allow editing of customer account and telephone numbers. The attendant can verify the CDAR number before processing a call.

Dial Tone Detection - Automatic circuitry of the 50B CPS detects dial tone and reduces attendant interaction when using the DSS feature or splitting the calling party from the call.

Last Number Dialed - If the Electronic Console's attendant cannot complete a call, the system will retain the called number. At some time later, the attendant can push a single button on the console which will automatically redial the number.

Verizon Pennsylvania Inc.

CENTREX SERVICE

E. ATTENDANT CONSOLE SERVICE (Cont'd)

2. 50B CUSTOMER PREMISES SYSTEM (50B CPS) (Cont'd) (New Additions Furnished Only to Extent of Existing Stock)

STANDARD FEATURES (Cont'd)

Multiple Call Supervision Lamps - The Electronic Consoles utilize an incoming call identification field consisting of five lamps per loop to indicate the status of the call such as answer, ring, camp-on, attendant and hold.

Real Time Clock - The alphanumeric display on the Electronic Console will show the time of day when it is not displaying traffic information.

Repertory Dialing - Buttons are reserved on the Electronic Consoles for dialing frequently called numbers. In addition, these buttons can be programmed with specific dial tone line group access codes.

Timed Reminders* - The attendant is alerted within 30 seconds on a held call, camped-on call, waiting call or unanswered call handled at the console position.

Traffic Measurements - The Electronic Console's alphanumeric display can be used by the attendant to display the number of calls handled and average work time per Console.

OPTIONAL FEATURES

Attendant Camp-On - Allows the Electronic Console attendant to call a busy station within the Centrex system and "Camp-on" the called line until it becomes available. This feature is provided by subscribing to "Call Waiting- Originating", as shown elsewhere in this Section of the Guide, on each attendant access line.

Attendant Conference - To initiate a conference, the attendant dials a special access code to reserve a six-port conference circuit and adds on conferees. This feature is provided by subscribing to the "Dial Station Conference" feature as shown elsewhere in this Section of the Guide.

Busy Lamp Feature For Up To 1800 Lines - The Electronic Console may have up to 1800 lines of DSS/BLF. DSS is on a system basis, BLF is on an individual line basis.

Calls Waiting Indication - Each Electronic Console attendant position is equipped with a visual signal to indicate calls are waiting to be answered.

* Only those features marked with an asterisk are available with the Multibutton Electronic Telephone Console.

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CENTREX SERVICE

E. ATTENDANT CONSOLE SERVICE (Cont'd)

2. 50B CUSTOMER PREMISES SYSTEM (50B CPS) (Cont'd) New Additions Furnished Only to Extent of Existing Stock)

OPTIONAL FEATURES (Cont'd)

Group Busy Indication* - A visual signal is provided on the attendant position when all dial tone lines in a group are busy. Each console of a system is typically arranged identically, but can be different depending on group access assignments.

Optional Cabinet - An Optional Cabinet can be used to stack up to four units (Control or Scanner Units) of a multiple unit system.

Position Busy* - In a multiposition 50B CPS arrangement, unattended or inoperative console positions generate a busy signal to the Central Office so calls will not be directed to the position. A position busy button is provided for attendant control and a lamp indicates the busy state. This feature is only available for multiposition arrangements.

Queuing of Incoming Calls - Provides the ability to queue a maximum of 10 incoming calls per Electronic Console attendant position. In addition to the queuing provided with the 50B CPS, customers may subscribe to UCD queuing and other UCD features as shown elsewhere in this Section of the Guide. When both type of queues are provided, (50B CPS or UCD) incoming calls will only receive the queuing treatment of the type of queue to which the call has been directed.

PROVISIONS

All consoles on a system must be made of the same type, and are only provided with Touch-Tone dials. A maximum of four Electronic Consoles equipped with DSS/BLF, or as many as 16 Multibutton Electronic Telephones or Electronic Consoles without DSS/BLF may be provided on a system. Consoles are provided with tone ringer, volume and on-off controls, and an attendant headset.

Centrex station lines equipped for DSS must be in consecutive 100 station number groups (e.g. 3000-3099), and can at the customer's option, be equipped for BLF on an individual basis.

Consoles equipped with DSS/BLF feature require a BLF Scanner Unit(s) and Scanner Line Circuit Pack(s).

* Only those features marked with an asterisk are available with the Multibutton Electronic Telephone Console.

Verizon Pennsylvania Inc.

CENTREX SERVICE

E. ATTENDANT CONSOLE SERVICE (Cont'd)

2. 50B CUSTOMER PREMISES SYSTEM (50B CPS) (Cont'd) (New Additions Furnished Only to Extent of Existing Stock)

PROVISIONS (Cont'd)

BLF Scanner Unit - one required for each group of 300 Centrex station lines monitored for busy line indication. A maximum of six Scanner Units are required for Toll Free station lines. Each Scanner Unit is equipped with two Scanner Line Circuit Packs to provide busy lamp terminations for 50 Centrex lines. The unit may be free standing on a table, or a shelf (mounted by the customer), or stacked in a cabinet.

Scanner Line Circuit Pack - one required for each group of 25 consecutive Centrex station lines equipped for the Busy Lamp Feature. A maximum of 72 Circuit Packs can be provided with six Scanner Units (each Scanner Unit comes equipped with 2 Circuit Packs) to scan Toll Free Centrex station lines. A maximum of ten additional Scanner Line Circuit Packs may be provided with each Scanner Unit.

A maximum of four Group Busy Indicators may be provided per console.

Consoles, Control Units and Scanner Units must be located in the same building on a customer's premises.

The Busy Lamp feature may only be provided on Centrex station lines that have an appearance of the line (station or distribution frame) in the same building in which the 50B CPS equipment is located.

The 50B Console must be located within 100 route feet of the Control Unit, the Control Unit within 100 route feet of the Scanner Unit and the Scanner Unit within 100 route feet of the primary terminations of the Centrex station lines. When any of these distances are exceeded, charges based on cost would apply for the additional cabling required.

APPLICATION OF CHARGES

Attendant Access Lines are required between the serving Centrex central office and the 50B CPS/Console to complete incoming calls for directory listed numbers, attendant "O" lines, Compatible Special Services, FX, Toll Free Service and Network Access Lines. Attendant Lines are billed at the same rate as a main unrestricted Centrex station line and must be equipped for Touch-Tone service.

The rates for the 50B CPS are in addition to all other applicable Centrex Central Office rates. Charges as shown elsewhere in this or other Sections of this Informational Guide, as appropriate, also apply.

Verizon Pennsylvania Inc.

CENTREX SERVICE

E. ATTENDANT CONSOLE SERVICE (Cont'd)

2. 50B CUSTOMER PREMISES SYSTEM (50B CPS) (Cont'd)
(New Additions Furnished Only to Extent of Existing Stock)

APPLICATION OF CHARGES (Cont'd)

Centrex Termination Charges as shown in Paragraph B.15. do not apply to the 50B CPS.

If uniform call distribution and/or queuing is desired, the Uniform Call Distribution feature's rates and charges are applicable.

RATES

Service Establishment Charge

A Service Establishment Charge of \$1,600.00 is applicable for each 50B CPS, which is due and payable when service is established.

Product/Service Charges and Monthly Rates

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
50B Consoles			
Each of the following Consoles includes a Control Unit for the termination of eight attendant access lines			
Multibutton Electronic Telephone Console, each	\$510.00	\$180.00	ECH++
Electronic Console with Alphanumeric Display, each	625.00	282.00	ECB++
Electronic Console with Alphanumeric Display and DSS/BLF, each	625.00	298.00	ECG++
Console Line Circuit Pack, provides for termination of four additional attendant access lines, maximum two per console, each	35.00	16.40	ECP

Verizon Pennsylvania Inc.

CENTREX SERVICE

E. ATTENDANT CONSOLE SERVICE (Cont'd)

2. 50B CUSTOMER PREMISES SYSTEM (50B CPS) (Cont'd)
(New Additions Furnished Only to Extent of Existing Stock)

RATES (Cont'd)

Product/Service Charges and Monthly Rates (Cont'd)

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Attendant Access Line, maximum 16 per console, each	(1)	(1)	EAR
BLF Scanner Unit (includes busy lamp termination for 50 Centrex station lines), each	\$300.00	\$68.70	ECU
Scanner Line Circuit Pack (provides busy lamp termination of 25 additional Centrex station lines), each	-	12.80	ECL
Optional Equipment Cabinet for Control and Scanner Units, each	70.00	25.60	ECJ
Circuit Group Busy Indication Common Equipment, per circuit group, each ⁽²⁾	30.00	10.65	EAX
Per Group Busy Lamp, each	20.00	3.20	EAJ
Position Busy, per Console, each ⁽²⁾	25.00	4.25	CXJ

NOTES:

- (1) Rated the same as an unrestricted Centrex Station Line.
- (2) One Metallic Channel (signal speed up to 75 baud), as shown in the Special Services Tariff (Pa. P.U.C.-No. 304), is required between the Centrex serving central office and the location of the console for each group of circuits on which a busy indication is furnished, and for each console on which a Position Busy feature is provided.

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CENTREX SERVICE

E. ATTENDANT CONSOLE SERVICE (Cont'd)

2. 50B CUSTOMER PREMISES SYSTEM (50B CPS) (Cont'd)
(New Additions Furnished Only to Extent of Existing Stock)

RATES (Cont'd)

Non-Recurring Charges

	<u>Non-Recurring Charge</u>	<u>USOC</u>
Subsequent Equipment Addition or Inmove Charge		
When inmoving Consoles or adding equipment such as Consoles Console Line Circuit Packs, Scanner Units, and Scanner Line Circuit Packs to an existing system, an Equipment Addition or Inmove Charge applies on a per occasion basis, in addition to the installation charge for the equipment.		
Equipment Addition or Inmove Charge, per occasion	\$700.00	-
Changes of Faceplate or trim panel	50.00	-
Subsequent Customer Console Training Charge, applies per each occasion following initial establishment of 50B CPS.	105.00	TGEMT

Verizon Pennsylvania Inc.

CENTREX SERVICE

E. ATTENDANT CONSOLE SERVICE (Cont'd)

3. ATTENDANT/STATION LINE CALL THROUGH TESTING SERVICE

DESCRIPTION

The Attendant/Station Line Call Through Testing Service is a Centrex offering which allows the customer to perform call through test(s) on specific facilities in various facilities group(s) including Centrex main station line Busy Verification.

Call Through Testing is performed by dialing a sequence of testing access codes assigned by the Telephone Company.

The service includes the following features:

Attendant Call Through Testing (ACTT) - permits an attendant served by a data link console to verify the operation of various facilities;

Station Call Through Testing (SCTT) - permits an attendant served by a 50B Console or a predesignated main station line to verify the operation of their private facilities only;

Busy Verification Trunk (BVT) - permits a customer to verify busy conditions, verify the operational status of a busy condition or preempt an in-progress private facility call;

Busy Verification Line (BVL) - permits a customer to verify busy conditions, verify the operational status of a busy condition or preempt an in-progress Centrex main station line call.

PROVISIONS

The ACTT and BVT/BVL and the SCTT and BVT features are only furnished from Central Offices where equipment needed to provide these features is available.

The Centrex main station line predesignated as the line from which testing can be performed must be arranged with an attendant class of service.

The following facilities are capable of being tested: Special Services and Outgoing Foreign Exchange Lines. Centrex main station line Busy Verification testing is available with a data link console only.

BVT/BVL are only available in conjunction with ACTT. BVT can also be available in conjunction with SCTT.

CENTREX SERVICE

E. ATTENDANT CONSOLE SERVICE (Cont'd)

3. ATTENDANT/STATION LINE CALL THROUGH TESTING SERVICE (Cont'd)

RATES

	Product/Service Charge	Monthly Rate	USOC
Attendant Console (data link)			
ACTT per Centrex system	\$ 225.00 ⁽¹⁾	-	
ACTT/BVT per Centrex system	225.00 ⁽¹⁾	-	
ACTT/BVT/BVL per Centrex system	225.00 ⁽¹⁾	-	
50B Attendant Access Line and/or Main Station Line SCTT per Centrex system	1000.00 ⁽²⁾	\$26.65	EDSVS
SCTT/BVT per Centrex system	1000.00 ⁽²⁾	37.00	EDSVT
Nonrecurring Charges			
To add or delete capabilities to/from an existing feature	225.00	-	

NOTES:

- (1) The Product/Service charge is not applicable when installed at the time of the initial installation of the data link console.
- (2) The appropriate Product/Service Charge as shown in F.2 following will apply. In addition a Feature Processing Service Charge and a Feature Processing Change Charge, as shown in C.1 preceding, are also applicable.

Verizon Pennsylvania Inc.

CENTREX SERVICE

E. ATTENDANT CONSOLE SERVICE (Cont'd)

4. CONSOLE COMMON EQUIPMENT (51A)

RATES

Charges specified in this or other Sections of this Informational Guide apply, as appropriate, in addition to the following rates and charges.

	<u>Product/ Service Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Attendant Console and Switchboard Common Equipment, one required for up to four consoles or switchboards	\$1200.00	\$292.00	CKCX2
Attendant Positions			
Consoles, each ⁽¹⁾	250.00	265.50	RXX
Switchboards, each ⁽²⁾	250.00	265.50	RXY+Y

NOTES:

(1) New installations furnished only to extent of existing stock.

(2) Not available for new installations or additions. Maintenance replacements furnished only to the extent of available stock.

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CENTREX SERVICE

F. DIGITAL CENTREX SERVICE^{1, 2}

GENERAL

Customers who upgrade their service to Digital Centrex Service technology must pay the applicable nonrecurring charges for the installation of the upgraded service. Customers whose present central office is upgraded to a Digital Central Office will not be liable for nonrecurring charges for reinstallation of their Centrex service in connection with the Central Office upgrade.

Digital Centrex Service is comprised of the following enhanced features and feature groups and will be provided at the customer's option where facilities and appropriate digital technology are available.

1. ENHANCED STATION SERVICE

PROVISIONS

All rates and charges for Digital Centrex Service are in addition to the rates and charges for all other applicable features and services shown in other sections of this Informational Guide.

Station line features may be selected individually or as a feature package on a per line basis. All rates for these features are in addition to the Centrex main station line rate.

Feature availability is dependent on the type of station equipment provided by the customer. No credit is given on the package rate for features that are not applicable to the customer's station equipment or are not selected by the customer.

The package rate includes one of each feature. Should the customer require additional appearances of some features, these features must be selected on an individual basis.

Electronic Business Sets and Business Sets with Display Capability (Business/Display Sets) require special hardware in the central office. This hardware (interconnect) provides both the voice signals and feature control signaling information simultaneously on a single pair of wires using two separate frequency bands. Business/Display Set Interconnect does not provide ISDN electronic set service.

Customers with Business/Display sets must provide in writing the information required by the Telephone Company to perform the necessary software changes associated with user-defined keys.

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CENTREX SERVICE

F. DIGITAL CENTREX SERVICE^{1, 2} (Cont'd)

1. ENHANCED STATION SERVICE (Cont'd)

DESCRIPTION OF SERVICE

Business Set Interconnect - allows a customer-provided digital compatible electronic telephone set (not ISDN) to work with digital central office switching equipment. Software assignable keys and modular add-on units allow users to customize the set with the features that best suit their particular needs.

Display Set Interconnect - Allows a customer-provided digital compatible electronic telephone set with display unit (not ISDN) to operate with digital central office switching equipment. Software assignable keys and modular add-on units allow users to customize the set with the features that best suit their particular needs.

The following Display Features are included as part of the Display Set Interconnect, where compatible with customer-provided equipment and when associated features have been selected.

Display Features

Blind Transfer Recall Identification
Call Park Recall Identification
Call Forward Display
Display Called Number
Display Calling Number
Feature Display

DESCRIPTION OF DISPLAY FEATURES - (Available only on Business Sets with Display capability and are included with the Display Set Service)

Blind Transfer Recall Identification - An alphanumeric message providing the intra-Centrex user group calling party's directory number on the top line of the display and a Blind Transfer Recall message on the lower line of the display. Associated feature: Blind Transfer Recall, which is a System feature.

Call Park Recall Identification - The user is alerted that a call is parked against his/her number by a flashing directory number key and the display of a recall message. If the Distinctive Ringing option is assigned to the customer group, the call will have a distinctive ring. If the set uses a PRK/DCPK key, the key will also flash to indicate a recalled Call Park. Associated features: Call Park or Directed Call Park, which are Station features, and Call Park Recall Identification, which is a System feature.

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CENTREX SERVICE

F. DIGITAL CENTREX SERVICE^{1, 2} (Cont'd)

1. ENHANCED STATION FEATURES (Cont'd)

DESCRIPTION OF DISPLAY FEATURES (Cont'd)

Call Forward Display - Displays both the intra-Centrex user group caller's telephone number and the number being called.

Display Called Number - On a business set equipped with the optional 32-character alphanumeric LCD, the Display Called Number feature provides the user with visual feedback concerning the called number during the origination, termination, programming and feature-activation operations. The upper line of the display reflects the condition of the call and the lower line of the two-line display displays the digits as they are dialed.

Display Calling Number - When an incoming call is received, this feature provides the Business Set user with visual feedback concerning the calling number. Only intra-Centrex user group calls will be displayed.

Feature Display - For the user of a business set equipped with the 32-character display, provides a visual display of user entered data and intra-Centrex user group incoming call information during the use of other Centrex features.

Business/Display Set Features

Automatic Answerback
Automatic Dial Line
Automatic Line
Call Park
Call Waiting Ringback
Directed Call Park
Executive Busy Override with Exempt Option
Group Intercom
Intercom
Key Short Hunt
Last Number Redial
Last Number Redial - Set
Make Set Busy
Make Set Busy Except Group Intercom
Originating/Terminating Line Select
Query Busy Station
Station Message Waiting with Call Request Option

Basic Set Features

Call Park
Directed Call Park
Executive Busy Override
Last Number Redial
Station Message Waiting with Stutter Tone
Station Message Waiting with Associated Lamp
Call Waiting Ringback

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CENTREX SERVICE

F. DIGITAL CENTREX SERVICE^{1, 2} (Cont'd)

1. ENHANCED STATION SERVICE (Cont'd)

DESCRIPTION OF BUSINESS/DISPLAY SET FEATURES

Automatic Answerback - (Available only on Business/Display Sets) - Allows incoming calls to the primary number of the set to be automatically answered after four seconds. Conversation takes place through a hands-free unit. When the calling party hangs up, the call is automatically disconnected.

Automatic Dial Line - (Available only on Business/Display Sets) - Allows a station user to call a frequently dialed number by pressing the assigned feature key. Although the feature is assigned to the key through the Service Order system, the user is permitted to change the assigned number stored against the feature key.

Automatic Line - Automatic connection between a calling station that goes off-hook and a predetermined location. The calling station does not receive dial tone. Also available as a feature key on a Business/Display set.

Call Park - Allows a Centrex station user to park calls against its own directory number.

The parked calls can be retrieved from any station by dialing the feature access code for retrieval and the station line number against which the calls are parked.

Call Waiting Ringback - Intra-Centrex Only - Certain conditions such as another call already waiting or when the called station has activated Call Forwarding prevent a called party with the Call Waiting Terminating feature from getting a Call Waiting tone. The Call Waiting Ringback feature will allow the caller to hear a distinctive ringing if the called party is hearing the Call Waiting tone. This allows the caller to decide whether or not to wait for the called party to answer. Available only in CLASS equipped central offices.

Directed Call Park - Allows Business/Display Sets and other Centrex stations to park a call against any Centrex station directory number appearance. Stations may be required to enter a security code to retrieve the call if desired.

Executive Busy Override (EBO) - Specifies that the line can invoke an override when encountering a busy station. The station user gains access to a busy station by flashing the switchhook on a basic set and dialing a feature code, or pressing the EBO button on the Business/ Display set. A warning tone is emitted and a three-way call connection is established. The station invoking override can then hang up, allowing the prior conversation to continue. The station may also drop the third party from the connection, by flashing the switchhook or pressing the EBO button a second time.

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CENTREX SERVICE

F. DIGITAL CENTREX SERVICE^{1,2} (Cont'd)

1. ENHANCED STATION SERVICE (Cont'd)

DESCRIPTION OF BUSINESS/DISPLAY SET FEATURES (Cont'd)

Executive Busy Override (EBO) (Cont'd)

Executive Busy Override shall be used only in the ordinary course of business for lawful business purposes by the customer or persons authorized by the customer. A person using Executive Busy Override shall upon being connected to a call immediately notify the other parties to the call that he has been connected to the call. If any other party to the call states that he objects to the person using Executive Busy Override being connected to the call, the person using Executive Busy Override shall immediately terminate his connection to the call.

The customer shall notify its agents, servants and employees and other persons placing calls from stations on its Centrex System that Executive Busy Override has been installed and that calls may be accessed by another station.

The customer and other persons using Executive Busy Override must comply with all Federal and State laws and regulations applicable to use of Executive Busy Override. The customer shall indemnify, defend and hold harmless Telephone Company and its agents, servants and employees, against any and all claims, demands, liabilities, losses, judgements, fines, penalties and expenses, arising out of or resulting from the failure of the customer, its agents, servants or employees, or other persons using Executive Busy Override, to comply with Federal and State laws and regulations applicable to use of Executive Busy Override.

Override Exempt (EBX) - An option of EBO that specifies that the line cannot have override activated against it.

Group Intercom - (Available only on Business/Display Sets) - Enables a business set user to access a member of a predesignated subgroup by using abbreviated dialing. The call will terminate on the Group Intercom button on the dialed station. Groups may have a maximum of either 10 members, 100 members, or 1000 members. A business set may be a member of more than one group; however, each group must be represented by its own feature key. Group Intercom arrangements may be comprised of Basic sets and Business/Display sets. The Group Intercom rate applies only when this feature appears on Business/ Display sets.

Intercom - (Available only on Business/Display Sets) - Allows a business set user to directly terminate on a predesignated telephone by depressing an access key.

If no directory numbers are active on the set, audible ringing is given. The called party may choose to answer by pressing the Intercom key or, after a two-second delay, an automatic connection is made. If any numbers are active, a tone is given in place of ringing, and no automatic connection is made.

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CENTREX SERVICE

F. DIGITAL CENTREX SERVICE^{1, 2} (Cont'd)

1. ENHANCED STATION SERVICE (Cont'd)

DESCRIPTION OF BUSINESS/DISPLAY SET FEATURES (Cont'd)

Last Number Redial - Enables a subscriber to redial the last called number (up to 24 digits) by depressing a single key or by dialing an access code rather than the entire number.

Last Number Redial - Set - (Available only on Business/Display Sets) - Enables a customer with multiple buttons to customize his set for use with Last Number Redial. Customers may elect to redial calls unanswered received on specific buttons or may elect to redial the last incoming unanswered call, regardless of the button which carried the call. A business set may choose to have this feature, instead of Last Number Redial, that redials the last called number from any directory number on the set.

Make Set Busy - Allows directory number appearances to be made busy to incoming calls. The made-busy set is still able to originate calls from any directory number appearance on the set or program features. Multiple Appearance Directory Number group members and Call Termination features, such as Call Waiting, Camp On and Busy Override, will not be made busy.

Make Set Busy Except Group Intercom - (Available only on Business/ Display Sets) - Allows the business set user to continue to receive Group Intercom calls over the speaker when the Make Set Busy feature is activated. Without this feature, Group Intercom calls receive a busy tone or other designated treatment (such as Call Forwarding).

Originating/Terminating Line Select - (Available only on Business/ Display Sets) - Allows line selection options for originating and terminating calls. No line selection requires the user to manually select the originating or terminating line.

Originating Line - User may choose Idle Line Select, which automatically connects the user to an idle line when the handset is lifted.

Terminating Line - User may choose Incoming Call Select which automatically connects the user to the line receiving an incoming call when the handset is lifted.

Query Busy Station - (Available only on Business/Display Sets) - Allows the busy/idle status of a set to be monitored, and the querying set alerted when that set becomes idle. The monitored set can be a business set or a basic set. Groups of up to 128 business sets can query the status of one designated station. Up to eight simultaneous requests may be made to monitor the same station. When the station becomes idle, the lamp associated with the Query Busy Station key will flash, and an optional buzz tone may be provided.

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CENTREX SERVICE

F. DIGITAL CENTREX SERVICE^{1,2} (Cont'd)

1. ENHANCED STATION SERVICE (Cont'd)

DESCRIPTION OF BUSINESS/DISPLAY SET FEATURES (Cont'd)

Key Short Hunt - (Available only on Business/Display Sets) - Permits incoming calls to a station to hunt over the directory number appearances on that station in search of an idle appearance on which to terminate. The appearances may be either standard directory numbers or MADN's, and can include all or a subset of the numbers.

Station Message Waiting - Permits a Centrex station user to dial a code to retrieve messages from a message center. The message center may be either an Attendant Console or a designated Business Set that has the Attendant Message Waiting feature.

An illuminated lamp on a customer-provided telephone set, a lamp associated with the Message Waiting key on a business set, or stutter dial tone is activated by the message center to indicate that there is a message for the station user.

The Station Message Waiting feature will also provide the Call Request optional feature at no additional charge.

Call Request - An option of Station Message Waiting that allows a station user to request a return call from another station. If a calling station (A) reaches an idle station (B) that doesn't answer, station A can activate the Call Request feature by flashing the switchhook and dialing the Call Request feature activation code. Station A will then hear a confirmation tone, indicating that the request is queued for station B. Station B receives a Call Request indication by means of the message waiting lamp or they hear a stutter dial tone when the handset is lifted. Station B dials the Call Request Retrieval feature code and Station A is then rung back.

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CENTREX SERVICE

F. DIGITAL CENTREX SERVICE^{1, 2} (Cont'd)

1. ENHANCED STATION SERVICE (Cont'd)

RATES

Business/Display Set

	Product/Service Charge	Monthly Rate	USOC
Business Set Interconnect, per Business Set ⁽¹⁾⁽²⁾	\$35.00	\$2.60	ETJPK
Display Set Interconnect per Display Set ⁽¹⁾⁽²⁾ (Includes Display Features where available at no additional charge)	\$35.00	\$3.60	DK8PK
Business/Display Set Features, each:			
Automatic Answerback	\$15.00	\$.26	AAK
Automatic Dial	15.00	.26	B2Z
Automatic Line	15.00	.26	DOKPS
Call Park	15.00	.26	CP9PK
Call Waiting Ringback ⁽³⁾	15.00	.26	CW2PK
Directed Call Park	15.00	.26	CP8PS
Executive Busy Override with Exempt Option	15.00	.26	E72PKD
Group Intercom	15.00	.26	GNPK
Intercom	15.00	.26	DXHPK
Key Short Hunt	15.00	.26	SHS
Last Number Redial	15.00	.26	LNQ
Last Number Redial/Set	15.00	.26	DXV
Make Set Busy	15.00	.26	ME8
Make Set Busy Except Group Intercom	15.00	.26	ME8PK
Orig/Term Line Select	15.00	.26	SLB
Query Busy Station	15.00	.26	BUD
Station Message Waiting	15.00	1.30	ANZ
Business/Display Set Feature Package:	\$75.00	\$2.30	FPD1X

NOTES:

(1) The monthly charges for Business Set and Display Set Interconnect are discounted and available for prepayment for customers with Provision I and II Pricing Options from Section 2E of this Informational Guide.

(2) The Interconnect rate does not include Business/Display Sets.

(3) Requires Distinctive Ringing and Call Waiting Terminating features

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CENTREX SERVICE

F. DIGITAL CENTREX SERVICE^{1, 2} (Cont'd)

1. ENHANCED STATION SERVICE (Cont'd)

RATES (Cont'd)

Business/Display Set (Cont'd)

	<u>Product/ Service Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Additional Features:			
Business Set as a Message Waiting Center	\$28.00	\$15.40	ANZPC
Special Work charges:			
Adding Display service to existing Business Set service	20.00	-	-
Changing from Business Set service to Centrex main station line service	30.00	-	-
Changing the central office software associated with feature/station access keys (per key)	10.00	-	B28

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CENTREX SERVICE

F. DIGITAL CENTREX SERVICE^{1, 2} (Cont'd)

1. ENHANCED STATION SERVICE (Cont'd)

RATES (Cont'd)

Basic Set

	Product/ Service Charge	Monthly Rate	USOC
Basic Set Features, each:			
Call Park	\$15.00	\$.26	CP9
Directed Call Park	15.00	.26	CP8
Executive Busy Override			
with Exempt Option	15.00	.26	E72
Last Number Redial	15.00	.26	LNQ
Station Message Waiting			
with Stutter Tone	15.00	1.30	MWN
Call Waiting Ringback ⁽¹⁾	15.00	.26	CW2
Basic Set Feature Package: ⁽²⁾	35.00	1.80	FPE1X
Additional Features:			
Automatic Line	15.00	.26	DOK
Station Message Waiting			
with Associated Lamp ⁽³⁾	15.00	2.55	MWW
Station Message Waiting			
with Associated Lamp	15.00	3.75	R65
(separate from above Feature Package)			

NOTES:

- (1) Requires Distinctive Ringing and Call Waiting Terminating features.
- (2) The monthly amount for the Basic Set Feature Package is discounted and prepayment options are available for customers with Provision I and II Pricing Options from Section 2E of this Informational Guide. See details in this Section.
- (3) May only be used in place of Station Message Waiting with Stutter Tone as part of the Feature Package. Monthly rate applies in addition to Feature Package rate. Nonrecurring charge does not apply when ordering Feature Package at the same time on the same line.

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CENTREX SERVICE

F. DIGITAL CENTREX SERVICE^{1, 2} (Cont'd)

1. ENHANCED STATION SERVICE (Cont'd)

RATES (Cont'd)

PRICING OPTION DISCOUNT

Customers who choose or already have Provision I or Provision II Pricing Option term commitments from Section 2E of this Informational Guide will get discounted monthly rates on the following features, based on the length of their Pricing Options.

<u>Discounted Feature</u>	<u>4-6 Year Term Commitment</u>	<u>7-10 Year Term Commitment</u>
Business Set Interconnect	\$2.45	\$2.30
Display Set Interconnect	3.45	3.30
Basic Set Feature Package	1.70	1.55

No additional termination liability applies, based on this discount, should the customer disconnect service.

PREPAYMENT OPTION

A prepayment option at a discounted rate is available to customers who have Provision I or Provision II Pricing Option term commitments under Section 2E of this Informational Guide. Prepayment capability is available for the length or remainder of the term commitment period.

Prepayment is available for component A only.

These features may be prepaid in groups of 20 or more features at a time. Where less than 20 are added, they must be added at monthly Guide rates shown elsewhere in this section. Customers may choose not to prepay all of these features on their system.

Should the customer disconnect service before the end of the customer's option period, the prepaid amount will not be refunded. No termination liability applies to these features.

When a customer has prepaid Component A and selects a new payment plan prior to completion of the prepaid plan period, the Telephone Company will determine the adjustment to the charges applicable under the new payment plan.

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CENTREX SERVICE

F. DIGITAL CENTREX SERVICE^{1, 2} (Cont'd)

1. ENHANCED STATION SERVICE (Cont'd)

RATES (Cont'd)

PREPAYMENT OPTION (Cont'd)

<u>Discounted Feature</u>	<u>Prepayment Amount</u>	<u>Remaining Monthly Amount</u>	
		<u>4-6 Year Term Commitment</u>	<u>7-10 Year Term Commitment</u>
	(Component A)	(Component B)	
Business Set Interconnect	\$1.50	\$.95	\$.80
Display Set Interconnect	2.00	1.45	1.30
Basic Set Feature Package	1.00	.70	.55

2. LINE APPEARANCES

GENERAL

Each Centrex station on the customer's premises must have its own Centrex main station line, at rates shown elsewhere in this Informational Guide. On an Electronic Business/Display Set, this main station line is called the Prime Directory Number and it must be located on the first button of the set. The following additional line appearances are available.

Secondary Centrex Line - Additional Centrex line with its own directory number appearing on the same business set with a Prime Directory Number. Secondary lines are not shared appearances; they do not appear on any other sets, nor do they appear more than once on the same set.

Multiple Appearance Directory Number (MADN) - Groups of two or more Centrex line appearances that require a unique relationship, which is provided by utilizing the same telephone directory number for all appearances. These line appearances do not appear more than once on the same set.

The first appearance of the MADN directory number to a set is designated as the primary Multiple Appearance Directory Number (MADN) member, all other appearances of the same directory number are the secondary MADN members.

A MADN group can be configured in either Single Call Arrangement (SCA) or Multiple Call Arrangement (MCA).

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CENTREX SERVICE

F. DIGITAL CENTREX SERVICE^{1, 2} (Cont'd)

2. LINE APPEARANCES (Cont'd)

GENERAL (Cont'd)

Single Call Arrangement (SCA) - Although the same directory number appears on, and may be used by, more than one electronic set, only one call will be originated or terminated on the directory number at any given time. Once a member has access to the MADN number, the lamps of the other members are turned on to indicate busy.

Multiple Call Arrangement (MCA) - This arrangement allows all of the line appearances to be active on simultaneous calls. Incoming calls to a MADN group are queued while the callers hear ringing. Once a MADN call is answered, and if the MADN call queue is not empty, the next call in the queue is presented to all the inactive members. This process continues until the MADN call queue is empty. The maximum number of calls, including the originated, answered, and queued calls allowed for a MADN group, is equal to the number of members in the group.

The following features are provided at no additional charge with MADN groups:

Privacy Release Option (Available only on Single Call Arrangement) - Allows a MADN member to establish a conference call among MADN members and stations outside of the MADN group. The station user activates Privacy Release by dialing an access code or depressing an access key.

MADN Ring Forward - (Available only on a Single Call Arrangement) - Provides the following ringing options:

- Abbreviated - line appearance rings until timer expires
- Delayed - line appearance rings after timer expires
- Always - line rings until answered or abandoned
- Never - line appearance does not ring

Secondary MADN Call Forward - Specified secondary MADN members, as well as primary members, may activate and deactivate Call Forwarding from basic or business sets.

PROVISIONS

A maximum of 5 MADN members are permitted in a MADN group.

Disconnect of the Prime Directory Number will constitute the disconnect of the station.

If a Multiple Appearance Directory Number (MADN) group includes the Prime Directory Number of a station, the Centrex Main Station Line rate will apply to that appearance rather than the MADN appearance rate.

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CENTREX SERVICE

F. DIGITAL CENTREX SERVICE^{1, 2} (Cont'd)

2. LINE APPEARANCES (Cont'd)

GENERAL (Cont'd)

PROVISIONS (Cont'd)

The Centrex main station line of one basic set may be a member of a MADN group. This station line must be designated as the primary MADN member.

The following rates apply:

	<u>Product/ Service Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Secondary Centrex Line, each	\$20.00	\$3.10	SOT
Multiple Appearance Directory Numbers:			
Single Call Arrangement, each appearance	20.00	1.55	MA6
Multiple Call Arrangement, each appearance	20.00	4.10	MA8

3. OPTIONAL FEATURES

The following four access features are provided through an interface circuit to customer-provided equipment:

Loudspeaker Paging Access (LSP) - Allows dial access to customer-provided loudspeaker paging equipment. The paged party can be connected to a calling party by dialing an answering code from any station within the paging group that has the appropriate access treatment. A Centrex system may have more than one paging group; however, a different access code is required for each group.

LSP is activated when a Centrex attendant or station user dials a pre-determined access code(s). If multiple paging groups are provided, each group within the customer location is assigned an associated access code. The access code associated with the paging group that the calling party desires to page is selected to activate the LSP. If the LSP Interface Circuit(s) is busy, reorder/overflow tone is returned.

When the LSP answer option is provided, the page may be answered from any station within the paging group.

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- ² Digital Centrex Service will be grandfathered and no longer available to new customers on and after February 1, 2016. On and after, February 1, 2016, existing customers can continue to make moves, adds and changes at existing locations only, but cannot establish service at new locations. Digital Centrex Service continues to be available for resale until April 17, 2016; effective on and after April 17, 2016 the foregoing grandfathering terms shall apply to Digital Centrex Service purchased for resale.

Verizon Pennsylvania LLC

CENTREX SERVICE

F. DIGITAL CENTREX SERVICE^{1, 2} (Cont'd)

3. OPTIONAL FEATURES (Cont'd)

Loudspeaker Paging Access (LSP) (Cont'd)

To answer LSP, the paged party goes off-hook at a station within the paging group and dials the answer code assigned by the Telephone Company. The paging groups are defined by the customer's dialing plan by prohibiting or allowing answer codes for the paging equipment at the customer premises. When the answer code is dialed, a talking path is completed between the calling and paged parties, and the paging station is idled. The calling and paged parties are now connected over a path independent of the LSP Interface Circuit.

Dial Dictation Access - Permits access to and control of customer-owned dictation equipment. The customer accesses a dictation machine by dialing an access code assigned by the Telephone Company. After the dictation machine is accessed, the customer controls the machine by dialing control digits.

Code Calling Access - Permits Centrex line access to customer-owned signaling devices (bells, gongs, horns, etc.) by dialing an access code. The customer then dials a called-party code which will activate a signaling device that will initiate a coded signal corresponding to the called-party code. The called party, upon recognizing the signal, can then be connected to the calling party by dialing an answering code from a Centrex line.

Radio Paging Access - Permits Centrex line access to customer-provided radio paging equipment. The Radio Paging Access feature may be arranged to accept and transmit rotary dial pulses, touch-tone type signals, or both. If the Radio Paging Interface Circuit is in use, busy tone is returned.

The rates are as follows:

	Product/Service Charge	Monthly Rate	USOC
Loudspeaker Paging Interface Circuit, each ⁽¹⁾	\$30.00	\$29.70	EWK
Dial Dictation Interface Circuit, each ⁽²⁾	30.00	22.55	RC8
Code Calling Interface Circuit, each ⁽¹⁾	30.00	29.70	COO
Radio Paging Interface Circuit, each ⁽¹⁾	30.00	29.70	EYG

Notes:

- (1) In addition, a voice grade channel is required as shown in the Special Services Tariff (Pa. P.U.C.-No. 304).
(2) In addition, a voice grade channel is required (and a metallic channel when the make busy option is requested), as shown in the Special Services Tariff (Pa. P.U.C.-No. 304).

¹ Effective May 16, 2017, all new Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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CENTREX SERVICE

F. DIGITAL CENTREX SERVICE^{1,2} (Cont'd)

3. OPTIONAL FEATURES (Cont'd)

Blind Transfer Recall - Enables a user to transfer a call to another party without waiting for the party to answer. If the other party does not answer the transferred call within a specific time-out period, the call returns to the set from which it was transferred. The caller does not encounter a busy and have to redial the called number to leave a message. Calls that are transferred to a station that has any type of Call Forwarding activated are not recalled. This is a system feature.

The following rates apply:

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Blind Transfer Recall	\$30.00	\$2.05	BTCPs

International Direct Distance Dialing Via Automatic Route Selection (IDDD/ARS) - Allows Centrex customers to use their Automatic Route Selection for the fastest and most economical connections to their private network routing for international operations. This feature is incremental to Automatic Route Selection.

The following rates apply:

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
IDDD/ARS Routing	\$100.00	\$2.05	A1GPS

Nonrecurring Charges do not apply if installing this feature at the same time as the ARS.

Music on Hold - Provides a continuous broadcast of music to callers who are waiting for connection to a called party. Music on Hold can be applied in conjunction with these Centrex features:

- Attendant UCD from Queue
- Attendant Call Hold
- Consultation Hold
- Attendant Camp-On
- Call Waiting, Originating
- Call Park
- Business Set Call Park
- Dial Call Waiting

This feature does not apply to Business Set Hold or Autohold. The rate is per Centrex group and assumes a customer-provided music source. Apply appropriate Guide rate for trunks, circuits, or other facilities needed to connect customer-provided equipment to the central office.

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² Digital Centrex Service will be grandfathered and no longer available to new customers on and after February 1, 2016. On and after, February 1, 2016, existing customers can continue to make moves, adds and changes at existing locations only, but cannot establish service at new locations. Digital Centrex Service continues to be available for resale until April 17, 2016; effective on and after April 17, 2016 the foregoing grandfathering terms shall apply to Digital Centrex Service purchased for resale.

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CENTREX SERVICE

F. DIGITAL CENTREX SERVICE^{1, 2} (Cont'd)

3. OPTIONAL FEATURES (Cont'd)

Music On Hold (Cont'd)

The following rates apply:

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Music on Hold	\$30.00	\$25.60	MOHPS

Business Set Music on Hold - This feature extends the music-on-hold capability to calls that terminate on business sets. This is a system feature that may be provided optionally on a per set basis.

The following rates apply:

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Business Set Music on Hold, per system	\$30.00	\$76.90	MOHPK

Direct Inward System Access (DISA) - Enables a user to dial an access number from a remote central office. The DISA serving office answers the call after one ring and provides a stutter dial tone to prompt the user to enter an authorization code. The user dials the authorization code and receives steady dial tone as a prompt to dial the destination address. Apply appropriate Guide rates for trunks, circuits or other facilities needed to connect customer-provided equipment to the central office. Charges apply per DISA arrangement.

With the DISA feature, the customer must also have the Station Message Detail Recording feature and Authorization Codes (see Paragraph D.9).

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CENTREX SERVICE

F. DIGITAL CENTREX SERVICE^{1, 2} (Cont'd)

3. OPTIONAL FEATURES (Cont'd)

DISA Optional Third Dial Tone - If the DISA user then dials an access code (and if the Centrex system dialing plan normally provides dial tone at this point), this feature will provide the user another dial tone. Charges apply per DISA Arrangement.

The following rates apply:

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Direct Inward System Access	\$30.00	\$ 2.05	DJMPS
Optional 3rd Dial Tone	30.00	13.30	3DAPS

Night Service - The following alternative method may be used to provide Night Service on consoles or business sets used as consoles in place of Fixed or Flexible Night Service:

Alerting Device - An incoming call activates a customer-provided alerting device (i.e., a bell or buzzer). Any station in the customer group may answer the incoming call by dialing a code. (Also known as Trunk Answer Any Station feature.) Apply appropriate Guide rates for facilities when appropriate to connect customer provided equipment to the central office.

The following rates apply:

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Night Service - Alerting Device	\$30.00	\$1.00	A5NPC

Call Park Recall Identification - Enables a station user to distinguish Call Park (PRK) or Directed Call Park (DCPK) recalls from other types of calls. This capability allows the user to respond appropriately. Provided on a System basis at no additional charge (USOC PG8PS). Call Park Recall ID is an option for customers with Call Park or Directed Call Park. Depending on the type of set and features, users are recalled in the following ways:

- a. Flashing PRK/DCPK key, flashing directory number key, Distinctive Ring, and display of Call Park Recall.
- b. Same as above with no display if not available on set.
- c. Same as above with no Flashing PRK/DCPK key if Call Park feature is accessed through dialed code.
- d. Distinctive Ring for sets without display or PRK/DCPK key.

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CENTREX SERVICE

F. DIGITAL CENTREX SERVICE^{1, 2} (Cont'd)

4. CONFERENCE ARRANGEMENTS

Station-Controlled Conference - Provides any equipped Centrex main station line with the ability to establish a conference call without the assistance of the attendant. The conferees can include lines in the same Centrex group, lines from outside the Centrex, and stations reached through trunks.

A conference code is used to establish the conference and add conferees. A release code is used to drop a conferee from the conference call.

When the station-controlled conference has more than six conferees, one conferee is transferred from the primary conference bridge to a secondary conference bridge. The secondary conference bridge is then connected to the primary conference bridge through the port on the primary conference bridge that was used by the transferred conferee.

A maximum of seven bridges can be assigned to a station controlled conference. These bridges allow the following members; (1) six, (2) ten, (3) fourteen, (4) eighteen, (5) twenty-two, (6) twenty-six, and (7) thirty.

The following rates apply: (1)

	<u>Product/ Service Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Primary Bridge	\$30.00	\$28.70	F4A
Additional Bridges, each (maximum of 6 additional)	30.00	30.75	F4B

Pre-Set Conference - Allows a predesignated station user or Console Attendant to originate a conference call with up to 25 conferees (which includes the conference originator).

Dialing the Pre-Set conference number initiates simultaneous ringing of the pre-selected conferees. A pre-selected, second-choice number may be rung to locate the conferee after a specified time if the conferee does not answer at the first number.

NOTE:

- (1) These rates apply per conference arrangement.

¹ Effective May 16, 2017, all new Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

² Digital Centrex Service will be grandfathered and no longer available to new customers on and after February 1, 2016. On and after, February 1, 2016, existing customers can continue to make moves, adds and changes at existing locations only, but cannot establish service at new locations. Digital Centrex Service continues to be available for resale until April 17, 2016; effective on and after April 17, 2016 the foregoing grandfathering terms shall apply to Digital Centrex Service purchased for resale.

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CENTREX SERVICE

F. DIGITAL CENTREX SERVICE^{1, 2} (Cont'd)

4. CONFERENCE ARRANGEMENTS ⁽¹⁾ (Cont'd)

Pre-Set Conference (Cont'd)

An additional Centrex main station line at Informational Guide rates is required for this service.

Conference bridges allow the following members: (1) six, (2) ten, (3) fifteen, (4) twenty, and (5) twenty-five.

The following rates apply: ⁽¹⁾

	<u>Product/ Service Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Primary Bridge	\$30.00	\$28.70	FPH
Additional Bridges, ea (maximum of 4 additional)	30.00	30.75	FPJ
Adding conferees within an existing level	30.00	-	REAF7

Attendant Controlled Conference - Allows the attendant to establish a conference call and release it from the console.

The attendant establishes a two-way call between the person requesting the conference and the destination. The attendant then operates the conference key which moves the call to a Primary conference bridge. Activation of the conference key enables the attendant to add additional conferees. The attendant may talk privately to each conferee as they are called. To add the last conferee, the attendant operates the hold key. By pressing the release key, the call is released from the loop and the console.

A maximum of seven bridges can be assigned to Attendant Controlled Conference. These bridges allow the following members; (1) six, (2) ten, (3) fourteen, (4) eighteen, (5) twenty-two, (6) twenty-six, and (7) thirty.

NOTE:

(1) These rates apply per conference arrangement.

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² Digital Centrex Service will be grandfathered and no longer available to new customers on and after February 1, 2016. On and after, February 1, 2016, existing customers can continue to make moves, adds and changes at existing locations only, but cannot establish service at new locations. Digital Centrex Service continues to be available for resale until April 17, 2016; effective on and after April 17, 2016 the foregoing grandfathering terms shall apply to Digital Centrex Service purchased for resale.

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CENTREX SERVICE

F. DIGITAL CENTREX SERVICE^{1, 2} (Cont'd)

4. CONFERENCE ARRANGEMENTS ⁽¹⁾ (Cont'd)

Attendant Controlled Conference (Cont'd)

The following rates apply: ⁽¹⁾

	<u>Product/ Service Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Primary Bridge	\$30.00	\$28.70	C6A1X
Additional Bridges, each (maximum of 6 additional)	30.00	30.75	C6A2X

Meet-Me Conference Arrangement - Allows conferees to hold a conference by each of them dialing a directory number at a specified time. Conferees must be notified of the directory number, date and time prior to the meeting.

Each Centrex system may have up to 16 conference directory numbers. Meet Me Conferences may be held simultaneously, subject to the availability of six-port conference circuits. The member who owns the Meet Me conference number for the meeting must remain as a member of the conference.

A maximum of seven bridges per conference can be assigned to Meet Me Conference. These bridges allow the following members; (1) six, (2) ten, (3) fourteen, (4) eighteen, (5) twenty-two, (6) twenty-six, and (7) thirty. Each conference directory number constitutes a Primary Bridge. Additional bridges may serve more than one Meet Me Conference.

The following rates apply: ⁽¹⁾

	<u>Product/ Service Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
Primary Bridge	\$30.00	\$28.70	MMT1X
Additional Bridges, each (maximum of 6 additional)	30.00	30.75	MMT2X

NOTE:

(1) These rates apply per Conference Arrangement.

¹ Effective May 16, 2017, all new Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

² Digital Centrex Service will be grandfathered and no longer available to new customers on and after February 1, 2016. On and after, February 1, 2016, existing customers can continue to make moves, adds and changes at existing locations only, but cannot establish service at new locations. Digital Centrex Service continues to be available for resale until April 17, 2016; effective on and after April 17, 2016 the foregoing grandfathering terms shall apply to Digital Centrex Service purchased for resale.

Verizon Pennsylvania LLC

CENTREX SERVICE

G. CENTREX OPTIONAL CENTRAL OFFICE FEATURES

1. DESCRIPTION

Centrex Optional Central Office Features allow customers to effectively manage call flow via network-based technology that routes the calling party's telephone number from the central office that serves the called party. The telephone number of the calling party is held in the network's memory, therefore allowing the called party to make use of several calling options, including the ability to return and repeat calls to the originating party without dialing the calling party's number. The services work only on calls that originate from and terminate to appropriately equipped offices. These services are offered on a monthly subscription basis only.

Call Block

This feature gives the customers the ability to prevent future calls from specific telephone numbers and can be activated after receipt of an unwanted call or by creating a screening list. To activate the feature, the Call Block customer regains dial tone and dials a code, which creates a screening list for a maximum of six numbers. Further calls to the Call Block customer from telephone numbers in the screening list are routed to a standard announcement.

Call Trace

This feature allows a called party to initiate an automatic trace of the last call received. Call Trace is available on a usage basis only. After receiving the call which is to be traced, the customer dials a code and the traced telephone number is automatically sent to the Telephone Company. The customer using Call Trace is required to contact the Telephone Company for further action. The customer originating the trace will not receive the traced telephone number. The results of a trace will be furnished only to legally constituted authorities upon proper request by them.

Caller ID - Number Only¹

This feature allows a customer to see the telephone number of incoming calls. The calling telephone number will be displayed on a customer-provided display unit. The calling telephone number typically will be displayed between the first and second rings. This feature is subject to technical and other limitations, including availability of the number for forwarding.

In addition to the ability to see the telephone number of incoming calls, Caller ID - Number Only may also, as facilities permit, provide a customer with the ability to reject calls from callers who have chosen to block the passage of their telephone numbers on outgoing calls. This feature, called Anonymous Call Rejection (ACR), can be activated or deactivated as the Caller ID subscriber desires by dialing specific codes. When initially provided, ACR is deactivated. ACR will remain on or off until the customer makes a change. When a caller, who has blocked the passage of his/her telephone number, calls a Caller ID - Number Only subscriber who has activated ACR, he/she will receive an announcement that the customer is not accepting calls from callers who are blocking their telephone number. In addition, in this situation, the Caller ID - Number Only subscriber's telephone will not ring.

¹ Effective August 21, 2016 Caller ID – Number Only is no longer available to new business customers. Existing business customers as of August 21, 2016, may retain this service at existing locations. Additions, rearrangements and moves are not permitted. This service is still available for resale until October 17, 2016, on which date the foregoing terms shall be effective for resale.

Verizon Pennsylvania LLC

CENTREX SERVICE

G. CENTREX OPTIONAL CENTRAL OFFICE FEATURES (Cont'd)

1. DESCRIPTION (Cont'd)

Call Waiting ID with Name

Call Waiting ID with Name allows a Caller ID customer who is using the telephone and receives a second call via Call Waiting - Terminating to see the telephone number/name of the second incoming call, subject to limitations such as those described below. Call Waiting ID with Name will be provided upon request to Centrex customers with Caller ID - Number Only¹ and Caller ID at no additional charge. Call Waiting ID with Name may require additional premises equipment.

The name and telephone number of the caller may not be displayed for every incoming call. "Out of Area," "Unavailable," or a similar message may appear for certain calls, including (i) calls made through certain networks, (ii) operator-assisted calls, calls from toll-free numbers, calling card calls, and international calls, (iii) for phone numbers for which caller name information is not made available by the calling party's carrier, (iv) for certain telephone numbers for which Verizon does not purchase Caller ID information, and (v) for other technical reasons. In addition, "Private," "Anonymous" or a similar message may appear when the caller has blocked caller identification information.

Per-Call Blocking and Line Blocking

Per-Call Blocking is automatically available. Line Blocking is available by contacting the Telephone Company.

Priority Call

This feature provides one distinctive audible signal to the called customer when a call is received from one of up to six pre-specified telephone numbers. Through an interactive dialing sequence to the central office switch, the customer creates a screening list of up to six telephone numbers. When a call arrives from one of the pre-specified telephone numbers, the Priority Call Service rings distinctively. If the called customer subscribes to Call Waiting-Originating, and the call arrives while the line is busy, the Call Waiting tone has a distinctive pattern. For calls from a Centrex line or a dial tone line with multi-line hunting, the distinctive signal is produced for all calls made for the same system when the main telephone number for the system has been entered in the screening list.

¹ Effective August 21, 2016 Caller ID – Number Only is no longer available to new business customers. Existing business customers as of August 21, 2016, may retain this service at existing locations. Additions, rearrangements and moves are not permitted. This service is still available for resale until October 17, 2016, on which date the foregoing terms shall be effective for resale.

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CENTREX SERVICE

G. CENTREX OPTIONAL CENTRAL OFFICE FEATURES (Cont'd)

1. DESCRIPTION (Cont'd)

Caller ID - Number Only¹ (Cont'd)

There are several ways to complete a call to a Caller ID - Number Only subscriber who has activated Anonymous Call Rejection: (1) place the call through a Verizon operator; (2) place the call on the Verizon network using a Verizon telephone calling card; or (3) place the call without blocking the telephone number. Options (1) and (2) involve charges in addition to the cost of the call.

Caller ID - Number Only Service is available to customers by monthly subscription only, which provides unlimited use of the service.

Caller ID

This feature, in addition to providing the same capabilities as Caller ID – Number Only¹, allows a customer to see the main listed name associated with the telephone number of incoming calls, subject to limitations such as those described below.

The name and telephone number of the caller may not be displayed for every incoming call. "Out of Area," "Unavailable," or a similar message may appear for certain calls, including (i) calls made through certain networks, (ii) operator-assisted calls, calls from toll-free numbers, calling card calls, and international calls, (iii) for phone numbers for which caller name information is not made available by the calling party's carrier, (iv) for certain telephone numbers for which Verizon does not purchase Caller ID information, and (v) for other technical reasons. In addition, "Private," "Anonymous" or a similar message may appear when the caller has blocked caller identification information.

Caller ID may also, as facilities permit, provide a customer with Anonymous Call Rejection, the feature that provides the ability to reject calls from callers who have chosen to block the passage of their telephone numbers and associated main listed names on outgoing calls.

¹ Effective August 21, 2016 Caller ID – Number Only is no longer available to new business customers. Existing business customers as of August 21, 2016, may retain this service at existing locations. Additions, rearrangements and moves are not permitted. This service is still available for resale until October 17, 2016, on which date the foregoing terms shall be effective for resale.

CENTREX SERVICE

G. CENTREX OPTIONAL OFFICE FEATURES (Cont'd)

1. DESCRIPTION (Cont'd)

Busy Redial

This feature allows a calling party to automatically redial the last number dialed. If the called line is busy, notification of activation is received and a 30-minute queuing process begins. The Network will periodically test the busy/idle status and automatically complete the call when both lines are idle.

Return Call (*69)

Allows a customer to obtain information about the last incoming call when the service is activated by dialing *69. Upon dialing *69, the telephone number associated with the last incoming call is announced if it is available from the network and the calling party has not blocked the calling information. Depending on the serving central office, the date and time of the call may also be announced. The announced telephone number does not always identify the calling party and, in some cases, cannot be used to return the call automatically or by manual dial back.

If possible, the service may also allow a customer to return the call automatically by dialing "1". *69 cannot return all calls for which it can announce a number. When a telephone number is announced, the customer is instructed to dial "1" to return the call automatically. If the customer dials "1" and the line associated with the called number is busy, the call is queued for up to 30 minutes or until both lines are idle. When both lines are idle, the customer is given an indication with a distinctive ringing pattern that the network will attempt to set up the call. Once the customer answers the distinctive ring, the network attempts to set up the call.

Per activation customers are charged upon announcement of the telephone number associated with the last incoming call. The charge applies regardless of whether the customer attempts to return the call by dialing "1" and regardless of whether the announced number identifies the calling party or can be used to return the call automatically or by manual dial back. The customer is billed for any call placed by means of this service. Additional charges associated with calls returned using *69 will apply. If an incoming call is marked private (by per call or line blocking) a customer cannot return the call or get telephone number announcement regarding that caller through the use of *69 service. No charges for *69 service will apply in this case.

All telephone numbers, including Non-Published and Non-Listed telephone numbers will be announced to a Return Call (*69) user unless blocked on the originating end.

Customers can either pay per use (refer to Section 29C-1 of this Guide for rate) so that a separate charge applies to each activation of this service; or subscribe to the service and incur a monthly charge for unlimited use.

Verizon Pennsylvania Inc.

CENTREX SERVICE

G. CENTREX OPTIONAL OFFICE FEATURES (Cont'd)

1. DESCRIPTION (Cont'd)

Select Call Forwarding

This feature requires that the called party be a Centrex station line equipped with the Centrex Call Forwarding feature.

This feature allows the customer to select up to six telephone numbers and forward incoming calls from those numbers to another telephone number. The customer activates this feature by first activating Call Forwarding and then dialing a code to create a screening list via an interactive dialing sequence.

2. GENERAL TERMS

Activation

Involves dialing a code from the customer's line and originating the corresponding feature. This action is followed by a message confirming correct execution.

Interactive Dialing Sequence

Relates to the dialing activities performed by a customer while programming a feature for use. The dialing activities are termed interactive because the customer's actual dialing functions are in response to messages provided by the Central Office Software.

Verizon Pennsylvania LLC

CENTREX SERVICE

G. CENTREX OPTIONAL CENTRAL OFFICE FEATURES (Cont'd)

3. PROVISIONS

- a. The features require special central office equipment and are furnished only from central offices where facilities are available, as determined by the Telephone Company.
- b. The features are available to customers that have technically compatible features and premises equipment. The Telephone Company is not responsible for the compatibility of products and services provided by outside vendors. The Telephone Company reserves the right to restrict or otherwise limit the features where, in the Telephone assessment, (a) the feature(s) may create a potential incompatibility or, (b) provisioning of the feature(s) would require establishment of new or additional Company procedures.
- c. The features are available under the following conditions:
 - When the subscriber to the feature and the other party involved in the call are served by the same central office, even if the other party does not subscribe to the feature.
 - When the subscriber to the feature and the other party involved in the call are served from different central offices which are linked by facilities that can transport the calling number, even if the other party does not subscribe to the feature.
- d. The features can be activated by either dial-pulse (rotary) or Touch-Tone Centrex line service.
- e. The features are available, either individually or in two different Feature Packages, to Centrex customers on a subscription only basis.
- f. Feature Packages are only available from central offices where all features are available.
- g. Centrex customers must contact the Telephone Company to request the Anonymous Call Rejection (ACR) feature for Caller ID - Number Only¹/Caller ID.

¹ Effective August 21, 2016 Caller ID – Number Only is no longer available to new business customers. Existing business customers as of August 21, 2016, may retain this service at existing locations. Additions, rearrangements and moves are not permitted. This service is still available for resale until October 17, 2016, on which date the foregoing terms shall be effective for resale.

CENTREX SERVICE

G. CENTREX OPTIONAL CENTRAL OFFICE FEATURES (Cont'd)

4. RATES ⁽¹⁾

The following rates apply.

	<u>Product/Service Charge</u>	<u>Monthly Rate</u>	<u>Per Use</u>
Busy Redial, per line	\$10.00	\$1.55	
Return Call (*69), per line	10.00	1.55	
Priority Call, per line	10.00	1.55	
Select Call Forwarding, per line	10.00	1.55	
Call Block, per line	10.00	1.55	
Call Trace			\$1.00
Feature Package I (includes Busy Redial, Return Call (*69) Call, Priority Call, Select Call Forwarding and Call Block)			
1 to 10 lines equipped, per line	\$17.00	\$4.10	
11 to 50 lines equipped, per line	17.00	3.05	
51 or more lines equipped, per line	17.00	2.05	

* Applies only for a reconnection of line blocking for the same customer at the same address.

NOTES:

(1) Centrex Feature Processing Charges do not apply to Centrex Optional Central Office Features.

Verizon Pennsylvania LLC

CENTREX SERVICE

G. CENTREX OPTIONAL CENTRAL OFFICE FEATURES (Cont'd)

4. RATES ⁽¹⁾ (Cont'd)

The following rates apply. (Cont'd)

	Product/Service <u>Charge</u> Per line, per order	Monthly <u>Rate</u> Per line
Caller ID - Number Only ^{(2), 3}		
1-10 lines	\$10.00	\$6.50
11-50 lines	10.00	5.00
51 or more lines	10.00	2.00
Caller ID ⁽²⁾		
1-10 lines	\$10.00	\$7.50
11-50 lines	10.00	5.75
51 or more lines	10.00	2.50
Line Blocking	10.00*	-

* Applies only for a reconnection of line blocking for the same customer at the same address.

NOTES:

- (1) Centrex Feature Processing Charges do not apply to Centrex Optional Central Office Features.
- (2) The description and regulations for Caller ID - Number Only/Caller ID Service, including blocking, can be found in Pa. P.U.C.-No. 1, Section 30E. Customers must contact the Telephone Company to request Anonymous Call Rejection as part of Caller ID - Number Only/Caller ID.
- ³ Effective August 21, 2016 Caller ID – Number Only is no longer available to new business customers. Existing business customers as of August 21, 2016, may retain this service at existing locations. Additions, rearrangements and moves are not permitted. This service is still available for resale until October 17, 2016, on which date the foregoing terms shall be effective for resale.

Verizon Pennsylvania LLC

CENTREX SERVICE

H. CENTREX **IntelliLinQ**®-BRI^{1, 2}

1. GENERAL

Centrex **IntelliLinQ**-BRI is an optional service arrangement for use with Centrex. **IntelliLinQ**-BRI uses the Basic Rate Interface (BRI) arrangement of the Integrated Services Digital Network (ISDN). The provisions, rates and charges contained herein are in addition to the applicable Centrex service arrangements specified elsewhere in this Informational Guide.

2. PROVISIONS

a. Explanation of Terms

Basic Rate Interface Service

IntelliLinQ-BRI Basic Rate Interface Service provides ISDN capabilities from an ISDN equipped switch in the central office. Basic Rate Interface Service consists of two "B" channels and one "D" channel (2B+D) which are defined as:

B Channel

The B channel is a 64 kilobit per second (kbps) channel used for information transfer between users. The B channel may be used in conjunction with circuit switching service.

D Channel

The D channel is a 16 kilobit per second packet-switched channel that carries signaling and control for the B channels and also supports customer packet traffic at speeds up to 9.6 kbps.

Circuit Switching

A switching technique in which an entire circuit or, in a digital switch (ISDN), a specific selection of time slots is dedicated to a given call.

Featured Voice **IntelliLinQ**-BRI Access

Featured Voice **IntelliLinQ**-BRI Access uses only one B Channel of the ISDN architecture. In addition to providing voice access, it also provides the customer with the Electronic Key Features described in 2.e. following.

sm Service Mark of Verizon Communications.

¹ Effective May 16, 2017, all new Centrex **IntelliLinQ**-BRI systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

² CENTREX **IntelliLinQ**®-BRI will be grandfathered and no longer available to new customers on and after February 1, 2016. On and after, February 1, 2016, existing customers can continue to make moves, adds and changes at existing locations only, but cannot establish service at new locations. CENTREX **IntelliLinQ**®-BRI continues to be available for resale until April 17, 2016; effective on and after April 17, 2016 the foregoing grandfathering terms shall apply to CENTREX **IntelliLinQ**®-BRI purchased for resale.

Verizon Pennsylvania LLC

CENTREX SERVICE

H. CENTREX **IntelliLinQ**®-BRI^{1, 2} (Cont'd)

2. PROVISIONS (Cont'd)

a. Explanation of Terms (Cont'd)

Integrated Services Digital Network

Integrated Services Digital Network (ISDN) is part of the evolving end-to-end digital telecommunications network architecture which provides for the simultaneous access, transmission and switching of voice, data and image services via channelized transport facilities over a limited number of standard user-network interfaces. The ISDN architecture consists of digital switching systems which connect Basic Rate Interface lines to their serving central office.

IntelliLinQ-BRI

IntelliLinQ-BRI is an optional service arrangement which can be used in conjunction with a customer's Centrex service. It uses the ISDN architecture to provide the customer with the capabilities of simultaneous access, transmission and switching of voice, data and image services via channelized transport. In addition, **IntelliLinQ-BRI** provides the customer with the service capabilities, Electronic Key Features and Packet Data Features as respectively described in 2.c., 2.e. and 2.f. following.

Intercom Group

Enables a customer to terminate, via abbreviated dialing, on a member of a predesignated group.

Multiple Access **IntelliLinQ-BRI**

Multiple Access **IntelliLinQ-BRI** utilizes both B Channels of the ISDN architecture for either voice or circuit switched data and also applies when only one B channel is utilized for circuit-switched data or alternate voice/data.

Network Interfaces

The ISDN Basic Rate Interface is the two-wire physical interface between a switch equipped with ISDN and the network termination (NT1). The NT1 is customer premises equipment which is necessary for terminating a telephone circuit or facility at the customer premises. The BRI CPE located at the customer premises must be compatible with the network interface.

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Verizon Pennsylvania LLC

CENTREX SERVICE

H. CENTREX **IntelliLinQ**®-BRI^{1, 2} (Cont'd)

2. PROVISIONS (Cont'd)

a. Explanation of Terms (Cont'd)

Packet Switching

A switching technique in which packets of data are individually addressed and combined on a transmission path with other addressed packets. The maximum packet transmission rate for Basic Rate Interface is 9.6 kbps on the D-channel.

X.25

X.25 is the ITU (International Telecommunication Union) recommended and internationally accepted standard for connecting computers to packet switched networks.

b. Customers subscribing to Centrex **IntelliLinQ**-BRI must comply with the ISDN Basic Rate Interface specifications established by the Telephone Company.

c. Service Capabilities

Customers can configure Centrex **IntelliLinQ**-BRI using the following service capabilities:

- (1) Featured Voice on the B channel(s).
- (2) Circuit-switched data on the B channel(s) at speeds up to 64 kbps.
- (3) Packet-switched data on the D channel at speeds up to 9.6 kbps.
- (4) Alternating circuit-switched voice and circuit-switched data on the same B channel.

d. Conditions

This service is offered subject to the following conditions:

- (1) Existing usage charges apply to circuit switched voice calls.

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Verizon Pennsylvania LLC

CENTREX SERVICE

H. CENTREX **IntelliLinQ**®-BRI^{1,2} (Cont'd)

2. PROVISIONS (Cont'd)

d. Conditions (Cont'd)

This service is offered subject to the following conditions: (Cont'd)

- (2) Circuit-switched data calls will be billed on a local usage sensitive basis when placed outside the Centrex Group. Toll charges will apply when circuit switched data calls are made outside of the Normal Local Exchange Area.
- (3) Packet data calls will be billed the Public Data Network rates as specified in appropriate tariffs of Guides for calls outside the customer's Centrex Group.
- (4) Packet calls within a customer's Centrex Group require 7 digit dialing.
- (5) ISDN compatible terminal equipment is required for proper operation. It is the customer's responsibility to obtain such equipment.
- (6) ISDN charges are in addition to existing Centrex charges.
- (7) This service is available only from central offices which have the necessary facilities to provide ISDN service. In the event that a customer is served by a non-conforming office, the Telephone Company may, at its option, provide ISDN service from an alternate serving central office at no additional charge to the customer. Such provisioning may be elected where, in the discretion of the Telephone Company, service can be provided at a reasonable cost to the Telephone Company. The customer must accept the serving location assigned by the Telephone Company, and must agree to revert to service from the normal serving central office at such time as ISDN service is available in that office.

If ISDN service is provided from an alternate serving central office, the customer will accept a number change to one associated with the alternate serving central office. The customer will also be subject to calling areas associated with the alternate serving central office, as established in the Telephone Company's Tariffs or Guides.

When ISDN service is available from the customer's normal serving central office, the customer will revert to and accept a number change to one associated with the original serving central office, and be subject to calling areas associated with the original serving central office, as specified in the Telephone Company's Tariffs or Guides. If the customer does not wish to take service from the normal central office after such service becomes available, but continues to utilize service from the alternate serving central office, charges for foreign exchange and/or foreign central office service will apply, as specified in the Telephone Company's Tariffs or Guides.

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Verizon Pennsylvania LLC

CENTREX SERVICE

H. CENTREX **IntelliLinQ**®-BRI^{1,2} (Cont'd)

2. PROVISIONS (Cont'd)

d. Conditions (Cont'd)

(7) (Cont'd)

No charge will apply to the transfer of this service back to the serving central office as set forth above.

In addition, the customer's service location must be within the distance limitations determined during installation of the service in the sole judgment and discretion of the Telephone Company. When a customer requests ISDN and requires the installation of additional facilities due to exceeding the distance limitations as determined by the Telephone Company and where, in the judgment of the Telephone Company, it is practical to provide such facilities, the customer will be charged rates and charges based on the cost of providing the necessary additional facilities, in addition to the rates and charges specified in 3. following. These charges for any additional facilities required will be computed on an Individual Case Basis.

The waiver of foreign exchange and/or foreign central office service charges does not apply to customers located in the serving areas of other telephone companies.

- (8) Electronic key feature availability is dependent on the facilities providing the service. No credit is given on the package rate for features where facilities and appropriate digital technology are not available.
- (9) With the exception of Multiple Call Appearance and Shared Call Appearances for a Directory Number, rates and charges for Centrex **IntelliLinQ**®-BRI service provide for single appearances of electronic key features on the same channel. If the customer desires multiple appearances of the same electronic key features other than Multiple Call Appearance or Shared Call Appearances for a Directory Number on the same channel, rates and charges as specified elsewhere apply for all appearances other than the first appearance.

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Verizon Pennsylvania LLC

CENTREX SERVICE

H. CENTREX **IntelliLinQ**®-BRI^{1, 2} (Cont'd)

2. PROVISIONS (Cont'd)

d. Conditions (Cont'd)

- (10) This Informational Guide does not apply to the transmission of packet data on the B Channel and requires either voice and/or data on one of the B channels.
- (11) Centrex **IntelliLinQ**-BRI service does not preclude the Centrex customer from making or receiving circuit switched voice calls from inside or outside either their serving central office or their calling area. Where facilities are available the customer will be able to make and receive Circuit Switched Data and Packet Switched Data calls outside of their serving central office.
- (12) Calls identified as circuit-switched data will be billed at the Circuit Switched Data Usage rate even if the customer's equipment establishes the call as circuit switched voice service and then transmits 56 kbps or 64 kbps circuit switched data.

e. Electronic Key Features

Electronic Key provides the customer with the ability to access the following features where available:

(1) Automatic Dial Line

This feature allows a station user to call a frequently dialed number by pressing the assigned feature key.

(2) Automatic Line

An automatic connection between a calling station that goes off-hook and a predetermined location. The calling station does not receive dial tone.

(3) Bridging

Allows the user to bridge onto a currently active call by pressing the active call appearance button on their set and going off-hook and thus establishing a three-way call.

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CENTREX SERVICE

H. CENTREX **IntelliLinQ**®-BRI^{1, 2} (Cont'd)

2. PROVISIONS (Cont'd)

e. Electronic Key Features (Cont'd)

(4) Call Park

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

(5) Call Waiting Ringback - Intra-Centrex Only

The Call Waiting Ringback feature will allow the caller to hear a distinctive ringing if the called party is hearing the call waiting tone. This allows the caller to decide whether or not to wait for the called party to answer.

(6) Delayed and Abbreviated Ringing

Allows the user to be alerted for a predetermined interval before ringing another designated set.

(7) Drop

Allows the user to drop the last party added to a conference call. For a two-party call, this will terminate the call.

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CENTREX SERVICE

H. CENTREX **IntelliLinQ**®-BRI^{1, 2} (Cont'd)

2. PROVISIONS (Cont'd)

e. Electronic Key Features (Cont'd)

Electronic Key provides the customer with the ability to access the following features where available: (Cont'd)

(8) Executive Busy Override (EBO)

This feature (EBO) specifies that the line can invoke an override when encountering a busy station. Executive Busy Override shall be used only in the ordinary course of business for lawful business purposes by the customer or persons authorized by the customer. A person using EBO shall, upon being connected to a call, immediately notify the other parties to the call. If any other party to the call states that he objects to the person using EBO being connected to the call, the person using EBO shall immediately terminate his connection to the call.

The customer shall notify its agents, servants and employees and other persons placing calls from stations on its Centrex System that Executive Busy Override has been installed and that calls may be accessed by another station.

The customer and other persons using Executive Busy Override must comply with all Federal and State laws and regulations applicable to use of Executive Busy Override. The customer shall indemnify, defend and hold harmless Telephone Company and its agents, servants and employees, against any and all claims, demands, liabilities, losses, judgements, fines, penalties and expenses, arising out of or resulting from the failure of the customer, its agents, servants or employees, or other persons using Executive Busy Override, to comply with Federal and State laws and regulations applicable to use of Executive Busy Override.

Override Exempt

This Feature (EBX) is an option of EBO and specifies that the line cannot have override activated against it by an EBO line.

(9) Feature Function Button

Allows the user to assign certain features to a particular button on their ISDN set. When depressed, the button will activate the assigned feature.

(10) Group Intercom

Enables a business set user to terminate on a member of a predesignated group by using abbreviated dialing.

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CENTREX SERVICE

H. CENTREX **IntelliLinQ**®-BRI^{1, 2} (Cont'd)

2. PROVISIONS (Cont'd)

e. Electronic Key Features (Cont'd)

Electronic Key provides the customer with the ability to access the following features where available: (Cont'd)

(11) Hold

Allows the user to place a call on hold.

(12) Individual Calling Line Identification

Allows the user to have access to the directory number of the calling party. Per-call and line blocking will be available as described in Pa. P.U.C.-No. 1, Section 30E.

(13) Initiated Priority Calling

Allows a user to initiate a priority call by going off-hook and pressing the Priority Call feature button or dialing the Priority Calling access code.

(14) Inspect for ISDN Terminals

Allows the user to retrieve and display call-related information about any call appearance. The data that can be displayed is call appearance identification, called or Intra Centrex calling directory number, and incoming call identifier call type.

(15) Intercom

This feature allows a business set user to directly terminate on a predesignated set by pressing the intercom key.

(16) Intercom Alerting

Provides the user with a distinctive ring and/or visual indicator to alert the user of an incoming intercom call.

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CENTREX SERVICE

H. CENTREX **IntelliLinQ**®-BRI^{1, 2} (Cont'd)

2. PROVISIONS (Cont'd)

e. Electronic Key Features (Cont'd)

Electronic Key provides the customer with the ability to access the following features where available: (Cont'd)

(17) Intercom Functions

Allows the user to emulate a dedicated wire to another station for priority conversations without tying up the station set from active or incoming calls.

(18) Key System Coverage for Analog Lines

Allows an ISDN set to provide call coverage for an analog set.

(19) Manual Exclusion

Allows the user to inhibit other stations from picking up a call on hold or bridging onto a call that is active at that station.

(20) Multiple Call Appearance

Allows the user to have more than one appearance of their directory number assigned to their set.

(21) Originating Priority Calling

Allows the user to have all calls that originate from their set to be priority calls.

(22) Outgoing Called Line Identification for ISDN Sets

Provides a user originating a call with information about the called party and the facility or destination.

(23) Priority Calling Incoming Only

Allows the user to have a priority call terminate on their set from an outside call. This call will use the normal intergroup alerting as opposed to priority alerting.

(24) Shared Call Appearances for a Directory Number

Allows a directory number to appear on the terminal of several users up to a maximum of 5.

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CENTREX SERVICE

H. CENTREX **IntelliLinQ**®-BRI^{1, 2} (Cont'd)

2. PROVISIONS (Cont'd)

e. Electronic Key Features (Cont'd)

Electronic Key provides the customer with the ability to access the following features where available: (Cont'd)

(25) Short Hunt

Permits incoming calls to hunt over a set of directory number appearances in search of an idle directory number on which to terminate.

f. X.25 Packet Data Features

(1) Closed User Groups

Allows the user to establish subnetworks within which the members of the closed user group can communicate. Each data terminal in a closed user group can be arranged in one of the following modes:

(a) Closed User Group with Outgoing Access

The data terminal makes outgoing calls only.

(b) Closed User Group with Incoming Access

The data terminal receives incoming calls only.

(c) Incoming Calls Barred within a Closed User Group

The data terminal makes outgoing calls only to the data terminals in the closed user group with which it is associated.

(d) Outgoing Calls Barred within a Closed User Group

The data terminal receives incoming calls only from the data terminals in the closed user group with which it is associated.

(e) Unrestricted Access

The data terminal receives and makes both incoming and outgoing calls.

(2) Fast Select

Allows a sending data terminal to forward up to 128 bytes of data along with the call setup and clearing packets.

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CENTREX SERVICE

H. CENTREX **IntelliLinQ**®-BRI^{1,2} (Cont'd)

2. PROVISIONS (Cont'd)

f. X.25 Packet Data Features (Cont'd)

(3) Fast Select Acceptance

Allows the switch to transmit incoming call packets with the fast select facility to a destination terminal that has this feature.

(4) Flow Control Parameter Negotiation

Permits negotiation on a per call basis of the flow control parameters. Automatically negotiates the maximum packet size and window size for each direction of data transmission.

(5) Hunt Groups

Allows a grouping of access lines such that an incoming packet switched data call to the hunt group is completed if there is a logical channel on any of the access lines within the hunt group. The Hunt Group cannot span switches.

(6) Incoming Calls Barred

Prohibits a data terminal from terminating an incoming call.

(7) Non-Standard Default Packet Sizes

Allows the user to subscribe to a larger maximum packet size for each direction of communication than the default 128 octets normally provided. In order to subscribe to this feature, the Flow Control Parameter Negotiation feature must also be subscribed to.

(8) Non-Standard Default Window Sizes

Allows the user to subscribe to the different values for outgoing and incoming window sizes than the standard network default. In order to have this capability, the user must also subscribe to the Flow Control Parameter Negotiation feature.

(9) Outgoing Calls Barred

Prohibits a data terminal from originating outgoing virtual calls.

(10) Permanent Virtual Circuit

Allows packet switching to be implemented over a dedicated logical channel without needing call set-up or clearing.

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CENTREX SERVICE

H. CENTREX **IntelliLinQ**®-BRI^{1,2} (Cont'd)

2. PROVISIONS (Cont'd)

f. X.25 Packet Data Features (Cont'd)

(11) Throughput Class Negotiation

Allows the calling data terminal to request specific throughput classes in the call request packet for both directions of data transmission.

g. Virtual Office ISDN (VOI)

Virtual Office provides the following **IntelliLinQ** BRI services and features for a single monthly rate:

(1) Multiple Access **IntelliLinQ** BRI

Utilizes both B channels of the ISDN architecture for either voice or circuit-switched data and also applies when only one B channel is used for circuit-switched data or alternate voice/data.

(2) Circuit-Switched Data on the B channel(s)

Transmission of data at speeds up to 64 kbps.

(3) Alternate Circuit-Switched Voice and Data on the B channel(s)

Transmission of voice or data at speeds up to 64kbps with additional call offering, which allows the user's equipment to switch from voice to data calls, when required.

(4) Configuration Group

Associates a button or buttons of an ISDN station to a feature or group of features. Each different terminal button arrangement requires that a different Configuration Group be assigned.

(5) Electronic Key Feature Package

The user has the option to order the other features within this package. The features below must be a part of this offering.

(6) Three Call Appearances

Allows the user to have three appearances of his/her directory number assigned to his/her set, providing the capability of up to three incoming or outgoing calls.

(7) Individual Calling Line Identification

Allows the user to have access to the directory number of the calling party. Per-call and line blocking are available.

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CENTREX SERVICE

H. CENTREX **IntelliLinQ**®-BRI^{1, 2} (Cont'd)

2. PROVISIONS (Cont'd)

g. Virtual Office ISDN (VOI) (Cont'd)

(8) Hold

Allows the user to place a call on hold.

(9) Drop

Allows the user to drop the last party added to a conference call. For a two-party call, this action will terminate the call. This feature must be used in conjunction with three-way calling.

(10) Transfer

Allows the user to transfer to another telephone number.

(11) Conference

Allows the user to place an incoming or outgoing call on hold and add an incoming or outgoing call to the first call to the connection for a three-way connection.

(12) Call Forwarding Variable

Automatically transfers all incoming calls to another line number.

(13) Unlimited Circuit-Switched Data Local Usage

User is not billed for Local Circuit-Switched Data usage.

Conditions:

(1) Customer may have no more than two packages per premise.

(2) The total monthly rate applies whether or not all of the features in the package are activated.

(3) VOI is only available on classes of service that are measured services.

(4) Customer may purchase the package on a month-to-month basis or on a contract basis for one, three, or five years.

(5) Minimum service requirement is one month for month-to-month. For contract rates the minimum service requirement is determined by the contract.

(6) If a customer under a two-year contract terminates service during the first year of the contract, the customer will pay early termination charges. If the customer terminates service after the twelfth month of service, the customer will not pay termination charges. The customer must contact the Company prior to the end of the contract period in order to renew the contract for additional periods of time. The customer may renew for two, three or five years. If the customer does not renew before the end of the contract period, the rate will revert to the month-to-month rate.

¹ Effective May 16, 2017, all new Centrex IntelliLinQ-BRI systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

² CENTREX **IntelliLinQ**®-BRI will be grandfathered and no longer available to new customers on and after February 1, 2016. On and after, February 1, 2016, existing customers can continue to make moves, adds and changes at existing locations only, but cannot establish service at new locations. CENTREX **IntelliLinQ**®-BRI continues to be available for resale until April 17, 2016; effective on and after April 17, 2016 the foregoing grandfathering terms shall apply to CENTREX **IntelliLinQ**®-BRI purchased for resale.

Verizon Pennsylvania LLC

CENTREX SERVICE

H. CENTREX **IntelliLinQ**®-BRI^{1,2} (Cont'd)

2. PROVISIONS (Cont'd)

g. Virtual Office ISDN (VOI) (Cont'd)

Conditions: (Cont'd)

- (7) The customer under a three or five-year contract must contact the Company prior to the end of the contract to renew the contract. The customer has the option to renew for one, three or five years. If the customer does not renew before the end of the contract, the rate will revert to the month-to-month rate. If the customer terminates service during the initial or any renewal period of the contract, early termination charges will apply.
- (8) Early termination charges will be calculated by taking the difference between the month-to-month rate and the contract rate and multiplying by the number of months in service.
- (9) All regulations and conditions for **IntelliLinQ** BRI service apply to this offering.

3. RATES

a. Application of Rates

(1) **IntelliLinQ**-BRI Access

(a) Service Capabilities Charges

(i) Monthly Rate

The monthly rates for Service Capabilities apply per Service Capability provided.

(ii) Installation Charge

The Installation Charge applies per termination for the installation and the move of the **IntelliLinQ**-BRI Access.

(iii) Centrex **IntelliLinQ**-BRI service allows 10 Configuration Groups to be established at the initial implementation of service. Subsequent additions of Configuration Groups beyond the first 10 will incur a nonrecurring charge per Configuration Group.

(b) Change Charge

The Change Charge applies per Centrex **IntelliLinQ**-BRI Service for customer requested changes to or adding call appearances, adding or changing features in an existing configuration group, adding or changing intercom groups, and adding or changing **IntelliLinQ**-BRI features.

(c) Configuration Group Charge

The Configuration Group Charge applies per configuration group established in excess of 10 groups on the initial establishment of **IntelliLinQ**-BRI and any configuration group requested after the initial establishment of service.

¹ Effective May 16, 2017, all new Centrex **IntelliLinQ**-BRI systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

² CENTREX **IntelliLinQ**®-BRI will be grandfathered and no longer available to new customers on and after February 1, 2016. On and after, February 1, 2016, existing customers can continue to make moves, adds and changes at existing locations only, but cannot establish service at new locations. CENTREX **IntelliLinQ**®-BRI continues to be available for resale until April 17, 2016; effective on and after April 17, 2016 the foregoing grandfathering terms shall apply to CENTREX **IntelliLinQ**®-BRI purchased for resale.

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CENTREX SERVICE

H. CENTREX **IntelliLinQ**®-BRI^{1, 2} (Cont'd)

3. RATES (Cont'd)

b. Rates and Charges	Product/ Service Charge	Monthly Rate	USOC
Change Charge	\$12.00		REA1B
Configuration Group Charge, per group established	33.00		REA1J
Featured Voice IntelliLinQ -BRI Access, per Centrex line *	47.00	\$13.28	ACBAA
D Channel Packet Switched Data, per service provided **	27.00	9.95	LTQ4X
Intercom Group, per group established	17.00		NZVPG
Multiple Access IntelliLinQ -BRI	23.00	8.77	LSN1X
Each Voice service, per service provided	25.00	7.32	LTQ5X
Circuit Switched Data service, per service provided	14.00	9.57	LTQ6X
Alternate Circuit Switched Voice and Data Service, per service provided	14.00	9.57	LTQ1X
D Channel Packet Switched Data, per service provided **	27.00	9.95	LTQ4X
		<u>Usage Rate</u>	
Circuit Switch Data Usage, per minute or fraction thereof, per B channel #		0.02	

NOTES:

- * **IntelliLinQ**-BRI rates and charges are in addition to other applicable Centrex service arrangement rates and charges as specified in the appropriate Intrastate Guides.
- ** Customers subscribing to D Channel Packet Switched Data will be billed for Public Data Network (PDN) service as specified in appropriate Guides for calls outside their Centrex Group.
- # Originating circuit switched data calls placed outside the Centrex will be charged on a minute-of-use basis.
- ¹ Effective May 16, 2017, all new Centrex **IntelliLinQ**-BRI systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).
- ² CENTREX **IntelliLinQ**®-BRI will be grandfathered and no longer available to new customers on and after February 1, 2016. On and after, February 1, 2016, existing customers can continue to make moves, adds and changes at existing locations only, but cannot establish service at new locations. CENTREX **IntelliLinQ**®-BRI continues to be available for resale until April 17, 2016; effective on and after April 17, 2016 the foregoing grandfathering terms shall apply to CENTREX **IntelliLinQ**®-BRI purchased for resale.

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CENTREX SERVICE

H. CENTREX **IntelliLinQ**®-BRI ^{2, 3}(Cont'd)

3. RATES (Cont'd)

b. Rates and Charges (Cont'd)

	<u>Recurring Charge</u>	<u>Nonrecurring Charge</u>
Virtual Office ISDN (VOI) ¹		
Month-to-Month	\$77.00	\$100.00
Optional Payment Plan(OPP)		
24 months	44.00	100.00
36 months	44.00	75.00
60 months	40.70	75.00

¹ Effective May 18, 2013, Virtual Office ISDN (VOI) is grandfathered and no longer available to new customers. Moves, additions or changes to subscribers' existing service are not permitted.

² Effective May 16, 2017, all new Centrex IntelliLinQ-BRI systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

³ CENTREX **IntelliLinQ**®-BRI will be grandfathered and no longer available to new customers on and after February 1, 2016. On and after, February 1, 2016, existing customers can continue to make moves, adds and changes at existing locations only, but cannot establish service at new locations. CENTREX **IntelliLinQ**®-BRI continues to be available for resale until April 17, 2016; effective on and after April 17, 2016 the foregoing grandfathering terms shall apply to CENTREX **IntelliLinQ**®-BRI purchased for resale.

Verizon Pennsylvania LLC

CENTREX SERVICE

I. CENTREX TELEMAGEMENT¹

1. GENERAL

Centrex Telemagement is an optional service arrangement which permits a Centrex Customer-of-Record to offer its Centrex usage and features for use by patrons of the Customer-of-Record who are served from the same Central Office, but who may be located at different premises.

The Telephone Company is not party to and assumes no responsibility for any contractual arrangement between the Centrex Telemagement Customer-of-Record and its patrons.

2. PROVISIONS

a. Glossary of Terms

Centrex Telemagement Customer-of-Record (COR) - A subscriber who contracts with the Telephone Company for a Centrex system and offers the subscriber's Centrex usage and features to other patrons.

Patron - A client of the COR who contracts with the COR for the use of the COR's Centrex system and features.

b. Conditions

This service is offered subject to the following conditions:

- (1) One Centrex system subscriber must be designated the COR and assume responsibility for Centrex Telemagement and payment of Centrex Telemagement-related charges. Centrex Telemagement may be provided only to CORs who have Basic Centrex Service arranged for Measured Business Usage Service.
- (2) Individual Centrex system identity, responsibility for payment of Centrex system charges, and responsibility for contractual arrangements and control over the manner of participation in Centrex Tele-management, remain with the COR.
- (3) Centrex Systems under Centrex Telemagement are confined to a single Central Office switch but may consist of multiple NXX codes from within the same switch. Charges to incorporate multiple NXXs into a single Centrex Telemagement System, thereby allowing Centrex Telemagement patrons to retain specific telephone numbers, will be determined by the costs associated with such requests. In addition, Special Services charges as shown in the Special Services Tariff (Pa. P.U.C. -No. 304) apply to provide all Centrex lines in Central Offices and exchanges other than that which houses the main switching equipment

¹ Effective May 16, 2017, all new Centrex Telemagement systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

Verizon Pennsylvania LLC

CENTREX SERVICE

I. CENTREX TELEMAGEMENT¹ (Cont'd)

2. PROVISIONS (Cont'd)

b. Conditions (Cont'd)

- (4) Application for Service under Section 2E of the Centrex Informational Guide is not available to the COR nor its patrons.
- (5) Intercept Service is provided to the main listed number of the COR as indicated in other paragraphs of this Section.
- (6) The COR is entitled to only one free directory listing. Charges for the additional directory listings for the COR are found in P.U.C.-No. 1 Section 5. Also, as shown in Section 5, patrons of Telemagement Companies are not entitled to additional listings without charge.
- (7) The COR is responsible for the negotiations and arrangements associated with all directory listings for patrons.
- (8) Directories will be delivered to the COR only. It is the COR's responsibility to provide directories to their patrons.
- (9) All other applicable regulations for Centrex Service, as specified in this Informational Guide, apply to Centrex Telemagement.

3. RATES

a. Rate Provisions

- (1) This service is available to customers at a month-to-month rate only, which is paid in addition to the nonrecurring Product/Service charges. No termination liability will apply for lines disconnected by the COR.
- (2) Centrex Common Equipment charges do not apply to CORs.
- (3) Station mileage charges as described in this Section, will be calculated and charged based on the distance from the Telephone Company serving central office to each Centrex Telemagement patron location.
- (4) Existing Centrex customers under Pricing Options Term Commitments, who choose to convert to patrons of a Telemagement Company, are subject to Termination Liability, as described in this Section. The patrons' lines will be rated at the Centrex Telemagement rate, not at their previous Pricing Options rate.

¹ Effective May 16, 2017, all new Centrex Telemagement systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

Verizon Pennsylvania LLC

CENTREX SERVICE

I. CENTREX TELEMANAGEMENT¹ (Cont'd)

3. RATES

b. Rates and Charges

	<u>Product/Service Charges</u>	<u>Monthly Rates</u>	<u>USOC</u>
Centrex Telemanagement per Centrex System,	\$1500.00	\$154.00	RQS
Station Lines each,	45.00	16.00	

J. CENTREX EXTEND SERVICE¹

1. General

Centrex Extend Service (CES) allows the users of a Centrex customer having multiple locations and/or Telecommunication Systems to interact as though they were all located on the same system.

Beginning October 16, 1997 this service is not available for new installations. This service is offered on a grandfathered basis to existing customers under a term or month-to-month pricing plan. Term pricing plans for customers under such plans as of October 16, 1997 shall remain in effect for the duration of these plans, but the plans may not be extended or renewed after October 16, 1997. Upon expiration of the term plan, such a Centrex Extend customer may continue to purchase Centrex Extend Service on a month-to-month pricing plan. Each type of customer may add locations after October 16, 1997 and receive the same pricing that applies to their existing locations, subject to the foregoing limitations. Centrex Extend customers who migrate to a substitute Verizon service after October 16, 1997 will not incur Centrex Extend Service termination charges, provided that the term of the new commitment equals or exceeds the prior commitment, and that the quantity or capacity of the new service contract is equal to or greater than that of the existing Centrex Extend Service contract.

¹ Effective May 16, 2017, all new Centrex Telemanagement and Centrex Extend systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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CENTREX SERVICE

J. CENTREX EXTEND SERVICE² Cont'd)

1. General (Cont'd)

Centrex Extend Service uses the public switched network to provide capabilities and features typically offered by a private network. Interlocation transport through the public network or private dedicated facilities will be provided to end users via a Centrex, Electronic Service Package (ESP), Private Branch Exchange (PBX), button telephone set, or an Individual Dial Tone Line. End user access via the appropriate abbreviated Dialing Plan will operate across the network as if the customer were being served by a single switch. Basic Centrex Extend Service is comprised of the following features where Central Office facilities permit.

- Dialing Plan
- Interlocation Intercom Calling

The following optional features are available in addition to the basic Centrex Extend Service package.

- Access to Private Facilities
- Centralized Routing Control
- Access Authorization
- Work-at-Home¹

¹ Withdrawn from residential service effective July 20, 2013; still available for resale until October 19, 2013, on which date the foregoing terms shall be effective for resale.

² Effective May 16, 2017, all Centrex Extend systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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CENTREX SERVICE

J. CENTREX EXTEND SERVICE¹ (Cont'd)

2. Explanation of Terms

Access Authorization

Security for access to specific facilities, to override station restrictions, or to access Centrex Extend Service features can be provided based on the calling number, a Personal Identification Number, or a combination of both.

Personal Identification Numbers

Personal Identification Numbers can vary in length from 2 to 15 digits.

Access to Private Facilities

Access to Private Facilities allows Centrex Extend Service-equipped lines to reach private facilities (tie lines, WATS lines, etc.) by dialing an abbreviated code of one or more digits. Access is provided to facilities terminated in the same central office as the originator of the Centrex Extend Service call or to facilities terminated in remote central offices of the originator of the call.

Facility Group

A specific group of FX, WATS or compatible Special Services circuits of the same type used to complete calls between the same points.

Centralized Routing Control

Centralized Routing Control directs off-network calls based on the call destination to alternative private or public facilities terminated at a centralized location to provide efficiencies in traffic handling. Use of this feature is accomplished by dialing an access code. Up to three alternative routes, Primary Route, Alternate Route and Second Alternate Route, may be specified by the customer at the centralized location.

Time-of-Day Routing

Time-of-Day Routing permits the preprogrammed selection of Primary Route, Alternate Route and Second Alternate Route to vary based on the time of day or day of week.

Example of a Routing Control Matrix

Destination	Time	Day	Default	Primary	Alternate	2nd Alt.
				Route	Route	Route
466	1	A	Block	1234	5678	2345
703974	2	B		3456	7890	9876
900			Block			

¹ Effective May 16, 2017, all new Centrex Extend systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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CENTREX SERVICE

J. CENTREX EXTEND SERVICE¹ (Cont'd)

2. Explanation of Terms (Cont'd)

Centralized Routing Control (Cont'd)

Time-of-Day Routing (Cont'd)

Example of a Routing Control Matrix (Cont'd)

TIME	DAY
1 08:00-17:00	A M-F
2 09:00-12:00	B TU

Customer of Record

The Centrex customer subscribing to Centrex Extend Service.

Dialing Plan

Location Code Dialing Plan

The Location Code dialing plan option has extension numbers that consist of a leading dialed digit(s) and from one to seven digits of the customer's North American Numbering Plan telephone number. This dialing plan permits duplication of the extensions among locations served by different switches. The customer is not limited to 10,000 stations.

Portable Extension Dialing Plan

The Portable Extension dialing plan option allows an extension number of between 1 to 7 digits that is independent of the North American Numbering Plan number. When a user moves from one location to another, the North American Numbering Plan will change but the assigned extension number can stay the same. This allows internal callers to reach the user by dialing the same extension number.

Centrex Extend Service dialing plans can be used with public switched network calling or private line networks.

Dialing Plan Numbers

Dialing Plan Numbers are Centrex lines, business dial tone lines (not connected to a PBX or other CPE equipment), or PBX stations that have access to a Location Code or Portable Extension Dialing Plan.

Interlocation Intercom

Interlocation Intercom uses the public switched network to complete calls between Centrex Extend Service users of the same customer that are served by different Centrex or PBX systems.

¹ Effective May 16, 2017, all new Centrex Extend systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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CENTREX SERVICE

J. CENTREX EXTEND SERVICE² (Cont'd)

2. Explanation of Terms (Cont'd)

Interlocation Intercom (Cont'd)

Interlocation Intercom calls can be completed over a customer's private line network, with overflow calls completing over the public switched network.

Work-at-Home¹

Work-at-Home allows a residential telephone of the customer's employee to use the Centrex Extend Service Dialing Plans on a call-by-call basis. The user dials a telephone number which enables the residential line to operate with Centrex Extend Service features including Dialing Plan and Access Authorization. All work-at-home calls will be billed to the employee's business line.

3. Provisions

- a. At least one location of the Customer of Record must subscribe to and maintain Centrex Service during subscription to Centrex Extend Service.
- b. All Centrex Extend Service-equipped lines must terminate at an authorized location of the Customer of Record. Authorized locations include branches, factories, plants, etc., of the Customer of Record or a subsidiary of the Customer of Record.
- c. The contract lengths for Centrex Extend Service must be the same in all locations.
- d. Location Code Dialing Plan, Portable Extension Dialing Plan, Inter-location Intercom, Access to Private Facilities, Centralized Routing Control, and Access Authorization are available on a month-to-month basis or for contract periods ranging from 12 to 120 months. In the event that a contract period is elected, the customer is liable for termination charges* for each and/or any of these features disconnected prior to the end of the subscribed contract period. The termination liability will be calculated in the following manner: Fifty percent (50%) x the current effective rate of the unit disconnected x the number of units disconnected x the remaining months in the contract period.
- e. The Centrex Extend Customer must subscribe to Interlocation Intercom and a Dialing Plan (Location Code or Portable Extension).

¹ Withdrawn from residential service effective July 20, 2013; still available for resale until October 19, 2013, on which date the foregoing terms shall be effective for resale.

² Effective May 16, 2017, all new Centrex Extend systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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CENTREX SERVICE

J. CENTREX EXTEND SERVICE¹ (Cont'd)

3. Provisions (Cont'd)

- f. The following Basic Centrex Service features, as described under Glossary of Terms - when the customer has subscribed to Centrex Extend Service:

Automatic Call Back Calling

Automatic Call Back Calling can only be activated when calling other stations within the same Centrex System*.

Inside/Outside Ringing and Call Waiting Tone

Centrex Extend Service users receiving calls from other Centrex Extend Service stations served by a different Centrex System* will receive the ring and call waiting tone of an outside call.

Line Answer - Any Station

Centrex Lines equipped with Line Answer - Any Station must be in the same Centrex System* to activate the feature on calls incoming to the Attendant Console.

System Speed Dialing

One System Speed Dialing list is provided per Centrex System*. Centrex Line Stations can only access the System Speed Dialing list of their_serving Centrex System*.

- * See General Provisions, Paragraph B.6, of this section for the Definition of Centrex System.

g. Access Authorization

Personal Identification Numbers are administered and assigned by the customer. The customer must supply these numbers to the Telephone Company prior to installation of Centrex Extend Service.

Personal Identification Numbers can vary in length and must be at least two digits long and no longer than 15 digits.

h. Access to Private Facilities

Access can be provided to both one-way and two-way facilities.

Access codes may vary in length from one to eight digits.

¹ Effective May 16, 2017, all new Centrex Extend systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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CENTREX SERVICE

J. CENTREX EXTEND SERVICE¹ (Cont'd)

3. Provisions

i. Centralized Routing Control

Centralized Routing Control is available on off network, outgoing calls only.

The traffic routing choices are provided by and the responsibility of the customer.

Up to three alternative routes can be specified for a call; Primary Route, Alternate Route and Second Alternate Route.

Time-of-day and day-of-week variances in the Routing Control are provided by and the responsibility of the customer.

One Centrex System of the Centrex Extend customer will be assigned as the main Centralized Routing Control location.

Remote access calls to the Centralized Routing Control receive Interlocation Intercom charges. Calls made from the Centrex System of the main Centralized Routing Control location do not receive Inter- location Intercom charges.

j. Dialing Plans

Location Codes can be one to three digits in length. The first digit of the location code must be numbered one through eight or begin with a star or pound sign.

Portable Extension numbers can be one through seven digits in length. The first digit of the Portable Extension number must be numbered one through eight.

Portable Extension numbers do not need to be the same as the North American Numbering Plan number.

Location Code and Portable Extension dialing plans may not be mixed in the same dialing plan.

All Centrex Extend Service lines must subscribe to either the Location Code or the Portable Extension Dialing Plan.

k. Interlocation Intercom

Interlocation Intercom calls will only be connected to Centrex Extend Service-equipped lines at authorized locations of the same Customer of Record.

All Centrex Extend Service lines must subscribe to Interlocation Intercom.

¹ Effective May 16, 2017, all new Centrex Extend systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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CENTREX SERVICE

J. CENTREX EXTEND SERVICE² (Cont'd)

3. Provisions (Cont'd)

Interlocation Intercom (Cont'd)

k. Interlocation Intercom - Voice Communications

Local usage services are priced in accordance with business exchange services provided in Pa. P.U.C. - Nos. 180A, 182A, 185B, 185C.

Message Toll Services are priced in accordance with business Toll services provided in Section 35A.

Customer Specific Pricing arrangements for Toll services, including Business Message Toll Service (MTS) provided in Section 35 can be furnished to meet the communications needs of specific customers on a case-by-case basis. Such Toll services will be provided to customers on a contractual basis.

Unless otherwise specified, the regulations for such arrangements are in addition to the applicable regulations specified in Section 35.

l. Routing Control

See Centrex Optional Features, Paragraph D.3l, of this section for rates and provisions.

m. Work-at-Home¹

Work-at-Home may only be equipped on telephone lines of authorized employees of the Centrex Extend Service Customer of Record.

The Centrex Extend Service Work-at-Home option may only be ordered from the Telephone Company by the Centrex Extend Service Customer of Record.

Work-at-Home is available only in locations where facilities permit.

n. All other applicable regulations for Centrex Service, as specified in this section, apply to Centrex Extend Service.

¹ Withdrawn from residential service effective July 20, 2013; still available for resale until October 19, 2013, on which date the foregoing terms shall be effective for resale.

² Effective May 16, 2017, all new Centrex Extend systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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CENTREX SERVICE

J. CENTREX EXTEND SERVICE¹ (Cont'd)

4. Rates

	Product Service Charge	Monthly Rate	USOC
<u>Dialing Plans</u>			
Location Code Dialing Plan			
Per Dialing Plan			
month to month	\$500.00	\$128.00	D6PLX
12-36 months	500.00	118.00	D6PLX
37-60 months	500.00	108.00	D6PLX
61-96 months	500.00	97.00	D6PLX
97-120 months	500.00	87.00	D6PLX
Additions or Changes of Location Codes, per location			
	50.00	-	REAHG
Addition or Changes to Dialing Plan Numbers			
First Nine Dialing Plan Numbers	50.00	-	REAHK
Dialing Plan Numbers, ten and over, per number	1.00	-	REAHL
Portable Extension Dialing Plan			
Per Dialing Plan			
month to month	500.00	179.00	D6PPX
12-36 months	500.00	166.00	D6PPX
37-60 months	500.00	154.00	D6PPX
61-96 months	500.00	140.00	D6PPX
97-120 months	500.00	128.00	D6PPX
Additions or Changes to Dialing Plan Numbers			
First Nine Dialing Plan Numbers	50.00	-	REAHH
Dialing Plan Numbers, ten and over, per number	1.00	-	REAHJ

¹ Effective May 16, 2017, all new Centrex Extend systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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CENTREX SERVICE

J. CENTREX EXTEND SERVICE¹ (Cont'd)

4. Rates (Cont'd)

	<u>Monthly Rate</u>	<u>USOC</u>
<u>Interlocation Intercom - Voice Communications</u>		
Local Interlocation Intercom Messages, per message	- Rates for business services are as specified in Pa. P.U.C.-No. 180A, 182, 182A, 185B, 185C	
IntraLATA Toll Interlocation Intercom Messages, per Minute of Use (MOU)	- Rates for business services are as specified in Pa. P.U.C.-No. 1A	

¹ Effective May 16, 2017, all new Centrex Extend systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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CENTREX SERVICE

J. CENTREX EXTEND SERVICE¹ (Cont'd)

4. Rates (Cont'd)

	Product Service Charge	Monthly Rate	USOC
<u>Access to Private Facilities</u>			
Per Facility Group			
month to month	\$200.00	72.00	AX6PT
12-36 months	200.00	66.00	AX6PT
37-60 months	200.00	62.00	AX6PT
61-96 months	200.00	56.00	AX6PT
97-120 months	200.00	51.00	AX6PT
Subsequent Additions or Changes of Access Codes			
Per Access Code	50.00	-	REAHP
<u>Interlocation Intercom - Data Communications</u>		ICB	

¹ Effective May 16, 2017, all new Centrex Extend systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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CENTREX SERVICE

J. CENTREX EXTEND SERVICE² (Cont'd)

	Product Service Charge	Monthly Rate	USOC
<u>Centralized Routing Control</u>			
per Centralized Routing Control			
month to month	\$500.00	\$410.00	CRT
12-36 months	500.00	384.00	CRT
37-60 months	500.00	359.00	CRT
61-96 months	500.00	333.00	CRT
97-120 months	500.00	308.00	CRT
Time-of-Day Routing	\$ 30.00	-	R7D
Additions, Changes and Deletions to Routing Control, per Route	30.00	-	REAHQ
<u>Work-at-Home^{*,1}</u>			
Per Employee Telephone Line Equipped	25.00	\$ 5.10	WAH
<u>Access Authorization</u>			
By Calling Number, per destination			
month to month	30.00	24.60	AK5
12-36 months	30.00	23.60	AK5
37-60 months	30.00	22.60	AK5
61-96 months	30.00	21.50	AK5
97-120 months	30.00	20.50	AK5
Personal Identification Number, per PIN	15.00	-	NR91C
By Personal Identification Number, per destination			
month to month	30.00	24.60	AK8
12-36 months	30.00	23.60	AK8
37-60 months	30.00	22.60	AK8
61-96 months	30.00	21.50	AK8
97-120 months	30.00	20.50	AK8

* Work-at-Home will only be installed on telephone lines of authorized employees of the Customer of Record.

¹ Withdrawn from residential service effective July 20, 2013; still available for resale until October 19, 2013, on which date the foregoing terms shall be effective for resale.

² Effective May 16, 2017, all new Centrex Extend systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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CENTREX SERVICE

J. CENTREX EXTEND SERVICE¹ (Cont'd)

	Product Service Charge	Monthly Rate	USOC
<u>Access Authorization</u> (Cont'd)			
By Calling Number and Personal Identification Number, per destination			
month to month	\$ 30.00	\$24.60	AK9
12-36 months	30.00	23.60	AK9
37-60 months	30.00	22.60	AK9
61-96 months	30.00	21.50	AK9
97-120 months	30.00	20.50	AK9

K. CENTREX ALTERNATE SERVING WIRE CENTER¹

1. GENERAL

Alternate Serving Wire Center (ASWC) is an optional feature which provides a direct transmission path (via a Fiber Optic Feeder Cable) for Centrex Service between the customer's designated premises and a serving wire center separate from the normal serving wire center.

2. TERMS AND CONDITIONS

- a. The Telephone Company will designate the serving wire center to be used as the alternate. The ASWC feature is available where contiguous wire center serving areas with interconnecting fiber feeder routes exist. Where facilities are not available, special construction rates may apply. Where service is available, provisioning is based on a negotiated interval.

¹ Effective May 16, 2017, all new Centrex Extend and Centrex Alternate Serving Wire Center systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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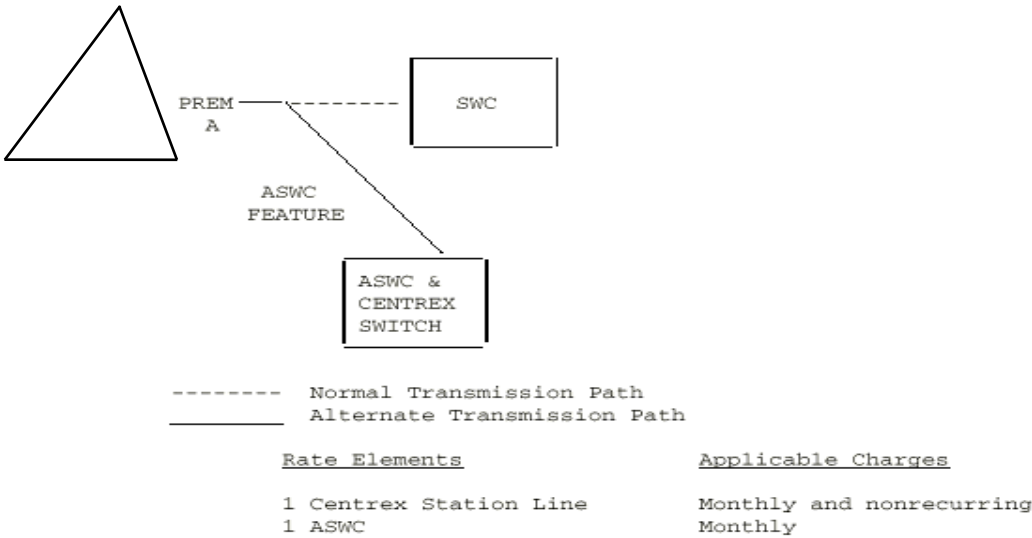
CENTREX SERVICE

K. CENTREX ALTERNATE SERVING WIRE CENTER¹ (Cont'd)

2. TERMS AND CONDITIONS (Cont'd)

- b. The rate for Alternate Serving Wire Center, as specified following, applies per point of termination, and is in addition to the Station Line Rates and Charges for each Centrex Line provided over the alternate path.

Example: Rate application for a Centrex service connecting a customer premises via ASWC.



- c. The customer premises and the ASWC must be located in the serving territory of the Telephone Company.
- d. In addition to the limitation of availability based on interconnecting facilities, all availability conditions for the underlying Centrex service also apply.
- e. All other terms and conditions of Centrex Service apply.

3. RATES FOR CENTREX ALTERNATE SERVING WIRE CENTER

a. Rate Provisions

- (1) All rates and charges for Local Exchange service are based on those of the alternate serving wire center providing the Centrex service.

¹ Effective May 16, 2017, all new Centrex Alternate Serving Wire Center systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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CENTREX SERVICE

K. CENTREX ALTERNATE SERVING WIRE CENTER¹ (Cont'd)

3. RATES FOR CENTREX ALTERNATE SERVING WIRE CENTER (Cont'd)

a. Rate Provisions (Cont'd)

- (2) All initial service establishment charges for Centrex service at the ASWC are applicable.
- (3) The station mileage charge is based on the airline miles for each Centrex main station line to the ASWC.
- (4) ASWC must be ordered with groups of 24 Centrex lines through the first 96 lines. After 96 lines, additional service can be ordered in any quantity required.
- (5) Any future additions, disconnects or changes may not result in less than 24 Centrex lines per group for a point of termination with 96 or less lines.
- (6) When a customer requests that facilities be routed via an ASWC to a Centrex in a different wire center, applicable FX charges for the channel mileage from the ASWC to the wire center providing the Centrex service apply.

b. Rates

Monthly
Rates

Centrex C.O. Station Lines
- per point of termination

Up to 10 quarter miles (customer premises to ASWC)

First 96 lines

Each 24 line group

\$145.00

Over 96 lines

Each line

6.00

Over 10 quarter miles (customer premises to ASWC)

First 96 lines

Each 24 line group

24.00

Over 96 lines

Each line

1.00

L. CENTREX **CustoPAKsm** SERVICE

A. GENERAL

Centrex **CustoPAK** Service is Centrex Service furnished from compatible electronic type switching equipment located on Telephone Company premises and includes the facilities necessary for intercommunication between Centrex lines within the customer's system, Local Exchange Service (access via assumed dial "9"), direct in-dialing to Centrex lines, identification and billing of outgoing long distance messages by line number where such billing is done by the Telephone Company, Touch-Tone Calling Service, and intercept to the main listed number.

¹ Effective May 16, 2017, all new Centrex Alternate Serving Wire Center systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

Verizon Pennsylvania LLC

CENTREX SERVICE

L. CENTREX **CustoPAK**SM SERVICE (Cont'd)

A. GENERAL (Cont'd)

All existing Guide rules, regulations, rates and charges associated with the conversion will apply. Centrex **CustoPAK** Service is classified as a business service and is offered only as a complete service. The exchange access, intercommunication and features are not offered separately.

B. PROVISIONS

1. Explanation of Terms

Primary Location

The primary location of each Centrex **CustoPAK** system is the area served by the wire center in which the Centrex **CustoPAK** system's dial switching equipment is located.

Secondary Location

A secondary location is any location other than the primary location.

2. A Centrex **CustoPAK** Service line includes the following features:

Call Restrictions

Intercommunication

Speed Dialing Short

Station Line Hunting

Three-Way Calling

3. The following Centrex features may be selected by customers at their option for each of their Centrex **CustoPAK** lines for no additional charge:

Automatic Callback Calling

Call Forwarding - Busy Line¹ - All Calls

Call Forwarding - Don't Answer¹ - All Calls

Call Forwarding - Variable - All Calls (w/Reminder Ring)

Call Pickup/Call Hold

Call Transfer - Individual - All Calls (Inside/Outside)

Call Waiting Originating

Call Waiting Terminating (With Tone Block)

Consultation Hold - All Calls

Direct Inward/Outward Dialing

Directed Call Pickup with Barge In or Non-Barge In

Inside/Outside Ringing

The features Call Transfer, Three-Way Calling, Call Forwarding Busy¹, Call Forwarding Don't Answer¹, and Call Forwarding Variable may generate local, intraLATA toll or long distance usage charges. If generated, these charges are the responsibility of the customer.

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 services are still available for resale until October 17, 2016, on which date the foregoing terms shall be effective for resale.

Verizon Pennsylvania Inc.

CENTREX SERVICE

L. CENTREX **CustoPAK**sm SERVICE (Cont'd)

B. PROVISIONS (Cont'd)

4. Centrex **CustoPAK** Service customers may select one of the following line arrangements for each of their **CustoPAK** lines:

Unrestricted
Long Distance Message Restriction
Fully Restricted (Intercommunication Only)
700/900/Audiotex Blocked (Originating)

5. Local Usage Options

Standard and Valu-Pak local usage options, as described in Pa. P.U.C.-Nos.-180A, 182A, 185B and 185C, are available with Centrex **CustoPAK** Service. One local usage package per Centrex **CustoPAK** main station line is available, subject to a maximum number of packages per system as stated below:

<u>System Size</u>	<u>Maximum Number of Local Usage Packages Per System</u>
Up to 20 Lines	10
21 - 30 Lines	20

6. Transfers from other Centrex Service

No Product/Service Charges will apply for existing lines and features when a customer elects to change from other Centrex Service and Electronic Service Package for Small Business Customers (ESP-SB) to Centrex **CustoPAK** Service providing they are not moving and have completed any current revenue guarantees. Any current termination liability applicable to the existing Centrex Service will apply.

7. Transmission Requirements

A Centrex **CustoPAK** main station line is loop start with a 300-400 Hz. bandwidth. The transmission design objectives are a maximum loop resistance of 1300 ohms and no more than 5 dBm transmission loss at 1004 Hz. Transmission requirements other than those specified may be available if facilities permit at rates developed on an Individual Case Basis.

8. Additional Facilities

When a customer requests a new Centrex **CustoPAK** Service system that requires the installation of additional outside plant or central office facilities and where, in the judgement of the Telephone Company, it is practicable to provide such facilities, the customer will be charged the cost of providing the necessary additional facilities, in addition to the standard rates and charges for Centrex **CustoPAK** Service. The costs for any additional facilities required will be computed on the incremental difference between the costs of new facilities and the costs of existing facilities.

Verizon Pennsylvania Inc.

CENTREX SERVICE

L. CENTREX **CustoPAK**sm SERVICE (Cont'd)

B. PROVISIONS (Cont'd)

9. Incoming Toll Free Service Access Arrangement

Incoming calls on Toll Free Service access lines can be terminated on a Centrex **CustoPAK** Service System. Incoming calls terminated in this manner may be transferred to other lines of the same Centrex **CustoPAK** Service System.

10. Off-Premises Lines

Centrex **CustoPAK** Service lines can be provided at a separate customer premises. No mileage charges apply to different lines of the same Centrex **CustoPAK** Service system that are located at different premises but situated within the same wire center serving area. However, 2000 and 2012 channel mileage charges, as specified in Pa. P.U.C.-No. 304, apply to different lines of the same Centrex **CustoPAK** system located at different premises and situated in different wire center serving areas.

11. Centrex **CustoPAK** Optional Central Office Features

The features may be available where Telephone Company facilities permit at the rates specified in C. following. Feature descriptions and provisions are as specified in this Section, Items D and G.

12. Optional Centrex Digital Features

Centrex Digital Service will be provided at the customer's option where the Centrex is served from a compatible digital central office and where Telephone Company facilities permit at the rates specified in C. following. Centrex Digital feature descriptions and provisions are as specified in this Section. Only those Centrex Digital Features specified in C. following will be available under Centrex **CustoPAK** Service.

13. Split Billing Arrangement

Split billing provides Centrex **CustoPAK** customers with multiple bills for their Centrex **CustoPAK** lines.

Each individual billing number will be treated separately, and the line count will be restarted on each separate bill.

The same billing name, without variation, must appear on all separate bills.

Each location or individual billing number may have one or more
Centrex **CustoPAK** lines

(C)

Only one free Directory listing will be provided per Centrex **CustoPAK** system, regardless of the number of individual billing numbers or number of bills.

Verizon Pennsylvania LLC

CENTREX SERVICE

L. CENTREX **CustoPAK**SM SERVICE (Cont'd)

B. PROVISIONS (Cont'd)

13. Split Billing Arrangement (Cont'd)

Directory listings for separate, individual billing numbers will be charged at tariff or Guide rates.

If a 911 or other surcharge is applicable, it will be restarted on the basis of each separate bill.

Interexchange Carrier Plans may be associated with each separate, individual billed account when requested by the customer. However, the accounts will not be bulked for rating purposes.

14. **CustoPAK** customers must contact the Telephone Company to request the Anonymous Call Rejection (ACR) feature for Caller ID/Caller ID Deluxe Service.

15. **Rewarding Connections**^{®(1)*}

Centrex **CustoPAK** with **Rewarding Connections** is an account level discount plan available to Centrex customers who presubscribe all lines on an account to Verizon's IntraLATA Toll Service. **Rewarding Connections**^{*} offers a discount off of the **CustoPAK** recurring monthly line rate.

This is an account level discount plan. All numbers billed to a billing telephone number (BTN) are considered an account. Provisioning and functions of **CustoPAK** is not altered in any way.

Customers must presubscribe all **CustoPAK** and non-**CustoPAK** lines on an account to Verizon's IntraLATA Toll Service. If a customer should presubscribe any line of their account to another IntraLATA toll carrier, the discount for all lines will be discontinued.

Customers with **Rewarding Connections**^{*} may add lines to their **CustoPAK** system and will receive the same discount per line on the additional lines.

Except as specified above, all other terms and conditions as specified in Section 2 for Centrex **CustoPAK** Service preceding apply.

All other terms and conditions for **Rewarding Connections**^{*} as specified in PA. P.U.C.- No. 500, Section 35A apply.

NOTE:

¹ Availability of additional recurring monthly discounts on **CustoPAK** system lines, a component of the **Rewarding Connections** Plan, is limited to existing customers of record who maintain the same conditions of service that are in place as of October 20, 2001 at their existing locations only. Effective October 21, 2001, new CustopaK Rewarding Connections Plan participants will not be eligible for any **Rewarding Connections** recurring monthly line discount.

* Effective November 15, 2014, **Rewarding Connections** is hereby cancelled and withdrawn and no longer available.

Verizon Pennsylvania Inc.

CENTREX SERVICE

L. CENTREX **CustoPAK**sm SERVICE (Cont'd)

B. PROVISIONS (Cont'd)

16. Customer Satisfaction Guarantee

Customers subscribing to this Centrex **CustoPAK** Service are entitled to a full credit of any charges directly associated with the establishment of the service as well as the monthly charges billed for the service, through the date of disconnect. In addition, customers who are not satisfied with their **CustoPAK** Service may have their previous Verizon Service reinstalled, at no cost, in accordance with the following terms and conditions:

The customer must request that the Telephone Company disconnect the service within 30 calendar days of installation.

Customers who had no previous service and subsequently elect to have their **CustoPAK** Service disconnected will be converted by the Telephone Company to Verizon Business Dial Tone Lines or Trunks at no cost to them. Customers will not be permitted to convert to a service which has been "Grandfathered".

The refund of any charges directly associated with the establishment of the service or monthly charges will be applied as a credit to the customer's bill.

Credit refunds will not be available for toll charges incurred, or on E911 and other like surcharges.

Each customer will be entitled to a credit refund, one time per service.

The Customer Satisfaction Guarantee applies to the service as a whole and not the individual features offered with this service.

The Customer Satisfaction Guarantee does not extend to any Customer Provided Equipment (CPE) used in conjunction with this service, nor does it apply to Time and Material charges incurred.

The Customer Satisfaction Guarantee does not apply to the installation of temporary service.

Verizon Pennsylvania LLC

CENTREX SERVICE

L. CENTREX **CustoPAK**SM SERVICE (Cont'd)

B. PROVISIONS (Cont'd)

17. Payment Options

Centrex **CustoPAK** customers may select either a month-to-month, two¹ or a three-year term commitment. The term commitment becomes effective upon ordering the service.

Centrex **CustoPAK** payment options may be selected by billing account number within a customer's system, except as otherwise stated in split billing arrangements.

A customer selecting the month-to-month option will be obligated to pay for the service for a minimum of one month following the installation of a Centrex **CustoPAK** line.

18. Adding Lines Under a Term Commitment

Additional Centrex **CustoPAK** lines may be added to an existing system, up to a maximum of 30, during the term commitment. For customer's subscribing to the two or three-year plan, the term commitment with respect to any additional lines will be coterminous for the duration of the term.

19. Relocation

Centrex **CustoPAK** lines may be relocated to different premises without incurring termination charges. The number of **CustoPAK** lines at the new location must be equal or greater to the lines at the former location.

20. Term Commitment Renewal Options

Plan 1 (terms established or renewed prior to 10/18/14): At the expiration of the Centrex **CustoPAK** term, a new term commitment may be established. If a new term commitment is not established, Centrex **CustoPAK** service will continue to be provided at the applicable month-to-month rate, unless the customer terminates the service.

Plan 2: Customers who subscribe to a two-year term will automatically renew at the end of the existing term to a new two-year term with 30 days before the end of a term to 60 days after the term automatically renews to opt out with no early termination charge.

21. Transfer of Term Commitment

With the written permission of the Telephone Company, the obligation to pay the Centrex **CustoPAK** charges for the remainder of the term commitment may be assigned to another customer, provided there is no change of location, and the new customer assumes all outstanding charges. A Transfer Charge of \$100.00 is payable by the new customer.

¹ Lines subscribed under a 2-year term may not be combined with other voice services or features under a term commitment. Other voice services and features may only be combined with lines on a 2-year term when these other voice services and/or features are purchased on a month-to-month basis.

Verizon Pennsylvania LLC

CENTREX SERVICE

L. CENTREX **CustoPAK**SM SERVICE (Cont'd)

B. PROVISIONS (Cont'd)

22. Disconnects and Early Termination Liability

There is no termination liability for customers who have elected the Centrex **CustoPAK** month-to-month payment option, except that all Centrex **CustoPAK** customers with this payment option are subject to a one-month minimum revenue guarantee.

Plan 1 (terms established or renewed prior to 10/18/14): Except as provided below, when a Centrex **CustoPAK** customer under a term commitment disconnects or terminates its Centrex **CustoPAK** service prior to the expiration of the three-year term commitment, an early termination charge will apply. The charge is equal to the highest number of Centrex **CustoPAK** lines the customer had in service during any point in the term commitment, multiplied by the difference between the three-year term monthly recurring rate and the applicable month-to-month recurring **CustoPAK** rate at the time of termination, multiplied by the number of months the service was provided.

Plan 2: The charge for a 2-year term plan will be calculated at 35% of the monthly recurring charge(s) for the remainder of the term on a per line basis. If a Centrex **CustoPAK** customer on a 2-year term disconnects or terminates its Centrex **CustoPAK** service within 30 days before the end of a term to 60 days after the term automatically renews, the termination liability will be waived.

If a Centrex **CustoPAK** customer disconnects or terminates its Centrex **CustoPAK** service within 60 days following installation of the service, the termination charge will be the non-recurring and recurring charges for the period of time the service was provided.

23. Conversion of Service

See Section 1, Termination Liability

Verizon Pennsylvania LLC

CENTREX SERVICE

L. CENTREX **CustoPAK**SM SERVICE (Cont'd)

C. RATES

1. Application of Rates

The total monthly line rate will be the sum of the Exchange Access rate, according to Density Cell classification, and the Intercommunication rate, as specified in 2. following.

2. Rates and Charges

Centrex CustoPAK Service Lines, each	Per Month
Exchange Access	
Density Cell 1.....	\$35.60 ¹ (I)
Density Cell 2.....	\$35.60 ¹ (I)
Density Cell 3.....	\$35.60 ¹ (I)
Density Cell 4.....	\$35.60 ¹ (I)
Intercommunication Lines, each	
Primary/Secondary ² Location	
<u>Payment Options</u>	
Month-to-Month	
Restricted/Unrestricted	\$39.40
24-Month	
Restricted/Unrestricted	\$ 29.40 ⁵ (I)
36-Month	
Restricted/Unrestricted	\$ 9.00 ³
Restricted/Unrestricted	\$ 15.00 ⁴

The total monthly line rate includes the applicable Interstate Centrex Line Cost Charge as specified in the Verizon Telephone Companies' Tariff F.C.C. No. 1.

¹ Dial Tone Line cell classification criteria and reclassification standards are applied as specified in Pa. P.U.C.-No. 180A.

² In addition, rates and charges as specified for series 2000, type 2012 channels in Pa. P.U.C.-No. 304 apply between the Centrex **CustoPAK** System's serving wire center and the wire center serving the customer's secondary location.

³ Effective rate for CustopaK 36-month term customers subscribing or renewing service prior to June 1, 2008 for the duration of the term agreement.

⁴ Effective rate for CustopaK 36-month term customers subscribing or renewing service on or after June 1, 2008.

⁵ Lines subscribed under a 2-year term may not be combined with other voice services or features under a term commitment. Other voice services and features may only be combined with lines on a 2-year term when these other voice services and/or features are purchased on a month-to-month basis.

Verizon Pennsylvania LLC

CENTREX SERVICE

L. CENTREX **CustoPAK** SERVICE (Cont'd)

C. RATES (Cont'd)

2. Centrex **CustoPAK** Optional Central Office Features*

		<u>Product/Service Charge†</u>	<u>Usage Charge</u>	<u>Monthly Charge</u>
(1)	Call Block	\$10.00	-	\$1.50
(2)	Call Trace#	-	\$1.00	-
(3)	Priority Call	10.00	-	1.50
(4)	Busy Redial	10.00	-	1.50
(5)	Return Call (*69)	10.00	-	1.50
(6)	Select Call Forwarding	10.00	-	1.50
(7)	Caller ID - Number Only¹/ w/Anonymous Call Rejection**			
	(a) When purchased without the Feature Package	10.00	-	6.00
	(b) When purchased with the Feature Package	10.00		5.00
	Caller ID/ w/Anonymous Call Rejection**			
	(a) When purchased without the Feature Package	10.00		13.75
	(b) When purchased with the Feature Package	10.00		7.00
(8)	Feature Package, includes Call Block, Priority Call, Busy Redial, Return Call (*69), and Select Call Forwarding	10.00	-	4.00

** The description and regulations for Caller ID - Number Only/Caller ID, including blocking, can be found in Pa. P.U.C.-No. 1, Section 30E. Customers must contact the Telephone Company to request Anonymous Call Rejection as part of Caller ID Number-Only/Caller ID.

* Centrex feature processing charges do not apply.

Per trace attempt successfully completed. Limit one activation per attempt.

† Not applicable if installed initially with the associated **CustoPAK** line.

¹ Effective August 21, 2016 Caller ID – Number Only is no longer available to new business customers. Existing business customers as of August 21, 2016, may retain this service at existing locations. Additions, rearrangements and moves are not permitted. This service is still available for resale until October 17, 2016, on which date the foregoing terms shall be effective for resale.

Verizon Pennsylvania Inc.

CENTREX SERVICE

L. CENTREX **CustoPAK**sm SERVICE (Cont'd)

C. RATES (Cont'd)

		Product/ Service Charge [†]		
3.	Digital Non-button Set Features (Non-electronic set) [∅]			
a.	Call Park	15.00	\$\$25	CP9
b.	Directed Call Park	15.00	.25	CP8
c.	Executive Busy Override	15.00	.25	E72
d.	Last Number Redial	15.00	.25	LNQ
e.	Non-button Set Feature Package [#]	15.00	.50	3ZS04
4.	Usage charges			
No local calling usage allowance is included in the Centrex CustoPAK Message or Measured rate schedule. Usage charges apply as specified in the Local Exchange Services Tariff.				
5.	Product/Service Charges			
Product/Service Charges for Centrex CustoPAK will be the same as those for Centrex Service as specified in this Section.				
No Product/Service Charge will apply to the initial installation of CustoPAK lines when installed under a term commitment.				
No Product/Service Charges will apply for Centrex CustoPAK Digital Features if installed initially with the Centrex CustoPAK system. If installed subsequent to the installation of the Centrex CustoPAK System, the appropriate Product/Service Charges as specified in this Section apply.				
The Feature Processing Service Charge, as described in this Section, applies to customer-requested changes, i.e., adding, dropping, changing, or rearranging features or existing Centrex CustoPAK lines.				
6.	Foreign Exchange Service			
Rates and charges are as specified for Foreign Exchange Service.				

∅ Centrex feature processing charges do not apply to **CustoPAK** digital features.

† Not applicable if installed initially with the associated **CustoPAK** line.

Includes Call Park, Directed Call Park, Executive Busy Override and Last Number Redial.

Verizon Pennsylvania LLC

CENTREX SERVICE

L. CENTREX **CustoPAKsm** SERVICE (Cont'd)

C. RATES (Cont'd)

7. Participants in the Centrex **CustoPAK** with **Rewarding Connections*** plan will receive a usage discount as referenced in PA. P.U.C - TOLL No. 1A, Section 2A. In addition, Centrex **CustoPAK** customers are eligible for the following monthly recurring discounts per line:

<u>Billed Revenue</u>	<u>Per Line Discount</u>
\$ 0.00 - \$ 100.00	\$0.00
\$ 100.01 - \$ 350.00	\$1.50
\$ 350.01 - \$ 500.00	\$2.00
\$ 500.01 - \$1,000.00	\$2.50
\$1,000.01+	\$3.50

* Effective November 15, 2014, **Rewarding Connections** is hereby cancelled and withdrawn and no longer available.

Verizon Pennsylvania LLC

CENTREX SERVICE

M. Centrex **CustoFLEX 2100**® Service¹

A. General

Centrex **CustoFLEX 2100** is a central office service available only to customers who are served by a compatible Central Office (CO) where adequate facilities are available. It consists of CO-based control and switching equipment, which when used in conjunction with customer-provided stations, offers access to the exchange network and intercommunication among stations. Centrex **CustoFLEX 2100** customers may select any of the following features for their **CustoFLEX 2100** lines where facilities permit at no additional cost:

- Automatic Callback Calling
- Call Forwarding – Busy² - All Calls or Outside
- Call Forwarding - Don't Answer² Calls - All Calls or Outside
- Call Forwarding - Variable - All Calls w/Reminder Ring
- Call Hold
- Call Park
- Call Pick-up
- Call Transfer - All Calls or Inside
- Call Waiting - Originating
- Call Waiting - Terminating W/Tone Block
- Conference Arrangement (1 - 6 Ports) (Per System)
- Consultation Hold
- Directed Call Park
- Directed Call Pick-up w & w/o Barge-in
- Executive Busy Override
- Hunting (Series Completion, Circular, and Multi-line)
- Inside/Outside Ringing
- Intercept
- Intercommunication
- Last Number Redial
- Line Restrictions
- Night Service
- Multi-Path Call Forward (up to 5 Paths)
- Music On Hold Interface
- Speed Call - (Individual or Shared) (Short or Long)
- Three-way Calling
- Touch-Tone Calling
- Trunk Answer from Any Station
- Uniform Call Distribution w/Queuing

¹ Effective May 16, 2017, all new Centrex Custoflex 2100 systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

² 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 services are still available for resale until October 17, 2016, on which date the foregoing terms shall be effective for resale.

Verizon Pennsylvania LLC

CENTREX SERVICE

M. Centrex **CustoFLEX 2100** Service¹ (Cont'd)

B. Regulations

1. Explanation of Terms

Customer Satisfaction Guarantee

Customer subscribing to Centrex **CustoFLEX 2100** Service are entitled to a full credit of any charges directly associated with the establishment of the service and the monthly charges billed for the service through the date of disconnect and may have their previous service reinstalled, at no cost, if not satisfied with their Centrex **CustoFLEX 2100** Service, in accordance with the following terms and conditions.

The guarantee applies to the service as a whole and not individual features offered with this service.

The customer is responsible for notifying the Company to disconnect the service within thirty (30) calendar days of installation and may convert back to their previously subscribed Verizon service if dissatisfied with their **CustoFLEX 2100** service within the thirty calendar days of the Customer Service Guarantee.

The refund of any charges directly associated with the establishment of service or monthly charges will be applied as a credit on the customer's bill.

Each customer will be entitled to the credit one time per service.

The guarantee applies to the service as a whole and not the individual features offered with this service.

Credit refunds will not be available for toll charges incurred or E911 or other like surcharges.

The Customer Satisfaction Guarantee does not extend to any Customer Provided Equipment (CPE) used in conjunction with this service.

The Customer Satisfaction Guarantee does not apply to the installation of temporary service.

If a customer elects to have their **CustoFLEX 2100** Service disconnected under the terms of this guarantee, and had no previous Verizon service, the Company will convert the customer to Business Dial Tone Lines at no cost to the customer, or they may receive a credit for the charges associated with the establishment of the service. Customers will not be permitted to convert their service to a "Grandfathered" service.

These terms and conditions apply to both month-to-month and term payment plan customers.

¹ Effective May 16, 2017, all new Centrex Custoflex 2100 systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

Verizon Pennsylvania LLC

CENTREX SERVICE

M. Centrex **CustoFLEX 2100** Service¹ (Cont'd)

B. Regulations (Cont'd)

2. Centrex Location

A Centrex location is defined herein as a physical premises of the customer where Centrex lines are located.

3. Centrex **CustoFLEX 2100** System

A Centrex **CustoFLEX 2100** system consists of the central office switching office equipment and stations connected by Centrex lines (no less than 2). A system includes only those stations whose inward exchange and toll service is through the customer's main switching location via a single Central Office code (NNX).

4. Minimum Line Requirement

Centrex **CustoFLEX 2100** is provided in the following capacities per system.

<u>Line Capacity Category</u>	<u>Minimum Line Requirement</u>
I	1
II	31
III	76

Centrex **CustoFLEX 2100** Service is offered only as a complete service. The exchange access and intercommunication portions of the Centrex **CustoFLEX 2100** Service lines are not offered separately

5. Local Usage Options

Standard and Valu-Pak local usage option, as described in Pa. P.U.C. Nos. 180A, 185B and 185C are available with Centrex **CustoFLEX 2100** Service. One local usage package per Centrex **CustoFLEX 2100** main station line is available, subject to a maximum number of packages per system as stated below:

<u>System Size</u>	<u>Maximum Number of Local Usage Packages Per System</u>
Up to 20 lines	10
21 to 100 lines	20
Over 100 lines	30

¹ Effective May 16, 2017, all new Centrex Custoflex 2100 systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

Verizon Pennsylvania LLC

CENTREX SERVICE

M. Centrex **CustoFLEX 2100** Service¹ (Cont'd)

B. Regulations (Cont'd)

6. Payment Options

A Centrex **CustoFLEX 2100** customer may select either a month-to-month option or a term commitment period which falls between a minimum of 12 months and a maximum of 120 months for the customer's total system.

Centrex **CustoFLEX 2100** payment options may be selected by billing account number within a customer's system, except as otherwise stated in split billing arrangements.

7. Centrex Line and Revenue Guarantee

Centrex **CustoFLEX 2100** lines are subject to a one-month minimum billing.

Centrex **CustoFLEX 2100** term agreements for service are subject to a monthly line guarantee for the duration of the term commitment. The guarantee is based on 80% of the Centrex **CustoFLEX 2100** lines in service at the time the term commitment is established. Should the customer fall below the minimum line guarantee or disconnect service during the term commitment period, the current rate per line times the number of lines in deficit will be charged.

8. Changes to a higher Line Capacity Category in the Centrex **CustoFLEX 2100** System

A customer may change to a higher line capacity category at the current rates designated for the higher line capacity category, however, the customer will remain under the original term commitment period.

9. Changes to a lower Line Capacity Category in the Centrex **CustoFLEX 2100** System

A customer may change to a lower line capacity category at the current rates designated for the lower category, however, the customer will remain under the original term commitment period and the original minimum line guarantee will apply throughout the original term commitment period.

¹ Effective May 16, 2017, all new Centrex CustoFLEX 2100 systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

Verizon Pennsylvania LLC

CENTREX SERVICE

M. Centrex **CustoFLEX 2100** Service¹ (Cont'd)

B. Regulations (Cont'd)

10. Conversion of Service

See Pa. P.U.C.-No. 500, Section 1, Sheet 11, Termination Liability

11. Renewal Options and Request for Change in Term Commitment Period.

Prior to the expiration of an existing term commitment period, a customer may extend the term commitment for another term commitment period without incurring termination liability charges. The new term commitment will indicate the designated rates then in effect. The new term commitment period must be a minimum of 12 months, or as long as the remaining months in the old agreement, whichever is greater, and contain at least as many lines as the original term commitment. The term commitment effective date will be the date the service is installed.

12. Transfer of Term Obligation

With the written permission of the Telephone Company, the obligation to pay the Centrex **CustoFLEX 2100** charges for the remainder of the term commitment period selected may be assigned to another customer, provided there is no change of location, and the new customer is assuming substantially all the assets of the former customer and agrees to pay all amounts that would have been paid by the former customer, and the original customer remains jointly and severably liable for any such amounts. A Transfer Charge of \$100.00 is payable by the new customer.

13. Transfer from Other Centrex Service

When other Centrex Service is changed to Centrex **CustoFLEX 2100** Service under a term payment period, the monthly revenue guarantee obligation stipulated in the Telephone Company's applicable tariff or Guide may be waived and a new monthly line guarantee, for the duration of the term commitment periods elected, will be established under the Centrex **CustoFLEX 2100** plan.

¹ Effective May 16, 2017, all new Centrex Custoflex 2100 systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

Verizon Pennsylvania LLC

CENTREX SERVICE

M. Centrex **CustoFLEX 2100** Service¹ (Cont'd)

B. Regulations (Cont'd)

13. Transfer from Other Centrex Service (Cont'd)

The new term commitment period must be a minimum of 12 months or as long as the remaining months in the old agreement, whichever is greater, and contain at least as many lines as the original term commitment. The Service Charges and the one-time Common Equipment Charge shall not apply to existing Centrex lines provided they are not moved or changed.

14. Disconnects

There is no termination liability for customers who have elected the Centrex **CustoFLEX 2100** month-to-month payment option, except that all Centrex **CustoFLEX 2100** customers with this payment option are subject to a one-month minimum revenue guarantee.

When a Centrex **CustoFLEX 2100** system under a term payment period is disconnected prior to the expiration of the term commitment, the termination liability, which is an amount equal to the monthly line guarantee multiplied by the number of unexpired months in the line guarantee period, will be billed.

15. Relocation

When the customer relocates to a different premises, the term obligation will remain in effect. All rates and charges applicable to the Centrex **CustoFLEX 2100** system being relocated still apply.

16. Line Restrictions

Centrex **CustoFLEX 2100** customers may select one of the following arrangements for each of their Centrex **CustoFLEX 2100** lines:

Unrestricted
Long Distance Message Restriction
Fully Restricted (Intercommunication Only)
700/900/Audiotex Blocked (Originating)*

* Nonrecurring charges per local Guide apply.

¹ Effective May 16, 2017, all new Centrex Custoflex 2100 systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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CENTREX SERVICE

M. Centrex **CustoFLEX 2100** Service¹ (Cont'd)

B. Regulations (Cont'd)

17. Billing Management Services

Centrex **CustoFLEX 2100** Service customers have available the following Billing Management Services:

(A) Billing Agency Code

A billing agency code is defined herein as a code arrangement used to provide billing subtotals for individual agencies within a given customer's account. The billing subtotal will appear as a single customer bill and may not be itemized as separate, split billed accounts.

(B) Split Billing Arrangement

Split billing provides **CustoFLEX 2100** customers with multiple bills for their Centrex **CustoFLEX 2100** lines.

Each individual billing number will be treated separately, and the line count will be restarted on each separate bill.

The same billing name, without variation, must appear on all separate bills.

Each location or individual billing number, must have at least 1 Centrex **CustoFLEX 2100** line.

Only one free Directory listing will be provided per Centrex **CustoFLEX 2100** system, regardless of the number of individual billing numbers or number of bills.

If a 911 or other surcharge is applicable, it will be restarted on the basis of each separate bill.

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CENTREX SERVICE

M. Centrex **CustoFLEX 2100** Service¹ (Cont'd)

B. Regulations (Cont'd)

17. Billing Management Services (Cont'd)

(B) Split Billing Arrangement (Cont'd)

Interexchange Carrier Plans may be associated with each separate, individual billed account when requested by the customer. However, the accounts will not be bulked for rating purposes.

(C) Installment Billing

A customer who selects the month-to-month payment option may elect to installment bill their nonrecurring charges up to six (6) months. Customers who select a term commitment payment option may elect to installment bill their nonrecurring charges up to twelve (12) months, but not less than 2 months. Immediate payment of all nonrecurring charges would be assessed if the customer should disconnect their service prior to the end of the installment-billing period. If the nonrecurring charges are initially billed in full, the customer may not request a rebilling in installments. Installment billing is available on both initial and subsequent activity, and the minimum amount billed on installment cannot be less than \$50.00.

(D) Prepayment

The customer must have a term agreement and may prepay up to 100% of the monthly charges.

The minimum monthly amount that can be prepaid is \$200.00 per month per Prepayment Agreement.

Customers can prepay at any time during their term commitment, however, customers must prepay for a minimum of six (6) months.

¹ Effective May 16, 2017, all new Centrex CustoFLEX 2100 systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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CENTREX SERVICE

M. Centrex **CustoFLEX 2100** Service¹ (Cont'd)

B. Regulations (Cont'd)

17. Billing Management Services (Cont'd)

(D) Prepayment (Cont'd)

Subscriber Line Charges are not subject to prepayment.

Customers are subject to normal rate increases.

Any customer who disconnects prior to the expiration of their term agreement shall have the Centrex termination charges deducted for the balance of the prepaid amount and the remaining balance, if any will be credited to the bill. Termination charges in excess of the prepayment balance must still be paid by the customer. Additionally, prepaid amounts will not be refunded.

18. Music On Hold Interface

The Music On Hold feature requires a customer-provided music source and rates and charges for an appropriate central office line to connect customer-provided equipment to the Telephone Company.

19. Other Centrex Features and Capabilities

Except as otherwise specified herein, the regulations, rates and charges for Centrex Service and other Centrex capabilities and features, as specified in this Informational Guide for Competitive Services, apply.

20. Resale of Centrex Service to Resellers

This Centrex **CustoFLEX 2100** Service is available for resale. The monthly recurring and nonrecurring rates are based on the system size of the end user for all payment options.

21. UCD Installation and System Activity Charges

Installation charges are not applicable to Uniform Call Distribution under Centrex **CustoFLEX 2100**. All System Activity charges associated with Uniform Call Distribution as specified in this Informational Guide for Competitive Services will apply.

¹ Effective May 16, 2017, all new Centrex CustofLEX 2100 systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

Verizon Pennsylvania LLC

CENTREX SERVICE

M. Centrex **CustoFLEX 2100** Service¹ (Cont'd)

B. Regulations (Cont'd)

22. Standard Line Features

Centrex **CustoFLEX 2100** Standard Line Features will be provided only where adequate facilities permit.

The features Call Transfer, Three-Way Calling, Call Forwarding Busy², Call Forwarding Don't Answer², Call Forwarding Variable, and Conference Arrangement may generate local, intraLATA toll or long distance usage charges. If generated, these charges are the responsibility of the customer.

- A. Automatic Callback Calling. This feature permits an originating Centrex **CustoFLEX 2100** line user who attempts an intercommunication call to a busy Centrex **CustoFLEX 2100** line to automatically be connected to that line when both called and calling lines become idle, by dialing an activation code. Automatic Callback Calling will only operate for intercommunication calls between **CustoFLEX 2100** lines of the same **CustoFLEX 2100** system. This feature can be cancelled by the originating station user dialing a deactivation code.
- B. Call Forwarding - Busy Line² - All Calls or Outside. This feature can be provisioned in one of two modes: "All calls", which handles calls from both inside or outside the system, or "Outside", which handles calls from outside the system only. It is a fixed arrangement which routes incoming calls to another specified line, either inside or outside the system, if the intended line is in use.
- C. Call Forwarding - Don't Answer² - All Calls or Outside. This feature can be provisioned in one of two modes: "All calls", which handles calls from both inside or outside the system, or "Outside", which handles calls from outside the system only. It is a fixed arrangement which routes incoming calls to another specified line, either inside or outside the system, if the intended line is unanswered, after approximately three ringing cycles.
- D. Call Forwarding - Variable - All Call w/Reminder Ring. This feature is an arrangement which permits a station user to have incoming calls automatically transferred to another line of the system, or to a line outside the system, for temporary periods. The feature is activated by dialing a code, followed by the line number to which calls are forwarded. The feature is deactivated by dialing another code.

Reminder Ring - Calls directed to a line in the call forward mode will receive a shortened ring before the call is forwarded. This serves as a reminder to station users that their line is in a call forward mode.

¹ Effective May 16, 2017, all new Centrex Custoflex 2100 systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

² 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 services are still available for resale until October 17, 2016, on which date the foregoing terms shall be effective for resale.

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CENTREX SERVICE

M. Centrex **CustoFLEX 2100** Service¹ (Cont'd)

B. Regulations (Cont'd)

22. Standard Line Features (Cont'd)

- E. Call Hold. This feature is an arrangement which permits an in-progress call to be held for extended periods or in order that another incoming call on another line may be answered.
- F. Call Park. This feature allows a Centrex **CustoFLEX 2100** station user to park a call against their own telephone number. The parked call can be retrieved from any station by dialing the feature access code for retrieval and the station line number.
- G. Call Pickup. This feature is an arrangement which permits any line of a pickup group to answer incoming calls intended for any other line of the same pickup group.
- H. Call Transfer - Inside & All Calls. This feature allows an established call to be transferred to another line either within or outside the system.
- I. Call Waiting - Originating. This feature is an arrangement in which calls to lines of the system which are in use, originated by lines so equipped, are "announced" by a short burst of tone audible only to the called party) and automatically completed upon termination of the in-progress call, or if the in-progress call is placed on Call Hold by the called party.
- J. Call Waiting - Terminating w/Tone Block. This feature is an arrangement in which all incoming calls on lines already in use are "announced" by a short burst of tone (audible only to the called party) and automatically completed upon termination of the in-progress call, or if the in-progress call is placed on hold. Call Waiting - Terminating can be provided on an Intragroup mode (calls originated outside the system) or All Calls mode (all intended calls). Call Waiting may be temporarily deactivated prior to initiating a call or during a call in-progress. The station user can deactivate Call Waiting by dialing a special code. The Call Waiting will be automatically reactivated when the call or call attempt is terminated.

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CENTREX SERVICE

M. Centrex **CustoFLEX 2100** Service¹(Cont'd)

B. Regulations (Cont'd)

22. Standard Line Features (Cont'd)

- K. Conference Arrangement (1 - 6 Ports). This feature allows line users to establish conference connections up to six lines, including the originating line, by dialing an assigned access code.
- L. Consultation Hold - All Calls. This feature allows a station user to place on hold an in-progress call by operation of the switchhook. The station user is automatically returned to the original call upon completion of the second call.
- M. Directed Call Park - This feature allows Centrex **CustoFLEX 2100** station users to park a call against any Centrex **CustoFLEX 2100** station number appearance. Station users may be required to enter a security code to retrieve the call if desired.
- N. Directed Call Pickup With and Without Barge-in. This feature provides the ability for a call directed to a station line to be answered by any other station user by dialing a code number followed by the station line number. Only one of two arrangements, per system are permitted.

Barge In. If the call has already been answered, a burst of tone is applied to alert the answering party of the impending presence of a third party. The third party is then bridged into the existing connection.

Non-Barge In. If the call has already been answered the station user who dialed the access code receives a busy tone.

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CENTREX SERVICE

M. Centrex **CustoFLEX 2100** Service¹ (Cont'd)

B. Regulations (Cont'd)

22. Standard Line Features (Cont'd)

- O. Executive Busy Override. This feature allows the station user to invoke an override when encountering a busy condition. The station user gains access to a busy station by flashing the switchhook on a non-button station and dialing a feature code. A warning tone is emitted and a three-way call is established. The station invoking override can then hang up and the prior conversation will continue or flash the switchhook, dropping the third party from the conversation.
- P. Common Intercept - Incoming exchange calls to unassigned and/or nonworking Centrex **CustoFLEX 2100** lines will be intercepted by a standard announcement which informs the calling party that the called number is not in service. Intercommunication calls to unassigned Centrex **CustoFLEX 2100** lines will be intercepted by a standard central office recorded announcement for Centrex system calls. This announcement will provide a common message that the number is not in service with advice that the in-house directory should be consulted.
- Q. Intercommunications (Intercom). Station-to-station dialing. An arrangement by which station sets on the same Centrex system may communicate with each other by dialing a code without application of message units charges.
- R. Last Number Redial. This feature enables a customer to redial the last called number (up to 24 digits), by depressing a single button or by dialing an access code rather than dialing the entire number.

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CENTREX SERVICE

M. Centrex **CustoFLEX 2100** Service¹ (Cont'd)

B. Regulations (Cont'd)

22. Standard Line Features (Cont'd)

- S. Line Restrictions. There are four types of line arrangements which customers may select for each of basic Centrex **CustoFLEX 2100** lines.

Unrestricted - An arrangement that has no restrictions on either incoming or outgoing calling.

Long Distance Message Restriction - An arrangement which permits a Centrex **CustoFLEX 2100** line user to dial local service area calls but prevents the origination of long distance calls. In addition, this arrangement is available both with and without "zero" dialing capability.

Fully Restricted - An arrangement that allows intercom only calling for the **CustoFLEX 2100** basic line user.

700/900/Audiotex Blocked (Originating) - An arrangement which denies the **CustoFLEX 2100** basic line user the ability to make outgoing calls to 700/900/Audiotex numbers.

- T. Multipath Call Forwarding (1 - 5 paths). This feature allow the station user to forward simultaneous messages over one line to a destination.
- U. Music On Hold Interface. This feature provides a continuous broadcast of music to callers who are waiting for connection to a called party.
- V. Night Service. This feature allows the routing of calls normally directed to the attendant to be directed to pre-selected lines within the customer group. This feature is provided on a Call Forwarding - Fixed or Call Forwarding - Variable basis.

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CENTREX SERVICE

M. Centrex **CustoFLEX 2100** Service¹ (Cont'd)

B. Regulations (Cont'd)

22. Standard Line Features (Cont'd)

- W. Speed Dialing Short (Individual). This feature allows the user to make frequently dialed numbers by using a two digit code. A customer programmable "short" list is provided per line.

Speed Dialing Long (Individual). This feature allows the user to make frequently dialed numbers by using a two digit code. A customer programmable "long" list (30) is provided per line.

Speed Dialing Short (Shared). This feature allows the customer to share the same speed call short list with other station users on the system.

Speed Dialing Long (Shared). This feature allows the customer to share the same speed call long list with other station users on the system.

- X. Station Line Hunting. Station lines may be arranged in groups so that a call to a busy line in a group will be completed to another line in the group that is not busy. Station line hunting can be provided in series completion, circular or multiline arrangements.

- Y. Three Way Calling. This feature allows a station user to establish a 3-way conference by holding any in-progress call, through operation of the switchhook, and then dialing another call. By again operating the switchhook, the station user can connect the two calls.

- Z. Touch-Tone - All lines in a Centrex **CustoFLEX 2100** system are equipped for Touch-Tone calling.

- AA. Trunk Answer Any Station. This feature allows the station user to answer an incoming exchange network call directed to the main listed number by any line in the Centrex system when the attendant position is in the "night" mode, via the activation of a three digit code.

- BB. Uniform Call Distribution (UCD) w/Queuing. This feature provides for the uniform distribution of incoming calls, in order of their arrival, to telephone lines arranged in a multiline hunt group.

Queuing (1 Queue Slot). Allows the customer to receive more calls than the multiline hunt group is designed to handle. This is accomplished by providing the customer (at no cost) with one queue slot.

¹ Effective May 16, 2017, all new Centrex Custoflex 2100 systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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CENTREX SERVICE

M. Centrex **CustoFLEX 2100** Service¹ (Cont'd)

B. Regulations (Cont'd)

22. Standard Line Features (Cont'd)

- CC. Inside/Outside Ringing - An arrangement which permits the station user to identify the source of incoming calls by a unique ringing pattern.

23. Optional Features

Centrex **CustoFLEX 2100** Optional Features will be provided only where adequate facilities permit.

- A. Additional Multi-Port Conference Arrangement. This feature allows line users to establish conference connections in increments up to six lines, including the originating line, by dialing an assigned access code.
- B. Digital Facilities Terminations. This feature allows the connection of a High Capacity Digital Service to a Centrex. This arrangement converts a 1.544 Mbps bitstream to 24 channels which terminate in a Centrex.
- C. Multipath Call Forwarding (6+ paths). This feature allows the station user to forward simultaneous messages over one line to a destination.
- D. Distinctive Ring. This feature allows the Centrex customer to have one or two additional local numbers (dependent numbers) assigned to the line. Each will have a distinctive ring pattern that is different from the ring pattern associated with the main number assigned to the line. A dependent number is defined as an additional telephone number, serving off a Distinctive Ring master number, which allows for incoming calls only. The origination of calls from this number is not permitted.
- E. Hot Line Service. This feature allows for the automatic termination of an intercommunication call to a preselected line without the originator dialing the call.

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CENTREX SERVICE

M. Centrex **CustoFLEX 2100** Service²

B. Regulations (Cont'd)

24. **Rewarding Connections**^{®(1)*}

Centrex **CustoFLEX 2100** with **Rewarding Connections*** is an account level discount plan available to Centrex customers who presubscribe to Verizon's IntraLATA Toll Service. **Rewarding Connections*** offers a discount off of the **CustoFLEX 2100** recurring monthly line rate.

This is an account level discount plan. All numbers billed to a billing telephone number (BTN) are considered an account. Provisioning and functions of **CustoFLEX 2100** are not altered in any way.

Customers must presubscribe all **CustoFLEX 2100** and non-**CustoFLEX 2100** lines within an account to Verizon for IntraLATA Toll Service. If a customer should presubscribe any line to another IntraLATA toll carrier, the discount for all lines will be discontinued.

The recurring line discount is limited to the first 250 **CustoFLEX 2100** lines per account. All lines over the initial 250 are not eligible for the recurring line discount.

Customers with **Rewarding Connections*** may add lines to their **CustoFLEX 2100** system and will receive the same discount per line on the additional lines up to one hundred (100) lines per account.

Except as specified above, all other terms and conditions as specified in Section 2 for Centrex **CustoFLEX 2100** Service preceding apply.

All other terms and conditions for **Rewarding Connections*** as specified in PA. P.U.C.- No. 500, Section 35A apply.

NOTE:

¹ Availability of additional recurring monthly discounts on Custoflex 2100 system lines, a component of the Rewarding Connections Plan, is limited to existing customers of record who maintain the same conditions of service that are in place as of October 20, 2001 at their existing locations only. Effective October 21, 2001, new Custoflex 2100 Rewarding Connections Plan participants will not be eligible for any Rewarding Connections recurring monthly line discount.

* Effective November 15, 2014, **Rewarding Connections** is hereby cancelled and withdrawn and no longer available.

² Effective May 16, 2017, all new Centrex Custoflex 2100 systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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CENTREX SERVICE

M. Centrex **CustoFLEX 2100** Service¹

B. Regulations (Cont'd)

25. PRIMEPAK BUSINESS DISCOUNT PLAN

PrimePAK Business Discount Plan is available to customers who: (a) subscribe to Centrex **CustoFLEX 2100** Service Lines with **IntelliLinQ-BRI** for a term of at least thirty-six (36) months; (b) enroll in the **Rewarding Connections**[®] discount plan as described preceding; (c) enroll in the **Key Connections**^{*} Business Volume Discount Plan as described in Pa. P.U.C.- No. 500, Section 35A; and (d) enroll in the **Bonus Discount Plan**^{*} as described in Pa. P.U.C.- No. 500, Section 35A for a term of at least thirty-six (36) months. Customers who enroll in the PrimePAK Business Discount Plan will receive a discount as specified in C. Following.

The Company may automatically terminate from the PrimePAK Business Discount Plan any customer who does not meet the eligibility requirements specified above. PrimePAK discounts will not apply during any time when a customer is not in compliance with the above eligibility requirements, whether or not the Company has terminated the customer from the PrimePAK Business Discount Plan.

Except as specified above, all other terms and conditions for **CustoFLEX 2100**, **Rewarding Connections**^{*} Business Discount Plan, **Key Connections**^{*} Business Volume Discount Plan and **Bonus Discount Plan**^{*} apply.

26. Assigned Custoflex 2100 Telephone Numbers

Customers are required to keep 50% or more of their assigned telephone numbers working, in order to retain them. The Company will notify customers annually if the quantity of working numbers drops below 50% of their assigned numbers, so that action can be initiated by the customer to increase their number of assigned numbers working, or by Verizon to reclaim numbers. Telephone numbers working periodically for regular intervals of time, such as those assigned to student residences, are considered "working at all times" to the extent that they work for a minimum of 90 non-consecutive days during each calendar year in which they are assigned to the customer.

C. Rates

		<u>USOC</u>
One Time Common Equipment Charge #	\$50.00	KCE
Product/Service Charge, per line #	\$45.00	

One Time Common Equipment Charge and Product/Service Charge will not apply to the initial installation of Custoflex 2100 lines whe installed under a term commitment

* Effective November 15, 2014, **Rewarding Connections**, **Key Connections** and **Bonus Discount Plan** are hereby cancelled and withdrawn and no longer available.

¹ Effective May 16, 2017, all new Centrex Custoflex 2100 systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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CENTREX SERVICE

M. Centrex **CustoFLEX 2100** Service¹ (Cont'd)

C. Rates (Cont'd)

1. Centrex **CustoFLEX 2100** Service Lines, each+

<u>Payment Options</u>	<u>Line Capacity Category</u>	<u>Per Month</u>	
<u>Month-to-Month</u>			
Exchange Access		\$17.50	
Intercommunication Lines		15.50	
Unrestricted/Restricted	I	<u>\$33.00</u>	R4N/RHK
Total+			
Exchange Access		\$17.50	
Intercommunication Lines		14.50	
Unrestricted/Restricted	II	<u>\$32.00</u>	R4N/RHK
Total+			
Exchange Access		\$17.50	
Intercommunication Lines		14.00	
Unrestricted/Restricted	III	<u>\$31.50</u>	R4N/RHK
Total+			
<u>12 - 36 Months</u>			
Exchange Access		\$15.50	
Intercommunication Lines		10.50	
Unrestricted/Restricted	I	<u>\$26.00</u>	R4N/RHK
Total+			
Exchange Access		\$15.50	
Intercommunication Lines		9.50	
Unrestricted/Restricted	II	<u>\$25.00</u>	R4N/RHK
Total+			
Exchange Access		\$15.50	
Intercommunication Lines		9.00	
Unrestricted/Restricted	III	<u>\$24.50</u>	R4N/RHK
Total+			

+ The amount shown includes the applicable Interstate Centrex Line Cost Charge as specified in the Verizon Telephone Companies' Tariff F.C.C. No. 1.

¹ Effective May 16, 2017, all new Centrex CustoFLEX 2100 systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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CENTREX SERVICE

M. Centrex **CustoFLEX 2100** Service² (Cont'd)

C. Rates

1. Centrex **CustoFLEX 2100** Service Lines, each (Cont'd)+

<u>Payment Options</u>	<u>Line Capacity Category</u>	<u>Per Month</u>	<u>USOC</u>
<u>37 - 84 Months¹</u>			
Exchange Access		\$12.50	
Intercommunication Lines		9.50	
Unrestricted/Restricted	I	<u>\$22.00</u>	R4N/RHK
Total+			
Exchange Access		\$12.50	
Intercommunication Lines		8.50	
Unrestricted/Restricted	II	<u>\$21.00</u>	R4N/RHK
Total+			
Exchange Access		\$12.50	
Intercommunication Lines		8.00	
Unrestricted/Restricted	III	<u>\$20.50</u>	R4N/RHK
Total+			
<u>85 - 120 Months¹</u>			
Exchange Access		\$12.50	
Intercommunication Lines		8.50	
Unrestricted/Restricted	I	<u>\$21.00</u>	R4N/RHK
Total+			
Exchange Access		\$12.50	
Intercommunication Lines		7.50	
Unrestricted/Restricted	II	<u>\$20.00</u>	R4N/RHK
Total+			
Exchange Access		\$12.50	
Intercommunication Lines		7.00	
Unrestricted/Restricted	III	<u>\$19.50</u>	R4N/RHK
Total+			

+ The amount shown includes the applicable Interstate Centrex Line Cost Charge as specified in the Verizon Telephone Companies' Tariff F.C.C. No. 1.

¹ Effective May 18, 2013, Centrex CustoFLEX 2100 Service Line term offer of 37 – 84 Months and 85-120 Months are grandfathered and no longer available to new customers. Existing customers may maintain their service; however, term commitment plans may not be renewed. Moves or changes to subscribers' existing services are permissible. Upon expiration of an existing term commitment period customers may subscribe to these services on a Month-to-Month or the 12-36 Month term commitment payment option.

² Effective May 16, 2017, all new Centrex CustoFLEX 2100 systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

Verizon Pennsylvania LLC

CENTREX SERVICE

M. Centrex **CustoFLEX 2100** Service¹ (Cont'd)

C. Rates

2. Intercommunication Lines with ISDN, each+

<u>Payment Options</u>	<u>Line Capacity Category</u>	<u>Per Month</u>	<u>USOC</u>
<u>Month to Month</u>			
Exchange Access		\$17.50	
Intercommunication Lines		15.50	
Unrestricted/Restricted	I	<u>\$33.00</u>	XQA/XQK
Total+			
Exchange Access		\$17.50	
Intercommunication Lines		14.50	
Unrestricted/Restricted	II	<u>\$32.00</u>	XQA/XQK
Total+			
Exchange Access		\$17.50	
Intercommunication Lines		14.00	
Unrestricted/Restricted	III	<u>\$31.50</u>	XQA/XQK
Total+			
<u>12 - 36 Months</u>			
Exchange Access		\$16.50	
Intercommunication Lines		9.50	
Unrestricted/Restricted	I	<u>\$26.00</u>	XQA/XQK
Total+			
Exchange Access		\$16.50	
Intercommunication Lines		8.50	
Unrestricted/Restricted	II	<u>\$25.00</u>	XQA/XQK
Total+			
Exchange Access		\$16.50	
Intercommunication Lines		8.00	
Unrestricted/Restricted	III	<u>\$24.50</u>	XQA/XQK
Total+			

+ The amount shown includes the applicable Interstate Centrex Line Cost Charge as specified in the Verizon Telephone Companies' Tariff F.C.C. No. 1.

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Verizon Pennsylvania LLC

CENTREX SERVICE

M. Centrex **CustoFLEX 2100** Service² (Cont'd)

C. Rates (Cont'd)

2. Intercommunication Lines with ISDN, each+ (Cont'd)

<u>Payment Options</u>	<u>Line Capacity Category</u>	<u>Per Month</u>	<u>USOC</u>
<u>37 - 84 Months¹</u>			
Exchange Access		\$12.50	
Intercommunication Lines		8.50	
Unrestricted/Restricted	I	<u>\$21.00</u>	XQA/XQK
Total+			
Exchange Access		\$12.50	
Intercommunication Lines		7.50	
Unrestricted/Restricted	II	<u>\$20.00</u>	XQA/XQK
Total+			
Exchange Access		\$12.50	
Intercommunication Lines		7.00	
Unrestricted/Restricted	III	<u>\$19.50</u>	XQA/XQK
Total+			
<u>85 - 120 Months¹</u>			
Exchange Access		\$12.50	
Intercommunication Lines		7.50	
Unrestricted/Restricted	I	<u>\$20.00</u>	XQA/XQK
Total+			
Exchange Access		\$12.50	
Intercommunication Lines		6.50	
Unrestricted/Restricted	II	<u>\$19.00</u>	XQA/XQK
Total+			
Exchange Access		\$12.50	
Intercommunication Lines		6.00	
Unrestricted/Restricted	III	<u>\$18.50</u>	XQA/XQK
Total+			

+ The amount shown includes the applicable Interstate Centrex Line Cost Charge as specified in the Verizon Telephone Companies' Tariff F.C.C. No. 1.

¹ Effective May 18, 2013, Centrex Custoflex 2100 Service Intercommunication Lines with ISDN term offer of 37 – 84 Months and 85-120 Months are grandfathered and no longer available to new customers. Existing customers may maintain their service; however, term commitment plans may not be renewed. Moves or changes to subscribers' existing services are permissible. Upon expiration of an existing term commitment period customers may subscribe to these services on a Month-to-Month or the 12-36 Month term commitment payment option.

² Effective May 16, 2017, all new Centrex Custoflex 2100 systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

Verizon Pennsylvania LLC

CENTREX SERVICE

M. Centrex **CustoFLEX 2100** Service¹ (Cont'd)

C. Rates

3. Optional Features

		Product/ Service Charge		
A.	Additional Multi-Port Conference Bridge per 6 Port Bridge	\$15.00	\$28.00	EAA
		Nonrecurring Charge		
B.	Digital Facilities Termination, each	\$300.00	\$300.00	EDY
		Product/ Service Charge	Per Month	USOC
C.	Multi-Path Call Forwarding, per path 6+ paths	\$15.00	\$5.00	EYM
D.	Hot Line Service, per line	\$15.00	\$.85	HLS
E.	Distinctive Ring, per dependent number	\$15.00	\$4.50	DRG1X DRG2X

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Verizon Pennsylvania LLC

CENTREX SERVICE

M. Centrex **CustoFLEX 2100** Service¹ (Cont'd)

C. Rates

4. Product/Service Charges

Product/Service charges for Centrex **CustoFLEX 2100** will be the same as those for Centrex Service as specified in this Guide.

No Product/Service charge will apply for Centrex **CustoFLEX 2100** optional features if installed initially with the Centrex **CustoFLEX 2100** system. If installed subsequent to the installation of the Centrex **CustoFLEX 2100** system, the appropriate Product/Service order charges as specified will apply.

No service charge will apply for Centrex **CustoFLEX 2100** Billing Management Services for Split Billing if installed initially with the Centrex **CustoFLEX 2100** system. If a Split Billed account is installed subsequent to the installation of the Centrex **CustoFLEX 2100** system, a one-time nonrecurring charge of \$100.00 applies.

The Feature Processing Service Charge, as described in Section 2 of this Guide, applies to customer-requested changes, i.e., adding, dropping, changing, or rearranging features on existing Centrex **CustoFLEX 2100** lines.

5. Participants in the Centrex **CustoFLEX 2100** with **Rewarding Connections** plan will receive a usage discount as referenced in PA. P.U.C.-Toll No. 1A, Section 2A. In addition, Centrex **CustoFLEX 2100** customers are eligible for the following recurring monthly discounts per line:

<u>Billed Revenue</u>	<u>Per Line Discount</u>
\$0.00 - \$100.00	\$0.00
\$100.01 - \$350.00	\$1.50
\$350.01 - \$500.00	\$2.00
\$500.01 - \$1000.00	\$2.50
\$1000.01+	\$3.50

6. Participants in the PrimePAK Business Discount Plan are eligible for a \$1.00 per line discount off of the monthly line rate. This discount is in addition to the \$1.00 per line discount that a Centrex **CustoFLEX 2100** customer receives when they have **IntelliLinQ-BRI** and a term commitment. Participants are also eligible for a \$2.00 discount off of the **IntelliLinQ-BRI** recurring rate.

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