
CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath and Centrex Plus systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

A. GENERAL

1. General

Except as otherwise provided in Paragraph D. of this Section (Centrex Service), private branch exchange service (referred to herein as PBX service) is a grade of exchange service used with PBX systems.

2. Foreign Exchange Trunks*

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For foreign exchange trunks, see Part B, Section 6 of this Product Guide, Mileage.

3. Hotels, Apartment Houses, Clubs and Hospitals

a. General

- (1) PBX message rate service is furnished to hotels, apartment houses, clubs and hospitals for the use of their guests, tenants, patrons and patients. The Company specifically limits and restricts its responsibility as follows:

It does not offer to supply service to hotels, apartment houses, clubs and hospitals except as such service may be subscribed for by such hotels, apartment houses, clubs and hospitals.

It does not offer to supply service to guests, patrons, tenants and patients of hotels, apartment houses, clubs and hospitals except at the Product Guide rates for service applicable to subscribers generally.

It does not extend or enlarge the privilege of directory listings given to subscribers generally.

It does not extend or enlarge its undertaking as defined in Part B, Section 3 of this Product Guide as regards public telephones.

- (2) Any type of business service furnished in the exchange is also available when required solely for and used exclusively by the management.

b. Rates

The Product Guide message business rates apply.

* Effective January 15, 2020, Foreign Exchange Trunk service is no longer available. Moves, additions or changes to subscribers existing service will not be permitted.

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A. GENERAL (Cont'd)

4. Colleges and Schools

PBX Message Rate service is furnished to a college or school for the use of the administration and students under the following conditions:

- a. The Product Guide business rates for message service apply.
- b. The college or school shall be responsible for payment of the Product Guide rates, local and toll messages and other services.
- c. The college or school may collect from students the Product Guide charges for toll messages, and where message rate service is furnished, the Product Guide charge for each local message that is charged by the Company.

B. MANUAL PBX SYSTEMS

1. Intercept lines

Intercept lines connecting PBX trunks to Answering Bureaus are furnished as specified in Part B, Section 5 of this Product Guide.

CENTREX AND PBX SERVICES

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C. SUPPLEMENTAL PBX EQUIPMENT

1. Direct Inward Dialing Service*

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a. General

Direct Inward Dialing (DID) Service is a service which allows an incoming exchange call to be dialed directly by a calling party to a station associated with a switching system located on the subscriber's premises. The facilities for the service, which are located in the central office, outpulse digits to the switching equipment on the subscriber's premises. The number of digits out-pulsed will be uniform for both the listed number trunk to the attendant's console and for the stations associated with the switching equipment.

b. Terms and Conditions

- (1) DID Service is only provided from the subscriber's normal central office subject to the availability of local facilities and number designations.
- (2) One free listing shall apply for each DID Service.
- (3) Outgoing service will always be provided from the normal central office. Product Guide trunk charges apply. If outgoing foreign exchange service is required, a separate trunk group shall be furnished.
- (4) The service may be provided on some or all trunks arranged for inward service. The DID trunks must be in a separate group from the non-DID trunks.
- (5) The minimum service period is three years. Additions to the initial service are also subject to a three-year minimum service period. For reductions in service, the last group of numbers or trunks added shall be considered as the first group of numbers or trunks disconnected.
- (6) DID numbers will be provided only in blocks of consecutive hundred numbers.

* Effective January 15, 2020, Direct Inward Dialing Service for analog PBX is no longer available. Moves, additions or changes to subscribers existing service will not be permitted. (Contracts with this service may not be extended or renewed.) This does not apply to ISDN PRI or Centrex DIDs.

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CENTREX AND PBX SERVICES

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C. SUPPLEMENTAL PBX EQUIPMENT (Cont'd)

1. Direct Inward Dialing Service** (Cont'd)

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b. Terms and Conditions (Cont'd)

- (7) A customer must subscribe to a sufficient number of trunks to handle adequately the incoming calls.
- (8) Subscriber-provided switching systems must be arranged to provide for the automatic interception of assigned but unused station numbers, including vacant station number groups as required. The calling party will not be charged for calls intercepted in this manner. Company provided switching systems are similarly arranged by the Company.
- (9) All calls intercepted by the attendant will be considered to be completed and subject to a charge for the call.
- (10) Where subscriber-provided switching equipment is associated with DID Service the subscriber's equipment must conform to the terms and conditions covering subscriber-provided communications systems specified in Part B, Section 1.A of this Product Guide.
- (11) The type of central office facilities to furnish this service will be determined by the Company.
- (12) The digits outpulsed will be of the dial type.

c. Rates and Charges

	<u>Subscribers Served By</u>	
	<u>Digital Central Office</u>	<u>Multi-</u>
	<u>Dial Pulse</u>	<u>Frequency</u>
<u>Monthly Rates</u>		
Each group of 100 DID Station Numbers	\$116.93	\$ 76.41
DID Trunks, each¢	13.56	13.56
<u>Non-Recurring Charge*</u>		
Service Establishment Charge		
Per Trunk Group	\$477.08	

* This Charge also applies to a subscriber requested transfer of DID Service from one Central Office to another Central Office.

¢ In addition, mileage charges apply for lines between points in the same exchange measured between the serving central office and the subscriber's location for each DID trunk as specified in Part B, Section 6 of this Product Guide.

** Effective January 15, 2020, Direct Inward Dialing Service for analog PBX is no longer available. Moves, additions or changes to subscribers existing service will not be permitted. (Contracts with this service may not be extended or renewed.) This does not apply to ISDN PRI or Centrex DIDs.

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CENTREX AND PBX SERVICES

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D. CENTREX SERVICE

1. General

Centrex service is a PBX service consisting of control equipment and switching equipment located on the Company premises.

The control equipment and switching equipment permit stations connected to the service to dial each other, to dial outgoing calls directly, and to receive incoming calls by direct inward dialing from the calling party to the station.

Centrex Service is furnished only as a complete service. The Exchange Access portion or Intercommunication (including Centrex features) portion of the Centrex station charges are not furnished separately.

Centrex service is classified as business service. The service is furnished subject to the availability of facilities.

2. Definitions of Terms

A bridged station is an additional station on a Centrex primary station line.

A Centrex station line is a line connecting Centrex control and switching equipment to station service.

A location consists of all premises on continuous property.

A principal location is a building designated by the subscriber where primary station lines are located.

A primary station is the first station, or the first appearance, of a Centrex primary station line.

A restricted station line is one which restricts incoming and/or outgoing calls.

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all Intellipath II^R Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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D. CENTREX SERVICE (Cont'd)

3. Intellipath II^R Digital Centrex Service

a. General

Intellipath II Digital Centrex Service is a message rate business service with a 5-line minimum requirement. Intellipath II service is a central office based service provided from suitably equipped Company digital central office facilities.

The equipment permits the direct dialing between lines connected to the service and the direct dialing of outgoing calls. Incoming calls are received by direct inward dialing from the calling party to the station line or through a console attendant.

Intellipath II service consists of standard features and a number of optional features. The standard features are included in the Intellipath II system. Additional features are offered on an optional basis subject to the availability of facilities. Data link consoles, non-data link consoles and electronic telephone stations are to be provided by the customer.

(1) Definition of Terms

- (a) An Intellipath II station line is a line connecting Intellipath II service to a location on the customer's premises.
- (b) An Intellipath II station line is the initial appearance of an Intellipath II station line.
- (c) An Intellipath II bridged station line is an additional appearance of the station line.
- (d) For customers who have service at more than one premises, the principal location is the location designated by the customer where station lines terminate.

^R Registered Service Mark of NYNEX Corporation

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all Intellipath II^R Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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D. CENTREX SERVICE (Cont'd)

3. Intellipath II Digital Centrex Service (Cont'd)

b. Features

(1) Standard Features

Automatic Call Back
Call Forwarding
•All Calls
•Busy
•Don't Answer
Call Hold
Call Pick-Up
Call Transfer
Call Waiting
•Dial
•Incoming
•Intra Group
•Originating
Code Restrictions
Consultation Hold
Dial Transfer Arrangement
on Incoming Trunk Groups

Directed Call Pick-Up
•With Barge-In
•Without Barge-In
Direct Inward Dialing
Direct Outward Dialing
Distinctive Call Waiting Tones
Inside/Outside Ringing
Enhanced Call Forwarding/
Don't Answer
Enhanced Three-Way Calling
Hunting
Intercept
Line Treatments
Station-to-Station Calling
Three-Way Calling

(2) Optional Features

Data Related Features

Data Call Protection
Data Switching 56 kbps

Line Related Features

Call Park
Executive Busy Override
Hot Line
Last Number Dialed
Multipath Call Forwarding (1 - 5 paths)
Speed Dialing
•Group
•Individual

System Related Features

Authorization Codes
Automatic Advance Routing
Automatic Route
Selection - Basic

System Related Features (Cont'd)

Automatic Route Selection -
Deluxe
•Expensive Route Warning Tone
•Time of Day Routing
Call Back Queueing
Call Forwarding Busy/
Customer Moves and Changes
Don't Answer Split
Calling Name Display
Carrier Access
Centralized Attendant Service
Common Control Switching
Arrangement Access
Customer System Administration
Dial Dictation Access
Electronic Tandem Network Access
Enhanced Private Switched
Communications Service Access

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all Intellipath II^R Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

D. CENTREX SERVICE (Cont'd)

3. Intellipath II Digital Centrex Service (Cont'd)

b. Features (Cont'd)

(2) Optional Features (Cont'd)

System Related Features (Cont'd)

Loudspeaker Paging Access

Meet-Me Conference

Message Waiting (Lmpg)

Music-on-Hold

Music-on-Queue-UCD

Network Speed Dialing

Remote Access

Rem Acc to CI Fwdg

Six-Way Conference

Station Message Detail

Recording

• To Premises

Tie Line Access

Time of Day Network Class
of Service Routing

Trunk Verification
from a Station Line

Uniform Call Distribution

Uniform Numbering Plan

Virtual Number

Attendant Related Features

The following features are available for use with a compatible data link console:

Attendant Access To

Paging

Attendant Call Entry

Detail

Attendant Conference

Attendant Speed Dialing

Interposition Calling

Night Service

• Fixed

• Flexible

• Trunk Answer From Any
Station (TAAS)

Position Busy

Traffic Measurements

Uniform Call Distribution

From Queue

Wild Card Key

Common Attendant Features

Attendant Autodial

Attendant Camp-On

Attendant Transfer

Automatic Recall

Busy Verification

of Station Lines

Busy Verification

of Trunks

Call Park Recall Timer

Call Selection

Call Splitting

Console Release

Console Test

Control of Trunk

Group Access

Do -Not-Disturb

Effective January 25, 2022, Station Message Detail Recording (SMDR) has been withdrawn from this Product Guide, and Verizon will no longer provide this service as of that date.

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CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all Intellipath II^R Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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D. CENTREX SERVICE (Cont'd)

3. Intellipath II Digital Centrex Service (Cont'd)

b. Features (Cont'd)

(2) Optional Features (Cont'd)

Attendant Related Features (Cont'd)

Common Attendant Features (Cont'd)

Flexible Console

Alerting

Locked Loop Operation

Lockout

Multiple Console

Operation

Multiple Listed Directory

Numbers

Secrecy

Serial Call

Through Dialing

Trunk Group Busy Indication

The following features are available for use with a compatible non-data link console:

Attendant Access To

Paging

Attendant Camp-On

Attendant Conference

Attendant Speed

Dialing

Attendant Transfer

Control of Trunk

Group Access

Direct Station

Selection

Incoming Call Identification

Interposition Calling

Multiple Console Operation

Multiple Listed Directory

Numbers

Night Service

• Fixed

• Trunk Answer From Any
Station (TAAS)

Through Dialing

Trunk Group Busy Indication

Electronic Telephone Service Features (ETS)*

Add On Module

Automatic Line

Basic ETS Service
including Common

Features

•Automatic Answer

Back

•Call Forwarding on
Secondary Number

•Critical Call Hold

•Feature Access

Call Arrangements

• Multiple Appearance of
Intellipath II Lines

• Multiple Call Arrangement

• Single Call Arrangement

• Privacy Release

Display Features

• Display Called Number

• Display Calling Number

• Feature Display

• Time Key

Group Intercom

Intercom

* Intellipath II Digital Centrex Service Electronic Telephone Service Features are no longer available to new subscribers. Existing subscribers, may continue to make moves, additions and changes at existing locations only, but cannot establish service at new locations.

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all Intellipath II^R Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

D. CENTREX SERVICE (Cont'd)

3. Intellipath II Digital Centrex Service (Cont'd)

c. Feature Definitions

Attendant Access to Paging - Allows an attendant to gain access to customer-provided loudspeaker paging equipment.

Attendant Autodial - Permits an attendant to dial frequently called numbers by depressing the autodial feature key, which is programmed with the number.

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Attendant Camp-On - Allows the attendant to extend an incoming call to a busy station.

Attendant Conference (Maximum Six Conferees) - Permits an attendant to establish a six-port conference call.

Attendant Transfer - Allows calls transferred by a station line user to the attendant to be queued on a first-in, first-out basis.

Authorization Codes - Assign a Network Class-of-Service (NCOS) and control network access.

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Automatic Advance Routing - Provides for the automatic routing of calls to the exchange network, when Common Control Switching Arrangement (CCSA), Enhanced Private Switched Communications Service (EPSCS) and Electronic Tandem Network (ETN) lines are busy.

Automatic Call Back - Allows a station line user calling a busy station line to be automatically connected to the called line when the line becomes idle.

Automatic Recall - Returns attendant extended calls to the console after a predetermined time.

Effective January 25, 2022, Station Message Detail Recording (SMDR) has been withdrawn from this Product Guide, and Verizon will no longer provide this service as of that date.

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CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II^R Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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D. CENTREX SERVICE (Cont'd)

3. Intellipath II Digital Centrex Service (Cont'd)

c. Feature Definitions (Cont'd)

Automatic Route Selection-Basic and Deluxe - Automatically selects the preferred route for network calls when a station user dials a preselected code.

- ° A Facilities Restriction Level (FRL) can be provided on each Intellipath II line and tie line to determine both the type of call and type of facility to be permitted to the associated user. When the FRL is transmitted over a tie line to a distant switching location it is identified and carries the same restriction as those imposed at the originating point.
- ° A pattern is a group of different routes arranged to be automatically selected in sequence to complete calls. Patterns will, as specified by the subscriber, overflow to either the Exchange System, a tone, an announcement, or to the attendant.
- ° A route is a group of one or more service lines of the same type (excluding Exchange System Lines) used to complete calls.

Deluxe Only

- ° Expensive Route Warning Tone - Provides a warning tone to indicate the selection of an expensive route.
- ° Time of Day Routing - Allows for a cost-effective use of facilities by allowing or denying route choices based on the time of day.

Busy Verification of Station Lines - Allows the attendant to establish a talking connection to an apparently busy station line to determine if the station line is in working order.

Busy Verification of Trunks - Allows the attendant to establish a talking connection to an apparently busy trunk to determine if the trunk is in working order.

CENTREX AND PBX SERVICES

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D. CENTREX SERVICE (Cont'd)

3. Intellipath II Digital Centrex Service (Cont'd)

c. Feature Definitions (Cont'd)

Call Back Queueing - Permits a station line encountering an all-trunk-busy condition the option of being notified when a trunk becomes idle.

Call Forwarding -

- ° All Calls - Allows calls directed to a station line to be routed to a user defined line inside or outside the customer group.
- ° Busy Line - Permits calls attempting to terminate to a busy station line to be re-directed to a predetermined line inside or outside the customer group.
- ° Don't Answer - Provides for forwarding of incoming calls to a predetermined line inside or outside the customer group when the called station line does not answer within a customer selected prescribed time.
- ° Busy/Don't Answer Split - Allows for incoming calls to be identified as originating within the customer's system or outside the customer's system and forwards them to the specified designated line.

Call Hold - Allows the user to hold one call for any length of time provided that neither party goes on-hook.

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

Call Park Recall Timer - Provides a separate timer for calls parked by the attendant. The timer defines the maximum time period that a call can spend in the parking mode. If the call is not retrieve or abandoned within the defined time, the call is unparked and the attendant is recalled.

Call Pickup - Allows a station line to answer incoming calls to another station line within a defined call pickup group. Call pickup is provided on individual station lines within a customer group.

CENTREX AND PBX SERVICES

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D. CENTREX SERVICE (Cont'd)

3. Intellipath II Digital Centrex Service (Cont'd)

c. Feature Definitions (Cont'd)

Call Selection - Enables an attendant to answer incoming calls using either of the following methods:

- ° In the order they are received, regardless of the incoming call type.
- ° By manually selecting a specific incoming call type.

Call Splitting - Allows the attendant to talk privately to either the calling party or the called party.

Call Transfer - Allows a station line user to transfer any established call to another station line inside or outside the customer group without the assistance of the attendant.

Call Waiting -

- ° Dial - Permits a station line to impose call waiting on a busy station line by dialing the call waiting feature activation code, followed by the station number. This feature is an originating line feature that is applicable to intragroup calls only.
- ° Incoming - Allows an incoming call to a busy station line to be held waiting while a signal is directed towards the busy station line user.
- ° Intra Group - Allows both incoming calls and calls originating from within the system to activate the call waiting feature.
- ° Originating - Permits a station line user to impose call waiting on a busy station line.

Calling Name Display - Provides for the display of the calling party's name on suitably equipped customer-provided station equipment at the terminating end. This feature will be offered on intra-group (intercom) calls only.

Carrier Access - Enables station users in the customer group to gain access to an interexchange carrier by using special access codes or automatic route selection.

CENTREX AND PBX SERVICES

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D. CENTREX SERVICE (Cont'd)

3. Intellipath II Digital Centrex Service (Cont'd)

c. Feature Definitions (Cont'd)

Centralized Attendant Service (CAS) - Permits a customer served by either a PBX, Centrex or Intellipath II system from more than one service location, to concentrate all attendants at a single location. Incoming Listed Directory Number or Operator (dial O) calls are routed via a Released Link Trunk (RLT); the CAS attendant completes the call by dialing the called party's extension number over the same RLT.

Code Restrictions - Enables customers to restrict NPA and/or NNX codes for stations or groups of stations within a customer group.

Common Control Switching Arrangement (CCSA) Access - Enables station line users in the customer group to gain access to the CCSA by using special access codes and dialing reserved number exchange (RNX) patterns.

Console Release - Allows the attendant to extend a call to a trunk and release the call after dialing is completed but before outpulsing to the trunk is completed.

Console Test - Allows an attendant to test the functional operations of a console.

Consultation Hold - Allows the station line user to consult privately with a third party prior to establishing a three-way conference/transfer.

Control of Trunk Group Access - Allows the attendant to control the access of all stations and incoming trunks to various trunk groups by operating corresponding keys or activating access codes.

Customer Moves and Changes – Provides customers with the ability to prepare, schedule, and implement, all under their control, certain feature changes and configurations of their Intellipath II Digital Centrex Service from the customer's computer terminal.

Customer System Administration - Allows the customer to access an administration position associated within a customer group. It permits station and feature rearrangements and changes of ARS patterns. (For feature detail on Customer System Administration, see Paragraph D.3.c.(1) of this Section following.)

Data Call Protection - Prohibits additional calls from terminating to a line equipped with Data Call Protection. This option protects all calls from interruption.

CENTREX AND PBX SERVICES

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D. CENTREX SERVICE (Cont'd)

3. Intellipath II Digital Centrex Service (Cont'd)

c. Feature Definitions (Cont'd)

Data Switching 56 kbps - Allows data transmission at speeds up to 56 kbps on station-to-station calls. Station lines arranged for this feature are used only for data transmission.

Delayed Operation - Allows the attendant to place a call for a calling station line while the calling station line waits on-hook.

Dial Dictation Access - Provides a station line user access to, and control of customer-provided dictation recording equipment by dialing an access code.

Dial Transfer Arrangements on Incoming Trunk Groups - Dial Transfer Arrangements permit the direct completion of calls from foreign exchange lines*, Other Common Carrier lines, business individual and auxiliary lines, and Dedicated Inward WATS Toll-Free Service lines**, to a billable station line within the customer's system, and the transfer of such calls to other stations within the system. For Dedicated Inward WATS Toll-Free Service** two types of Dial Transfer Arrangements (local and remote) are offered; the type offered depends on the available facilities.

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Direct Inward Dialing - Allows for incoming calls from the exchange network to reach a specific station line without attendant assistance.

Direct Outward Dialing - Allows a station line user to place external calls to the exchange network without attendant assistance.

Direct Station Selection - Allows the attendant to access station lines by depressing a button associated with that station.

Directed Call Pickup -

- With Barge-In - Permits a station line user to answer a call that is ringing any other line within the same customer group. If the called station line has already been answered, the initiating station line may barge-in to the answered call and be connected into a three-way call.
- Without Barge-In - Permits a station line user to answer a call that is ringing any other line within the same customer group. If the called station line has already been answered, the initiating station line will be connected to a reorder tone.

* Effective January 15, 2020, foreign exchange service is no longer available. Moves, additions or changes to subscribers existing service will not be permitted.

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** Dedicated Inward WATS Toll-Free Service is no longer available. Moves, additions or changes to subscribers existing services will not be permitted

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D. CENTREX SERVICE (Cont'd)

3. Intellipath II Digital Centrex Service (Cont'd)

c. Feature Definitions (Cont'd)

Distinctive Call Waiting Tones - Permits a called station line user to determine whether an incoming waiting call is external or internal to the customer group by providing different tone cadences for the two situations.

Do Not Disturb - Permits the attendant to cut off a single station line and selected groups of station lines from receiving DID and station-to-station calls.

Electronic Tandem Network (ETN) Access - Enables station line users in the customer group to gain access to the ETN by using special access codes and dialing (RNx) patterns.

Electronic Telephone Service Features

- Add On Module - Allows for the expansion of an electronic telephone set by providing additional feature keys in groups of 20.
- Automatic Line - May be assigned to individual appearances on an electronic telephone station, including the primary Intellipath II number. When an off-hook is reported from an Intellipath II number appearance to which an automatic line has been assigned, a connection is automatically established to a predetermined location.
- Basic ETS Service including Common Features:*
 - Automatic Answer Back - Allows any incoming call to be automatically answered after four seconds. When the calling party hangs up, the call is automatically disconnected.
 - Call Forwarding on a Secondary Number - Provides multiple call forwarding arrangements on a single electronic telephone set. Each line appearance on an electronic telephone set can be forwarded to a different number.
 - Critical Call Hold - Allows an electronic telephone service station user to hold a connection within the switching unit on a critical call, insuring that the call will not be disconnected in error.
 - Feature Access - Provides for the use of dial codes as an alternative method of accessing electronic telephone service features by feature keys.

* Intellipath II Digital Centrex Service Electronic Telephone Service Features are no longer available to new subscribers. Existing subscribers may continue to make moves, additions and changes at existing locations only, but cannot establish service at new locations.

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II^R Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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D. CENTREX SERVICE (Cont'd)

3. Intellipath II Digital Centrex Service (Cont'd)

c. Feature Definitions (Cont'd)

Electronic Telephone Service Features* (Cont'd)

- ° Call Arrangements
 - ° Multiple Appearance Intellipath Line (MAIL) - Allows an Intellipath II line to be assigned to more than one electronic telephone set. MAIL groups can be comprised of up to 32 appearances and configured in either single call arrangement or multiple call arrangement.
 - ° Multiple Call Arrangement - Allows MAIL group members to originate a call without affecting the call status of the other MAIL group members. Incoming calls to the MAIL group will be directed to all idle members and the first member to answer will be connected to the external party.
 - ° Single Call Arrangement - Allows MAIL group members to originate a call when the MAIL group is idle or answer incoming calls when calls are directed to the group. When access to the group is granted to a member, the MAIL lamps of all members of the same group are illuminated to indicate a busy condition.
 - ° Privacy Release - Allows the active MAIL group member in a single call arrangement to add on any other MAIL group members to an established call.
- ° Display Features
 - ° Display Called Number - Provides the user of an electronic telephone equipped with the optional 32-character alphanumeric Liquid Crystal Diode (LCD) with visual feedback concerning the called number during the origination, termination, programming, and feature activation operations.
 - ° Display Calling Number - Provides the electronic display telephone user receiving an incoming call with visual feedback concerning the calling number.
 - ° Feature Display - Provides the user of an electronic telephone equipped with the 32-character LCD with visual feedback on user-entered data and incoming call information during the use of other Intellipath II features.
 - ° Time Key - Provides the current time and date on an electronic telephone display.

* Intellipath II Digital Centrex Service Electronic Telephone Service Features are no longer available to new subscribers. Existing subscribers may continue to make moves, additions and changes at existing locations only, but cannot establish service at new locations.

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II^R Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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D. CENTREX SERVICE (Cont'd)

3. Intellipath II Digital Centrex Service (Cont'd)

c. Feature Definitions (Cont'd)

Electronic Telephone Service Features* (Cont'd)

- Group Intercom - Enables a customer to terminate, using abbreviated dialing, on a member of a predesigned group.
- Intercom - Allows an electronic telephone user to directly terminate on another predesignated electronic telephone by depressing the intercom key.

Enhanced Call Forwarding/Don't Answer - Allows individual station lines in a multi-line hunt group to call forward/don't answer to a specified designated line.

Enhanced Private Switched Communications Service (EPSCS) Access - Enables station line users in the customer group to gain access to the EPSCS by using special access codes and dialing (RNX) patterns.

Enhanced Three-Way Calling - Allows a non-controlling party on a three-way call to add another conferee.

Executive Busy Override - Allows a station line user to bridge into a busy station line connection, preceded by a burst of alerting tone.

Flexible Console Alerting - Enables an attendant to be alerted to a call requiring attention by an alert tone that is sent through the headset.

Hot Line - Provides automatic placement of a call to a predetermined Intellipath II line within the Intellipath II system when a station line goes off-hook.

Hunting - Routes a call to an idle station line in a prearranged group when the called station line is busy.

* Intellipath II Digital Centrex Service Electronic Telephone Service Features are no longer available to new subscribers. Existing subscribers may continue to make moves, additions and changes at existing locations only, but cannot establish service at new locations.

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II^R Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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3. Intellipath II Digital Centrex Service (Cont'd)

c. Feature Definitions (Cont'd)

Incoming Call Identification - Allows the attendant to view incoming call information. When the attendant answers, call information (e.g., call identifier, called digits, and caller information) is displayed.

Inside/Outside Ringing - Provides a unique pattern of ringing to permit the station line user to distinguish between intragroup and DID calls.

Intercept - Routes incoming exchange calls made to a non-working Intellipath II Line to an announcement machine.

Interposition Calling - Allows communication and transfer of calls between attendants.

Last Number Dialed - Enables a station line user to redial the last called number by use of an access code rather than dialing the entire number.

Line Treatments - Provides the capability to allow or deny individual station line features. The treatments can be arranged to control all calls originating or terminating on station lines and tie trunks. (For feature detail on Line Treatments, see D.3. c.(2) of this Section following.)

Locked Loop Operation - Allows an attendant to hold a call on a loop. Attendant locked loop operation consists of two hold types, manual and automatic.

Lockout - Prohibits an attendant from entering a call on a held loop unless recalled by a station user or by automatic recall.

Loudspeaker Paging Access - Allows station line users to access customer-provided loudspeaker paging equipment by dialing an access code.

Meet-Me Conference - Provides a six-party conference bridge and line number for conferees to dial at a specified time to hold a conference.

Message Waiting (Lamping) - Provides for the lighting of a lamp on suitably equipped customer-provided station equipment to signify a message waiting status. This is offered in lieu of stutter dial tone.

Multipath Call Forwarding (1 - 5 paths) - This feature allows the station user to forward simultaneous messages over one line to a destination.

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II^R Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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D. CENTREX SERVICE (Cont'd)

3. Intellipath II Digital Centrex Service (Cont'd)

c. Feature Definitions (Cont'd)

Multiple Console Operation - Allows the assignment of more than one console per system.

Multiple Listed Directory Numbers - Permits a customer to have many listed directory numbers.

Music-On-Hold - Provides a system wide music-on-hold capability. All calls placed on hold will be connected to a customer-provided music source.

Music-On-Queue - Uniform Call Distribution (UCD) - Allows calls placed in an incoming UCD call queue to be connected to a customer-provided music source after the call delay announcement.

Network Speed Dialing - Allows a customer to have a system shared list of 1000 numbers. This speed dialing list is Company changeable only.

Night Service -

- Fixed - Calls that are normally routed to the attendant during the day are routed to predesignated locations at night.
- Flexible - Allows the attendant to program the night service routes for each Incoming Call Identification (ICI) classification assigned to the customer group.
- Trunk Answer From Any Station (TAAS) - Allows any station in the customer group to answer an incoming call by dialing a code. The code is dialed when the TAAS alerting device sounds.

Position Busy - Allows the attendant to make the console unavailable to additional queued calls.

Remote Access - Permits selected outside callers to dial from the exchange network directly into the customer's system and gain access to Intellipath II facilities without attendant assistance. Each remote access feature allows one call to be completed at a time.

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II^R Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

D. CENTREX SERVICE (Cont'd)

3. Intellipath II Digital Centrex Service (Cont'd)

c. Feature Definitions (Cont'd)

(Furnished to Existing Subscribers Only.)

Remote Access to Call Forwarding - Provides an Intellipath II line with the capability of changing a call forwarding arrangement from a dual tone multifrequency telephone, e.g., TOUCH-TONE, outside the Intellipath II group. Authorization codes are required to effect such change.

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

Serial Call - Allows an attendant to extend a call to more than one station.

Six-Way Conference - Allows a station line user to establish a conference call consisting of more than three conferees (maximum six) without the assistance of the attendant.

Speed Dialing - Permits a station line user to dial selected numbers by using fewer digits than normally required. This is accomplished through the assignment of abbreviated codes to frequently called numbers. The speed dialing list is customer-changeable.

- Attendant - Allows an attendant to dial frequently dialed numbers by depressing a speed dial key and dialing one or two digits instead of all digits in the number.
- Group - Allows shared use of a speed dialing list. A control station will add, change or delete telephone numbers from the list for the group.
- Individual - Allows a station line user to add, change or delete telephone numbers from a list. The list is dedicated to the individual station line user.

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Effective January 25, 2022, Station Message Detail Recording (SMDR) has been withdrawn from this Product Guide, and Verizon will no longer provide this service as of that date.

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CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II^R Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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D. CENTREX SERVICE (Cont'd)

3. Intellipath II Digital Centrex Service (Cont'd)

c. Feature Definitions (Cont'd)

Station-to-Station Calling - Allows customer group stations to complete calls to other stations without the assistance of an attendant.

Three-Way Calling - Allows a station line user to add a third party to an existing conversation.

Through Dialing - Allows the attendant to select the trunk facility for a station in the same customer group and send dial tone to the station user. The station user then dials the called number.

Tie Line Access - Allows a station user to gain access to tie lines and leased channels.

Time of Day Network Class of Service Routing - Provides the capability for mapping normal Class-of-Service (COS) values into new values based on the time of day (or day of week or year).

Traffic Measurements - Provides operational measurements for data link consoles on an individual attendant console basis. The data includes: total duration of answered calls, total duration of originated calls, total duration of position busy.

Trunk Group Busy Indication - Allows for the displaying of trunk group status on the attendant console.

Trunk Verification from a Station Line - Permits a designated line user to access one trunk at a time from a selected trunk group in order to verify a busy condition, perform maintenance tests or preempt for a priority call.

Uniform Call Distribution - Allows for an even distribution of incoming calls, over a group of stations called a UCD group. When all the answering agents are busy, the incoming calls are queued and the callers receive an audible ringback. When the delay interval exceeds the customer delay threshold, a recorded announcement advising of the delay may be provided.

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II^R Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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D. CENTREX SERVICE (Cont'd)

3. Intellipath II Digital Centrex Service (Cont'd)

c. Feature Definitions (Cont'd)

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

Uniform Numbering Plan - Enables an Intellipath II customer to have a uniform numbering plan among multiple switches via private facilities, by using a seven digit dialing plan comprised of RNx and extension numbers.

Virtual Number - Is a telephone number associated with an electronic telephone station, which the station line user may use to place a call over the exchange network. The number does not require the assignment of line equipment or outside plant facilities.

Wild Card Key - Permits an attendant to use the wild card key to activate special features not directly available through a feature key on the console. Any special feature normally available through the use of a feature key may be activated through the wild card key, with the exception of Incoming Call Identification.

(1) Feature Detail - Customer System Administration

Customer System Administration (CSA) is an Intellipath II optional feature and is offered to customers where facilities permit. CSA allows customers to make certain changes in the Intellipath II line and feature arrangements on all lines in the system.

Using CSA, the customer has the capability of changing or rearranging any Intellipath II standard feature. In addition, the customer has the capability of changing or rearranging only the following Intellipath II optional features:

Attendant Related Features available with a data link console.
Authorization Codes
Automatic Route Selection-Basic and Deluxe
Electronic Telephone Service Features *
Six Way Conference
Time of Day Network Class of Service Routing

* Intellipath II Digital Centrex Service Electronic Telephone Service Features are no longer available to new subscribers. Existing subscribers may continue to make moves, additions and changes at existing locations only, but cannot establish service at new locations.

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II^R Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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D. CENTREX SERVICE (Cont'd)

3. Intellipath II Digital Centrex Service (Cont'd)

c. Feature Definitions (Cont'd)

(1) Feature Detail - Customer System Administration (Cont'd)

The customer can make these changes by accessing the Company facilities through a customer-provided dial-up data terminal. The data terminal must consist of the following:

- A keyboard display, 300 or 1200 baud, asynchronous full duplex operation, 24 line 80-column upper-lower case ASCII characters and continuous scrolling with VT emulation.

At the customer's option, a printer port equipped with a receive-only printer 80-column asynchronous, 300, 1200 baud or buffered and equipped with an upper-lower case ASCII character set may be used.

The customer may interchange the telephone numbers associated with Intellipath II lines within the customer's Intellipath II system. It is the customer's responsibility to provide and change station designation strips. The customer can activate or deactivate service on all Intellipath II lines compatible with CSA.

When a line is deactivated, it may be equipped to receive intercom calls. The customer may not originate a call on such a line. Monthly billing continues on those lines which have been deactivated. A Company service order is required to change the billing status on a line.

(2) Feature Detail - Line Treatments

a. Standard Treatments for Intellipath II Lines and Tie Line Terminals

Treatment denotes permission or denial with respect to outgoing and incoming capabilities of Intellipath II lines or tie line terminals. Standard Treatments provide for the following capabilities:

- ° Intellipath II Line Treatments - Outgoing Capability
Lines may have dial access to:

"AO" -- All Intellipath II Lines, Non-Universal
Non-Switching and Switching Tie Lines,
Optional Equipment.

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II^R Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

D. CENTREX SERVICE (Cont'd)

3. Intellipath II Digital Centrex Service (Cont'd)

c. Feature Definitions (Cont'd)

(2) Feature Detail - Line Treatments (Cont'd)

(a) Standard Treatments for Intellipath II Lines and Tie Line Terminals (Cont'd)

- Intellipath II Line Treatments - Outgoing Capability Lines may have dial access to: (Cont'd)
 - "A1"-- "AO" plus Attendant, Semi-Universal Non-Switching and Switching Tie Lines** (N)
 - "A2"-- "A1" plus Universal Toll Restricted Non-Switching and Switching Tie Lines**, Central Office Toll Diverted Trunks, Foreign Exchange** Toll Diverted Trunks, Network Access Terminals, Dedicated Inward WATS Toll-Free Service* (N)
 - "A3"-- "A2" (excluding Central Office Toll Diverted Trunks) plus Universal Toll Allowed Non-Switching and Switching Tie Lines**, Central Office Toll Allowed Trunks, Foreign Exchange** Toll Allowed Trunks, Outward WATS. (N)
 - "A4"-- "A3" plus all Access Codes.
 - "A7"-- Discrete to Hotline.
 - "A8"-- "A2" (excluding - 394, 411, 540, 550, 555, 970 and 976 Access Codes.)
 - "A9"-- "A3" (excluding - 394, 411, 540, 550, 555, 700, 900, 970 and 976 Access Codes.)
 - "A10"--"A2" (excluding 394, 540, 550, 970 and 976 Access Codes.)
 - "A11"--"A3" (excluding 394, 540, 550, 700, 900, 970 and 976 Access Codes.)
- Intellipath II Line Treatments - Incoming Capability Lines may be dial accessed by:
 - "R"-- All Intellipath II Lines, Non-Universal Non-Switching and Switching Tie Lines** (N)
 - "N"-- "R" plus Attendant, Semi-Universal Non-Switching and Switching Tie Lines**, Universal Toll Diverted and Toll Allowed Non-Switching and Switching Tie Lines**, DID from General Exchange System, Network Access Terminals. (N)

* Dedicated Inward WATS Toll-Free Service is no longer available. Moves, additions or changes to subscribers existing service will not be permitted. (N)

** Effective January 15, 2020, Foreign Exchange and Tie Lines services are no longer available. Moves, additions or changes to subscribers existing services will not be permitted. (N)

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II^R Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

D. CENTREX SERVICE (Cont'd)

3. Intellipath II Digital Centrex Service (Cont'd)

c. Feature Definitions (Cont'd)

(2) Feature Detail - Line Treatments (Cont'd)

(a) Standard Treatments for Intellipath II Lines and Tie Line Terminals (Cont'd)

° Tie Line Terminal Treatments - Outgoing Capability

Tie Line Terminals may have dial access to:

- | | | |
|--------|---|-------------------|
| "BO"-- | (Non-Switching)--All Intellipath II Lines, Optional Equipment. | |
| "B1"-- | (Non-Switching)--Attendant, All Intellipath II Lines (except AOR), Optional Equipment. | |
| "B2"-- | (Switching)--"B1" plus Central Office Toll Diverted Trunks, Foreign Exchange Toll Diverted Trunks*. | (N) |
| "B3"-- | (Switching)--"B2" (except Central Office Toll Diverted Trunks) plus Central Office Toll Allowed Trunks, Foreign Exchange Toll Allowed Trunks*, Outward WATS**. | (N)
(N)
(N) |
| "B6"-- | (Switching)--All Intellipath II Lines, Non-Universal Switching Tie Lines, Optional Equipment. | |
| "B7"-- | (Switching)--Attendant, All Intellipath II Lines, Semi-Universal Switching Tie Lines, Optional Equipment. | |
| "B8"-- | (Switching)--"B7" plus Universal Toll Diverted Switching Tie Lines, Central Office Toll Diverted Trunks, Foreign Exchange Toll Diverted Trunks*, Network Access Terminal. | (N) |
| "B9"-- | (Switching)--"B8" (excluding Central Office Toll Diverted Trunks) plus Universal Toll Allowed Switching Tie Lines, Central Office Toll Allowed Trunks, Foreign Exchange Toll Allowed Trunks*, Outward WATS**. | (N)
(N) |
| "BD"-- | Used only when service in outgoing direction is to be denied. | |

* Effective January 15, 2020, Foreign Exchange service is no longer available. Moves, additions or changes to subscribers existing service will not be permitted. (N)

** Outward WATS is no longer available. Moves, additions or changes to subscribers existing service will not be permitted. (N)

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II^R Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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D. CENTREX SERVICE (Cont'd)

3. Intellipath II Digital Centrex Service (Cont'd)

c. Feature Definitions (Cont'd)

(2) Feature Detail - Line Treatments (Cont'd)

(a) Standard Treatments for Intellipath II Lines and Tie Line Terminals (Cont'd)

° Tie Line Terminal Treatments - Incoming Capability

Tie Line Terminals may be dial accessed by:

"O"--(Non-Switching)--All Intellipath II Lines.

"1"--(Non-Switching)--Attendant, Intellipath II Lines A1 to A4 and N.

"2"--(Non-Switching)--Attendant, Intellipath II Lines A2 to A4 and N.

"3"--(Non-Switching)--Attendant, Intellipath II Lines A3 to A4 and N.

"6"--(Switching)--All Intellipath II Lines, Non-Universal Switching Tie Lines.

"7"--(Switching)--Attendant, Intellipath II Lines A1 to A4 and N, Semi-Universal Switching Tie Lines, Universal Toll Diverted Switching Tie Lines, Universal Toll Allowed Switching Tie Lines.

"8"--Lines A2 to A4 and N, Universal Toll Diverted Switching Tie Lines, Universal Toll Allowed Switching Tie Lines.

"9"--(Switching)--Attendant, Intellipath II Lines A3 to A4 and N, Universal Toll Allowed Switching Tie Lines.

"D"--Used only when service in the incoming direction is to be denied.

(b) Line Treatments - Supplemental

Supplemental Treatments are features that provide incoming and outgoing dial access controls on Intellipath II Lines and Tie Lines that are not provided under Standard Line Treatments. They are provided subject to the availability of facilities. Supplemental Treatment is not available for "A7" Hotline Treatment.

(c) Line Treatments - Data Switching 56 kbps

Intellipath II Lines equipped with Data Switching 56 kbps must be arranged for "AOR" line treatment.

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II^R Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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D. CENTREX SERVICE (Cont'd)

3. Intellipath II Digital Centrex Service (Cont'd)

d. Terms and Conditions

- (1) Intellipath II service is provided to customers with 5 or more lines. This service is furnished subject to the availability of facilities. The Company will determine the type of central office switch. In those cases where the Company determines that additional equipment must be provided on the customer's premises, the customer will be required to furnish the suitable space and environmental conditions as determined by the Company.
- (2) The Intellipath II line rates and mileage increments for customers with 5-99 lines apply as specified in Paragraphs D.3.e.(1), e.(3) and e.(4) of this Section following.

With the exception of the customer specific price, all other rates, charges, terms and conditions, specified herein, continue to apply. Customer specific prices will be made available to similarly situated customers on a non-discriminatory basis.
- (3) One directory listing is provided without charge for each Intellipath II service.
- (4) The rate for Intellipath II lines and features covered under a monthly term commitment plan is guaranteed against Company-initiated changes and will apply for the length of the term commitment, except as provided in Paragraph D.3.e.(19) of this Section. The minimum term commitment is 12 months.
- (5) If the service is terminated in whole or in part by the customer after installation of the service but prior to the completion of the term commitment, the customer shall be obligated to pay the remaining payments, i.e., monthly rate times the remaining months of the term commitment selected, except as provided in Paragraphs D.3.d.(17), e.(11)(a)(2), e.(12)(d), e.(16) and e.(17) of this Section.
- (6) The prepayment of charges in no way constitutes a purchase of the equipment, and the Company retains full ownership of all equipment covered by the prepayment.

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II^R Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

D. CENTREX SERVICE (Cont'd)

3. Intellipath II Digital Centrex Service (Cont'd)

d. Terms and Conditions (Cont'd)

- (7) Intellipath II station lines may be terminated in a customer-provided PBX system. Such lines may be either ground start* or loop start and may have any standard treatment. Transmission quality over Intellipath II lines of this type is not guaranteed. Additional transmission improvements requested by the customer will be provided by the Company at charges based on cost.
- (8) (D)
- (9) When using Call Forwarding and Call Transfer, the Intellipath II service customer is responsible for the payment of the Product Guide station-to-station charge for each call connected over the exchange system between the Intellipath II service and the telephone at which the call is answered. The charge applies to each call answered, including the call establishing the Call Forwarding mode and collect and person-to-person calls which are refused at the answering telephone.
- (10) Intellipath II service is connected to the Company's network in accordance with the terms and conditions set forth in Section 1 of this Product Guide.
- (11) Tie line access is furnished at no charge between Intellipath II service and other Centrex type services served from the same Central Office entity for the same customer. Tie line access is furnished at no charge for existing installations if both terminals are in the same or different entities in the same building area. Service connection charges do not apply. The service requirements for the number of tie lines will be determined by the Company.
- (12) Unless specifically exempted, this service is subject to all general terms and conditions applicable to the provision of service by the Company as stated elsewhere in this Product Guide.

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

Effective January 25, 2022, Station Message Detail Recording (SMDR) has been withdrawn from this Product Guide, and Verizon will no longer provide this service as of that date.

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CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II^R Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

D. CENTREX SERVICE (Cont'd)

3. Intellipath II Digital Centrex Service (Cont'd)

d. Terms and Conditions (Cont'd)

- (13) Automatic Advance Routing is only available to customers who have Automatic Route Selection (ARS) and Uniform Numbering Plans. The customer will determine if the calls are to be routed via ARS patterns or directly to the exchange network.
- (14) The ARS-Basic feature has a maximum of 4 patterns. Time of Day Routing and Expensive Route Warning Tone can only be provided with ARS-Deluxe.
- (15) Centralized Attendant Service (CAS) requires the main location to be an Intellipath II System. The CAS satellite location must be a suitably equipped PBX, Centrex or Intellipath II System arranged for switched loop operation and equipped with TOUCH-TONE service. Foreign Exchange*, CCSA, ETN and WATS** calls will not be routed to the satellite location via an RLT, but must be terminated at the location where the RLT originates. Transmission is not guaranteed on RLTs where the satellite location is outside the Local Access Transport Area. (N)
- (16) Intellipath II numbers may be reserved, subject to availability, at the customer's request, at the monthly rate specified in Paragraph D.3.e.(9) of this Section following for Number Reservation.

Number reservations may not exceed 200% of the customer's total number of lines in service. These numbers may be activated at any time at the then prevailing rates and charges for Intellipath II lines and virtual numbers specified in Paragraphs D.3.e.(1) - e.(5) of this Section following, subject to the availability of facilities.

Reserved numbers are not included in the count of Intellipath II lines when determining the size of a line rate package.

* Effective January 15, 2020, Foreign Exchange Service is no longer available. Moves, additions or changes to subscribers existing service will not be permitted. (N)

** Wide Area Network Services (WATS) is no longer available. Moves, additions or changes to subscribers existing service will not be permitted. (N)

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II^R Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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D. CENTREX SERVICE (Cont'd)

3. Intellipath II Digital Centrex Service (Cont'd)

d. Terms and Conditions (Cont'd)

- (17) A virtual number may have all the feature capabilities of an Intellipath II line. However, a virtual number does not require the assignment of central office line equipment or outside plant facilities and is only associated with an electronic telephone station.

A virtual number may be converted to an Intellipath II line at any time prior to the expiration of the service period, subject to the availability of facilities. No termination charge applies to such conversion.

Virtual numbers are not included in the count of Intellipath II lines when determining the size of a line rate package. The End User Common Line Charge and Exchange Access Charge do not apply to virtual numbers.

- (18) Trunk verification from a station line requires the establishment of a supplemental line treatment.
- (19) When using the Traffic Measurement feature, the measurements will be displayed on suitably equipped customer- provided equipment.
- (20) 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 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.

e. Rates and Charges

The following rates and charges apply for a fixed period of time from 12 months to 120 months. The customer is required to pay the monthly rate for the number of months in the term commitment selected. Certain line related features are offered on a month-to-month basis only. If the customer decides to discontinue service before the end of the selected term commitment, a termination charge will apply, as specified in Paragraph D.3.d.(5) of this Section.

(1) Line Rates Applicable to Customers with 5-99 Lines

The following rates include standard line features and the first mile or fraction thereof of the distance between the customer's local serving central office and the location of the Intellipath II service. When that distance is greater than one mile, a mileage increment specified in Paragraph D.3.e.(3) of this Section also applies. When the Intellipath II line extends between different central office building areas, the interoffice

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II^R Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

D. CENTREX SERVICE (Cont'd)

3. Intellipath II Digital Centrex Service (Cont'd)

e. Rates and Charges (Cont'd)

(1) Line Rates Applicable to Customers with 5-99 Lines (Cont'd)

mileage schedule specified in Paragraph D.3.e.(4) of this Section will apply in addition to other rates specified in Paragraph D.3.e.(1), (2) or (3) of this Section as appropriate. The rates shown below apply to initial line installations and subsequent line additions. When line additions exceed the 99-line maximum, provisions specified in Paragraph D.3.e.(11)(d) of this Section apply.

Line Rate Application to Customers with 5-99 Lines

<u>(Service Period)</u>	<u>Monthly Rates, Per Line *, #</u>
	<u>5-99 Lines</u>
Up to 12 Months	\$19.63
13 to 24 Months	17.62
25 to 36 Months	16.73
37 to 48 Months	16.47
49 to 60 Months	16.32
61 to 72 Months	16.25
73 to 84 Months	16.18
85 to 96 Months	16.10
97 to 108 Months	16.08
109 to 120 Months	16.08

(2) Line Rates Applicable to Customers with 100 or More Lines

- (a) For customers with 100 or more lines the Intellipath II price will be determined on a customer specific pricing basis, using incremental costs.
- (b) For customers with 100 or more lines, a factor of growth and/or reduction in line size, not to exceed 20% of the total lines subscribed to at cutover, may be included in the customer specific price when requested. A customer may not exercise a reduction option which would result in less than 100 billable lines.

* In addition, the following charges apply per line:

- Exchange Access Charge \$.58.

- End User Common Line Charge, as specified in Tariff FCC No. 11, Sec. 4, Para. 4.

For Dedicated Inward WATS Toll-Free Service ** equipped with Dial Transfer Arrangements (Remote), rates and charges apply for a Company-changeable Speed Dialing -- Individual List.

** Dedicated Inward WATS Toll-Free Service lines are no longer available. Moves, additions or changes to subscriber existing services will not be permitted.

(N)

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CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II^R Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

D. CENTREX SERVICE (Cont'd)

3. Intellipath II Digital Centrex Service (Cont'd)

e. Rates and Charges (Cont'd)

(2) Line Rates Applicable to Customers with 100 or More Lines (Cont'd)

(c) For customers with 100 or more lines making additions only up to 99 lines the following rates may apply in lieu of customer specific pricing: *, #

<u>(Service Period)</u>	<u>(1 - 99)</u>
Up to 12 Months	\$14.75
13 to 24 Months	14.40
25 to 36 Months	14.21
37 to 48 Months	14.01
49 to 60 Months	13.71
61 to 72 Months	13.53
73 to 84 Months	13.05
85 to 96 Months	12.81
97 to 108 Months	12.67
109 to 120 Months	12.52

* In addition, the following charges apply per line:

- Exchange Access Charge \$.58.

- End User Common Line Charge, as specified in Tariff FCC No. 11, Sec. 4, Para. 4..

For Dedicated Inward WATS Toll-Free Service** lines equipped with Dial Transfer Arrangements (Remote), rates and charges apply for a Company-changeable Speed Dialing -- Individual List. (N)

** Dedicated Inward WATS Toll-Free Service lines are no longer available. Moves, additions or changes to subscriber existing services will not be permitted. (N)
(N)

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II^R Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

(N)
(N)

D. CENTREX SERVICE (Cont'd)

3. Intellipath II Digital Centrex Service (Cont'd)

e. Rates and Charges (Cont'd)

(3) Mileage Increments

When the distance between the Intellipath II service location and the local serving central office is greater than 1 mile for customers with 5-99 lines and greater than 1/2 mile for customers with 100 or more lines, the following charges apply in addition to the line rates specified in Paragraph D.3.e.(1) or (2) of this Section preceding:

Monthly Rates, Per Line

Ea. Add'l 1/2 Mile Increment or Fraction Thereof

<u>Service Period</u>	<u>5-99 Lines</u>	<u>USOC</u>	<u>100 or More Lines</u>	<u>USOC</u>
Up to 12 Months	\$3.77	1LN2X	\$1.82	1LN2X
13 to 24 Months	3.47	1LN4X	1.81	3LN2Z
25 to 36 Months	3.37	3LN2X	1.79	1LN2Z
37 to 48 Months	3.33	3LN4X	1.76	3LN4Z
49 to 60 Months	3.31		1.74	
61 to 72 Months	3.29		1.71	
73 to 84 Months	3.28		1.68	
85 to 96 Months	3.27		1.65	
97 to 108 Months	3.26		1.63	
109 to 120 Months	3.24		1.61	

(4) Mileage Charges

- | | |
|--|--|
| (a) Each Intellipath II station line that extends to a different building area from the principal location | Intellipath II line rate PLUS Interoffice Mileage schedule in Part B, Sec. 6 of this Product Guide for CTX-CO Station Lines. |
| (b) Each Intellipath II bridged station line at a different location from the associated Intellipath II station line | Intellipath II line rate PLUS Mileage charges for Bridged Station Lines on CTX in Sec. 7. |

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II^R Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

(N)
(N)

D. CENTREX SERVICE (Cont'd)

3. Intellipath II Digital Centrex Service (Cont'd)

e. Rates and Charges (Cont'd)

(4) The following monthly rates apply per system, unless otherwise specified, for data related and system related optional features.

<u>FEATURES</u>	<u>SERVICE PERIOD</u>					<u>USOC</u>
	<u>Up to 12 Mos.</u>	<u>13 to 24 Mos.</u>	<u>25 to 36 Mos.</u>	<u>37 to 48 Mos.</u>	<u>49 to 60 Mos.</u>	
Authorization Codes	\$ 194.14	\$ 187.91	\$ 180.39	\$ 156.25	\$ 142.23	AUA
Auto. Adv. Rtg. Ea. Argt.	5.71	5.45	5.19	4.93	4.67	UOD
ARS Basic, Each Line	0.52	0.47	0.42	0.36	0.31	AS4
ARS Deluxe	1479.44	1478.40	1476.32	1465.94	1453.48	AB8
Expensive Rte Warn. Tone	16.61	16.09	15.31	13.50	12.20	A7Q
Time of Day Routing	5.19	4.98	4.78	4.15	3.74	ATB
Call Back Queueing	2.60	2.49	2.39	2.08	1.87	QDR
Calling Name Disp, Ea. Line	1.25	1.00	0.95	0.75	0.60	NM3
Carrier Access						
Individual	70.60	69.56	68.52	67.48	66.44	ES2
Group**	1152.40	1129.56	1107.76	1085.96	1064.16	ES2PG
CF Busy/DA Split, Ea. Line	6.49	3.89	3.37	2.86	2.44	SF2
Centralized Attendant Svc.*						
Main Location RLT, Ea.	83.06	80.46	77.09	66.96	60.73	RLEMX
Satellite Loc. RLT, Ea.	166.11	160.92	154.17	133.93	121.47	RLESX

<u>FEATURES</u>	<u>SERVICE PERIOD</u>					<u>USOC</u>
	<u>61 to 72 Mos.</u>	<u>73 to 84 Mos.</u>	<u>85 to 96 Mos.</u>	<u>97 to 108 Mos.</u>	<u>109 to 120 Mos.</u>	
Authorization Codes	\$ 132.89	\$ 126.14	\$ 120.95	\$ 117.32	\$ 114.20	AUA
Auto. Adv. Rtg. Ea. Argt.	4.15	3.89	3.63	3.37	3.11	UOD
ARS Basic, Each Line	0.26	0.21	0.16	0.10	0.05	AS4
ARS Deluxe	1441.02	1437.91	1435.83	1433.75	1432.72	AB8
Expensive Rte Warn. Tone	11.42	10.90	10.38	9.86	9.60	A7Q
Time of Day Routing	3.53	3.32	3.22	3.11	2.06	ATB
Call Back Queueing	1.76	1.66	1.61	1.56	1.51	QDR
Calling Name Disp, Ea. Line	0.55	0.50	0.45	0.40	0.35	NM3
Carrier Access						
Individual	65.41	64.37	63.33	62.29	61.25	ES2
Group**	1043.39	1023.67	1003.94	984.21	965.53	ES2PG
CF Busy/DA Split, Ea. Line	2.08	1.76	1.51	1.30	1.04	SF2
Centralized Attendant Svc.*						
Main Location RLT, Ea.	56.58	53.73	52.95	51.91	51.39	RLEMX
Satellite Loc. RLT, Ea.	113.16	107.45	105.90	103.82	102.78	RLESX

* In addition, rates and charges for either one or two voice grade central office loops per RLT, may apply, as specified in Part B, Section 6 of this Product Guide.

** For each 24 ports or fraction thereof.

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II^R Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

(N)
(N)

D. CENTREX SERVICE (Cont'd)

3. Intellipath II Digital Centrex Service (Cont'd)

e. Rates and Charges (Cont'd)

(4) The following monthly rates apply per system, unless otherwise specified, for data related and system related optional features. (Cont'd)

<u>FEATURES</u>	<u>SERVICE PERIOD</u>					<u>USOC</u>
	<u>Up to 12 Mos.</u>	<u>13 to 24 Mos.</u>	<u>25 to 36 Mos.</u>	<u>37 to 48 Mos.</u>	<u>49 to 60 Mos.</u>	
CCSA Access						
Individual	\$ 65.41	\$ 64.37	\$ 63.33	\$ 62.29	\$ 61.25	ESO
Group**	1,002.90	983.18	964.49	944.76	926.07	ESOPG
Customer System Admin.	160.92	159.88	158.84	155.73	151.58	CEN
Data Call Protection	15.57	15.31	15.05	14.64	14.12	D7NPS
Data Switching### 56 Kbps						
Per Line Equipped	18.17	18.06	17.91	17.70	17.29	DP9
Dial Dictation Access						
Each Arrangement*	57.88	56.06	53.73	46.46	42.57	EWAPS

<u>FEATURES</u>	<u>SERVICE PERIOD</u>					<u>USOC</u>
	<u>61 to 72 Mos.</u>	<u>73 to 84 Mos.</u>	<u>85 to 96 Mos.</u>	<u>97 to 108 Mos.</u>	<u>109 to 120 Mos.</u>	
CCSA Access						
Individual	\$ 60.22	\$ 59.18	\$ 58.14	\$ 57.10	\$ 56.06	ESO
Group**	908.43	890.78	874.16	857.55	840.94	ESOPG
Customer System Admin.	143.79	136.78	135.49	134.45	132.89	CEN
Data Call Protection	13.65	13.24	12.98	12.72	12.46	D7NPS
Data Switching### 56 Kbps						
Per Line Equipped	16.77	16.25	16.09	15.94	15.83	DP9
Dial Dictation Access						
Each Arrangement*	39.45	37.63	36.08	35.04	34.05	EWAPS

* For each 24 ports, or fraction thereof.

Requires a two-wire non-loaded, metallic subscriber loop facility. Where only loaded facilities are available, the Company will, at the customer's request, deload the facilities (when technically feasible) at charges based on cost.

** In addition, rates and charges for one or more voice grade central office loops may apply, per circuit, as specified in Part B, Section 6 of this Product Guide.

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II^R Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

(N)
(N)

D. CENTREX SERVICE (Cont'd)

3. Intellipath II Digital Centrex Service (Cont'd)

e. Rates and Charges (Cont'd)

(4) The following monthly rates apply per system, unless otherwise specified, for data related and system related optional features. (Cont'd)

<u>FEATURES</u>	<u>SERVICE PERIOD</u>					<u>USOC</u>
	<u>Up to 12 Mos.</u>	<u>13 to 24 Mos.</u>	<u>25 to 36 Mos.</u>	<u>37 to 48 Mos.</u>	<u>49 to 60 Mos.</u>	
ETN Access						
Individual	\$ 65.41	\$ 64.37	\$ 63.33	\$ 62.29	\$ 61.25	ABQ
Group**	1,002.90	983.18	964.49	944.76	926.07	ABQPG
EPSCS Access						
Individual	65.41	64.37	63.33	62.29	62.25	EWD
Group**	1,002.90	983.18	964.49	944.76	926.07	EWDPG
Ldspkr Pg Acc, Ea Arg ^t *	20.76	19.99	19.21	16.61	15.05	EWJPS
Meet Me Conference	406.46	394.52	379.46	338.45	310.42	MMJPS
Message Waiting, Ea. Line	0.95	0.85	0.75	0.70	0.55	MLN
Music-On-Hold	280.00	215.00	150.00	125.00	100.00	MHD

<u>FEATURES</u>	<u>SERVICE PERIOD</u>					<u>USOC</u>
	<u>61 to 72 Mos.</u>	<u>73 to 84 Mos.</u>	<u>85 to 96 Mos.</u>	<u>97 to 108 Mos.</u>	<u>109 to 120 Mos.</u>	
ETN Access						
Individual	\$ 60.22	\$ 59.18	\$ 58.14	\$ 57.10	\$ 56.06	ABQ
Group**	908.43	890.78	874.16	857.55	840.94	ABQPG
EPSCS Access						
Individual	60.22	59.18	58.14	57.10	56.06	EWD
Group**	908.43	890.78	874.16	857.55	840.94	EWDPG
Ldspkr Pg Acc, Ea Arg ^t *	14.02	12.98	12.72	12.20	11.94	EWJPS
Meet Me Conference	290.18	276.42	265.78	258.25	253.32	MMJPS
Message Waiting, Ea. Line	0.52	0.50	0.49	0.47	0.45	MLN
Music-On-Hold	90.00	75.00	70.00	65.00	60.00	MHD

** For each 24 ports or fraction thereof.

* In addition, rates and charges for one or more voice grade central office loops may apply, as specified in Part B, Section 6 of this Product Guide.

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II^R Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

D. CENTREX SERVICE (Cont'd)

3. Intellipath II Digital Centrex Service (Cont'd)

e. Rates and Charges (Cont'd)

(4) The following monthly rates apply per system, unless otherwise specified, for data related and system related optional features. (Cont'd)

<u>FEATURES</u>	<u>SERVICE PERIOD</u>					<u>USOC</u>
	<u>Up to 12 Mos.</u>	<u>13 to 24 Mos.</u>	<u>25 to 36 Mos.</u>	<u>37 to 48 Mos.</u>	<u>49 to 60 Mos.</u>	
Music-On-Queue/UCD##, Per Group	\$ 88.87	\$ 87.16	\$ 85.44	\$ 83.78	\$ 81.12	MHBPG
Network Speed Dialing	6.23	5.97	5.71	5.45	4.93	EY3PS
Remote Access, Ea. Argt.	18.95	18.84	18.79	18.69	18.43	RAUCX
Rem. Acc. to CF, Ea. Line	2.00	1.75	1.55	1.40	1.20	FRM
Six-Way Conference, Ea Argt.	91.36	88.25	85.13	77.35	70.60	EQ6PS

(D)
(D)

Tie Line Access, Ea. Individual	61.25	60.22	59.18	58.14	57.10	M63
Group**	892.85	872.09	856.52	840.94	825.37	M63PG

<u>FEATURES</u>	<u>SERVICE PERIOD</u>					<u>USOC</u>
	<u>61 to 72 Mos.</u>	<u>73 to 84 Mos.</u>	<u>85 to 96 Mos.</u>	<u>97 to 108 Mos.</u>	<u>109 to 120 Mos.</u>	
Music-On-Queue/UCD##, Per Group	\$ 80.51	\$ 78.90	\$ 77.40	\$ 75.84	\$ 74.39	MHBPG
Network Speed Dialing	4.41	3.89	3.63	3.37	3.11	EY3PS
Remote Access, Ea. Argt.	18.17	17.91	17.86	17.81	17.75	RAUCX
Rem. Acc. to CF, Ea. Line	1.10	1.00	0.90	0.75	0.60	FRM
Six-Way Conference, Ea Argt.	65.63	62.55	59.96	58.14	56.58	EQ6PS

(D)
(D)

Tie Line Access, Ea. Individual	56.06	55.02	53.99	52.95	51.91	M63
Group**	809.80	794.22	778.65	763.08	747.50	M63PG

In addition, rates and charges for one voice grade central office loop apply, as specified in Part B, Section 6 of this Product Guide.

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(D)
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* In addition, rates and charges for either one or two voice grade central office loops may apply, as specified in Part B, Section 6 of this Product Guide.

** For each 24 ports or fraction thereof.

Effective January 25, 2022, Station Message Detail Recording (SMDR) has been withdrawn from this Product Guide, and Verizon will no longer provide this service as of that date.

(C)
(C)

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II^R Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

(N)
(N)

D. CENTREX SERVICE (Cont'd)

3. Intellipath II Digital Centrex Service (Cont'd)

e. Rates and Charges (Cont'd)

(4) The following monthly rates apply per system, unless otherwise specified, for data related and system related optional features. (Cont'd)

<u>FEATURES</u>	<u>SERVICE PERIOD</u>					<u>USOC</u>
	<u>Up to 12 Mos.</u>	<u>13 to 24 Mos.</u>	<u>25 to 36 Mos.</u>	<u>37 to 48 Mos.</u>	<u>49 to 60 Mos.</u>	
Time of Day Network						
Class of Svc. Routing	\$ 8.82	\$ 8.57	\$ 8.31	\$ 7.27	\$ 7.01	NCH
Trunk Verification From						
a Station Line	32.96	28.03	25.18	23.36	22.58	BTV
UCD, Per Group*	22.06	21.54	19.73	17.91	16.35	A6T
Uniform Numbering Plan	21.80	21.54	20.76	18.17	16.61	UPN
Virtual Number£						
Each Number	8.31	8.05	7.79	7.53	6.75	SXE

<u>FEATURES</u>	<u>SERVICE PERIOD</u>					<u>USOC</u>
	<u>61 to 72 Mos.</u>	<u>73 to 84 Mos.</u>	<u>85 to 96 Mos.</u>	<u>97 to 108 Mos.</u>	<u>109 to 120 Mos.</u>	
Time of Day Network						
Class of Svc. Routing	\$ 6.49	\$ 6.23	\$ 5.97	\$ 5.71	\$ 5.19	NCH
Trunk Verification From						
a Station Line	21.54	20.50	19.73	19.21	18.69	BTV
UCD, Per Group*	15.31	14.53	14.02	13.76	13.50	A6T
Uniform Numbering Plan	14.53	13.76	13.24	12.98	12.72	UPN
Virtual Number£						
Each Number	6.49	6.23	5.97	5.71	5.45	SXE

* In addition, rates and charges for one signal grade central office loop may apply, per busy lamp or make busy key, as specified in Part B, Section 6 of this Product Guide.

£ NOTE: (1) The End User Common Line Charge and Exchange Access Charge do not apply.
(2) A Service Order Charge and Central Office Line Charge apply, as specified in Part B, Section 12 of this Product Guide.

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II^R Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

D. CENTREX SERVICE (Cont'd)

3. Intellipath II Digital Centrex Service (Cont'd)

e. Rates and Charges (Cont'd)

(4) The following monthly rates apply per system, unless otherwise specified, for data related and system related optional features. (Cont'd)

FEATURES

Monthly Rate

Non-Recurr. Charge ¹

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(D)

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Customer Moves and Changes (CMAC)

Per Intellipath II Digital Centrex Service System

Line Size

2 - 200 Lines

\$95.00

\$800.00

Over 200 Lines

ICB Basis

ICB Basis

Multipath Call Forwarding (1 - 5 paths),

Per path

\$6.50

\$0.00

¹ Applies in addition to appropriate service connection charges as specified in Part B, Section 12 of this Product Guide.

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(D)

]

Effective January 25, 2022, Station Message Detail Recording (SMDR) has been withdrawn from this Product Guide, and Verizon will no longer provide this service as of that date.

(C)

(C)

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II^R Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

(N)
(N)

D. CENTREX SERVICE (Cont'd)

3. Intellipath II Digital Centrex Service (Cont'd)

e. Rates and Charges (Cont'd)

- (5) The following monthly rates apply per system, unless other wise specified, for attendant related optional features associated with a data link console. Console common equipment charges apply for each console provided by the customer.

<u>FEATURES</u>	<u>SERVICE PERIOD</u>					<u>USOC</u>
	<u>Up to 12 Mos.</u>	<u>13 to 24 Mos.</u>	<u>25 to 36 Mos.</u>	<u>37 to 48 Mos.</u>	<u>49 to 60 Mos.</u>	
Attendant Access to Paging Per Arrangement*	\$ 11.42	\$ 11.76	\$ 10.90	\$ 9.60	\$ 8.82	2UUX1
Attendant Call Entry Detail	62.81	60.99	58.66	52.43	48.02	AT3
Attendant Conference	3.37	3.22	3.11	2.86	2.60	EQ6
Common Attendant Features	30.89	30.83	30.78	30.42	30.11	CZAPC
Console Common Equipment Per Customer	175.46	175.20	174.68	173.64	173.12	EDK
Per Console**	188.43	188.17	187.65	186.36	185.06	EDM
Interposition Calling	12.98	12.46	11.16	10.12	9.34	ACTAC

<u>FEATURES</u>	<u>SERVICE PERIOD</u>					<u>USOC</u>
	<u>61 to 72 Mos.</u>	<u>73 to 84 Mos.</u>	<u>85 to 96 Mos.</u>	<u>97 to 108 Mos.</u>	<u>109 to 120 Mos.</u>	
Attendant Access to Paging Per Arrangement*	\$ 8.31	\$ 7.79	\$ 7.53	\$ 7.27	\$ 7.01	2UUX1
Attendant Call Entry Detail	44.90	42.83	41.27	39.97	39.19	AT3
Attendant Conference	2.34	2.18	2.08	1.97	1.92	EQ6
Common Attendant Features	29.69	29.28	29.23	29.17	29.12	CZAPC
Console Common Equipment Per Customer	170.26	168.19	167.67	166.89	166.53	EDK
Per Console**	183.24	181.43	180.91	180.39	180.13	EDM
Interposition Calling	8.82	8.31	7.79	7.53	7.27	ACTAC

* In addition, rates and charges for one voice grade central office loop applies, per arrangement, as specified in Part B, Section 6 of this Product Guide.

** In addition, rates and charges for 3 voice grade central office loops apply, per console, as specified in Part B, Section 6 of this Product Guide.

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II^R Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

(N)
(N)

D. CENTREX SERVICE (Cont'd)

3. Intellipath II Digital Centrex Service (Cont'd)

e. Rates and Charges (Cont'd)

(5) The following monthly rates apply per system, unless otherwise specified, for attendant related optional features associated with a data link console. Console common equipment charges apply for each console provided by the customer. (Cont'd)

<u>FEATURES</u>	<u>SERVICE PERIOD</u>					<u>USOC</u>
	<u>Up to 12 Mos.</u>	<u>13 to 24 Mos.</u>	<u>25 to 36 Mos.</u>	<u>37 to 48 Mos.</u>	<u>49 to 60 Mos.</u>	
Night Service						
Fixed*	\$3.89	\$3.79	\$3.63	\$3.11	\$2.86	NS6ES
Flexible	2.08	2.02	1.97	1.71	1.56	FRG
TAAS*	2.86	2.75	2.65	2.28	2.08	NTU
Position Busy	1.76	1.71	1.61	1.45	1.25	CXJPT
Speed Dialing						
Per Customer	3.11	3.01	2.91	2.60	2.44	ESHPS
Per Number List						
30	1.56	1.51	1.45	1.40	1.30	E3DPC
50	1.82	1.76	1.71	1.66	1.56	E58PC
70	2.08	2.02	1.97	1.92	1.82	E78PC

<u>FEATURES</u>	<u>SERVICE PERIOD</u>					<u>USOC</u>
	<u>61 to 72 Mos.</u>	<u>73 to 84 Mos.</u>	<u>85 to 96 Mos.</u>	<u>97 to 108 Mos.</u>	<u>109 to 120 Mos.</u>	
Night Service						
Fixed*	\$2.70	\$2.49	\$2.44	\$2.39	\$2.34	NS6ES
Flexible	1.40	1.35	1.30	1.25	1.19	FRG
TAAS*	1.92	1.82	1.76	1.71	1.66	NTU
Position Busy	1.09	0.99	0.88	0.83	0.78	CXJPT
Speed Dialing						
Per Customer	2.28	2.18	2.08	1.97	1.87	ESHPS
Per Number List						
30	0.99	0.67	0.62	0.57	0.52	E3DPC
50	1.25	0.93	0.88	0.83	0.78	E58PC
70	1.51	1.19	1.14	1.09	1.04	E78PC

* In addition, one signal grade central office loop applies as specified in Part B, Section 6 of this Product Guide.

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II^R Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

(N)
(N)

D. CENTREX SERVICE (Cont'd)

3. Intellipath II Digital Centrex Service (Cont'd)

e. Rates and Charges (Cont'd)

(5) The following monthly rates apply per system, unless otherwise specified, for attendant related optional features associated with a data link console. Console common equipment charges apply for each console provided by the customer. (Cont'd)

<u>FEATURES</u>	<u>SERVICE PERIOD</u>					<u>USOC</u>
	Up to <u>12 Mos.</u>	13 to <u>24 Mos.</u>	25 to <u>36 Mos.</u>	37 to <u>48 Mos.</u>	49 to <u>60 Mos.</u>	
Traffic Measurements						
Per Console	\$37.17	\$36.44	\$35.71	\$35.04	\$34.31	TQDPC
Per Customer	51.91	48.80	46.72	41.53	36.34	TQDPS
UCD From Queue	1.82	1.76	1.71	1.56	1.40	UCP
Wild Card Key	2.60	2.54	2.49	2.28	2.13	WCAPC

<u>FEATURES</u>	<u>SERVICE PERIOD</u>					<u>USOC</u>
	61 to <u>72 Mos.</u>	73 to <u>84 Mos.</u>	85 to <u>96 Mos.</u>	97 to <u>108 Mos.</u>	109 to <u>120 Mos.</u>	
Traffic Measurements						
Per Console	\$33.64	\$33.01	\$32.34	\$31.72	\$31.09	TQDPC
Per Customer	33.22	31.15	29.07	26.99	25.96	TQDPS
UCD From Queue	1.30	1.19	1.14	1.09	1.04	UCP
Wild Card Key	1.97	1.82	1.71	1.66	1.61	WCAP

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II^R Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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D. CENTREX SERVICE (Cont'd)

3. Intellipath II Digital Centrex Service (Cont'd)

e. Rates and Charges (Cont'd)

(6) The following monthly rates apply, per system, for attendant related optional features associated with a non-data link console.

<u>FEATURES</u>	<u>SERVICE PERIOD</u>					<u>USOC</u>
	<u>Up to 12 Mos.</u>	<u>13 to 24 Mos.</u>	<u>25 to 36 Mos.</u>	<u>37 to 48 Mos.</u>	<u>49 to 60 Mos.</u>	
Attendant Camp-On	\$ 2.08	\$ 2.02	\$ 1.97	\$ 1.87	\$ 1.76	CM2CP
Attendant Conference	14.02	13.50	12.98	11.76	10.38	EDH
Control of Trunk						
Group Access*	6.23	6.07	6.02	5.09	4.83	AE2
Direct Station Selection	6.23	6.07	5.81	5.09	4.83	P4NPC
Incoming Call Identif.**	11.68	11.76	10.90	9.34	8.57	DK8PC
Multiple Console Operation	2.08	2.02	1.97	1.87	1.76	CXHAP
Night Service**						
Fixed	4.15	3.89	3.63	3.11	2.86	NF5
TAAS	3.11	3.01	2.91	2.54	2.34	75B
Through Dialing	1.56	1.51	1.45	1.40	1.30	THD
Trunk Group Busy Ind.*	10.38	10.12	9.86	9.34	8.57	EDSVT

<u>FEATURES</u>	<u>SERVICE PERIOD</u>					<u>USOC</u>
	<u>61 to 72 Mos.</u>	<u>73 to 84 Mos.</u>	<u>85 to 96 Mos.</u>	<u>97 to 108 Mos.</u>	<u>109 to 120 Mos.</u>	
Attendant Camp-On	\$1.61	\$1.45	\$1.40	\$1.35	\$1.30	CM2CP
Attendant Conference	9.60	9.08	8.82	8.57	8.31	EDH
Control of Trunk						
Group Access*	4.57	4.31	4.15	4.00	3.89	AE2
Direct Station Selection	4.57	4.31	4.15	4.00	3.89	P4NPC
Incoming Call Identif.**	8.05	7.53	7.27	7.01	6.75	DK8PC
Multiple Console Operation	1.61	1.45	1.40	1.35	1.30	CXHAP
Night Service**						
Fixed	2.60	2.44	2.34	2.28	2.23	NF5
TAAS	2.08	1.97	1.87	1.76	1.66	75B
Through Dialing	0.99	0.67	0.62	0.57	0.52	THD
Trunk Group Busy Ind.*	7.79	7.01	6.75	6.49	6.23	EDSVT

* In addition, one signal grade central office loop applies, per trunk group, as specified in Part B, Section 6 of this Product Guide.

** In addition, one signal grade central office loop applies as specified in Part B, Section 6 of this Product Guide.

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II^R Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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D. CENTREX SERVICE (Cont'd)

3. Intellipath II Digital Centrex Service (Cont'd)

e. Rates and Charges (Cont'd)

(7) The following monthly rates apply, per line equipped, unless otherwise specified, for Electronic Telephone Service optional features.*

<u>FEATURES</u>	<u>SERVICE PERIOD</u>					<u>USOC</u>
	<u>Up to 12 Mos.</u>	<u>13 to 24 Mos.</u>	<u>25 to 36 Mos.</u>	<u>37 to 48 Mos.</u>	<u>49 to 60 Mos.</u>	
Add On Module, Per Module	\$1.61	\$1.56	\$1.51	\$1.30	\$1.19	ADY
Automatic Line	1.56	1.51	1.45	1.40	1.30	DOKPK
Basic ETS Common Features**	7.11	6.07	5.45	5.09	4.88	CZBPK
Call Arrangements	3.01	2.91	2.80	2.44	2.23	MAG
Display Features, Per Set	1.51	1.45	1.40	1.35	1.25	DK8PK
Group Intercom, Per Group	2.08	1.97	1.87	1.71	1.56	DXHPG
Intercom, Per Intercom Arrgt.	1.51	1.45	1.40	1.35	1.25	DXHPK

<u>FEATURES</u>	<u>SERVICE PERIOD</u>					<u>USOC</u>
	<u>61 to 72 Mos.</u>	<u>73 to 84 Mos.</u>	<u>85 to 96 Mos.</u>	<u>97 to 108 Mos.</u>	<u>109 to 120 Mos.</u>	
Add On Module, Per Module	\$1.14	\$1.09	\$1.04	\$.99	\$.93	ADY
Automatic Line	.99	.67	.62	.57	.52	DOKPK
Basic ETS Common Features**	4.67	4.46	4.36	4.26	4.15	CZBPK
Call Arrangements	2.08	1.97	1.87	1.82	1.76	MAG
Display Features, Per Set	1.14	.99	.78	.73	.67	DK8PK
Group Intercom, Per Group	1.35	1.25	1.19	1.14	1.09	DXHPG
Intercom, Per Intercom Arrgt.	1.09	.99	.88	.83	.78	DXHPK

* Intellipath II Digital Centrex Service Electronic Telephone Service Features are no longer available to new subscribers. Existing subscribers may continue to make moves, additions and changes at existing locations only, but cannot establish service at new locations.

** One Basic ETS Common Features package is required per line equipped for ETS.

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II^R Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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D. CENTREX SERVICE (Cont'd)

3. Intellipath II Digital Centrex Service (Cont'd)

e. Rates and Charges (Cont'd)

(8) Line Related Rates

The following rates apply for line related optional features and are available on a month-to-month basis. Customers negotiating new customer specific pricing based contracts and seeking rates for these features to be co-terminous with their Intellipath II service period can do so on a customer specific basis.

	<u>Monthly Rate</u> <u>Per Line</u>	<u>USOC</u>
Call Park	\$ 0.26	CP9
Executive Busy Override	1.04	E72
Hot Line	.26	ETV
Last Number Dialed	.52	LNQ
Speed Dialing -		
Individual:	<u>Per List</u>	
- 8 Number List	\$.52	E8C
- 10 " "	.78	E18
- 30 " "	1.04	E3D
- 50 " "	1.19	E58
- 70 " "	1.56	E78
Group:	<u>Per User</u> <u>Line</u>	<u>Per Control</u> <u>Line</u>
- 70 " "	\$1.04 E78PG	\$3.11 E78AL

When Intellipath II numbers are reserved the following rate applies:

	<u>Monthly Rate</u>	<u>USOC</u>
Number Reservation, per number	\$ 3.11	RNCRN
Minimum - Group of 10 numbers		
Maximum - Not to exceed 10% of total lines in service		

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II^R Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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D. CENTREX SERVICE (Cont'd)

3. Intellipath II Digital Centrex Service (Cont'd)

e. Rates and Charges (Cont'd)

(9) Optional Lump Sum Payments

The customer has the option of making a partial lump sum payment (PLSP) or total lump sum payment (TLSP) at the time of installation or at any other time during the term of the service period selected.

For partial payments, the sum payable will be a minimum of \$10,000.00 and may be increased in increments of \$10,000.00. The partial payment will reduce the Intellipath II monthly rate per line by the monthly annuity amount per line of the lump sum payment. The partial lump sum payment will be determined on a customer specific pricing basis.

The total lump sum payment will be determined on a customer specific pricing basis.

(10) Conversions

When an Intellipath II Digital Centrex Service customer with a payment option other than month-to-month, upgrades to any of the services listed below under a term commitment of equal or greater revenue value than the remaining value of the current Centrex term commitment, termination charges will not apply. The revenue value of a term commitment means the minimum amount that the customer would be required to pay the Company pursuant to the commitment over the entire term of the commitment (or over the remainder of the term, if the commitment period has already begun).

- Flexpath Digital PBX Service
- Superpath[®] 1.5 Megabit/Sec Service
- ISDN Primary Service
- High Capacity 44.736 mbps Service (FCC #11)
- Intellilight SONET (FCC #11)
- Frame Relay (This Product Guide / FCC#20)

The order for the new service and the order for the disconnection of the Centrex system must be received by the Company at the same time.

Appropriate nonrecurring charges apply for the replacement service.

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II^R Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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D. CENTREX SERVICE (Cont'd)

3. Intellipath II Digital Centrex Service (Cont'd)

e. Rates and Charges (Cont'd)

(11) Subsequent Additions

- (a) After initially subscribing to Intellipath II service with a particular number of lines and set of features and for a selected term commitment, a customer may add lines or features by placing an order with the Company.
- (b) A customer ordering additional lines must specify the number of lines and the features and must select a term commitment. The term commitment for the additional lines may be from 12 to 120 months and may end before or after the term commitment for the lines in the initial subscription. Customers with 5-99 lines shall pay rates shown in Paragraph D.3.e(1) of this Section. Customers with 100 or more lines who later add up to 99 lines shall pay rates specified in Paragraph D.3.e.(2)(c) of this Section preceding, and customers who later add 100 or more lines will have the rates for those additional lines determined on a customer specific pricing basis.
- (c) A customer ordering additional features for existing lines must specify the features and must select a term commitment. The term commitment for the additional features may be from 12 to 120 months, provided however that the term commitment for the additional features may not extend beyond the end of the term commitment for the existing lines. The rates and charges for the additional features shall be those in effect at the time the order is placed.

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II^R Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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D. CENTREX SERVICE (Cont'd)

3. Intellipath II Digital Centrex Service (Cont'd)

e. Rates and Charges (Cont'd)

(11) Subsequent Additions (Cont'd)

(d) Customers in the 5-99 line category whose line growth exceeds 99 lines have the option to:

- pay for all lines in excess of 99, under the 5-99 line rate in effect at the time of addition;

or

- pay for all lines installed, including those to be added, on a customer specific pricing basis. If the customer chooses this option: no termination charge applies to the old 5-99 line service period; the customer must select, for all lines in service, a new term commitment that may not end before the old 5-99 line term commitment; and all rates, terms and conditions applicable to customers with 100 or more lines apply.

(12) Change of Customer

(a) Complete Assignment

At the sole discretion, and with the written permission of the Company and with no lapse or change in service or equipment, the obligation to pay the remaining monthly rates of the selected term commitment may be assigned to another customer for a fee of \$519.10, to be paid by the new customer. This fee covers the Company's administrative expenses. In addition to assuming the responsibility to pay the monthly rates for the remainder of the selected term commitment, the new customer assumes the conditions applicable to the offering at the time of assignment.

(b) Partial Assignment

At the sole discretion, and with the written permission of the Company and with no lapse or change in service, equipment or facilities, the customer may assign a portion of lines in service to a new customer on the same premises as the original customer. This assignment must be made in groups of 100 numbers. After the partial assignment, the monthly recurring charges to the original customer and the new customer and all other terms and conditions of the service remain the same as before the partial assignment. The administrative costs and all other non-recurring costs associated with the partial assignment will be calculated on a customer specific pricing basis and will be billed to the new customer.

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II^R Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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D. CENTREX SERVICE (Cont'd)

3. Intellipath II Digital Centrex Service (Cont'd)

e. Rates and Charges (Cont'd)

(13) Increase in Length of Term Commitment

Subsequent to the establishment of service furnished under a selected term commitment and prior to the completion of that period, the existing term commitment may be replaced by another term commitment (minimum 12 month extension) at the prevailing rates specified in Paragraph D.3.e.(1) or e.(2) of this Section preceding, subject to the following conditions:

- (a) No credit will be given for payments made during the formerly selected term commitment. However, nonrecurring charges will not be reapplied.
- (b) The new service period begins with the date requested.
- (c) No termination charge applies for an increase in the length of the term commitment provided that the customer does not decrease the number of lines in service. Otherwise, a termination charge applies for the former term commitment.
- (d) A record order charge applies as specified in Part B, Section 12 of this Product Guide for an increase in the length of the term commitment.

(14) Renewal Options

The customer has the following renewal options:

- (a) Prior to completion of the current term commitment, the customer may select any term commitment offered, provided the new term commitment equals or exceeds the remaining number of months on the original commitment with no decrease in the number of lines.
- (b) If the customer does not elect an additional term commitment and does not request discontinuance of service, service will be continued at the customer's current monthly rate for a maximum of 12 additional months. If the customer wishes to continue service after the additional 12 months, the following monthly rates apply:

Monthly Rates, Per Line

Customers with 100 or More Lines	\$14.75
Customers with 5-99 lines	\$19.63

- (c) A record order charge applies as specified in Part B, Section 12 of this Product Guide for the renewal option.

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II^R Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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D. CENTREX SERVICE (Cont'd)

3. Intellipath II Digital Centrex Service (Cont'd)

e. Rates and Charges (Cont'd)

(15) Relocation of Lines

A customer will be permitted to relocate all or part of his lines to another location served by the Company, or any other Verizon Telephone operating company, provided that the relocation does not result in less than 5 lines at any one location, subject to the availability of facilities. A relocation will not be considered a termination of service. A relocation charge will apply based on costs incurred by the Company. The line rate at the new location will be determined on a customer specific pricing basis using incremental costs. A Relocation of Lines may be combined with a Conversion according to the provisions specified in Paragraph D.3.e.(11)(b) of this Section preceding.

(16) Deletion of Lines

When developing a customer specific pricing proposal for a new customer, with 1000 lines or more, who intends to subscribe to a service period of at least five years in duration, the Company may offer the customer the option to delete all or part of the service. Lines deleted by the customer under a deletion option, agreed upon prior to cutover, are not subject to termination charges as specified in Paragraph D.3.d.(5) of this Section preceding. Deleted lines and associated features are subject to deletion charges, and the deletion charge will be stated in the service agreement. Customers will not be permitted to delete the entire service until at least 60 months of the service period has expired. The deletion option will be at specific intervals of time, for specific amounts of lines and will be stated in the service agreement.

(17) Non-Recurring Charges

Service Connection Charges (SCCs), as specified in Part B, Section 12 of this Product Guide with the exception of the Central Office Line Charges which are as follows, apply to the installation of Intellipath II Service lines on a month-to-month basis. SCCs do not apply to the initial installation of Intellipath II lines under a term commitment.

1 to 99 Lines Connected, Ea. Line	\$50.05
Each Line over 99 Lines, Ea.	35.90#

Non-recurring charges apply for the preparation and entry of translations that activate, change or rearrange features. The charges in Paragraphs D.3.e.(17)(a) and (b) of this Section following apply in addition to other applicable non-recurring charges and one or more may apply at the same time.

(a) <u>Standard Features</u>	<u>Installation</u>	<u>Installation</u>
Automatic Call Back	NONE	\$7.27*
Call Forwarding	"	7.27*
° All Calls	"	7.27*
° Busy	"	7.27*
° Don't Answer	"	7.27*
Call Hold	"	7.27*
Call Pick-Up	"	7.27*

* One charge applies on a per line basis for all features activated, changed or rearranged at the same time.

This discount applies for lines ordered to be connected at one time on the same premises for the same customer, and when such lines terminate in different buildings.

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II^R Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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D. CENTREX SERVICE (Cont'd)

3. Intellipath II Digital Centrex Service (Cont'd)

e. Rates and Charges (Cont'd)

(17) Non-Recurring Charges

(a) Standard Features (Cont'd)

<u>Standard Features</u>	<u>Initial Installation</u>	<u>Subsequent Installation</u>	<u>USOCS</u>
Call Waiting			
• Dial	NONE	\$ 7.27*	RXR
• Incoming	"	7.27*	RXR
• Intra Group	"	7.27*	RXR
• Originating	"	7.27*	RXR
Code Restriction	\$186.88	114.20	3DS/6DS
Dial Transfer			
Arrangement on Incoming Trunk Groups	77.87	77.87	YYO
Directed Call Pick-Up			
• With Barge-In	NONE	7.27*	
• Without Barge-In	"	7.27*	
Distinctive Call			
Waiting Tones	"	7.27*	
Inside/Outside Ringing	"	7.27*	
Enhanced Call Forwarding/Don't Answer	"	7.27*	HFG
Hunting	NONE	Rewire Charge (see Part B, Sec. 13 of this Product Guide)	
Line Treatments-Standard and Supplemental, per line	"	Rewire Charge (see Part B, Sec. 13 of this Product Guide)	
Line Treatments-Supplemental, per arrgt.	77.87	77.87	SG92X
(b) <u>Optional Features</u>			
<u>Line Related Features</u>			
Call Park	NONE	7.27*	CP9
Executive Busy			
Override	"	7.27*	E72
Hot Line	"	7.27*	ETV
Last Number Dialed	"	7.27*	LNQ
Speed Dialing			
• Group	"	7.27*	E78PG/E78AL
• Individual	"	7.27*	E8C/E18/ E3D/E58/ E78

* One charge applies on a per line basis for all features activated, changed or rearranged at the same time.

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II^R Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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D. CENTREX SERVICE (Cont'd)

3. Intellipath II Digital Centrex Service (Cont'd)

e. Rates and Charges (Cont'd)

(17) Non-Recurring Charges

(b) Optional Features (Cont'd)

<u>System Related Features</u>	<u>Initial Installation</u>	<u>Subsequent Installation</u>	<u>USOCS</u>
(i) Common Control Switching Arrangement Access			
° Individual termination	\$ 57.10	\$ 57.10	ESO
° Group termination	207.64	207.64	ESOPG
° Routing pattern	NONE	166.11	READW
(ii) Electronic Tandem Network Access			
° Individual termination	57.10	57.10	ABQ
° Group termination	207.64	207.64	ABQPG
° Routing pattern	NONE	166.11	READW
(iii) Enhanced Private Switched Communications Service Access			
° Individual termination	57.10	57.10	EWD
° Group termination	207.64	207.64	EWDPG
° Routing pattern	NONE	166.11	READW
(iv) Tie Line Access			
° Individual termination	57.10	57.10	M63
° Group termination	207.64	207.64	M63PG
° Activation or Rearrangement of Options	129.78	93.44	READ1
° Rearrangement of Facilities	NONE	145.35	READ2
(v) Carrier Access			
° Individual termination	57.10	57.10	ES2
° Group termination	207.64	207.64	ES2PG
(vi) Dial Dictation Access			
° Per dial access code including initial circuit	57.10	57.10	EWAPS
° Per additional circuit	25.96	46.72	EWB

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II^R Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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D. CENTREX SERVICE (Cont'd)

3. Intellipath II Digital Centrex Service (Cont'd)

e. Rates and Charges (Cont'd)

(17) Non-Recurring Charges

(b) Optional Features (Cont'd)

System Related Features (Cont'd)

<u>System Related Features</u>	<u>Initial Installation</u>	<u>Subsequent Installation</u>	<u>USOCS</u>
(vii) Loudspeaker Paging Access ° Per circuit	\$ 77.87	\$ 77.87	EWJPS
(viii) Remote Access ° Per arrangement	51.91	51.91	RAUCX
(ix) Six-Way Conference ° Per arrangement	51.91	51.91	EQ6PS
(x) Time of Day Network Class of Service Routing ° Per pattern	NONE	72.67	A4T
(xi). Uniform Numbering Plan ° Per RNX, per system ° Routing pattern	228.40 NONE	228.40 166.11	READR READW
(xii). Authorization Codes Feature activation ° Per 100 codes or fraction ° Per line	83.06 NONE	51.91 3.63	AHN AJN
(xiii) Automatic Route Selection- Basic and Deluxe Feature Activation ° Per pattern ° Time of day routing table ° Expensive route warning tone Rearrangement or change ° Per pattern ° Facility restriction level, per line	228.40 311.46 145.35 NONE NONE	228.40 311.46 145.35 109.01 3.63	AHD ATB A7Q RCHAZ RCHFZ

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II^R Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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D. CENTREX SERVICE (Cont'd)

3. Intellipath II Digital Centrex Service (Cont'd)

e. Rates and Charges (Cont'd)

(b) Optional Features (Cont'd)

System Related Features (Cont'd)

<u>System Related Features</u>	<u>Initial Installation</u>	<u>Subsequent Installation</u>	<u>USOCS</u>
(xiv) Station Message Detail Recording to Premises			
° Feature Activation	\$ 6,229.20	\$ 6,229.20	SMD
° Per Group of Facilities	NONE	67.48	MQ81X
° Per Line	NONE	3.63	MQ8
(xv) Automatic Advance Routing			
° Per Arrangement	166.11	166.11	UOD
(xvi) Centralized Attendant Service			
° Per Arrangement	166.11	166.11	VATPA
° Per Circuit	57.10	57.10	VAT
(xvii) Trunk Verification from a Station Line			
° Feature Activation	166.11	166.11	BTv
(xviii) Customer System Administration			
° Feature Activation	7,267.40	7,267.40	CEN
° Per Line	NONE	5.19	SRALC
Customer request to restore the database			
° Per line	NONE	5.19#	FN6DC
(xix) Call Forwarding Busy/Don't Answer Split			
	"	7.27*	SF2
(xx) Music-on-Queue-UCD	62.29	62.29	
(xxi) Calling Name Display	7.27	7.27*	NM3
(xxii) Message Waiting	NONE	10.40	MLN
(xxiii) Music-On-Hold	70.00	70.00	MHD
(xxiv) Rem. Acc to CF Per Line	7.27	7.27*	FRM

Up to a maximum of \$7,267.40

* One charge applies on a per line basis for all features activated, changed or rearranged at the same time.

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II^R Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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D. CENTREX SERVICE (Cont'd)

3. Intellipath II Digital Centrex Service (Cont'd)

e. Rates and Charges (Cont'd)

(17) Non-Recurring Charges

(b). Optional Features (Cont'd)

	<u>Initial Installation</u>	<u>Subsequent Installation</u>	<u>USOCS</u>
<u>Attendant Related Features</u>			
(i) Data Link Console			
Console Common Equipment			
• Per Customer	\$181.69	\$72.67	EDK
• Per Console	192.07	41.53	EDM
Attendant Access to Paging	33.22	33.22	2UUX1
Attendant Speed Dialing	43.60	43.60	ESHPS
Attendant Conference	55.02	55.02	EQ6
Interposition Calling	33.22	33.22	ACTPC
Night Service			
• Fixed	44.64	44.64	NS6ES
• Flexible	44.64	44.64	FRG
• Trunk Answer from Any Station (TAAS)	53.99	53.99	NTU
Position Busy	41.53	41.53	CXJPT
Traffic Measurements	259.55	259.55	TQDPC/TQDPS
Uniform Call Distribution			
From Queue	55.02	55.02	UCP
Wild Card Key	44.64	44.64	WCAPC
Common Attendant Features	33.22	33.22	CZAPC
(ii) Non-data Link Console			
Attendant Camp-on	44.64	44.64	CM2CP
Attendant Conference	55.02	55.02	EDH
Control of Trunk Group Access,			
Per Trunk Group	44.64	44.64	AE2
Direct Station Selection	24.92	24.92	P4NPC
Incoming Call Identification,			
Per Trunk Group	53.99	53.99	DK8PC
Multiple Console Operation	53.99	53.99	CKHAP
Night Service			
• Fixed	44.64	44.64	NF5
• Trunk Answer from Any Station (TAAS)	44.64	44.64	75B
Through Dialing	66.44	66.44	THD
Trunk Group Busy Indication, Per Trunk Group	53.99	53.99	EDSVT

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II^R Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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D. CENTREX SERVICE (Cont'd)

3. Intellipath II Digital Centrex Service (Cont'd)

e. Rates and Charges (Cont'd)

(17) Non-Recurring Charges

(b) Optional Features (Cont'd)

<u>Electronic Telephone Service Features (ETS)*</u>	<u>Initial Installation</u>	<u>Subsequent Installation</u>	<u>USOC</u>
Add On Module, per module	\$20.76	\$20.76	ADY
Automatic Line	20.76	20.76	DOKPK
Basic ETS Service Including Common Features	20.76	20.76	CZBPK
° Automatic Answer Back			
° Call Forwarding on a Secondary Number			
° Critical Call Hold			
° Feature Access			
Call Arrangements	20.76	20.76	MAG
° Multiple Appearance of Intellipath II Lines			
° Multiple Call Arrangement			
° Single Call Arrangement			
° Privacy Release			
Display Features, per set	20.76	20.76	DK8PK
° Display Call Number			
° Display Calling Number			
° Feature Display			
° Time Key			
Group Intercom, per group	20.76	20.76	DXHPG
Intercom, per intercom arrangement	20.76	20.76	DXHPK
Change from Intellipath II line to an Intellipath II line with ETS features	NONE	Rewire Charge (see Part B, Sec. 13 of this Product Guide)	
<u>Data Related Feature</u>			
Data Switching 56 Kbps	2076.40	2076.40	DP9

* One charge applies on a per line basis for all features activated, changed or rearranged at the same time.

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II^R Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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D. CENTREX SERVICE (Cont'd)

3. Intellipath II Digital Centrex Service (Cont'd)

e. Rates and Charges (Cont'd)

(18) Service Periods From 121 Months through 180 Months

When subscribing to Intellipath II service for 1000 lines or more, the customer may subscribe for a service period of up to 180 months. If the customer subscribes to Intellipath II service for 121 months or more, the Company may adjust the customer specific price based upon the following review.

In the ninth year of the service period, the Company will review the forecasted Consumer Price Index for Urban Wage Earners and Clerical Workers in the New York Metropolitan Region for the 121st month through the end of the service period ("Forecasted CPI-W"). The Company shall calculate an average annual Forecasted CPI-W and compare the average annual Forecasted CPI-W to the inflation rate used by the Company to develop the initial customer specific price. If the average annual Forecasted CPI-W is greater or less than the inflation rate used to develop the customer specific price by more than fifty (50) basis points, the initial customer specific price shall be adjusted on a customer specific basis to reflect the change in the inflation rate. The new customer specific price shall be effective as of the 121st month of the service period and shall remain in effect for the remainder of the service period.

Upon notification to the customer of the new customer specific price, the customer shall have the option of either continuing Intellipath II service at the new customer specific price, or terminating service after the 120th month subject to termination charges based upon the initial customer specific price. If the customer elects to terminate Intellipath II service, the customer shall so notify the Company in writing no later than thirty (30) days from the date the customer was informed of the new customer specific price. Failure by the customer to provide such written notification to the Company in a timely manner shall be deemed to be acceptance of the new customer specific price.

(19) Individual Case Billing Arrangements - For Customers with 5-99 Lines

Prices for Intellipath II Service may be determined on an individual case basis using relevant costs. Individual case basis prices will be made available to similarly situated customers on a non-discriminatory basis.

The Company will post the following information following the implementation of an individual case billing arrangement:

- (1) Customer Identification;
- (2) Service Description;
- (3) Rates and Charges;
- (4) Length of Agreement.

CENTREX AND PBX SERVICES

D. CENTREX SERVICE (Cont'd)

4. Intellismartsm Service

a. General

INTELLISMART Service is a set of call management features which utilize the capabilities of Common Channel Signaling/SS7 (CSS7) technology including, the network's ability to forward a calling number between the originating and terminating central offices. The provision of this service is dependent on the installation of appropriate hardware and software for these features in a customer's central office and on the availability of CCS7 between the originating and terminating central office.

The INTELLISMART Service features:

- (1) Caller ID – Number Only - Provides the telephone number from which the call originates (the calling number), including telephone numbers associated with non-published and non-listed service, for non-blocked calls to the called party subject to technical and other limitations, including the availability of the number for forwarding. The calling number is displayed on customer provided premises equipment attached to the customer's telephone line.

The display of calling number information is subject to the caller's use of Number Restriction features, as well as certain other limitations as specified in Part B, Section 2.H of this Product Guide.

- (2) *69 - Automatically returns the most recent incoming call, even if it is not answered. This is accomplished by the customer dialing a special code. If the called number is busy, the call will be attempted for a maximum of 30 minutes without tying up the end-user's telephone. Should the line become idle during this process and the *69 customer's line is available to complete the call, then a distinctive ringing signal will alert the *69 customer that the call can be completed.
- (3) Call Trace - Allows a customer to initiate a trace of the most recent incoming call by dialing a special code immediately after terminating the call. The Company's central office equipment records and stores the incoming call message detail (date and time of the call and telephone number) provided that the call was completed over suitably equipped facilities and the customer has not received another call after the call to be traced was terminated. The results of the trace are not provided to the customer directly, but are automatically reported to the Company's Annoyance Call Bureau where they can be obtained by an appropriate law enforcement agency when the customer files a complaint. The Company is not liable for damages if a trace attempt is not successful. Additional limitations of liability provisions are contained in Part A, Section 1 of this Product Guide.

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CENTREX AND PBX SERVICES

D. CENTREX SERVICE (Cont'd)

4. Intellisartsm Service (Cont'd)

a. General (Cont'd)

(4) Busy Redial - Automatically redials the telephone number of the most recent outgoing call. This is accomplished by the customer dialing a special code. If the redialed telephone number is busy, the call will be attempted for a maximum of 30 minutes. Should the line become idle during this process and the Repeat Dialing customer's line is available to complete the call, then a distinctive ringing signal will alert the Repeat Dialing customer that the call can be completed. The following types of calls cannot be automatically redialed:

- Calls to Dedicated Toll-Free Service numbers
- Calls to 900 Service numbers
- Calls preceded by an interexchange carrier access code
- International Direct Distance Dialed Calls
- Calls to Directory Assistance
- Calls to 911

(5) Caller ID provides the telephone number and name associated with the line from which an incoming call originates, subject to technical and other limitations. The calling number and name are displayed on a customer provided compatible display device attached to the customer's telephone line.

The display of calling number and name information is subject to the caller's use of Number Restriction features, as well as certain other limitations as specified in Part B, Section 2, of this Product Guide.

(6) Call Waiting ID With Name - allows a 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 technical and other limitations. The calling number and name are displayed on a customer provided compatible display device attached to the customer's telephone line.

The display of calling number and name information is subject to the caller's use of Number Restriction features, as well as certain other limitations as specified in Part B, Section 2, of this Product Guide.

CENTREX AND PBX SERVICES

D. CENTREX SERVICE (Cont'd)

4. Intellisartsm Service (Cont'd)

b. Terms and Conditions

- (1) INTELLISMART Service is available only to customers subscribing to Intellipath II Digital Centrex Service where facilities are available, including Common Channel Signaling 7 (CCS7). In addition, the customer and the other party involved in the call must either be served from the same central office switch, or served from different central office switches which are linked by facilities that can send the parties' telephone numbers between these offices.
- (2) INTELLISMART Service will be offered on a subscription basis only.
- (3) Call Trace will be billed only when the attempt to trace and record the calling telephone number is successful. The results of a successful trace will only be provided to legally constituted authorities with proper authorization.
- (4) The name and telephone number of the caller may not be displayed for every incoming call. "Out of Area," "Unavailable," the calling party's state name, 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) when phone number or caller name information is not made available to Verizon, (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
- (5) Busy Redial cannot be activated to lines that are call forwarded.
- (6) INTELLISMART Service may not work on telephone calls transmitted over multi-frequency tie lines, various pair gain devices or other peripheral equipment.
- (7) Caller ID – Number Only is not compatible with Multiple Call Arrangements on Multiple Appearance Directory Number (MADN).
- (8) A Caller ID – Number Only subscriber's telephone station receiving a transferred or forwarded call may display the telephone number of the transferred or forwarded telephone lines instead of the originating call number.
- (9) Busy Redial and Call Trace will not be provided on attendant consoles and will be assigned only to the Primary Number of a MADN group.
- (10) The Company will not be liable for any economic harm, personal injury, invasion of any right of privacy of any person, or any other harm, loss or injury, caused or claimed to be caused, directly or indirectly, by the Company's delivery or failure to deliver the telephone number of a calling party. Additional limitation of liability provisions are contained in Part A, Section 1 of this Product Guide.

CENTREX AND PBX SERVICES

D. CENTREX SERVICE (Cont'd)

4. Intellisartsm Service (Cont'd)

b. Terms and Conditions (Cont'd)

- (11) The use of the Number Restriction Option will prevent the display of the calling party's telephone number on calls originating from Intellipath II telephone lines.
- (12) When Call Waiting is activated on a Caller ID – Number Only subscriber's line, the Call Waiting feature will operate in a normal manner. However, calling line information will not be received unless the subscriber has a digital display set with second line capability.
- (13) Call Trace will be provisioned on a per activation basis upon request. The charge per activation will only be applied when the user has initiated a successful Call Trace.
- (14) Per-Call Restrict and All-Call Restrict options continue to be available to Intellipath II customers as to the Company's other customers in accordance with the rates, term and conditions for these features as listed for PHONESMART Services from Part B, Section 2.H. of this Product Guide.

c. Rates and Charges

(1) Individual Case Billing Arrangements

Prices for INTELLISMART Service may be determined on an individual case basis using relevant costs. Customers negotiating new customer specific pricing (CSP) agreements and seeking CSP rates for these features can do so on a customer specific basis. Features which are priced out on a CSP basis must be in service for the entire duration of the Intellipath II CSP agreement.

The Company will post the following information following the implementation of an individual case billing arrangements:

- (a) Customer Identification;
- (b) Service Description;
- (c) Rates and Charges;
- (d) Length of Agreement.

CENTREX AND PBX SERVICES

D. CENTREX SERVICE (Cont'd)

4. IntellisartSM Service (Cont'd)

c. Rates and Charges (Cont'd)

(2) Recurring Monthly Charges

	<u>Monthly Rate</u> <u>Per Line</u>	<u>USOC</u>	
Intellisart Features on 1-10 Lines,			
Caller ID – Number Only	\$9.75	NXD	(I)
Busy Redial	4.50	NX8	
Caller ID – Number Only & Busy Redial	11.50	NLJ	
*69	4.50	NX9	
Caller ID – Number Only & *69	11.50	NL4	
*69 & Busy Redial	7.95	NXP	
Caller ID – Number Only, *69 & Busy Redial	13.00	NL7	
Caller ID	10.75	NLM	(I)
Caller ID & Busy Redial	12.50	NJ9	
Caller ID & *69	12.50	NH9	
Caller ID, *69 & Busy Redial	14.00	NK9	
Call Waiting ID With Name	9.50	N6W	
Call Waiting ID With Name & Busy Redial	12.50	CWJ	
Call Waiting ID With Name & *69	12.50	CWL	
Call Waiting ID With Name, *69 & Busy Redial	14.00	CWU	
Intellisart Features on 11-49 Lines,			
Caller ID – Number Only	6.00	NLD	(I)
Busy Redial	3.25	NV8	
Caller ID – Number Only & Busy Redial	6.50	N5J	
*69	3.25	NV9	
Caller ID – Number Only & *69	6.50	NN4	
*69 & Busy Redial	5.75	NLP	
Caller ID – Number Only, *69 & Busy Redial	8.25	NH7	
Caller ID	9.25	NLM	(I)
Caller ID & Busy Redial	9.75	NJ9	
Caller ID & *69	9.75	NH9	

CENTREX AND PBX SERVICES

D. CENTREX SERVICE (Cont'd)

4. IntelliserviceSM Service (Cont'd)

c. Rates and Charges (Cont'd)

(2) Recurring Monthly Charges (Cont'd)

	<u>Monthly Rate</u> <u>Per Line</u>	<u>USOC</u>
Intelliservice Features on 11-49 Lines, (Cont'd)		
Caller ID, *69 & Busy Redial	\$11.50	NK9
Call Waiting ID With Name	8.00	N6W
Call Waiting ID With Name & Busy Redial	9.75	CWJ
Call Waiting ID With Name & *69	9.75	CWU
Call Waiting ID With Name, *69 & Busy Redial	11.50	CWL
Intelliservice Features On 50+Lines,		
Caller ID – Number Only	2.25	NUD
Busy Redial	2.25	NL8
Caller ID – Number Only & Busy Redial	3.95	N8J
*69	2.25	NL9
Caller ID – Number Only & *69	3.95	N54
*69 & Busy Redial	3.95	N2P
Intelliservice Features on 50+Lines, (Cont'd)		
Caller ID – Number Only, *69 & Busy Redial	\$5.35	N37
Caller ID	6.50	NLM
Caller ID & Busy Redial	8.25	NJ9
Caller ID & *69	8.25	NH9
Caller ID, *69 & Busy Redial	9.65	NK9
Call Waiting ID With Name	6.50	N6W
Call Waiting ID With Name & Busy Redial	8.25	CWJ
Call Waiting ID With Name & *69	8.25	CWL
Call Waiting ID With Name, *69 & Busy Redial	9.65	CWU
	<u>Per Activation Rate</u>	
Call Trace (per activation)	\$ 1.50	

CENTREX AND PBX SERVICES

D. CENTREX SERVICE (Cont'd)

4. IntellisartSM Service (Cont'd)

c. Rates and Charges (Cont'd)

(3) Non-Recurring Charges

The following apply in addition to other applicable non-recurring charges and one or more may apply at the same time.

<u>Features</u>	<u>Initial Installation</u>	<u>Subsequent Installation</u>
Caller ID – Number Only	None	\$7.27**
Busy Redial	"	7.27**
Caller ID – Number Only & Busy Redial	"	7.27**
*69	"	7.27**
Caller ID – Number Only & *69	"	7.27**
*69 & Busy Redial	"	7.27**
Caller ID – Number Only, *69 & Busy Redial	"	7.27**
Call Trace	"	7.27**
Caller ID	"	15.00**
Caller ID & Busy Redial	"	15.00**
Caller ID & *69	"	15.00**
Caller ID, *69 & Busy Redial	"	15.00**
Call Waiting ID With Name	"	15.00**
Call Waiting ID With Name & Busy Redial	"	15.00**
Call Waiting ID With Name & *69	"	15.00**
Call Waiting ID With Name, *69 & Busy Redial	"	15.00**

** One charge applies on a per line basis for all features activated, changed or rearranged at the same time.

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new NYNEX Digital Centrex Plus systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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D. CENTREX SERVICE (Cont'd)

5. NYNEX Digital Centrex Plus Service

a. General

NYNEX Digital Centrex Plus Service (Centrex Plus Service) is a message rate business service. Centrex Plus Service provides controlling switching equipment from suitably equipped Telephone Company digital central office facilities.

Centrex Plus Service is available with two configurations: Dial 9 and Assume Dial 9. Centrex Plus with Assume Dial 9 is also referred to as CustoPAK.

Centrex Plus Service consists of standard features which are included on all lines in the system. Optional features are furnished subject to the availability of facilities.

All Centrex Plus lines within a Centrex Plus system must be billed to the same line number, with a single bill being rendered by the Company.

Centrex Plus with Dial 9 service is available to new customers on 12 to 36 month term pricing options only. Direct Inward Dialing, Direct Outward Dialing and Station-to-Station Dialing features must be activated on all lines subscribing to Centrex Plus with Dial 9. A customer may choose to activate any or all of the remaining standard features, specified in b. following, on a per line basis.

Centrex Plus with Assume Dial 9 Service is available with month-to-month, 2-year and 3-year term pricing options. These options include Centrex Plus Service standard features except Station-to-Station Dialing which is replaced by a modified Direct Outward Dialing (appropriate local usage charges apply). Optional features may be selected from Centrex Plus Service, subject to the availability of facilities and the type of serving Central Office digital switch. Centrex Plus Service Terms and Conditions (Paragraph D.5.e. of this Section following) are applicable with the following exceptions: Terms and Conditions (Paragraph D.5.e.(3) of this Section) Station-to-Station Dialing is not available with Centrex Plus with Assume Dial 9; and Term and Condition (Paragraph D.5.e.(5) of this Section) UCD features and Intellismart features must be selected from the Intellipath II optional feature list. All non-recurring charges are due upon receipt of the initial bill.

Lines under a term commitment in each Centrex Plus with Dial 9 system, regardless of when ordered, are billed at the same rate and are coterminous with the expiration date of the system's term commitment.

Lines under a term commitment in each Centrex Plus with Assume Dial 9 system, regardless of when ordered, are billed at the same rate and are coterminous with the expiration date of the system's term commitment.

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new NYNEX Digital Centrex Plus systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

D. CENTREX SERVICE (Cont'd)

5. NYNEX Digital Centrex Plus Service (Cont'd)

b. Standard Features

All lines in the system are equipped with the following standard features:

- | | |
|-------------------------------------|--------------------------|
| • Billable Calls Itemized (AIOD) | • Direct Outward Dialing |
| • Call Forwarding - Busy Line | • Hunting |
| • Call Forwarding - Does Not Answer | • Line Treatments |
| • Call Forwarding - Variable | • Station-to-Station |
| • Call Hold | • Dialing |
| • Call Pick-Up Group(s) | • Three-Way Conference |
| • Call Transfer - All Calls | Calling |
| • Direct Inward Dialing | • Touch-Tone |

c. Optional Features

The optional features which follow are furnished subject to the availability of facilities:

- | | |
|-----------------------------------|---|
| • Automatic Callback - Intragroup | • Inside/Outside Ringing |
| • Call Waiting Terminating | • Multipath Call Forwarding (1 - 5 paths) |
| • Directed Call Pickup - | • Speed Dialing - |
| with barge-in | Individual 30-Number |
| (originating) | List |
| without barge-in | |
| (originating) | |

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(D)

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- Trunk Answer Any Line

Centrex Plus customers may also subscribe to features offered on an optional basis through Intellipath II Digital Centrex Service, if the same or a similar feature is not available through Centrex Plus Service. For specific Intellipath II features and applicable rates and charges, see Paragraph D.5. of this Section.

When and if the optional feature subscribed to through the Intellipath II service becomes available through Centrex Plus Service, the customer will have the choice of transferring to the Centrex Plus equivalent feature at prevailing rates or discontinuing the feature.

d. Feature Definitions

Automatic Callback - Intragroup - Enables a line user calling a busy line within the system to be automatically connected to the called line when the line becomes idle.

Billable Calls Itemized (AIOD) - Provides for recording and identifying of the Company billed outward direct dialed and operator assisted long distance calls on a per line basis.

Call Forwarding - Busy Line - Provides for the forwarding of all calls attempting to terminate at a busy line to be forwarded to a preselected line within a customer system or outside the system.

Call Forwarding - Does Not Answer - Provides for the forwarding of all calls attempting to terminate at a line which is not answered within a set number of rings to be forwarded to a preselected line within a customer system or outside the system.

Effective January 25, 2022, Station Message Detail Recording (SMDR) has been withdrawn from this Product Guide, and Verizon will no longer provide this service as of that date.

(C)

(C)

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new NYNEX Digital Centrex Plus systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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D. CENTREX SERVICE (Cont'd)

5. NYNEX Digital Centrex Plus Service (Cont'd)

d. Feature Definitions (Cont'd)

Call Forwarding - Variable - When activated at a line by a customer, provides for the forwarding of all calls attempting to terminate at that line to another customer specified line within a customer's system or outside the system.

Call Hold - Enables a line user to place a call on hold for any length of time provided that neither party goes off hook. Code access activated.

Call Pick-Up Group(s) - Enables a line within a Centrex Plus system Pick-Up Group to answer incoming calls to another line within the same Pick-Up Group by dialing a code. One or more Call Pick-Up Groups may be established.

Call Transfer - All Calls - Allows a line user to transfer any established call to another line inside or outside the customer group without the assistance of an attendant. This feature also utilizes the switchhook to put a caller on consultation.

Call Waiting Terminating - Permits a customer to receive an audible tone which will indicate an incoming call is waiting, if the called line is busy.

- Cancel Call Waiting - Permits a Call Waiting customer to inhibit the call waiting operation for one call through the use of a cancel call waiting code.

Customer Moves and Changes – Provides customers with the ability to prepare, schedule and implement all under their control, certain feature changes and configurations of their NYNEX Digital Centrex Plus Service from the customer's computer terminal.

Direct Inward Dialing (DID) - Allows incoming calls from the local exchange and long distance network to reach an individual line or group of lines in the system without the assistance of an attendant.

Direct Outward Dialing (DOD) - Permits lines of the system to gain access to the local exchange and long distance network without the assistance of an attendant by dialing an access code (dial 9 for intergroup calls).

Directed Call Pick-Up

- With barge-in - Permits a line user to answer a call ringing on another line in the Centrex group by dialing a code. If the called line has already been answered, the initiating line may barge-in to the answered call and be connected to a three-way call.
- Without barge-in - Permits a line user to answer a call ringing on another line in the Centrex group by dialing a code.

Inside/Outside Ringing - Provides a unique pattern of ringing to permit the line user to distinguish between intragroup and DID calls.

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new NYNEX Digital Centrex Plus systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

D. CENTREX SERVICE (Cont'd)

5. NYNEX Digital Centrex Plus Service (Cont'd)

d. Feature Definitions (Cont'd)

Hunting - Permits the routing of calls to an idle line in a prearranged group, when the called line is busy. The hunting is either circular or series. The hunt starts with the number dialed.

Line Treatments - The Company at the customer's request will allow or deny individual line features. The treatments can be arranged to control all calls originating or terminating on lines and tie trunks. (For feature detail on Line Treatments, see Paragraph D.3.d.(2) of this Section).

Multipath Call Forwarding (1 - 5 paths) – This feature allows the station user to forward simultaneous messages over one line to a destination.

Speed Dialing - Individual 30-Number List - Allows a line user to call a predesignated seven or ten-digit telephone number by dialing a valid two digit dialing code. The customer-changeable speed dialing list furnished contains 30 codes.

Station-to-Station Dialing - Enables individual line users in the system to directly dial other lines in the same system without the assistance of an attendant.

Three-Way Conference Calling - Enables a line user to establish voice connection involving the user and two other parties. The line user, by switchhook operation is able to place an existing call on hold and call the telephone number of a third party, thereby effecting a three-way conference call.

Touch Tone - Provides for the origination of calls by means of instruments equipped for tone-type address signalling over special central office facilities.

Trunk Answer Any Line - Permits any line user within a group to dial a code and be connected to an incoming call to the listed directory number of the system.

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Effective January 25, 2022, Station Message Detail Recording (SMDR) has been withdrawn from this Product Guide, and Verizon will no longer provide this service as of that date.

(C)

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CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new NYNEX Digital Centrex Plus systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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(N)

D. CENTREX SERVICE (Cont'd)

5. NYNEX Digital Centrex Plus Service (Cont'd)

e. Terms and Conditions

- (1) Centrex Plus Service is provided to customers subject to the availability of facilities.
- (2) Centrex Plus may be either ground start* or loop start and may have any standard treatment. Transmission quality over ground start* lines is not guaranteed. Additional transmission improvements requested by the customer will be provided by the Company at charges based on cost.
- (3) Centrex Plus service equips all lines in the system with all the standard features shown in Paragraph D.5.b. of this Section preceding. Customers subscribing to this service are required to pay the monthly rate for service, whether or not all standard features are activated at initial installation. A non-recurring charge, as specified in Paragraph D.5.f.(6)(a) of this Section following, will apply when a customer elects to activate any standard feature subsequent to initial installation.
- (4) A customer may elect to subscribe to the Centrex Plus optional features specified in Paragraph D.5.c. of this Section preceding, at initial installation or subsequent to initial installation, subject to the applicable non-recurring charge specified in Paragraph D.5.f.(6)(b) of this Section following.
- (5) Centrex Plus customers may also subscribe to features offered on an optional basis through the Intellipath II Digital Centrex Service, if the same or a similar feature is not available through the Centrex Plus Service. For specific Intellipath II features and applicable rates and charges, see Paragraph D.3 of this Section.

When and if the optional feature subscribed to through the Intellipath II service becomes available through Centrex Plus Service, the customer will have the choice of transferring to the Centrex Plus equivalent feature at prevailing rates or discontinuing the feature.
- (6) The monthly rate for Centrex Plus with Dial 9 service and Centrex Plus Service with Assume Dial 9 (except as noted in the month-to-month option described in Paragraph D.5a. of this Section) is covered by a term commitment plan and is guaranteed against Company-initiated change for the duration of the term commitment. The minimum term commitment plan is 12 months for Centrex Plus with Dial 9 and 24 months for Centrex Plus with Assume Dial 9.

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

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new NYNEX Digital Centrex Plus systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N)
(N)

D. CENTREX SERVICE (Cont'd)

5. NYNEX Digital Centrex Plus Service (Cont'd)

e. Terms and Conditions (Cont'd)

(7) If a customer terminates the service in whole or in part prior to the completion of the customer's chosen term commitment, the customer will pay the termination liability calculated as follows:

- (a) Termination liability for Centrex Plus with Dial 9 will equal the difference between the monthly rate the customer paid per line during each month the customer subscribed to the service and the monthly rate that would have been applicable for the period during which the customer subscribed to the service.

Sample calculation:

For example, if the customer subscribed to an 88-month term commitment and terminated service after 24 months, the termination liability would be calculated based on the difference between the rate that the customer paid, (this is a rate equivalent to the 85 to 120 month rate) and the rate applicable to what would have been paid if the customer had known originally that (s)he only wanted to keep the service for 24 months. The 24 month rate is the rate equivalent to the 13-36 month rate.

- (b) Termination liability for Centrex Plus with Assume Dial 9

For customers who subscribed to or renewed their lines to the 36-month term, termination liability would equal the difference between the 3-year rate and the month-to-month rate for those months that the customer had the system in service.

For customers who subscribe to or renew their existing lines to the 24-month term. When a customer disconnects or terminates its Centrex Plus with Assume Dial 9 service prior to the expiration date, an early termination charge will apply. The amount of the early termination charge will be 35% of the monthly recurring charge(s) (MRC), excluding any promotional discounts, for the line(s) being terminated multiplied by the remainder of the term in months. The remainder of the term will be the number of days left in the 24-month term divided by 30. If a Centrex Plus with Assume Dial 9 customer on a two-year term disconnects or terminates its Centrex Plus with Assume Dial 9 service within 30 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; termination liability will be waived.

All Centrex Plus with Assume Dial 9 lines within the same account must be under the same term plan - either 24 months or 36 months.

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new NYNEX Digital Centrex Plus systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N)

D. CENTREX SERVICE (Cont'd)

5. NYNEX Digital Centrex Plus Service (Cont'd)

e. Terms and Conditions (Cont'd)

- (8) Centrex Plus with Dial 9 and Centrex Plus with Assume Dial 9 customers may elect to add lines to an existing system at any time. These lines must be added at the same rate as the original lines in the system. All lines added will be coterminous with the original term commitment. Termination liability will be applicable for all lines subject to Paragraph D.5.e.(7) of this Section. Month-to-Month billed lines have a minimum service period of one month.

(9) End of Term Options

End of Term Options for Centrex Plus with Dial 9:

For customers who subscribed to or renewed their lines to a Centrex Plus with Dial 9 term, upon expiration of the term commitment plan, a customer must select a new term commitment plan or the rates applicable will be those offered under the Centrex Plus with Assume Dial 9 month-to-month rate.

End of Term Options for Centrex Plus with Assume Dial 9:

For customers who subscribed to or renewed their lines to the Centrex Plus with Assume Dial 9 36- month term, upon expiration of the term commitment plan, a customer must select a new term commitment plan or the rates applicable will be those offered under the month-to-month rate.

For customers who subscribed to or renewed their lines to the Centrex Plus with Assume Dial 9 24-month term, upon expiration of the term commitment plan, customers will have the following end of term options:

- (a) The plan will automatically renew for another 24-month term. The monthly rate will be adjusted to the prevailing plan rate in effect at the time of renewal. The customer may contact the Company anytime within the period beginning 30 days before the end of a term and ending 60 days after the term auto renews to opt out of the plan without incurring a termination liability. The plan will not automatically renew if the customer or the Company contacts the other to cancel within sixty (60) days before the renewal date.
- (b) The customer may call to arrange for termination of the service or convert to a month-to-month service.

- (10) The Company reserves the right to offer additional packaged features for Centrex Plus.

- (11) 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 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.

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new NYNEX Digital Centrex Plus systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

(N)
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D. CENTREX SERVICE (Cont'd)

5. NYNEX Digital Centrex Plus Service (Cont'd)

f. Rates

(1) Individual Case Billing Arrangements

Prices for Centrex Plus may be determined on an individual case basis using relevant costs. Individual case basis prices will be made available to similarly situated customers on a non-discriminatory basis.

The Company will post the following information after individual case billing arrangement implementation:

- (a) Customer Identification
- (b) Service description
- (c) Rates and charges
- (d) Length of agreement

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new NYNEX Digital Centrex Plus systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

(N)
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D. CENTREX SERVICE (Cont'd)

5. NYNEX Digital Centrex Plus Service (Cont'd)

f. Rates (Cont'd)

(2) Change of Customer

At the sole discretion, and with the written permission of the Company, the obligation to pay the remaining monthly rates of the selected term commitment may be assigned to another customer at the same location. A service charge applies, as specified in Part B, Section 12 of this Product Guide, and is payable by the new customer.

In addition to assuming the responsibility to pay the monthly rates for the remainder of the selected term commitment, the new customer assumes the conditions applicable to Centrex Plus at the time of the assignment.

A request for a transfer of service between the customers at the same time as a request for a relocation of service is permitted.

(3) Relocation of Service

A customer, except those under an Individual Case Billing Arrangement, will be permitted to relocate all or part of his lines to another location served by the Company, or any other Verizon Telephone operating company, subject to the availability of facilities, without incurring termination charges. The number of lines in service at the new location must be greater than or equal to the number of lines in service at the former location. The term commitment plan will be moved with the service. Term commitment plan billing must continue unchanged or a new plan equal to or greater than both remaining lines in service and months in the term commitment plan may be elected. In addition, a Service Order Charge, a new line installation charge or line conversion charge may apply. A Relocation of Service may be combined with a Conversion according to the terms and conditions as specified in Paragraph D.5.f(4) of this Section below.

(4) Conversions of Service

For provisions pertaining to upgrade of service, see Part A, Section 1.H.7 of this Product Guide.

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new NYNEX Digital Centrex Plus systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

D. CENTREX SERVICE (Cont'd)

5. NYNEX Digital Centrex Plus Service (Cont'd)

f. Rates (Cont'd)

(5) Non-Recurring Charges

Service Connection Charges (SCCs), as specified in Part B, Section 12 of this Product Guide, apply to the installation of Centrex Plus with Assume Dial 9 Service lines under the month-to-month basis. SCCs, with the exception of the Service Order Charge, do not apply to the initial installation of Centrex Plus with Dial 9 and Centrex Plus with Assume Dial 9 Service lines under a term commitment. However, if the service is disconnected in whole or in part or if the term commitment is terminated within one year of the initial installation, the applicable SCCs will be billed to the customer at the time of disconnect or termination of the term commitment.

Centrex Plus nonrecurring charges may be spread over a period of six months.

In addition to the standard nonrecurring charges as specified in Part B, Section 12 of this Product Guide, the following non-recurring charges apply for the connection of Centrex Plus features:

	<u>Non-Recurring Charge</u>
(a) Standard Feature Activation Charge, per feature connected, subsequent to line installation	\$10.55
(b) Optional Feature Activation Charge, per feature, per line	53.50

(6) Monthly Rates, Per Line

	<u>Rate#</u>	
<u>Centrex Plus with Assume Dial 9 (CustoPak)</u>		
Month-to-Month	\$75.00	(I)
24 Months*	65.00	(I)
36 Months	24.00	
<u>Centrex Plus with Dial 9**</u>		
Month-to-Month ##	\$36.25	
12 Months	23.95	
13 to 36 Months	24.95	
37 to 60 Months ***	20.45	
61 to 84 Months ***	17.95	
85 to 120 Months ***	16.95	

In addition, the following charges apply per line: Customer Exchange Access Charge and End User Common Line Charge.

* For the Centrex Plus with Assume Dial 9 24-month term, termination liability charges apply as specified in Paragraph D.5.e(7)(b) preceding.

** Upon expiration of their existing term, customers must select a new term commitment plan or the applicable rates will be those offered for Centrex Plus with Dial 9 month-to-month.

*** These term commitments are not available to new subscribers. Existing subscribers may retain the service under their existing term commitments. Moves, additions or changes are permitted.

Centrex Plus with Dial 9 Month-to-Month service is only available to existing customers after the expiration of their term commitment of 12 months or more.

CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new NYNEX Digital Centrex Plus systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

D. CENTREX SERVICE (Cont'd)

5. NYNEX Digital Centrex Plus Service (Cont'd)

f. Rates (Cont'd)

(7) Features

	<u>Monthly Rate</u>	<u>Non-Recurr. Charge¹</u>
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(D)

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Customer Moves and Changes (CMAC)
Per NYNEX Digital Centrex Plus Service System

Line Size

2 - 200 Lines	\$95.00	\$800.00
Over 200 Lines	ICB Basis	ICB Basis

¹ Applies in addition to appropriate service connection charges as specified in Part B, Section 12 of this Product Guide.

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(D)

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Effective January 25, 2022, Station Message Detail Recording (SMDR) has been withdrawn from this Product Guide, and Verizon will no longer provide this service as of that date.

(C)

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CENTREX AND PBX SERVICES

D. CENTREX SERVICE (Cont'd)

6. Digital Centrex Features

a. General:

Digital Centrex features are available to all digital Centrex services provided by the Company, subject to the Terms and Conditions listed below. These features are in addition to those already specified in individual digital Centrex service provisions.

b. Terms and Conditions:

- (1) Digital Centrex features are provided on equipment and facilities selected by the Company. These features are provided from central offices equipped to furnish such service, and are furnished subject to the availability of suitable facilities.
- (2) Specific terms and conditions for each feature are included with the description of that feature.

CENTREX AND PBX SERVICES

D. CENTREX SERVICE (Cont'd)

7. Reserved for Future Use

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(D)

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Effective January 25, 2022, Station Message Detail Recording (SMDR) has been withdrawn from this Product Guide, and Verizon will no longer provide this service as of that date.

(C)
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CENTREX AND PBX SERVICES

D. CENTREX SERVICE (Cont'd)

7. Reserved for Future Use (Cont'd)

(C)
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Effective January 25, 2022, Station Message Detail Recording (SMDR) has been withdrawn from this Product Guide, and Verizon will no longer provide this service as of that date.

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CENTREX AND PBX SERVICES

D. CENTREX SERVICE (Cont'd)

8. Reserved for Future Use

Effective June 1, 2023, the Customer Moves and Changes (CMAC) feature is withdrawn from this Product Guide, and Verizon will no longer provide this service as of that date.

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CENTREX AND PBX SERVICES

D. CENTREX SERVICE (Cont'd)

8. Reserved for Future Use (Cont'd)

Effective June 1, 2023, the Customer Moves and Changes (CMAC) feature is withdrawn from this Product Guide, and Verizon will no longer provide this service as of that date.

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CENTREX AND PBX SERVICES

E. SIMPLIFIED MESSAGE DESK INTERFACE II

1. General

Simplified Message Desk Interface II enables a customer to connect a customer provided system via a data link to a central office switch which serves its clients. The customer is a telemessaging or voice messaging provider. The client is an end user who uses the customer's telemessaging or voice messaging service. Clients may access the customer directly or through Call Forwarding, Call Forwarding Busy Line, Call Forwarding Don't Answer or Call Forwarding Busy Line Don't Answer. When a call is placed to a client, the data link simultaneously transmits the following information:

- the called number (client's telephone number)
- the calling number, if it originated from within the same central office switch
- the type of call forwarding or a direct call indication.

An audible Message Waiting Indication may be activated or deactivated by the customer via Simplified Message Desk Interface II to indicate to the client that a message has been taken. When Message Waiting Indication is activated, the client receives an audible stutter dial tone for approximately two seconds when their receiver is lifted.

Optional Feature

Inter-Switch Voice Messaging (ISVM) – Available to both Centrex and business main telephone exchange service customers as an optional enhancement to Simplified Message Desk Interface II. The combination of Simplified Message Desk Interface II and ISVM enables voice mail and call answering capabilities to be extended to customers via intra- and inter-switch connectivity, thereby allowing the Company to serve any customer within a Local Access Transport Area (LATA).

2. Terms and Conditions

- a. Simplified Message Desk Interface II is available, where facilities permit, from 5ESS and DMS-100 central offices.
- b. Simplified Message Desk Interface II is only available at speeds of 1200 bits per second or higher where facilities permit.
- c. The customer and the customer's clients must reside in the same central office switch.
- d. A client may subscribe to Call Forwarding, Call Forwarding Busy Line, Call Forwarding Don't Answer or Call Forwarding Busy Line Don't Answer. Call Forwarding and/or Call Forwarding Busy Line, Call Forwarding Don't Answer and Call Forwarding Busy Line Don't Answer rates, charges, terms and conditions, as specified in Part B, Section 2 of this Product Guide, apply.

CENTREX AND PBX SERVICES

E. SIMPLIFIED MESSAGE DESK INTERFACE II (Cont'd)

2. Terms and Conditions (Cont'd)

- e. Either the customer or a client may order Message Waiting Indication in offices where Message Waiting Indication is available.
- f. The customer must subscribe to a compatible incoming service group (hunt group) with Uniform Call Distribution to connect to an Input-Output Processor Channel which identifies the data link for a particular customer's message facility.
- g. The customer must provide attendant answering equipment when the messaging facility is a message desk service center.
- h. The customer must provide compatible modems for the transmission of data and a controller device to interface with the central office data link which carries the calling information. The modems and controller device must comply with Telecordia Technical Reference GR-283.
- i. ISVM Optional Feature
 - (1) Offered subject to the availability of both Simplified Message Desk Interface II and ISVM facilities.
 - (2) Offered as an optional enhancement to Simplified Message Desk Interface II and, as such, all of the applicable terms and conditions pertaining to Simplified Message Desk Interface II apply.
 - (3) The Company will determine which central office and transmission facilities are used to provide service.
 - (4) Customers are entirely responsible for the compatibility of their terminating equipment to handle calls and call-related data.
 - (5) Signaling, control and data communication protocols are defined by the Company and the Company retains the right to change these protocols.
 - (6) Customers subscribing to ISVM must also subscribe to Simplified Message Desk Interface II.
 - (7) Available to compatible and suitably-equipped Centrex customers.
 - (8) The Company assumes no liability for the loss of stored messages or other information attributed to a failure of its facilities and equipment.

CENTREX AND PBX SERVICES

E. SIMPLIFIED MESSAGE DESK INTERFACE II (Cont'd)

2. Terms and Conditions (Cont'd)

i. ISVM Optional Feature (Cont'd)

(9) The integrity of the customer's database information is solely the responsibility of the customer. The Company assumes no liability for any errors, misdirected calls or misdirected message waiting indications resulting from problems with the customer's database. The Company will bill time and material charges to the customer as a result of involvement required to correct a condition on a subscriber's line as a result of the customer's incorrect database information.

(10) Customers are not authorized to sell, offer for telemarketing purposes or other unauthorized purposes a list of telephone numbers acquired or compiled by using this service.

3. Rates and Charges#

	<u>Monthly Rate*#</u>
Each Simplified Message Desk Interface II Link	\$358.18
<u>Optional Feature</u>	
ISVM	\$3,000.00**

* Plus rates and charges for Centrex, Intellipath II Digital Centrex Services (Part B, Section 4 of this Product Guide); or exchange access lines (Part A, Section 1 of this Product Guide) with a hunt group with Uniform Call Distribution. In addition, rates and charges for four wire full duplex central office loops and local wiring charges (Part B, Section 6) of this Product Guide for the data link associated with Simplified Message Desk Interface II apply.

Appropriate Service Connection Charges, as specified in Part B, Section 12 of this Product Guide, apply.

** Applicable local usage and toll charges are in addition to the monthly rate.