

Effective: November 1, 2019

CENTREX **CustoFLEX 2100**SM SERVICE

A. GENERAL

Centrex **CustoFLEX 2100** Service is a central office service available only to customers who are served by a compatible central office (CO) where adequate facilities are available. It consists of CO-based control and switching equipment which, when used in conjunction with customer-provided stations, offers access to the exchange network and intercommunication among stations.

B. REGULATIONS

1. Customers may select any of the following features for their **CustoFLEX 2100** lines, where facilities permit, at no additional cost:

- Automatic Callback Calling
- Automatic Route Selection (ARS) with IDDD via ARS
- Call Forwarding-Busy - All Calls or Outside
- Call Forwarding-Don't Answer Calls - All Calls or Outside
- Call Forwarding-Variable-All Calls with Reminder Ring
- Call Hold
- Call Park
- Call Pick-up
- Call Waiting-Originating
- Call Waiting-Terminating With Tone Block
- Call Transfer-All Calls or Inside
- Conference Arrangement (1-6 Ports) (Per System)
- Consultation Hold
- Directed Call Park
- Directed Call Pick-up with or without Barge-in
- Distinctive Ringing
- Executive Busy Override
- Hunting (Series Completion, Circular and Multi-line)
- Intercept
- Intercom
- Last Number Redial
- Line Restrictions
- Multi-Path Call Forward (Up to 5 Paths)
- Music On Hold Interface
- Night Service
- Speed Call - Individual or Shared (Short or Long)
- Touch-tone Calling
- Three-way Calling
- Trunk Answer From Any Station
- Uniform Call Distribution with Queuing (Per System)

Effective November 1, 2019, all new Custoflex 2100 systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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Effective: November 1, 2019

CENTREX **CustoFLEX 2100**SM SERVICE

B. REGULATIONS (Cont'd)

2. Customer Satisfaction Guarantee

Customers subscribing to this Centrex **CustoFLEX 2100** Service are entitled to a full credit of any charges directly associated with the establishment of the service as well as the monthly charges billed for the service, through the date of disconnect. In addition, customers who are not satisfied with their **CustoFLEX 2100** service may have their previous Verizon Service reinstalled, at no cost, in accordance with the following terms and conditions:

The customer must request that the Telephone Company disconnect the service within 30 calendar days of installation.

Customers who had no previous service and subsequently elect to have their **CustoFLEX 2100** Service disconnected will be converted by the Telephone Company to Verizon business dial tone lines at no cost to them, or they may receive a credit for the charges associated with the establishment of the service. Customers will not be permitted to convert their service to a "Grandfathered" service.

The refund of any charges directly associated with the establishment of the service or monthly charges will be applied as a credit to the customer's bill.

Credit refunds will not be available for toll and local usage charges incurred, or on E911 and other like surcharges.

Each customer will be entitled to a credit refund, one time per service.

The Customer Satisfaction Guarantee applies to the service as a whole and not the individual features offered with this service.

The Customer Satisfaction Guarantee does not extend to any Customer Provided Equipment (CPE) used in conjunction with this service, nor does it apply to Time and Material charges incurred.

The Customer Satisfaction Guarantee does not apply to the installation of temporary service.

The terms and conditions of the Customer Satisfaction Guarantee apply to both month-to-month and term payment plan customers.

3. Centrex **CustoFLEX 2100** System

A Centrex **CustoFLEX 2100** system consists of the central office switching office equipment and stations connected by Centrex lines. A **CustoFLEX 2100** system includes only those stations whose inward exchange and toll service is through the customer's main switching location via a single central office code (NNX).

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Effective: November 1, 2019

CENTREX **CustoFLEX 2100**SM SERVICE

B. REGULATIONS (Cont'd)

4. Minimum Line Requirement

Centrex **CustoFLEX 2100** is provided in the following capacities per system:

Line Capacity Category	<u>Minimum Line Requirement</u>
I	1
II	31
III	76

Centrex **CustoFLEX 2100** Service is offered only as a complete service. The Centrex exchange access and intercommunication portions of the Centrex Service lines are not offered separately.

5. Subscriber Line Charge Credit

A credit equal to 100% of the applicable interstate Subscriber Line Charge will be applied to all Centrex CustoFLEX2100 lines.

6. Payment Options

Centrex **CustoFLEX 2100** customer may select either a month-to-month option or a term commitment period which falls between a minimum of 12 months and a maximum of 120 months for the customer's total system.

Centrex **CustoFLEX 2100** payment options may be selected by billing account number within a customer's system, except as otherwise stated in split billing arrangements.

The Telephone Company will bill customers for Centrex **CustoFLEX 2100** Service on a monthly basis.

A customer who fails to make timely payments will be subject to a late payment charge of one and one-half percent (1.5%) per month on the overdue balance.

7. Centrex Line and Revenue Guarantee

Centrex **CustoFLEX 2100** lines are subject to a one-month minimum billing. Centrex **CustoFLEX 2100** term agreements for service are subject to a monthly line guarantee for the duration of the term commitment. The guarant is based on 80% of the lines in service at the time the term commitment is established. Should the customer fall below the minimum line guarantee or disconnect service during the term commitment period, the current rate per line times the number of lines in deficit will be charged.

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Effective: November 1, 2019

CENTREX **CustoFLEX 2100SM** SERVICE

B. REGULATIONS (Cont'd)

8. Changes to a Higher Line Capacity Category in the Centrex **CustoFLEX 2100** System

A customer may change to a higher line capacity category at the current rates designated for the higher line capacity category; however, the customer will remain under the original term commitment period.

9. Changes to a Lower Line Capacity Category in the Centrex **CustoFLEX 2100** System

A customer may change to a lower line capacity category at the current rates designated for the lower category; however, the customer will remain under the original term commitment period, and the original minimum line guarantee will apply throughout the original term commitment period.

10. Conversion of Service

When a CustofLEX 2100 customer with a payment option other than month-to-month, upgrades to any of the Verizon services listed below under a term commitment of equal or greater revenue value than the remaining value of their current **CustoFLEX 2100** 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).

Enhanced **FlexGrow** Service*
High Capacity Digital Service – DS1
DS3 High Capacity Services
IntelliLinQ PRI Service
SONET Special Access Services
Frame Relay Service

The order for the new service and the order for the disconnection of the Centrex **CustoFLEX 2100** system must be received by the Company at the same time.

Appropriate nonrecurring charges apply for the replacement service.

* Effective September 9, 2014, Enhanced FlexGrow Service is hereby cancelled and withdrawn and no longer available.

Effective: November 1, 2019

CENTREX **CustoFLEX 2100SM** SERVICE

B. REGULATIONS (Cont'd)

11. Renewal Options and Request for Change in Term Commitment Period

Prior to the expiration of an existing term commitment period, a customer may extend the term commitment for another term commitment period without incurring termination liability charges. The new term commitment will indicate the designated rates then in effect. The new term commitment period must be a minimum of 12 months, or as long as the remaining months in the old agreement, whichever is greater, and contain at least as many lines as the original term commitment. The term commitment effective date will be the date the service is installed.

12. Transfer of Term Obligation

With the written permission of the Telephone Company, the obligation to pay the Centrex **CustoFLEX 2100** charges for the remainder of the term commitment period selected may be assigned to another customer, provided there is no change of location, and the new customer is assuming substantially all the assets of the former customer. The customer remains jointly and inseverably liable for any such amounts. A Transfer Charge of \$100.00 is payable by the new customer.

Effective November 1, 2019, all new Custoflex 2100 systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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Effective: March 5, 2024

CENTREX **CustoFLEX 2100**SM SERVICE

B. REGULATIONS (Cont'd)

13. Transfer from Other Centrex Service

When other Centrex Service is changed to Centrex **CustoFLEX 2100** Service under a term payment period, the monthly revenue guarantee obligation stipulated in the Telephone Company's applicable product guide may be waived and a new monthly line guarantee, for the duration of the term commitment period selected, will be established under the Centrex **CustoFLEX 2100** plan. The new term commitment period must be a minimum of 12 months or as long as the remaining months in the old agreement, whichever is greater, and contain at least as many lines as the original term commitment. No service charges and no one-time Common Equipment Charge shall apply to existing Centrex lines provided they are not moved or changed. (T)

14. Disconnects

There is no termination liability for customers who have elected the Centrex **CustoFLEX 2100** month-to-month payment option, except that all Centrex **CustoFLEX 2100** customers with this payment option are subject to a one-month minimum revenue guarantee.

When a Centrex **CustoFLEX 2100** system under a term payment period, is disconnected prior to the expiration of the term commitment, the termination liability, which is an amount equal to the monthly line guarantee multiplied by the number of unexpired months in the line guarantee period, will be billed.

15. Relocation

When the customer relocates to different premises, the term obligation will remain in effect. All rates and charges applicable to the Centrex **CustoFLEX 2100** system being relocated still apply.

16. Line Restrictions

Centrex **CustoFLEX 2100** customers may select one of the following arrangements for each of their lines:

Unrestricted
Long Distance Message Restriction
Fully Restricted (Intercommunication Only)
700/900/Audiotex Blocked (Originating)*

* Nonrecurring charges per applicable product guide apply. (T)

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Effective: November 1, 2019

CENTREX **CustoFLEX 2100SM** SERVICE

B. REGULATIONS (Cont'd)

17. Billing Management Services

Centrex **CustoFLEX 2100** Service provides the following Billing Management Services:

a. Billing Agency Code

A billing agency code is defined herein as a code arrangement used to provide billing subtotals for individual agencies within a given customer's account. The billing subtotal will appear as a single customer bill and may not be itemized as separate, split- billed accounts.

b. Split Billing Arrangement

Split billing provides **CustoFLEX 2100** customers with multiple bills for their **CustoFLEX 2100** lines.

Each individual billing number will be treated separately, and the line count will be restarted on each separate bill.

The same billing name, without variation, must appear on all separate bills.

Each location or individual billing number, must have at least one Centrex **CustoFLEX 2100** line.

Only one free Directory listing will be provided per Centrex **CustoFLEX 2100** system, regardless of the number of individual billing numbers or number of bills.

If a 911 or other surcharge is applicable, it will be restarted on the basis of each separate bill.

Interexchange Carrier Plans may be associated with each separate, individual billed account when requested by the customer. However, the accounts will not be bulked for rating purposes.

Effective November 1, 2019, all new Custoflex 2100 systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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Effective: November 1, 2019

CENTREX CustofLEX 2100SM SERVICE

B. REGULATIONS (Cont'd)

17. Billing Management Services (Cont'd)

c. Installment Billing

Customers who select the month-to-month payment option may elect to pay their non-recurring charges over a six-month period. Customers who select a term commitment payment option may elect to pay their non-recurring charges over a twelve-month period, but not in less than two months. Immediate payment of all non-recurring charges would be assessed if the customer should disconnect service prior to the end of the installment-billing period. If the non-recurring charges are initially billed in full, the customer may not request a rebilling in installments. Installment billing is available on both initial and subsequent activity, and the minimum amount to billed on installment cannot be less than \$50.00.

d. Prepayment

The customer must have a term agreement and may prepay up to 100% of the monthly charge.

The minimum monthly amount that can be prepaid is \$200.00 per Prepayment Agreement, and the prepayment amount cannot exceed a customer's monthly charges. Customers can prepay at any time during their term commitment however, they must have a minimum of six months remaining on their term commitment.

The Centrex Exchange Access rate must be added to the intercommunication rate to determine the full amount to discount for prepayment, and Subscriber Line Charges are not subject to prepayment.

Customers are subject to normal rate increases. Customers who prepay must pay the difference between the amount prepaid and the new rate.

The prepayment cannot exceed the length of the term commitment for either prepayment of the entire rate or specific dollar amounts.

Amounts to be prepaid will be calculated on the remaining life of the term commitment and cannot be less than six months.

Any customer who disconnects prior to the expiration of their term agreement shall have the Centrex termination charges deducted for the balance of the prepaid amount and the remaining balance, if any will be credited to the bill. Termination charges in excess of the prepayment balance must still be paid by the customer. Additionally, prepaid amounts will not be refunded.

Effective: November 1, 2019

CENTREX **CustoFLEX 2100**SM SERVICE

B. REGULATIONS (Cont'd)

18. Music On Hold Interface

The Music On Hold feature requires a customer-provided music source and rates and charges for an appropriate central office line to the connect customer-provided equipment to the Telephone Company.

19. Other Centrex Features and Capabilities

Except as otherwise specified herein, the regulations, rates and charges for Centrex Service and other Centrex capabilities and features, as specified in Section 9 of this Product Guide, apply.

20. Resale of Centrex **CustoFLEX 2100** Service

This Centrex **CustoFLEX 2100** Service is available for resale. The monthly recurring and non-recurring rates are based on the system size of the end user for all payment options.

21. Standard Line Features

Centrex **CustoFLEX 2100** Standard Line Features will be provided only where adequate facilities permit.

a. Call Forwarding-Busy Line-All Calls or Outside.

This feature can be provisioned in one of two modes: "All Calls", which handles calls from both inside or outside the system, or "Outside", which handles calls from outside the system only. It is a fixed arrangement which forwards incoming calls to another specified line, either inside or outside the system, if the intended line is in use.

b. Call Forwarding-Don't Answer-All Calls or Outside.

This feature can be provisioned in one of two modes: "All Calls", which handles calls from both inside or outside the system, or "Outside", which handles calls from outside the system only. It is a fixed arrangement which forwards incoming calls to another specified line, either inside or outside the system, if the intended line is unanswered after approximately three ringing cycles.

c. Call Forwarding-Variable-All Calls with Reminder Ring

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

Reminder Ring

Calls directed to a line in the call forward mode will receive a shortened ring before the call is forwarded. This serves as a reminder to station users that their line is in a call forward mode.

Effective: November 1, 2019

CENTREX **CustoFLEX 2100**SM SERVICE

B. REGULATIONS (Cont'd)

21. Standard Line Features (Cont'd)

d. Call Park

This feature allows a **CustoFLEX 2100** station user to park a call against their own telephone number. The parked call can be retrieved by dialing the feature access code for retrieval and station line number.

e. Call Transfer - Inside or All Calls

This feature allows an established call to be transferred to another line either within or outside the system.

f. Conference Arrangement (1-6 Ports)

This feature allows line users to establish conference connections up to six lines, including the originating line, by dialing an assigned access code. It is offered on a per system basis.

g. Directed Call Park

This feature allows Centrex station users to park a call against any Centrex station number appearance. Station users may be required to enter a security code to retrieve the call, if desired.

h. Executive Busy Override

This feature allows the station user to invoke an override when encountering a busy condition. The station user gains access to a busy station by flashing the switchhook on a non-button station and dialing a feature code. A warning tone is emitted and a three-way call is established. The station invoking override can then hang up and the prior conversation will continue or flash the switchhook, dropping the third party from the conversation.

i. Intercept

This feature allows incoming exchange calls to unassigned and/or nonworking Centrex **CustoFLEX 2100** lines to be intercepted by a standard announcement which refers the calling party to the main listed number. Intercommunication calls to unassigned Centrex **CustoFLEX 2100** lines will be intercepted by a standard central office recorded announcement for system calls. This announcement will provide a common message that the number is not in service with advice that the in-house directory should be consulted.

j. Intercommunications (Intercom)

This feature enables customers within the same Centrex system to communicate with each other by dialing a code without application of message units charges.

Effective: November 1, 2019

CENTREX **CustoFLEX 2100**SM SERVICE

B. REGULATIONS (Cont'd)

21. Standard Line Features (Cont'd)

k. Last Number Redial

This feature enables a customer to redial the last called number (up to 24 digits) by depressing a single button or by dialing an access code, rather than dialing the entire number.

l. Line Restrictions

There are four types of line arrangements which customers may select for each of the basic Centrex **CustoFLEX 2100** lines:

Unrestricted

An arrangement that has no restrictions on either incoming or outgoing calling.

Long Distance Message Restriction

An arrangement which permits a Centrex line user to dial local service area calls but prevents the origination of long distance calls. In addition, this arrangement is available both with and without "zero" dialing.

Fully Restricted

An arrangement that allows intercom only calling for the **CustoFLEX 2100** basic line user.

700/900/Audiotex Blocked (Originating)

An arrangement which denies the **CustoFLEX 2100** basic line user the ability to make outgoing calls to 700/900/Audiotex numbers.

m. Multipath Call Forwarding (1-5 paths)

This feature allows the station user to forward simultaneous messages over one line to a destination.

n. Music On Hold Interface

This feature provides a continuous broadcast of music to callers who are waiting for connection to a called party.

o. Night Service

This feature allows the routing of calls normally directed to the attendant to be directed to pre-selected lines within the customer group. This feature may be provided with Call Forwarding-Fixed or Call Forwarding-Variable.

Effective: November 1, 2019

CENTREX **CustoFLEX 2100**SM SERVICE

B. REGULATIONS (Cont'd)

21. Standard Line Features (Cont'd)

p. Station Line Hunting

This feature allows lines to be arranged in groups so that a call to a busy line in a group will be completed to another line in the group that is not busy. Station line hunting can be provided in series completion, circular or multiline arrangements.

q. Touch-Tone

All lines in a Centrex **CustoFLEX 2100** system are equipped for Touch-Tone calling.

r. Trunk Answer Any Station

This feature allows the station user to answer an incoming exchange network call directed to the main listed number by any line in the Centrex system when the attendant position is in the "night" mode, via the activation of a three digit code.

s. Uniform Call Distribution with Queuing

This feature provides for the uniform distribution of incoming calls, in order of their arrival, to telephone lines arranged in a multiline hunt group.

Queuing (1 Queue Slot)

Allows the customer to receive more calls than the multiline hunt group is designed to handle. This is accomplished by providing the customer (at no cost) with 1 queue slot. Additional queue slots can be provided at the rate specified in Section 9 of this Product Guide.

22. Optional Features

Centrex **CustoFLEX 2100** Optional Features will be provided only where adequate facilities permit.

a. Additional Multi-Port Conference Arrangement

This feature allows line users to establish conference connections in increments up to six lines, including the originating line, by dialing an assigned access code.

b. Assume Dial 9

This feature allows **CustoFLEX 2100** users to have their Centrex System configured so that they do not need to dial an access code "9" before placing a call outside the Centrex system.

c. Digital Facilities Termination

This feature allows the connection of a High-Capacity Digital Service to a Centrex. This arrangement converts a 1.544 Mbps bitstream to 24 channels which terminate in a Centrex.

Effective: March 5, 2024

CENTREX **CustoFLEX 2100**SM SERVICE

B. REGULATIONS (Cont'd)

22. Optional Features (Cont'd)

d. Multipath Call Forwarding (6+ paths)

This feature allows the station user to forward simultaneous messages over one line to a destination.

e. Distinctive Ring

This feature allows the Centrex customer to have one or two additional local numbers assigned to the line. Each will have a distinctive ring pattern that is different from the ring pattern associated with the main number assigned to the line. A dependent number is defined as an additional telephone number, serving off a Distinctive Ring master number, which allows for incoming calls only. The origination of calls from this number is not permitted.

f. Hot Line Service

This feature allows for the automatic termination of an intercommunication call to a preselected line without the originator dialing the call.

23. ARS/UCD Installation and System Activity Charges

Installation charges are not applicable to Automatic Route Selection - Basic and Uniform Call Distribution under Centrex **CustoFLEX 2100**. All System Activity charges associated with Automatic Route Selection - Basic and Uniform Call Distribution in Section 9 of this Product Guide will apply.

24. Optional Exchange Access Treatment

Customers who subscribe to Centrex **CustoFLEX 2100** Service have the option of selecting either a Simulated Exchange Access Trunk (SEAT) plus usage as their communication path or paying the equivalent of a business dial tone line rate plus usage.

25. Centrex Simulated Exchange Access Trunk (SEAT)

A Centrex SEAT provides one communication path between the Centrex intercommunication Lines in a Centrex System and the Local Exchange Network.

26. Equivalent SLC/Loop Recovery Charge

A charge equal to the applicable interstate Subscriber Line Charge will apply to each Simulated Exchange Access Trunk.

27. If a customer elects to change from Individual Line Service to Centrex **CustoFLEX 2100** Service, the charges will be the same as those for Centrex Service, as specified in Section 1C of the Verizon Virginia LLC Product Guide for Detariffed Services. (T)
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Effective November 1, 2019, all new Custoflex 2100 systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

Effective: March 5, 2024

CENTREX **CustoFLEX 2100SM** SERVICE

B. REGULATIONS (Cont'd)

28. **Rewarding Connections®** (T)

Effective November 15, 2014, Rewarding Connections was cancelled and withdrawn and is no longer available. (T)

29. PrimePAK Business Discount Plan

The PrimePAK Business Discount Plan is available to customers who subscribe to Centrex **CustoFLEX 2100** Service lines with **IntelliLinQ-BRI** for a term of 36 months and enroll in the Key Connections-Business Volume Discount Plan, as specified in Section 3 of the Verizon Virginia LLC Product Guide for Detariffed Services, for a term of at least 36 months. Customers who enroll in the PrimePAK Business Discount Plan will receive a discount, as specified in C. following. (D)

The Telephone Company may automatically terminate from the PrimePAK Business Discount Plan any customer who does not meet the eligibility requirements specified above. PrimePAK discounts will not apply during any time when a customer is not in compliance with the above eligibility requirements, whether or not the Telephone Company has terminated the customer from the PrimePAK Business Discount Plan.

Except as specified above, all other terms and Conditions for **CustoFLEX 2100** and **IntelliLinQ-BRI** apply.

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Effective November 1, 2019, all new Custoflex 2100 systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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CENTREX **CustoFLEX 2100SM** SERVICE

B. REGULATIONS (Cont'd)

30. Assigned Centranet Telephone Numbers Not in Use

Customers are required to keep 50% or more of their assigned telephone numbers working, in order to retain them. The Company will notify customers annually if the quantity of working numbers drops below 50% of their assigned numbers, so that action can be initiated by the customer to increase their number of assigned numbers working, or by Verizon to reclaim numbers. Telephone numbers working periodically for regular intervals of time, such as those assigned to student residences, are "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.

Effective November 1, 2019, all new CustoFlex 2100 systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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Effective: November 1, 2019

CENTREX **CustoFLEX 2100SM** SERVICE

C. TERMINATION LIABILITY

CENTREX **CUSTOFLEX 2100SM** TERMINATION LIABILITY

There is no termination liability for customers who have elected the Centrex **CustoFLEX 2100SM** month-to-month payment option, except that all Centrex **CustoFLEX 2100SM** customers with this payment option are subject to a one-month minimum revenue guarantee.

When a Centrex **CustoFLEX 2100SM** system under a term payment period, is disconnected prior to the expiration of the term commitment, the termination liability, which is an amount equal to the monthly line guarantee multiplied by the number of unexpired months in the line guarantee period, will be billed.

Effective November 1, 2019, all new Custoflex 2100 systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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Effective: March 5, 2024

CENTREX **CustoFLEX 2100**SM SERVICE

D. RATES

1. Application of Rates

- a. Service charges for Centrex **CustoFLEX 2100** will be the same as those for Centrex Service as specified in Section 1C of the Verizon Virginia LLC Product Guide for Detariffed Services. (T)
- b. No service charge will apply for Centrex **CustoFLEX 2100** optional features if installed initially with the Centrex **CustoFLEX 2100** system. If installed subsequent to the installation of the Centrex **CustoFLEX 2100** system, the appropriate service order charges, as specified in Section 1C of the Verizon Virginia LLC Product Guide for Detariffed Services, will apply. (T)
(T)
- c. For every Simulated Exchange Access Trunk on a Centrex **CustoFLEX 2100** system, a credit equal to the applicable Centrex Line rate without a Monthly Usage Option will be applied to a Centrex **CustoFLEX 2100** Intercommunication line.
- d. The features, Call Transfer, Three-Way Calling, Call Forwarding-Busy, Call Forwarding-Don't Answer, Call Forwarding-Variable and Conference Arrangement may generate local, regional toll or long distance usage charges. If generated, these charges are the responsibility of the customer.

2. Rates and Charges

USOC

a.	One-Time Common Equipment Charge *\$50.00			KCE	
			Per Month		
b.	Centrex Exchange Access		Same as specified in the Verizon Virginia LLC Product Guide for Detariffed Services, Section 4		(T) (T)
c.	Intercommunication Lines, each (without SEATS)				
	Payment Options	Line Capacity Category			
	Month-to-Month				
	Fully Unrestricted	I	\$14.75	R4N	
	Toll Restricted		14.75	RHK	
	Fully Unrestricted	II	13.75	R4N	
	Toll Restricted		13.75	RHK	
	Fully Unrestricted	III	13.25	R4N	
	Toll Restricted		13.25	RHK	

* One Time common Equipment Charge will not apply to the installation of **CustoFLEX 2100** lines when installed under a term commitment.

Effective November 1, 2019, all new Custoflex 2100 systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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CENTREX **CustoFLEX 2100SM** SERVICE

D. RATES

2. Rates and Charges (Cont'd)

c. Intercommunication Lines, each
(without SEATS) (Cont'd)

<u>Payment Options</u>	<u>Line Capacity Category</u>	<u>Per Month</u>	<u>USOC</u>
<u>12-36 Months</u>			
Fully Unrestricted	I	\$9.75	R4N
Toll Restricted		9.75	RHK
Fully Unrestricted	II	8.75	R4N
Toll Restricted		8.75	RHK
Fully Unrestricted	III	8.25	R4N
Toll Restricted		8.25	RHK
<u>37 - 84 Months *</u>			
Fully Unrestricted	I	8.75	R4N
Toll Restricted		8.75	RHK
Fully Unrestricted	II	7.75	R4N
Toll Restricted		7.75	RHK
Fully Unrestricted	III	7.25	R4N
Toll Restricted		7.25	RHK
<u>84 - 120 Months *</u>			
Fully Unrestricted	I	7.75	R4N
Toll Restricted		7.75	RHK
Fully Unrestricted	II	6.75	R4N
Toll Restricted		6.75	RHK
Fully Unrestricted	III	6.25	R4N
Toll Restricted		6.25	RHK

* Effective May 18, 2013, Centrex CustoFLEX 2100 Service Intercommunication Lines (without seats), term offers of 37 – 84 Months and 84 – 120 months are no longer available to new customers. Existing customers may maintain their service; however, term commitment plans may not be renewed. Moves or changes to subscribers' existing services are permissible but upon expiration of the term commitment the service will move into a 12-month or a 36-month term arrangement.

Effective November 1, 2019, all new CustoFlex 2100 systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N)
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Effective: March 5, 2024

CENTREX **CustoFLEX 2100SM** SERVICE

D. RATES

2. Rates and Charges (Cont'd)

d. Intercommunication Lines with ISDN, each*
(without SEATS)

<u>Options</u>	<u>Category</u>	<u>Month</u>	<u>USOC</u>
<u>Month-to-Month</u>			
Full Unrestricted	I	\$14.75	XQA
Toll Restricted		14.75	XQK
Full Unrestricted	II	13.75	XQA
Toll Restricted		13.75	XQK
Full Unrestricted	III	13.25	XQA
Toll Restricted		13.25	XQK
<u>12 - 36 Months</u>			
Fully Unrestricted	I	8.75	XQA
Toll Restricted		8.75	XQK
Fully Unrestricted	II	7.75	XQA
Toll Restricted		7.75	XQK
Fully Unrestricted	III	7.25	XQA
Toll Restricted		7.25	XQK
<u>37 - 84 Months**</u>			
Fully Unrestricted	I	7.75	XQA
Toll Restricted		7.75	XQK
Fully Unrestricted	II	6.75	XQA
Toll Restricted		6.75	XQK
Fully Unrestricted	III	6.25	XQA
Toll Restricted		6.25	XQK
<u>84 - 120 Months**</u>			
Fully Unrestricted	I	6.75	XQA
Toll Restricted		6.75	XQK
Fully Unrestricted	II	5.75	XQA
Toll Restricted		5.75	XQK
Fully Unrestricted	III	5.25	XQA
Toll Restricted		5.25	XQK

* IntelliLinQ-BRI rates and charges as specified in Section 4 of the Verizon Virginia LLC Product Guide for Detariffed Services are in addition to Centrex CustoFLEX 2100 Service rates and charges.

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** Effective May 18, 2013, Centrex CustoFLEX 2100 Service Intercommunication Lines with ISDN (without seats), term offers of 37 – 84 Months and 84 – 120 months are no longer available to new customers. Existing customers may maintain their service; however, term commitment plans may not be renewed. Moves or changes to subscribers' existing services are permissible but upon expiration of the term commitment the service will move into a 12-month or a 36-month term arrangement.

Effective November 1, 2019, all new CustoFlex 2100 systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

Effective: November 1, 2019

CENTREX **CustoFLEX 2100SM** SERVICE

D. RATES

2. Rates and Charges (Cont'd)

e. Intercommunication Lines, each
(with SEATS)

<u>Payment Options</u>	<u>Line Capacity Category</u>	<u>Per Month</u>	<u>USOC</u>
<u>Month-to-Month</u>			
Fully Unrestricted	I	\$19.79	R4N
Toll Restricted		19.79	RHK
Fully Unrestricted	II	18.79	R4N
Toll Restricted		18.79	RHK
Fully Unrestricted	III	18.29	R4N
Toll Restricted		18.29	RHK
<u>12 - 36 Months</u>			
Fully Unrestricted	I	14.79	R4N
Toll Restricted		14.79	RHK
Fully Unrestricted	II	13.79	R4N
Toll Restricted		13.79	RHK
Fully Unrestricted	III	13.29	R4N
Toll Restricted		13.29	RHK
<u>37 - 84 Months *</u>			
Fully Unrestricted	I	13.79	R4N
Toll Restricted		13.79	RHK
Fully Unrestricted	II	12.79	R4N
Toll Restricted		12.79	RHK
Fully Unrestricted	III	12.29	R4N
Toll Restricted		12.29	RHK
<u>84 - 120 Months *</u>			
Fully Unrestricted	I	12.79	R4N
Toll Restricted		12.79	RHK
Fully Unrestricted	II	11.79	R4N
Toll Restricted		11.79	RHK
Fully Unrestricted	III	11.29	R4N
Toll Restricted		11.29	RHK

* Effective May 18, 2013, Centrex CustofLEX 2100 Service Intercommunication Lines (with seats), term offers of 37 – 84 Months and 84 – 120 months are no longer available to new customers. Existing customers may maintain their service; however, term commitment plans may not be renewed. Moves or changes to subscribers' existing services are permissible but upon expiration of the term commitment the service will move into a 12-month or a 36-month term arrangement.

Effective November 1, 2019, all new CustofLEX 2100 systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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Effective: November 1, 2019

CENTREX **CustoFLEX 2100SM** SERVICE

D. RATES

2. Rates and Charges (Cont'd)

f. Intercommunication Lines with ISDN, each
(with SEATS)

<u>Payment Options</u>	<u>Line Capacity Category</u>	<u>Per Month</u>	<u>USOC</u>
<u>Month-to-Month</u>			
Fully Unrestricted	I	\$19.79	R4N
Toll Restricted		19.79	RHK
Fully Unrestricted	II	18.79	R4N
Toll Restricted		18.79	RHK
Fully Unrestricted	III	18.29	R4N
Toll Restricted		18.29	RHK
<u>12 - 36 Months</u>			
Fully Unrestricted	I	13.79	XQA
Toll Restricted		13.79	XQK
Fully Unrestricted	II	12.79	XQA
Toll Restricted		12.79	XQK
Fully Unrestricted	III	12.29	XQA
Toll Restricted		12.29	XQK
<u>37 - 84 Months*</u>			
Fully Unrestricted	I	12.79	XQA
Toll Restricted		12.79	XQK
Fully Unrestricted	II	11.79	XQA
Toll Restricted		11.79	XQK
Fully Unrestricted	III	11.29	XQA
Toll Restricted		11.29	XQK
<u>84 - 120 Months*</u>			
Fully Unrestricted	I	11.79	XQA
Toll Restricted		11.79	XQK
Fully Unrestricted	II	10.79	XQA
Toll Restricted		10.79	XQK
Fully Unrestricted	III	10.29	XQA
Toll Restricted		10.29	XQK

* Effective May 18, 2013, Centrex Custoflex 2100 Service Intercommunication Lines with ISDN (with seats), term offers of 37 – 84 Months and 84 – 120 months are no longer available to new customers. Existing customers may maintain their service; however, term commitment plans may not be renewed. Moves or changes to subscribers' existing services are permissible but upon expiration of the term commitment the service will move into a 12-month or a 36-month term arrangement.

Effective November 1, 2019, all new Custoflex 2100 systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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Effective: March 5, 2024

CENTREX **CustoFLEX 2100**SM SERVICE

D. RATES

2. Rates and Charges (Cont'd)

g. Optional Features

		<u>Per Month</u>	<u>USOC</u>
(1)	Additional Multi-Port Conference Bridge, per additional 6 ports (including originator)	\$ 28.00	EAA
		<u>Nonrecurring Charge</u>	
(2)	Assume Dial 9, per CustoFLEX 2100 Centrex System/ Common Block	\$750.00	
(3)	Digital Facilities, per Termination	300.00	EDY
(4)	Multipath Call Forwarding 6+ paths, per path	-	EYM
(5)	Hot Line Service, per line	-	HLS
h.	Custom Calling Features		
(1)	Distinctive Ring, per dependent number	4.50	DRG1X DRG2X
i.	Split Billing	100.00*	-
j.	Rewarding Connections ^{**}		

Participants in the Centrex **CustoFLEX 2100** with **Rewarding Connections** plan will receive a usage discount as specified in the Verizon Virginia LLC Product Guide for Detariffed Services, Section 3. In addition, Centrex **CustoFLEX 2100** customers are eligible for the following additional recurring monthly discounts per line:

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<u>Billed Revenue</u>	<u>Per-Line Discount</u>
\$0.00 - \$100.00	\$0.00
\$100.01 - \$350.00	\$0.50
\$350.01 - \$500.00	\$1.00
\$500.01 - \$1000.00	\$1.50
\$1000.01+	\$2.50

* Applies if installed subsequent to the installation of the Centrex **CustoFLEX 2100** system and no other service is being added.

** Effective November 15, 2014, Rewarding Connections is hereby cancelled and withdrawn and no longer available.

Effective November 1, 2019, all new CustoFlex 2100 systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

Effective: November 1, 2019

CENTREX **CustoFLEX 2100SM** SERVICE

D. RATES

2. Rates and Charges (Cont'd)

k. PrimePAK Business Discount Plan

Participants in the PrimePAK Business Discount Plan with Centrex **CustoFLEX 2100** are eligible for a \$1.00 per line discount on the monthly intercom line rate. This discount is in addition to the \$1.00 per line discount that **CustoFLEX 2100** customers receive when they have **IntelliLinQ-BRI** and a term commitment. Participants are also eligible for a \$2.00 discount on the **IntelliLinQ-BRI** recurring line rate.

3. **CustoFLEX 2100**

Availability of additional recurring monthly discounts on **CustoFLEX 2100** system lines is limited to existing customers of record who maintain the same conditions of service that are in place as of April 22, 2002 at their existing locations only. Effective April 22, 2002, new **CustoFLEX 2100 Rewarding Connections*** Plan participants will not be eligible for any **Rewarding Connections*** recurring monthly line discount.

* Effective November 15, 2014, Rewarding Connections is hereby cancelled and withdrawn and no longer available.

Effective November 1, 2019, all new Custoflex 2100 systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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