

Verizon North LLC

CENTRANET®/DIGITAL (ISDN) CENTRANET® SERVICE^{1,2}

A. GENERAL

1. CentraNet® Service is a local exchange telecommunications service available only to customers served from suitably equipped central offices where operating conditions permit. The service may be analog or digital. Digital (ISDN) CentraNet® is provided using Integrated Services Digital Network-Basic Rate Interface (ISDN-BRI) technology. It is a central office based service arrangement which consists of host central office interface equipment and software located on Company premises. This service provides local exchange access, interexchange access, intrasystem communication and features. A CentraNet® system may not be provided for stand alone service only; access to the Company's exchange network must be provided.

B. CONDITIONS

1. CentraNet®/Digital (ISDN) CentraNet® Service is available only where central office and operating facilities and conditions permit measuring of local service. Local exchange area and extended area calls for both voice grade and Digital (ISDN) CentraNet® Circuit Switched Data (CSD) calls are provided on a usage basis. Intercom calls are not charged.
2. A customer may select only one analog CentraNet® Feature Package per system and one digital CentraNet® Voice package per system. Digital (ISDN) CentraNet® Data Feature packages may be selected on a per station basis.
3. One bill will be rendered for each CentraNet®/Digital (ISDN) CentraNet® Service system. Separate bills are rendered monthly for Special Service access lines.
4. The Company will furnish one alphabetical directory listing per CentraNet® customer group without charge. Additional listings may be purchased at rates set forth in Section 5 of this Product Guide.
5. CentraNet® Service is offered on a contractual basis commencing on the date the service is established.
6. Digital (ISDN) CentraNet® requires a minimum service period of three months for each line which is composed of a local loop and a service type, access service.
7. CentraNet®/Digital (ISDN) CentraNet® Service Line and Feature Packages rates apply each month from the time the system is placed in service until the CentraNet®/Digital (ISDN) CentraNet® Service is discontinued.
8. If remote units are required to provide switching capabilities for intracommunication purposes, they will be located on Company provided sites located on the customer's premises. Any remote units and all system cabling used in association with CentraNet®/Digital (ISDN) CentraNet® Service are provided by and remain the property of the Company.
9. Rotary dial stations may not be capable of accessing all CentraNet® Service features.
10. Rates and charges for CentraNet®/Digital (ISDN) CentraNet® Service contemplate the use of central office equipment selected by the Company. When special central office equipment or features are provided at the request of the customer, special assembly rates and charges may be applied in addition to those shown herein.
11. CentraNet® Service lines may be terminated on a Key, PBX or equivalent type system. A Key/PBX Termination Rate will be applied per line in addition to the applicable CentraNet® Service line rate. Digital (ISDN) CentraNet® Service lines may not be terminated on a Key, PBX or equivalent type system.
12. All CentraNet® Service lines must be loop start. Digital (ISDN) CentraNet® Service lines are not loop start.
13. If a customer chooses to combine CentraNet®/Digital (ISDN) CentraNet® Service stations terminating at different locations into a single CentraNet® Service system, all stations must be served by the same central office switching equipment.
14. A customer with multiple CentraNet®/Digital (ISDN) CentraNet® Service systems may link his systems with tie lines to permit intercom dialing. Tie line charges will apply.

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

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B. CONDITIONS (Cont'd)

15. Where the CentraNet®/Digital (ISDN) CentraNet® station line is located in a different central office area of the serving exchange, the interoffice mileage charges as specified in Section 4, Paragraph D. of this Product Guide are applicable. For Digital (ISDN) CentraNet®, this capability is only supported between ISDN-capable base unit central offices.
16. Where the CentraNet®/Digital (ISDN) CentraNet® station line of the same system is located in a different exchange area, the appropriate charges apply for each interexchange channel as specified in Section 4, Paragraph E. of this Product Guide. For Digital (ISDN) CentraNet®, this capability is only supported between ISDN-capable base unit central offices.
17. Private Line arrangements, Special Access Services, or Foreign Exchange Service connected with CentraNet®/Digital (ISDN) CentraNet® Service are subject to rates, rules, and conditions as set forth in the appropriate tariffs.
18. CentraNet®/Digital (ISDN) CentraNet® Service as set forth in this Product Guide, is not available for resale. CentraNet®/Digital (ISDN) CentraNet® Service is offered from this Product Guide in increments intended to meet end user capacity requirements. Rates listed are applicable for CentraNet®/Digital (ISDN) CentraNet® Service based on individual end user customer configuration.
19. CentraNet®/Digital (ISDN) CentraNet® Service arrangements exceeding 200 lines will be offered on an individual case basis. These ICB offers can have local calling service priced as flat rate or measured depending upon the customer's preference. The CentraNet®/Digital (ISDN) CentraNet® Service arrangements will be priced in order to yield a minimum contribution of 10% in excess of incurred costs.
20. This Product Guide (including the rates and charges shown herein) for CentraNet®/Digital (ISDN) CentraNet® Service is subject to such changes or modifications as the Pennsylvania Public Utility Commission may from time to time direct or allow in the exercise of its jurisdiction.
21. The liability of the Telephone Company for interruptions in or failure of service provided under the CentraNet® Service Tariff is provided for in Section 1 of this Product Guide.
22. The Telephone Company makes no guarantee and assumes no liability whatsoever for the customer's provision of CentraNet® Service Features and its associated facilities to its patrons, including the inability of the customer to collect any amount purportedly owed to it by its patrons for any reason whatsoever which amounts include, without limitation, any amount associated with disputed toll calls and/or toll fraud.
23. Certain optional feature capabilities may not be compatible with other Feature Packages or Optional System features.
24. Space Requirements

Suitable and sufficient space for any remote units required shall be leased by the Company from the customer.

Suitable space includes provisions for atmospheric control and encompasses the following environmental requirements:

- Dust free
- Controlled temperatures ranging from 50° to 86° Fahrenheit, with consideration given to heat loss and/or gain of the equipment
- Relative humidity of 20% minimum and 55% maximum

Commercial power necessary to operate the remote units, if required, shall be provided by the customer and located on the customer's premises.

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B. CONDITIONS (Cont'd)

25. Subsequent Additions, Deletions and Changes

Subsequent line additions will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract.

Subsequent line deletions resulting in reductions equal to or exceeding 20% of the initial lines under contract will be treated as specified under Termination Liability following. If the reduction causes the total number of lines to fall within a different line group, all remaining lines will be billed at rates according to the associated line group.

If a customer requests an upgrade or downgrade of an existing Feature Package (e.g., from Feature Package 1000 to 2000, from Feature Package 3000 to 2000 etc.), his existing per line contract rate will be changed to reflect the new Feature Package rate. The new contract rate will apply for the duration of the existing contract period. Data Base Program charges will apply.

The contract period for CentraNet®/Digital (ISDN) CentraNet® Optional Features is based upon the initial contract period for the CentraNet®/Digital (ISDN) CentraNet® System. Subsequent additions of Optional Features will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract.

26. Termination Liability

In the event CentraNet®/Digital (ISDN) CentraNet® Service is terminated by the customer prior to completion of the initial contract period, the customer shall be liable for the termination liability (TL) charges, except in the circumstances listed below. The amount of the termination charge will be 25% of the remainder of the contract value.

Termination liability charges will only apply to those rate elements under contract. If the rates for the service are increased, the customer may terminate service without penalty.

At the end of the contract period, the customer's rates will remain in effect either as long as the rate element remains tariffed or until the customer terminates the service.

Termination charges will not be assessed under the following circumstances:

- a. Customer wishes to migrate service as indicated:
 - Analog CentraNet to Digital CentraNet (ISDN BRI), DCS or Flexgrow*
- b. Customer transfers (moves) his service from one GTE central office to another.
- c. Customer wishes to renegotiate a new term plan for the same type of service at the same location before the initial contract expires as long as the value of the new term is equal to or greater than the value of the initial contract.
- d. If the customer chooses to change from one service to another service, the new contract must be of equal or greater value than the initial contract.

27. Reserved for Future Use

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

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B. CONDITIONS (Cont'd)

27. Reserved for Future Use (Cont'd)

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28. See Telephone – Pa. P.U.C. No. 11, Section 4D.

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B. CONDITIONS (Cont'd)

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29. CentraNet®/Digital (ISDN) CentraNet® CLASS

Custom Local Area Signaling Service (CLASS) is a group of CentraNet®/Digital (ISDN) CentraNet® Service features offered to customers subscribing to CentraNet®/Digital (ISDN) CentraNet® local exchange service.

The service is subject to available facilities and limited to central offices specifically equipped to provide such service. Custom Local Area Signaling Service features are applicable to calls placed to/from compatible central offices offering the service.

Operator assisted calls will override these features for emergency purposes.

Nonrecurring charges are not applicable when Custom Local Area Signaling Service features are provided at the same time as the CentraNet®/Digital (ISDN) CentraNet® Service is initially established.

When features are added or rearranged on an existing line, the Minor Software Change charge will apply.

In order to subscribe to CentraNet®/Digital (ISDN) CentraNet® CLASS, the customer must also subscribe to at least CentraNet®/Digital (ISDN) CentraNet® Feature Package 1000 for analog CentraNet® Stations and a B-Channel configuration with voice on Digital (ISDN) CentraNet®

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B. CONDITIONS (Cont'd)

30. General - Digital (ISDN) CentraNet®

Services offered in accordance with this Product Guide are provided exclusively from central offices equipped with digital facilities. The availability of services and ability to provide services may vary among serving central offices. Digital (ISDN) CentraNet® services will be provided where central office capabilities and conditions permit.

Customer-provided equipment used in conjunction with services provided in accordance with this Product Guide must conform with the technical specifications of the Company.

The Company may change telecommunications services, equipment, operations, or procedures while remaining consistent with the Federal Communications Commission's Rules and Regulations. If changes cause a customer's equipment or communications system to become incompatible with services or if changes cause terminal equipment to require modification or become less effective, the Company shall not be responsible.

Customer requested temporary disconnections of Digital (ISDN) CentraNet® services are not permitted.

The Company will provide one alphabetical directory listing per Digital (ISDN) CentraNet® customer group (system) without charge. Additional directory listings will be provided in accordance with the rates and conditions set forth in Section 5 of this Product Guide.

A change in service from Analog CentraNet®, from Digital Channel Service, or from a basic exchange service to Digital (ISDN) CentraNet® service is a discontinuation of service and an establishment of service which will cause a temporary interruption of service. Termination liabilities will not apply to these changes if the customer subscribes to an equivalent or greater amount of service. However, all applicable installation and service connection charges and all charges applicable to the establishment of Digital (ISDN) CentraNet® services apply.

Flat Rate and Measured Service (for voice grade) cannot be mixed on a customer's premises. All voice and data calls will be charged measured rates as shown in Section 1A, Paragraphs D.3.b.(2) and D.3.b.(3) or Paragraph D.3.b.(4) of Tariff Telephone-Pa. P.U.C. No. 5 with the following exception: calls within the same business group within the same wire center (intercom calls) do not incur usage charges.

31. Digital (ISDN) CentraNet® Services

Digital (ISDN) CentraNet® Services are digital, business-system, exchange services, which include station connections and network access and which are provided as an alternative to or in conjunction with CentraNet® services.

Digital (ISDN) CentraNet® Services offered from this Product Guide include from two to 200 digital local loops with a Digital (ISDN) CentraNet® Access and with one Central Office Element.

Each Packaged Service is associated with a digital local loop, not with a channel.

Each digital local loop within a business system may be uniquely arranged with a Packaged Service and with a B-Channel or D-Channel configuration, or both a B-Channel and D-Channel configuration.

Digital (ISDN) CentraNet® Access is a service which terminates digital local loops at the central office and permits access to the exchange network. Only one Digital (ISDN) CentraNet® access element is required for each digital local loop, since this element provides any configuration of the basic elements and includes one access to the network line termination.

A Digital (ISDN) CentraNet® Access arranges a digital local loop ISDN-BRI access.

The B Voice/Circuit Switched Data Channel (B-V/CSD) assigns voice and circuit switched data traffic to two B-Channels of a digital local line. The CSD mode operates at a maximum speed of 64 kbps (Switched 64 kbps) but may be used at a speed of 56 kbps (Switched 56 kbps).

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B. CONDITIONS (Cont'd)

31. Digital (ISDN) CentraNet® Services (Cont'd)

Data sent to locations within a business system and to interexchange carriers over B-V/CSD Channels in the CSD mode can be transmitted at either 64 kbps or 56 kbps. (Some interexchange carriers do not offer transmission at 64 kbps.)

Data sent to locations within other business systems can be transported at a speed of either 64 kbps or 56 kbps in accordance with the rates, charges, and conditions specified by the Company's tariffs, where 64 kbps is offered.

The D-Packet Switched Data Channel ¹ allows transmission of packet-switched data over a D-Channel. Subscription to a D-Packet Service ¹ without subscription to B-Channel Service is permitted.

a. Additional Telephone Numbers

Up to two primary telephone numbers are provided with each activated Digital (ISDN) CentraNet® line, one for each of 2 channels. If an additional telephone number is required on either channel, an additional number charge applies for each additional number. The additional telephone numbers are available at the rate shown in this section. Additional telephone numbers may be published in the directory at the additional listing rates as found in Section 10 of this Product Guide.

One interexchange carrier must be selected for all telephone numbers associated with the same digital local loop, however 10XXX access to other carriers is provided. All digital local loops within the same business system must be associated with the same carrier.

b. Digital (ISDN) CentraNet® Access

Digital (ISDN) CentraNet® Access provides support for connecting from one to eight terminals belonging to the same customer on an individual digital local line.

Only one user will be connected to each B-Channel. Other users on the same digital local loop can access the D-Channel only.

Up to six users can simultaneously share the same D-Channel of a D-Channel packet switching ¹ arrangement. Additional telephone numbers are required for each additional terminal.

A maximum of eight terminals belonging to the same customer are permitted per ISDN-BRI line.

32. 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 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.

¹ Effective November 19, 2005, Packet Switching Network Service is no longer available to new customers and current customers may not make changes or additions to existing service.

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C. FEATURES

1. Analog or Digital (ISDN) CentraNet® Service offers Feature Packages 1000, 2000, 3000, or CentraNet® CLASS Package, and Optional Line and System Features at the rates and charges set forth in this Product Guide. Feature capabilities may vary depending on the host central office equipment.
2. In addition, Digital (ISDN) CentraNet® Service offers ISDN Station MBKS Basic, MBKS Deluxe, and 3000-Deluxe Packages, Attendant Package, Circuit Switched Data 1000 and 2000 Packages, X.25 Enhancement Package¹, and Optional Line and System Features at the rates and charges set forth in this Product Guide. Feature capabilities may vary depending on the host central office equipment.
3. Analog CentraNet® Service Basic Operating Features - Direct Inward Dialing/Direct Outward Dialing (DID/DOD), Automatic Identification of Outward Dial (AIOD), Distinctive Ringing, Touch Call, Station-to-Station Calling.
4. Digital (ISDN) CentraNet® Service Basic Operating Features - Direct Inward Dialing/Direct Outward Dialing (DID/DOD), Automatic Identification of Outward Dial (AIOD), Distinctive Ringing, Touch Call, and Station-to-Station Calling, Incoming Calling Number Identification Delivery.
5. CentraNet® Feature Package 1000 - Call Hold, Consultation Hold, Call Alternation, Speed Call 6 or 8 (Individual), Call Transfer, Call Forward (All, Busy, No Answer - Fixed/Variable), Call Waiting Originating, Call Waiting Terminating/Cancel, Dial Call Waiting, Three-Way Calling, Last Number Redial, Toll Restriction, Hunting (Pilot Number, Directory Number and Secretarial), Call Pick-Up (Extended, Direct, and Group), and Station Restriction.
6. CentraNet® Feature Package 2000 - Feature Package 1000 plus the following features: Call Park (Multiple), Automatic Callback (Camp-On), Data Line Security, Saved Number Redial, Circular Hunting, Multiple Classes of Service, Speed Call 30 (System), and Uniform Call Distribution.
7. CentraNet® Feature Package 3000 - Feature Package 1000 and 2000 plus the following features: Remote Access to Features*, Off-Hook Queuing, Ringback Queuing, Executive Busy Override, Incoming Call Forward, Within-Group Call Forward, and Speed Call 30 (Individual).
8. CentraNet® CLASS Feature Package - Automatic Busy Redial, Automatic Call Return, Call Block, Special Call Acceptance, Special Call Forwarding, and Special Call Waiting.
9. CentraNet® Optional System Features - Automatic Route Selection (ARS), Facilities Restriction Level (part of ARS), Time of Day Routing (part of ARS), Expensive Route Warning (part of ARS), WATS Access, 800 Service Access, Tie Facility Access, T1 Access, Limited Automatic Call Distribution, Preferential Hunting, Stop Hunt, Pilot Number of Hunt Groups, Priority Queuing, Additional Numbers, Proprietary Set Interface, Authorization Codes (per group of 10), Speed Call 30 (Additional System), Terminal Make Busy, Paging/Public Address Access, Dictation Access, Code Calling Access, Music-On-Hold, Recorded Announcement (Custom), Conference Calling (6-8-12-16-18-24 Port), Attendant Identification-Multiple Directory Numbers, Attendant Data Link Console Interface, Attendant Pre-determined Night Answer, Attendant Universal Night Answer, Attendant Mixed Night Answer, and Attendant Flexible Night Answer.
10. Digital (ISDN) CentraNet® Multi-Button Key Set (MBKS) Basic Package - Analog Shared Directory Number, Automatic Call Back on Busy, Bridging, Call Alternation, Call Forwarding, Call Pickup, Conference Calling, Drop, Feature Function Buttons, Feature Inspect, Flex Calling, Hold, Intercom Function, Key System Coverage for Analog Lines, Manual Exclusion, Multiple Directory Number, Privacy Release, Ring Again, Shared Call Appearances of Directory Number, Speed Calling, Station Restriction, Terminal Management, Time and Date Display, Transfer, and Two-Digit Intercom Dialing.
11. Digital (ISDN) CentraNet® Multi-Button Key Set (MBKS) Deluxe Package - Digital (ISDN) CentraNet® Multi-Button Key Set (MBKS) Basic Package plus Delayed Ringing, Initiated Priority Calling, Inspect, Intercom Alerting, Originating Priority Calling, Called Line Identification, and Incoming Priority Calling.

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

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C. FEATURES (Cont'd)

12. Digital (ISDN) CentraNet® Multi-Button Key Set (MBKS) 3000 Deluxe - Digital (ISDN) CentraNet® Multi-Button Key Set (MBKS) Deluxe Package plus Executive Busy Override, Incoming Call Forwarding, and Within Group Call Forwarding.
13. Digital (ISDN) CentraNet® Attendant Package - Aggregate Work Time/Number of Calls Handled, Busy Verification, Call Hold, Call Splitting, Call-Through Tests, Camp-On, Conference Calling, Console Terminal Management, Control of Voice Terminals, Direct Station Selection/Busy Camp, Direct Trunk Group Selection, Emergency Override, Incoming Calling Identification (Customer Group), Night Service, Originated Permission Display (Class of Service), Position Busy, Power Failure Transfer, Control of Facilities, Through Dialing, Timed Reminder, Traffic, Trunk Group Indicator, Trunk Identification, Trunk Queuing, Automatic Dropback to Attendant, Dial Access to Attendant, Even Call Distribution, Flexible Night Service/Call Forwarding, Calls on Queue, Queuing with Call Waiting Indication, Number of Calls Handled.
14. Circuit Switched Data 1000 Package - Data Call Forward, Data Multi-Line Hunt Group, Data Speed Call-Short List, and Data Toll Restriction.
15. Circuit Switched Data 2000 Package - Data 1000 Package plus Data Call Back, Data Circular Hunting, Data Group Speed Calling 30, and Data Speed Call-Long List.
16. X.25 Deluxe Package¹ - X.25 Basic Service plus X.25 Closed User Groups, X.25 Fast Select, X.25 Fast Select Acceptance, X.25 Hunt Groups, X.25 One-Way Outgoing Logical Channel, and X.25 Permanent Virtual Circuit.
17. X.25 Basic Package¹ - X.25 Flow Control Parameters Negotiation, X.25 Incoming Calls Barred, X.25 Outgoing Calls Barred, X.25 Reverse Charge, X.25 Reverse Charge Acceptance, X.25 Throughput Class Negotiation, X.25 Transmit Delay Selection and Indication.
18. Feature Matrices

The following feature matrices indicate the availability of each feature with either Analog or Digital (ISDN) CentraNet® Service.

Basic Operating Features	<u>Analog</u>	<u>Digital</u>
<u>Feature Name</u>		
Direct Inward Dialing	X	X
Direct Outward Dialing	X	X
Automatic Identification of Outward Dial	X	X
Distinctive Ringing		X
Touch Call	X	X
Station-to-Station Calling		X
Caller ID - Number		X

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C. FEATURES (Cont'd)

18. Feature Matrices (Cont'd)

Voice Packages Features	Analog			MBKS@ Service/Digital		
	1000	2000	3000	BASIC	DELUXE	3000-DELUXE
<u>Feature Name</u>						
Call Alternation/Flip-Flop	X	X	X	X	X	X
Call Forwarding	X	X	X	X	X	X
Call Hold	X	X	X	X	X	X
Call Pick Up	X	X	X	X	X	X
Call Transfer	X	X	X	X	X	X
Call Waiting	X	X	X		X	X
Consultation Hold	X	X	X	X	X	X
Dial Call Waiting	X	X	X		X	X
Hunting	X	X	X		X	X
Last Number Redial *	X	X	X	X	X	X
Speed Calling 6 or 8	X	X	X	X	X	X
Station Restriction	X	X	X	X	X	X
Three Way Calling	X	X	X	X	X	X
Toll Restriction	X	X	X	X	X	X
Call Park		X	X	X	X	X
Automatic Callback		X	X	X	X	X
Data Line Security *		X	X			
Saved Number Redial *		X	X			
Circular Hunting		X	X	X	X	X
Uniform Call Distribution Hunting		X	X	X	X	X
Multiple Classes of Service		X	X	X	X	X
System Speed Call 30		X	X	X	X	X

@ An analog telephone set connected through an appropriate ISDN terminal adapter to a Digital (ISDN) CentraNet® line must subscribe to analog CentraNet® voice feature packages, not Digital (ISDN) CentraNet® MBKS Service feature packages.

* Not available on 5ESS.

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

² Effective February 13, 2026, moves, changes, or modifications to this service will no longer be supported. Service modifications for customers with existing contracts are subject to the terms of their contracts. Centranet/Digital (ISDN) Centranet Service will be grandfathered and no longer available to new customers on and after February 1, 2016. On and after, February 1, 2016, existing customers can continue to make moves, adds and changes at existing locations only, but cannot establish service at new locations. Centranet/Digital (ISDN) Centranet Service continues to be available for resale until April 17, 2016; effective on and after April 17, 2016 the foregoing grandfathering terms shall apply to Centranet/Digital (ISDN) Centranet Service purchased for resale.

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CENTRANET®/DIGITAL (ISDN) CENTRANET® SERVICE^{1,2}

C. FEATURES (Cont'd)

18. Feature Matrices (Cont'd)

Voice Packages Features (Cont'd)	Analog				MBKS@ Service/Digital		
	1000	2000	3000	CLASS*	BASIC	DELUXE	3000-DELUXE
<u>Feature Name</u>							
Remote Access to Features**		X			X	X	X
Off-Hook Queuing		X				X	X
Individual Speed Call 30		X			X	X	X
Ringback Queuing		X				X	X
Basic Message Service#						X	X
Delayed and Abbreviated Ringing						X	X
Display for Ringing Call Appearance Only#						X	X
Initiated Priority Calling						X	X
Inspect for ISDN Terminals#						X	X
Intercom Alerting						X	X
Originating Priority Calling						X	X
Outgoing Called Line ID for ISDN Terminals						X	X
Priority Calling Incoming Only						X	X
Executive Busy Override		X					X
Incoming Call Forwarding		X					X
Within Group Call Forwarding		X					X
Automatic Call Return		X					
Automatic Busy Redial		X					
Special Call Forwarding		X					
Special Call Acceptance		X					
Call Block		X					
Special Call Waiting+		X					
Bridging					X	X	X
Conference Calling					X	X	X
Drop					X	X	X
Key System Coverage for Analog Lines					X	X	X
Manual Exclusion					X	X	X
Multiple Directory Number Buttons					X	X	X
Shared Call Appearances of Directory Number					X	X	X
Analog Shared Directory Number					X	X	X
Feature Function Buttons					X	X	X
Feature Inspect#					X	X	X
Terminal Management#					X	X	X
Time and Date Display#					X	X	X
Two-Digit Intercom Dialing					X	X	X

@ An analog telephone set connected through an appropriate ISDN terminal adapter to a Digital (ISDN) CentraNet® line must subscribe to analog CentraNet® voice feature package, not Digital (ISDN) CentraNet® MBKS Service feature packages.

* CLASS Package can be used with analog or digital CentraNet®.

Not available on DMS100.

+ Not available on 5ESS or DMS100.

** This feature is restricted to existing customers in their present locations.

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CENTRANET®/DIGITAL (ISDN) CENTRANET® SERVICE^{2,3}

C. FEATURES (Cont'd)

18. Feature Matrices (Cont'd)

Data Packages Features

Feature Name

CSD1000

CSD2000

X.25 BASIC¹

X.25 DELUXE¹

Data Speed Call - Short List	X	X		
Data Call Forward	X	X		
Data Toll Restriction	X	X		
Data Multi-Line Hunt Group	X	X		
Data Call Back		X		
Data Circular Hunt		X		
Data Group Speed Call 30		X		
Data Speed Call - Long List		X		
X.25 Flow control Parameters Negotiation ¹			X	X
X.25 Incoming Calls Barred ¹			X	X
X.25 Outgoing Calls Barred ¹			X	X
X.25 Reverse Charge ¹			X	X
X.25 Reverse Charge Acceptance ¹			X	X
X.25 Throughput Class Negotiation ¹			X	X
X.25 Transmit Delay Selection/Indication ¹			X	X
X.25 Closed User Groups ¹				X
X.25 Fast Select ¹				X
X.25 Fast Select Acceptance ¹				X
X.25 Hunt Groups ¹				X
X.25 One-Way Outgoing Logical Channel ¹				X
X.25 Permanent Virtual Circuit ¹				X

Attendant Package Features - Digital (ISDN) CentraNet®

Feature Name

Aggregate Work Time/Number of Calls Handled
Busy Verification
Call Hold
Call Splitting
Call-Through Tests
Camp-On
Conference Calling
Console Terminal Management
Control of Voice Terminals
Direct Station Selection/Busy Lamp Field
Direct Trunk Group Selection
Emergency Override
Incoming Calling ID-Group
Night Service
Originated Permission Display
Position Busy
Power Failure Transfer
Control of Facilities
Through Dialing
Timed Reminder
Traffic
Trunk Group Indicators
Trunk Identification
Trunk Queuing
Auto Dropback to Attendant
Dial Access to Attendant
Even Call Distribution
Flexible Night Service/Call Forwarding
Calls on Queue
Queuing with Call Waiting Indication
Number of Calls Handled Display Data

¹ Effective November 19, 2005, Packet Switching Network Service is no longer available to new customers and current customers may not make changes or additions to existing service.

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³ Effective February 13, 2026, moves, changes, or modifications to this service will no longer be supported. Service modifications for customers with existing contracts are subject to the terms of their contracts. Centranet/Digital (ISDN) Centranet Service will be grandfathered and no longer available to new customers on and after February 1, 2016. On and after, February 1, 2016, existing customers can continue to make moves, adds and changes at existing locations only, but cannot establish service at new locations. Centranet/Digital (ISDN) Centranet Service continues to be available for resale until April 17, 2016; effective on and after April 17, 2016 the foregoing grandfathering terms shall apply to Centranet/Digital (ISDN) Centranet Service purchased for resale.

CENTRANET®/DIGITAL (ISDN) CENTRANET® SERVICE^{1,2}

C. FEATURES (Cont'd)

18. Feature Matrices (Cont'd)

Optional Features

Optional Features	Analog	Digital
Feature Name		
Additional Numbers	X	X
Attendant Data Link Console Interface	X	
Attendant Flexible Night Answer	X	
Attendant ID Multiple Directory Nos.	X	
Attendant Mixed Night Answer	X	
Attendant Pre-determined Night Answer	X	
Attendant Universal Night Answer	X	
Authorization Codes	X	X
Automatic Route Selection	X	X
Call Tracing Service	X	X
Caller ID - Number*	X	X
Caller ID - Name and Number	X	X
Circuit Switched Data Direct Connect		X
Circuit Switched Data Closed User Group		X
Code Call Access	X	
Complete Blocking**	X	X
Conference Calling	X	X
Customer Moves and Changes	X	X
Dictation Access and Control	X	
Digital Data Intercom Dialing		X
Instant Call Accounting	X	X
Limited Automatic Call Distribution	X	
Music On Hold	X	X
Paging/Public Address Access	X	
Pilot Number of Hunt Groups	X	
Preferential Hunt	X	X
Priority Queuing	X	X
Proprietary Set Interface	X	
Recorded Announcement	X	X
Selective Blocking**	X	X
Speed Call 30	X	X
Stop Hunt	X	X
Terminal Make Busy	X	
Tie Line Facility Access	X	X
T-1 Access	X	X
VIP Alert	X	X
WATS/800 Access	X	X

* Capability of providing Caller ID - Number exists in both Analog and Digital systems. Caller ID - number is a basic operating feature of Digital (ISDN) CentraNet® Service at no additional charge.

** A description of these features is located in the GTE calling services section (Section 29) of this Product Guide.

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

2 Effective February 13, 2026, moves, changes, or modifications to this service will no longer be supported. Service modifications for customers with existing contracts are subject to the terms of their contracts. Centranet/Digital (ISDN) Centranet Service will be grandfathered and no longer available to new customers on and after February 1, 2016. On and after, February 1, 2016, existing customers can continue to make moves, adds and changes at existing locations only, but cannot establish service at new locations. Centranet/Digital (ISDN) Centranet Service continues to be available for resale until April 17, 2016; effective on and after April 17, 2016 the foregoing grandfathering terms shall apply to Centranet/Digital (ISDN) Centranet Service purchased for resale.

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

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C. FEATURES (Cont'd)

19. CentraNet® Basic Operating Features

Automatic Identification of Outward Dial - Identifies all calls leaving the customer group by the station number from which calls are placed.

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

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

Distinctive Ringing - Permits a station user to determine by the cadence of the ringing, whether a call is internal or external.

Station-to-Station Calling - Allows station users to call each other using intercom dialing and is restricted to the serving wire center only for voice and circuit switched data calls.

Touch Call - Equips all station lines for touch call dialing.

Feature Package 1000

Call Alternation - Allows a station user to place one call on hold, make a second call, and talk alternately between the two parties.

Call Forwarding - Provides the option of fixed and/or variable forwarding of a station's incoming calls to a predetermined number. Fixed forwarding is established and changed by the Company. Variable forwarding is established and changed by the station user. This feature will forward all calls, or only those calls reaching a busy or no answer condition, to a predetermined number. Forwarding for hunt groups is available.

Call Hold - Allows a station user to place a call in progress on hold.

Call Pick Up-Direct - Permits a station user to pick up any ringing station in the business group by dialing a feature code plus the ringing station's intercom number. The ringing station is not required to be in the same pick up group.

Call Pick Up-Extended - Permits a station user to dial a code to extend call pick up to groups other than its own.

Call Pick Up-Group - Permits a station user to dial a code to answer a call which is ringing at another station within the call pick up group.

Call Waiting/Cancel - Allows a station user to cancel the Call Waiting feature for the duration of a single call.

Call Waiting Originating - Allows a station to send a Call Waiting tone when calling a busy station. Call Waiting Originating is restricted to calls both placed and received within the same central office.

Call Waiting Terminating - Alerts the called party, with a beep, that an incoming call is waiting.

Call Transfer - Allows a station user to transfer a call to another party.

Consultation Hold - Allows the initiator of a three way call or transfer to speak privately with the third party before completing the connection.

Dial Call Waiting - Allows a station user to send a Call Waiting tone when calling a busy station, even if the called station does not have the Call Waiting feature. Dial Call Waiting is restricted to calls both placed and received within the same central office.

Hunting (Directory Number) - Activates hunting when any of the directory numbers of the individual lines in the hunt group are called. If the called line is busy, hunting will start with the called line and continue to the end of the list.

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C. FEATURES (Cont'd)

19. CentraNet® Basic Operating Features (Cont'd)

Feature Package 1000 (Cont'd)

Hunting (Pilot Number) - Searches for an idle line beginning with the first member of the hunt group and ending with the last member.

Hunting (Secretarial) - Searches for an idle line beginning with the group member dialed and ending with the last member in the group.

Speed Calling 6 (Individual) - Allows a station user to dial an individual list of up to 6 telephone numbers by dialing an access code and one digit. (Available on 5-ESS central office switching equipment only).

Speed Calling 8 (Individual) - Allows a station user to dial an individually selected list of up to 8 telephone numbers by dialing one or two digits. (Available on GTD-5 central office switching equipment only).

Station Restriction - Prevents a station user from making or receiving calls outside the business group. Calls cannot be routed beyond this restriction by an attendant or through any indirect means such as Call Transfer, Call Forwarding or Call Pick-Up.

Last Number Redial - Allows a station user to redial the last number dialed by dialing a code instead of redialing the entire telephone number. (Not available on 5ESS central office switching equipment.)

Three Way Calling - Permits a station user to put one party on hold, reach a third party, and bring all three parties together in a three-way connection.

Toll Restriction - Prevents customer designated stations from placing chargeable toll calls.

Feature Package 2000

The features listed below are provided in addition to Feature Package 1000 features.

Automatic Callback - Enables a station user encountering a busy station to request the system to call back when both stations are idle.

Call Park-Multiple - Enables a station user to place multiple calls on hold and later retrieve the held calls from any station in the business group.

Circular Hunting - Searches for an idle line beginning with the number dialed, proceeding to the last member in the hunt group, wrapping around to the first member, and ending with the member preceding the one that was dialed.

Data Line Security - Protects data being transmitted on a telephone line from being disturbed by tones generated by system features such as Call Waiting, Executive Busy Override, etc. (Not available on 5ESS central office switching equipment.)

Multiple Classes of Service - Enables the customer to assign each station a class of service which defines the station's calling privileges and restrictions.

Saved Number Redial - Permits a station user to store a number in memory and later redial the number using a code. (Not available on 5-ESS central office switching equipment.)

Speed Call 30 (System) - Allows members of a business group to share a list of up to 30 telephone numbers, each of which may be dialed using an access code and one or two digits.

Uniform Call Distribution (UCD) Hunting - Provides for call distribution in a hunt group by connecting to the line which has been idle the longest. (Applies to circular hunt only).

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C. FEATURES (Cont'd)

19. CentraNet® Basic Operating Features (Cont'd)

Feature Package 3000

The features listed below are provided in addition to Feature Packages 1000 and 2000 features.

Call Forwarding/Incoming - Forwards incoming calls from outside the business group to a predetermined alternate number within the business group when the called station is busy.

Call Forwarding/Within Group - Forwards calls originating from within the business group to a predetermined destination. Calls originating from outside the business group are completed as if Call Forwarding were not in effect.

Executive Busy Override - Allows a station user, upon reaching a busy station within the same business group, to "break-in" to the existing conversation. The system sends an alert tone to the conversing parties and creates a three-way call controlled by the party breaking in.

Off-Hook Queuing - Allows a station user to remain off-hook and wait for an idle trunk in order to complete a dialed call.

Remote Access to Features* - Allows an authorized user to call in from the exchange network and gain access to all features within a business group by supplying an authorization code. This also includes the Remote Activation of Call Forward function that allows customers to activate, change, or deactivate their Call Forwarding Service from a remote location.

Ringback Queuing - Permits a station user with activated queuing to hang up and wait for a trunk to become idle. When a trunk is available, the station user is notified by a distinctive ringing tone.

Speed Calling 30 (Individual) - Allows a station user to dial an individually selected list of up to 30 telephone numbers by dialing two to four digits.

CentraNet® CLASS

Automatic Busy Redial - Allows the customer to redial automatically the last number dialed. If the called line is found to be busy, a 30-minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of the called line until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the calling party is alerted with a distinctive ring signifying that the call can now be completed.

* This feature is restricted to existing customers at their present locations.

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C. FEATURES (Cont'd)

19. CentraNet® Basic Operating Features (Cont'd)
Feature Package 3000 (Cont'd)
CentraNet® CLASS (Cont'd)

Automatic Call Return (*69) - Upon dialing *69, information associated with the last incoming call is announced if it is available from the network and the calling party has not blocked the calling information. Depending on the serving central office, the date and time of the call may also be announced. When a telephone number is announced, it may not always identify the calling party and, in some cases, cannot be used to return the call automatically or by manual dial back.

If possible, the service may also allow a customer to return the call automatically by dialing "1". *69 cannot automatically return all calls. When a telephone number is announced, the customer is instructed to dial "1" to return the call automatically. If the customer dials "1" and the line associated with the called number is busy, the call is queued for up to 30 minutes or until both lines are idle. When both lines are idle, the customer is given an indication with a distinctive ringing pattern that the network will attempt to set up the call. Once the customer answers the distinctive ring, the network attempts to set up the call.

This feature is offered on a monthly subscription or per activation basis. Per activation customers are charged upon announcement of information associated with the last incoming call. The charge applies regardless of whether the customer attempts to return the call by dialing "1" and regardless of whether the announced number identifies the calling party or can be used to return the call automatically or by manual dial back. The customer is billed for any call placed by means of this service.

General Disclaimer/Conditions

Custom Local Area Signaling Service is applicable to calls placed to/from compatible central offices or within a compatible central office offering the service. These services are offered based on information stored within the switch or provided to the switch through call setup signaling and are subject to limitations associated with the availability and content of that information.

Rates & Charges

Per activation customers are charged upon announcement of information associated with the last incoming call. The charge applies regardless of whether the customer attempts to return the call by dialing "1" and regardless of whether the announced number identifies the calling party or can be used to return the call automatically or by manual dial back.

Call Block - Allows a customer to block calls from certain numbers (maximum of 12) known to the customer. The customer also can block incoming calls placed from the last calling number even if the number is unknown to the customer. Blocked calls are routed to a recorded announcement which specifies that the called party is not accepting calls. Subject to technical availability, this service may also provide anonymous call rejection so that calls delivered without Calling Number Identification Delivery will be blocked.

Special Call Acceptance - Allows a customer to select up to 12 customer telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller the customer is not accepting calls. Calls from numbers outside the specified exchanges will ring normally.

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C. FEATURES (Cont'd)

19. CentraNet® Basic Operating Features (Cont'd)

CentraNet® CLASS (Cont'd)

Special Call Forwarding - An arrangement which permits a customer to prespecify telephone numbers (maximum of 12) from which incoming calls are to be forwarded. During the period that Special Call Forwarding is activated, only calls from the prespecified numbers will be forwarded.

Special Call Waiting - Allows a customer to choose up to 12 numbers which can activate Call Waiting. Incoming calls placed from numbers not selected by the customer receive busy signals when the customer's line is busy. Customers may not subscribe to Call Waiting and Special Call Waiting on the same line.

20. CentraNet® Optional System Features

The features below can be ordered individually at the rates and charges set forth in this Product Guide.

Additional Numbers - A software number which has the characteristics of a basic exchange access line. A Feature Package rate is applicable to each Additional Number.

Attendant Data Link Console Interface - Allows the use of a proprietary data-link multiplexed console which is connected to the central office. (Requires three (3) additional CentraNet® Service lines. Available where technology exists).

Attendant Flexible Night Answer - Allows the attendant to reassign the destination for Predetermined Night Answer calls. (Requires Data Link Console.)

Attendant Identification-Multiple Directory Numbers - Enables the attendant to identify an incoming call by directory number using the console display. If the subscriber has multiple directory numbers, the number being called will be displayed on the attendant console. (Requires Data Link Console.)

Attendant Mixed Night Answer - This feature is a combination of Universal and Predetermined Night Answer. Incoming calls can be switched to either type of night answer by the attendant. (Requires Data link Console.)

Attendant Predetermined Night Answer - Allows incoming calls to an attendant position to be answered by a predetermined alternate station during nonbusiness hours or when the attendant's line is busy. This feature also allows for the transfer of calls during commercial power failure. (Requires Data Link Console.)

Attendant Universal Night Answer - Allows incoming calls to an attendant to be answered by any station in the attendant's business group during nonbusiness hours. This feature also allows for the transfer of calls during commercial power failure. (Requires Data Link Console.)

Authorization Codes - Used to override the calling restrictions placed on a particular line.

Automatic Route Selection (ARS) - Provides an automatic means of low cost route selection. ARS provides up to 10 routes and allows customers to prioritize these routes based on cost. This feature also includes:

Expensive Route Warning - Provides a warning tone indicating an expensive route has been selected.

Facilities Restriction Level - Allows each station and each facility access in the business group to be assigned a restriction level for use with ARS.

Time of Day Routing - Provides for route selection based on the most economical path for a particular time-of-day or day-of-week.

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C. FEATURES (Cont'd)

20. CentraNet® Optional System Features (Cont'd)

Call Tracing Service - allows a called party to initiate an automatic trace of the last call received. Call Tracing Service is available on a per use basis only. After receiving the call which is to be traced, the customer dials a code and the traced number is automatically sent to the Telephone Company. The customer using Call Tracing Service is required to contact the Telephone Company for further action. The customer originating the trace will not receive the traced telephone number. The results of a trace will be furnished only to legally constituted authorities upon proper request by them.

Caller ID - Number - provides for the display of the incoming telephone number on a customer provided display device attached to the customer's telephone line or on a telephone or answering machine with a built-in display screen. Caller ID - Number will forward the calling number from an appropriately equipped central office to the customer provided display device, typically by the second ring. The Company will forward non-blocked telephone numbers subject to technical and other limitations, including the availability of the number for forwarding.

All customer provided equipment used to interface with Caller ID - Number must be connected in accordance with provisions of the Federal Communications Commission's Registration Program.

Caller ID - Name and Number - is an arrangement that is provided as an enhancement to Caller ID - Number and permits a customer with local exchange service to receive the name, as well as the telephone number, associated with the calling party for calls placed to the customer. The calling telephone number and name will be forwarded (typically by the second ring) from the terminating central office to compatible customer-provided display equipment associated with the customer's local exchange service, subject to limitations such as those described below. The name and telephone number of the caller may not be displayed for every incoming call. "Out of Area," "Unavailable," 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..

Conference Calling - Permits a station user or attendant to form a conference with a maximum of six or eight parties (depending on technology), including other stations and/or parties reached over trunks.

Code Call Access - Provides access to customer provided code calling signaling devices.

Customer Moves and Changes (CMAC)³ - Provides customers with the ability to prepare, schedule, and implement feature changes and configurations from a computer terminal located on the customer's premises.

Data Closed User Group - Permits grouping Circuit Switched Data Channels into groups. Calls within a group are allowed, but calls between groups are denied.

Data Direct Connect - Provides an automatic connection between a calling line that goes off hook and a predetermined telephone number.

Digital Data Intercom Dialing - An intra-group data function that allows a station user to call another station user, both within the same customer group, usually with abbreviated dialing. No usage charges are incurred on Data Intercom calls.

Dictation Access and Control - Provides for station access to customer provided dictation equipment.

Instant Call Accounting (ICA) - Provides the customer with records of calls originating from CentraNet® stations. Each call record will contain the date, time, and duration of the call, the calling station number, facility used, and the number that was called.

Dedicated ICA - The customer's call records are continually transmitted from the central office to the customer's premises equipment through a dedicated private line connection.

Private Line Service as defined elsewhere in this Product Guide should be used to determine the appropriate provisioning and the applicable rates and charges for the required dedicated data channel between the serving central office and the customer premises equipment.

Dial-Up ICA - The customer, using CPE, initiates a download request to the central office processor in order to retrieve the call records. The records are transmitted immediately back to the customer's premises equipment upon completion of the request.

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³ Effective May 15, 2024, Customer Moves and Changes (CMAC) service is no longer available to business customers. Existing business customers as of May 15, 2024, may retain this service at existing locations. Additions, rearrangements and move of services are not permitted.

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CENTRANET®/DIGITAL (ISDN) CENTRANET® SERVICE^{1,2}

C. FEATURES (Cont'd)

20. CentraNet® Optional System Features (Cont'd)

FX Access - Connects to foreign exchange line facilities.

Limited Automatic Call Distribution - Allows incoming trunk calls to be directed to and distributed among a select group of stations using distributive hunting.

Music-on-Hold - Provides access to a common music source for use with call hold, transfer, park and queuing features.

Paging/Public Address Access - Provides a central office interface to a loudspeaker at the customer premises for paging and/or public address.

Pilot Number of Hunt Groups - A directory number used to access a hunt group. (No associated cable pair required.)

Preferential Hunting - Assigns hunting for an individual group of hunt group members to a pilot number of another circular hunt group.

Priority Queuing - Provides two levels of priority in the handling of queued calls: high priority and low priority.

Proprietary Set Interface - Provides capability for central office connectivity for business proprietary sets.

Recorded Announcement - Routes calls to a recording in the Company's central office. The recording may be customized at the customer's option.

Speed Call 30 (System) - Allows members of a business group to share a list of up to 30 telephone numbers, each of which may be dialed using an access code and one or two digits.

Stop Hunt - Uses a code to stop the hunting process when a particular line is reached in a hunting sequence.

Terminal Make Busy - Allows a station or group of stations to appear busy to incoming calls.

Tie Facility Access - Provides access to tie line facilities which connect the business group to another CENTREX, PABX or similar facility.

T1 Access - Allows a CentraNet® customer to access a dedicated digital facility.

VIP Alert - Allows a customer to program up to twelve (12) telephone numbers of selected callers enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone. If a customer also subscribes to Call Waiting, calls from the selected numbers will be distinguished by a distinctive call waiting tone.

WATS Access - Allows a CentraNet® customer to access WATS for bulk toll calling.

800-Service Access - Allows 800 Service Access to terminate in the CentraNet® Service System.

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

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CENTRANET®/DIGITAL (ISDN) CENTRANET® SERVICE^{2,3}

C. FEATURES (Cont'd)

21. Digital (ISDN) CentraNet®

B-Channel (Bearer Channel) - A channel used to carry digitized voice and data information at a speed of 64 kbps.

B-Packet¹ - A service which permits a customer to use a B-Channel for packet switched data.

Basic Rate Interface (BRI) - BRI supports two 64 kilobits per second (kbps) B-Channels and one 16 kbps D-Channel (2B+D).

Clear Channel Capability - The capability to transport 64 kbps over a channel with no constraint on the quantity or on the sequence of bits.

Channel - The electrical path provided by the Company between two or more terminating points for the transmission of information or intelligence.

D-Channel (Delta Channel) - A communications path that operates at 16 kbps in support of network control signals and 9.6 kbps X.25 packet data¹.

D-Packet¹ - A service which permits a customer to use a D-Channel for packet switched data. Utilizes 9.6 of the 16 kbps on BRI ISDN D-Channel and allows for more than one data device.

Digital (ISDN-BRI) CentraNet® - CentraNet® Service provided by ISDN-BRI.

Integrated Services Digital Network (ISDN) - A set of standards which enable end-to-end digital transmission, access integration, and established standardization of points of interconnection over a single access line. End-to-end digital transmission eliminates the necessity for voice-band modems that use analog processing techniques. Access integration refers to utilizing a single ISDN line, whereby an end user over one line can access a wide variety of user information services such as voice, circuit switched data, and packet switched data¹.

IntraSystem Caller ID - A function which allows a station within a system to identify a caller calling from another station within the same system.

Kbps - Kilobits Per Second.

Mbps - Megabits Per Second.

Multi-Button Key Set (MBKS) Service - A Basic or Deluxe package of central office functions operated or activated by customer premises equipment.

Multipoint - any digital local loop supporting more than one user.

User - A member of a business system.

Multi-Button Key Set (MBKS) Basic Package³

Automatic Callback on Busy - Allows the user to activate Automatic Callback on Busy when a busy number is dialed. When the busy station becomes idle, a distinctive ring alerts the caller. When the caller goes off-hook, the call is placed.

Bridging - Allows a party to establish a conference call within a customer group by bridging into a call. Only one party can bridge into a call. Bridging can be inhibited by activating Manual Exclusion.

¹ Effective November 19, 2005, Packet Switching Network Service is no longer available to new customers and current customers may not make changes or additions to existing service.

² Effective May 16, 2017, all new Centranet/Digital (ISDN) Centranet systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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C. FEATURES (Cont'd)

21. Digital (ISDN) CentraNet® (Cont'd)

Multi-Button Key Set (MBKS) Basic Package² (Cont'd)

Call Alternation - See CentraNet® Feature Package 1000.

Call Forwarding - Allows a user to forward calls to a specified number.

Call Pickup - Allows a user to pick up a call directed to another station in the customer group.

Conference Calling - Allows a user to set up a conference call. Conference calls can include members of the customer group and parties outside the group. Up to six parties can be connected.

Drop - Allows a user to disconnect the last party added to a conference call, or the other party if only two parties are conferenced.

Digital Data Intercom Dialing - An intra-group data function that allows a station user to call another station user, both within the same customer group, usually with abbreviated dialing. No usage charges are incurred on Data Intercom calls.

Flex Calling - Allows a user to arrange a conference call. Conference calls can include parties within and outside the group. Up to nine parties can be connected simultaneously.

Hold - Allows the MBKS set user to place a call on hold by pressing the function button. Any MBKS set with the call appearance for call on hold can pick up the call by pressing the call appearance button.

Intercom Function - Allows the station set to emulate a dedicated wire to another station for priority conversations without typing up the station set from active or incoming calls.

Key System Coverage for Analog Lines - Allows an analog station set to share calls with the ISDN station set.

Manual Exclusion - Allows an MBKS set user to inhibit other stations from picking up a call on hold or bridging onto a call that is active at that station.

Multiple Directory Number Buttons - Provides access to more than one Directory Number (DN) on the MBKS set. Indicator lights show the status of the DN (idle, call on hold, call in progress, etc.).

Privacy Release - Allows a user to inhibit other stations from answering a call on hold or from bridging onto calls. (See Manual Exclusion.)

Ring Again - Allows a user to arrange for Automatic Callback on Busy when a busy number is encountered. When the busy station becomes idle, a distinctive ring alerts the caller. When the station set is taken off-hook, the call is placed.

Shared Call Appearances of a Directory Number - Allows several MBKS station sets to share one or more Directory Numbers. Originating and terminating events on one station set affect all stations sharing that Directory Number. The shared Directory Numbers can have multiple call appearances, multiple calls can exist on one Directory Number, and more than one station sharing the Directory Number can have a call active on that shared Directory Number.

Speed Calling (Also known as Abbreviated Dialing) - Permits the customer to dial selected numbers using fewer digits than normally required. This is accomplished through the assignment of abbreviated codes to frequently called numbers. One and two-digit speed calling lists are available. The Speed Calling Feature is available to individual lines and members (some or all) of a multiline hunt group. Speed Calling lists assigned to individual lines can be shared by other lines at the customer's request. For the BRCS feature, the service providers can define list sizes and up to three digit access codes.

Station Restriction - See CentraNet® Feature Package 1000.

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CENTRANET®/DIGITAL (ISDN) CENTRANET® SERVICE^{1, 2}

C. FEATURES (Cont'd)

21. Digital (ISDN) CentraNet® (Cont'd)

Multi-Button Key Set (MBKS) Basic Package² (Cont'd)

Terminal Management - Provides a management function for the MBKS terminal and, therefore, is mostly transparent.

However, the following capabilities impact the user:

- Adjunct Control
- Automatic Hold/Drop Preference
- Button Management
- Call Appearance Selection for Implicit Conference and Transfer
- Display for Ringing Call Appearances Only
- Feature Button Inspection
- Idle Call Appearance Preference

Time and Date Display - A subscription feature for ISDN attendants and ISDN station set users. The 5ESS Switch provides the time and date to the ISDN station set.

Transfer - Allows the MBKS set user to transfer a call to another Directory Number in the customer group by pressing the transfer button, dialing the Directory Number, and pressing the button again.

Multi-Button Key Set (MBKS) Deluxe Package²

The features listed below are provided in addition to Multi-Button Key Set (MBKS) Basic Package features.

Called Line Identification (CLID) - Provides a user originating a call with information about the called party and the facility or destination. Facility and call destination information are provided via the ISDN Call Identification (ICI) call types. The CLID information provided is:

- Call Appearance Identification
- Called Directory Number (DN)
- ISDN Call Identification (ICI)

If an attendant is originating the call, the switch also provides the originating permissions of the called party. This feature is billed only on a flat-rate basis.

Delayed and Abbreviated Ringing - Alerts MBKS set for a predetermined interval before ringing another designated MBKS set.

Display for Ringing Call Appearances Only - Will activate displays on a multibutton keyset only for ringing call appearances. This eliminates displays that a call coverage person (usually a secretary) has no need and no desire to see. The feature is intended for applications where keysets have large numbers of secondary call appearances to provide shared back up coverage among a group of secretaries, and where abbreviated and delayed ringing is used.

Feature Inspect - Provides service providers and end users who have display terminals with a method of determining the features and call appearances that are assigned to the buttons on a terminal. Inspecting a button is a two-step procedure: (1) the Inspect Feature button is depressed, and (2) the feature or call appearance button to be inspected is pressed. The feature assigned or, for call appearances, call related information is displayed.

Incoming Priority Calling - Permits calls outside the business group to be terminated to a priority call appearance. Terminations to priority appearances use normal intergroup alerting as opposed to priority alerting.

Initiated Priority Calling - Provides an ISDN equivalent of Dial Call Waiting. A station user initiates a priority call by one of two methods: (1) dialing the initiated priority calling function code or pressing a priority calling feature button, then dialing the digits of the called party.

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C. FEATURES (Cont'd)

21. Digital (ISDN) CentraNet® (Cont'd)

Multi-Button Key Set (MBKS) Deluxe Package² (Cont'd)

The features listed below are provided in addition to Multi-Button Key Set (MBKS) Basic Package features. (Cont'd)

Inspect ISDN Terminals - Retrieves and displays call-related information about any call appearance that has a call associated with it. This could be the active call, a call on hold, or an alerting call. The data that can be displayed includes: call appearance identification, called or calling Directory Number (DN), incoming call identifier call type, and called or calling party name. If the user performing the inspection is an attendant, the originating permissions are also displayed.

Intercom Alerting - Provides a distinctive ring and/or visual indicator to alert the MBKS set user of an intercom call.

Originating Priority Calling - Provides an ISDN equivalent of Call Waiting Originating. When assigned to a particular station set, all calls originated from it are priority calls.

Outgoing Called Line Identification for ISDN Terminals - Provides a user originating a call with information about the called party and the facility or destination. Facility and call destination information are provided via the ISDN Call Identification (ICI) call types. The OCLID information provided is:

- Call Appearance Identification
- Called DN
- ICI

If an attendant is originating the call, the switch also provides the originating permissions of the called party. This feature is billed only on a flat-rate basis.

Priority Calling Incoming Only - Provides an ISDN equivalent of Call Waiting-Incoming Only. With this feature, calls outside the business group can terminate to a priority call appearance. Terminations to priority appearances use normal intergroup alerting as opposed to priority alerting.

Multi-Button Key Set (MBKS) 3000-Deluxe Package²

The features listed below are provided in addition to Multi-Button Key Set (MBKS) Deluxe Package features.

Call Forwarding/Incoming - See CentraNet® Feature Package 3000.

Call Forwarding/Within Group - See CentraNet® Feature Package 3000.

Executive Busy Override - See CentraNet® Feature Package 3000.

Attendant Package Features

Aggregate Work Time/Number of Calls Handled for ISDN - Allows a supervisor, or attendant, to display data about an attendant position. The data includes:

- Aggregate time spent handling calls
- Length of time the console was active
- Number of calls handled

Attendant Busy Verification of Lines and Trunks - Allows an attendant to determine whether a line or trunk within the same customer group is busy or idle. If the line or trunk is busy, the attendant is bridged onto the connection to:

- Converse with the parties
- Determine if it is busy or if there is a problem
- Override (disconnect) the talking parties

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C. FEATURES (Cont'd)

21. Digital (ISDN) CentraNet® (Cont'd)
Attendant Package Features (Cont'd)

Attendant Call Hold - Allows the attendant to hold a call in progress to originate another call, or pick up a call on hold. Timed reminder is activated when the call is placed on hold by the attendant.

Attendant Call Splitting - Allows the attendant to consult privately with the called party without the calling party hearing. The attendant can alternate conversation between the called and calling party before completing (or terminating) the call.

Attendant Call-Through Tests (Physical Trunks) - Allows the attendant to set up a test call over a selected physical trunk in a trunk group to determine if the trunk is working properly.

Attendant Camp-On - Allows calls that the attendant attempts to complete to a busy analog or ISDN station to be held waiting until the station becomes idle. The attendant can release from the connection. A call waiting indication is given to alert the busy party. When the busy station becomes idle, it is automatically alerted and connected to the calling party without attendant intervention. While waiting, the caller (and the attendant) can be connected to silence, tone, audible ringing, or announcement. The Timed Reminder feature can be initiated when camp-on is activated. Calls to the attendant from within the group and from outside the group can be camped-on to a busy station.

Attendant Conference Calling - Allows the attendant to set up conference calls with any combination of extensions or trunks on the internal conference bridge. The maximum number of parties on the conference call is limited to the capacity of the multipoint conference circuit.

Attendant Console Terminal Management - Provides management services for the attendant console but is not a feature that an attendant uses as part of attendant's responsibilities. Rather, it is a feature provided by the switch to support the attendant console. The basic services provided are:

Button Management - The switch maintains information about the button configuration of the console. For example, a console could have ten buttons. For one console, the switch could configure these ten buttons to be six call appearances and four feature buttons. For another console, these ten buttons could be eight call appearances and two feature buttons.

Call Appearance Selection - The switch selects a call appearance on the console for incoming calls and for certain attendant-originated calls (e.g., originations via Direct Trunk Group Selection, Direct Station Selection, etc.).

Telephone Number Management - A maximum of eight listed telephone numbers (TNs) can be assigned to an attendant group. The switch does not support shared call appearances for attendant positions. Each attendant is capable of having a unique TN, other than the listed telephone number (LTN), for purposes of attendant-to-attendant calls.

Display Management - Many of the attendant features use a console display.

Lamp Management - Lamp management is responsible for controlling console lamps associated with features.

Tones Management - The switch informs the console to alert the attendant to one of four specific events. The console is responsible for generating corresponding tones. Note that these are not in-band call processing tones generated by the switch. The four alerting tones, arranged in priority of importance are:

1. Emergency informs the attendant that an emergency call is waiting (highest priority).
2. Timed Reminder informs the attendant that a timed reminder for a held call or an unanswered transferred call has expired.

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C. FEATURES (Cont'd)

21. Digital (ISDN) CentraNet® (Cont'd)

Attendant Package Features (Cont'd)

Attendant Console Terminal Management (Cont'd)

Tones Management (Cont'd)

3. Call Waiting informs the attendant that calls are in queue waiting to be answered.
4. Alerting informs the attendant that a call is alerting the console.

Attendant Control of Voice Terminals - Feature routes calls destined for a line or group of lines to the attendant for handling. It is activated by the attendant or automatically by the switch.

Attendant Direct Station Selection/Busy Lamp Field - Feature allows the attendant to display the status of up to 10,000 telephone numbers (TNs) in 100 groups of 100 contiguous TNs starting at 00. Within a group of 100, the attendant can select a station via a single keystroke. Two selection options are available: one for monitoring up to 800 TNs and the other for monitoring up to 10,000 TNs.

Attendant Direct Trunk Group Selection - Allows the attendant to select an idle trunk for an outgoing call by pressing a single button on the console.

Attendant Emergency Override - Allows the attendant to complete incoming calls to stations:

- That are busy from setting the make busy key;
- That have a series completion or multiline hunt arrangement;
- With Call Forwarding activated; or
- With terminating restrictions.

Attendant Incoming Calling Identification (Customer Group) - Allows an attendant to identify the type of facility over which an incoming call to the attendant was routed.

Attendant Night Service - Routes calls directed to the ISDN Attendant to a different station. This feature is activated and deactivated from a designated ISDN Attendant console. The user can select one of the following options for Night Service routing:

Fixed Routing - Calls are routed from the major listed telephone number to a preselected night station. Routing is controlled by the operating company and can be charged by a service order.

Flexible Routing - The ISDN Attendant user Call Forwarding-Variable to arrange routing.

Trunk Answer From Any Station - Calls activate a night ring or other indicator at all stations in the group. Calls can be answered at any station by dialing an access code for the call pickup feature.

When Night Service is activated, trunk queuing and automatic callback are automatically canceled, and the attendant can originate calls.

Attendant Originated Permission Display (Class of Service) - Identifies the originating permissions of lines that have been routed to the attendant.

Attendant Position Busy - Allows the position to be made busy by the attendant. When the position is made busy in a single position arrangement, new calls to the position receive busy treatment. In a multiple position arrangement, new calls are directed to a different console position. When a position is in a position-busy state, the attendant can serve calls on hold, calls alerting the console, and calls on a timed reminder and can also originate calls. The attendant can remove the position busy condition at any time.

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C. FEATURES (Cont'd)

21. Digital (ISDN) CentraNet® (Cont'd)

Attendant Package Features (Cont'd)

Attendant Power Failure Transfer (ISDN Communication Failure) - Routes calls destined for the attendant to a preassigned telephone number (TN) during a commercial power failure at the customer premises.

Attendant Selective Customer Control of Facilities - Allows an attendant to deny access to a trunk or simulated facility group. All calls, including attendant-originated calls, are denied access to the facility when this feature is activated. Calls to restricted facilities are routed as specified by the customer.

Attendant Through Dialing - Allows an attendant to access an outgoing facility for a calling party within the group who has restrictions or difficulty in placing an outgoing call.

Attendant Timed Reminder - Provides a timer that is started when a call is camped-on, when the called party has not answered after a transfer, or when a call is on hold. When the timer expires, the attendant is alerted and can pick up the call to talk to the calling party. The length of the timer is specified by the customer.

Attendant Traffic - Provides the following counts for each attendant console position. These counts are available only to a designated attendant (master position) for display at the console and via traffic data to customer reporting mechanisms.

- Aggregate work time for the position
- Minutes the position has been active
- Number of calls handled by the position

Customer traffic reports these counts periodically (every 30 minutes). The master position can obtain this information for each attendant position in the attendant group. The master position must make repeated requests for this data to sequence through all the data for attendants in the attendant group.

These counts are zeroed by the switch when an attendant activates a position. The counts apply only to calls offered to the position, not including time waiting in a central office queue or calls abandoned before connection to an attendant call appearance. These counts are not part of the standard traffic reporting mechanism of the switch (e.g., hourly reports).

Attendant Trunk Group Indicators - Allow an attendant to monitor the level of traffic on customer selected trunk groups. A maximum of 16 trunk groups per attendant position can be monitored. A maximum of 64 trunk groups per attendant group can be monitored. Each attendant position is capable of monitoring a different set of trunk groups. Two trunk indicators, busy and warning, are provided per trunk group. These indicators are based on traffic thresholds. The attendant is notified if the thresholds are exceeded or if the traffic levels recede below the thresholds.

Attendant Trunk Identification - Provides a display of the trunk group and member number of the incoming or outgoing trunk in use at the request of the attendant.

Attendant Trunk Queuing - Allows an attendant position to invoke this feature when all trunks in a trunk group are busy and provides call-back when a trunk is available.

Automatic Dropback to ISDN Attendant (Serial Calls) - Lets an attendant complete a call from an incoming trunk to two or more stations in succession, without requiring the calling party to redial the attendant. When the called party disconnects, the attendant is recalled and the calling party can give further instructions for the next call. This feature provides time and cost savings for a long-distance caller because the largest cost per time-segment occurs at the beginning of a call. Serial calling can also be used by callers within a group to place a series of calls over an outgoing trunk.

Dial Access to ISDN Attendant - Provides dial access from stations within the customer group.

Even Call Distribution (Uniform Call Distribution) - Uniformly distributes calls to multiple attendant positions.

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C. FEATURES (Cont'd)

21. Digital (ISDN) CentraNet® (Cont'd)

Attendant Package Features (Cont'd)

Flexible Night Service/Attendant Call Forwarding

Night Service routes calls normally directed to the attendant group to a different location (night location, also known as a night telephone number). Routing may be provided in one of the following ways:

Fixed - All calls to all listed Telephone Numbers (LTNs) served by Multiple Position Hunt (MUPH) or ISDN Attendant (ISAT) groups are routed to a preselected (at subscription time) night telephone number and the activation/deactivation of it is done from a designated console only.

Trunking Answer from any Station - All calls to all LTNs served by MUPH or ISAT groups activate a night bell or other indicator so that calls may be answered at any station by dialing an answer access code for the call pickup feature.

Flexible - The Attendant call forwarding feature is used to selectively route all calls to an LTN served by a MUPH or ISAT group to a different customer changeable night telephone number and the activation/deactivation of it can be done from any console in the MUPH or ISAT group. Flexible and fixed night service can be assigned concurrently to the same MUPH or ISAT group and both features can be used by attendants. The flexible night service feature, when activated, will take precedence over the fixed night service activation.

Attendant Call Forwarding - Allows attendant to activate/deactivate call forwarding for any LTN within the MUPH or ISAT group (i.e., Flexible night service) and for any extension or station with call forwarding variable assigned can be controlled from the attendant console.

Number of Calls on Queue-ISDN Attendant - Can be displayed for each ISDN call identification (ICI) type. By repeating the request, the attendant can display all ICI queues.

Queuing of ISDN Attendant with Call Waiting Indication (Lamps) - Provides queuing of calls designated for attendants who are to receive a particular call type, as determined by the Incoming Call Identification feature. Queues are served on a "first come, first serve" basis. An indicator is lighted to alert the attendant that a call is waiting.

Total Number of Calls Handled Display Data for ISDN Attendants - Provides supervisors with traffic data information about each attendant in the ISDN attendant group. This information includes:

- Average time for calls on queue abandoned before being served
- Average time on queue for served calls
- Longest time for a call on queue
- Total number of calls on queue abandoned before being served
- Total number of served calls

Circuit Switched Data 1000 Package

Data Call Forward - Allows a customer to forward incoming calls to another telephone number.

Data Multi-Line Hunt Group - Provides sequential hunting among lines in a hunt group for calls to a pilot number.

Data Speed Call-Short List - Allows speed calling over a Circuit Switched Data Channel. A short list allows storing up to eight numbers.

Data Toll Restriction - Denies toll calls attempted from Circuit Switched Data Channels.

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

² Effective February 13, 2026, moves, changes, or modifications to this service will no longer be supported. Service modifications for customers with existing contracts are subject to the terms of their contracts. Centranet/Digital (ISDN) Centranet Service will be grandfathered and no longer available to new customers on and after February 1, 2016. On and after, February 1, 2016, existing customers can continue to make moves, adds and changes at existing locations only, but cannot establish service at new locations. Centranet/Digital (ISDN) Centranet Service continues to be available for resale until April 17, 2016; effective on and after April 17, 2016 the foregoing grandfathering terms shall apply to Centranet/Digital (ISDN) Centranet Service purchased for resale.

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CENTRANET®/DIGITAL (ISDN) CENTRANET® SERVICE^{2,3}

C. FEATURES (Cont'd)

21. Digital (ISDN) CentraNet® (Cont'd)
Circuit Switched Data 2000 Package

The features listed below are provided in addition to Circuit Switched Data 100 Package features.

Data Call Back - Notifies a calling party after a busy line becomes idle and then automatically establishes the call.

Data Circular Hunting - Searches for a vacant line in a hunt group for calls to a pilot number. The hunting starts from the idle line found by the previous hunt.

Data Group Speed Calling 30 - Permits sharing a list of speed call numbers among a group of lines. The list may be updated by a service order. The function permits up to thirty stored numbers.

Data Speed Call-Long List - Allows speed calling over a Circuit Switched Data Channel. A long list allows storing up to thirty numbers.

X.25 Basic Package¹

X.25 Flow Control Parameter Negotiation - Permits negotiation on a per call basis of the flow control parameters. This consists of automatically negotiating the maximum packet size and window size for each direction of data transmission.

X.25 Incoming Calls Barred - Prohibits a data terminal from terminating an incoming call.

X.25 Outgoing Calls Barred - Prohibits a data terminal from originating outgoing virtual calls.

X.25 Reverse Charge - Permits a called party to be billed for a call.

X.25 Reverse Charge Acceptance - Allows a called party to accept charges for incoming calls.

X.25 Throughput Class Negotiation - Allows the calling data terminal to request specific throughput classes in a call request package for both directions of data transmission.

X.25 Transmit Delay Selection and Indication - Allows the data terminal to specify an acceptance transit delay on a per-call basis for virtual call.

X.25 Enhancement Package¹

The features listed below are provided in addition to X.25 Basic Package features.

X.25 Closed User Groups - Allows ISDN subscribers to establish subnetworks within which the members of a closed user group can communicate. A member can not communicate with parties outside of the closed user group. Closed user groups are established by a service order. A user can belong to more than one closed user group.

X.25 Fast Select - Allows a data terminal to send as many as 128 bytes of data in addition to call setup and clearing packets.

X.25 Fast Select Acceptance - Allows transmitting incoming call packets with the fast select facility to a compatible destination terminal.

X.25 Hunt Groups - Allows grouping access lines so that a packet switched data call incoming to a hunt group is completed if there is an open channel on an access line within the hunt group. A Hunt Group is established by service order. Members of a Hunt Group can be distributed among the ISDN switching modules within the central office switch, but the Hunt Group cannot span switches. A Basic Rate Interface line within a Hunt Group can have its own address (individual line addressing) and can accept calls independent of the Hunt Group. A Hunt Group can have multiple group addresses.

¹ Effective November 19, 2005, Packet Switching Network Service is no longer available to new customers and current customers may not make changes or additions to existing service.

² Effective May 16, 2017, all new Centranet/Digital (ISDN) Centranet systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

³ Effective February 13, 2026, moves, changes, or modifications to this service will no longer be supported. Service modifications for customers with existing contracts are subject to the terms of their contracts. Centranet/Digital (ISDN) Centranet Service will be grandfathered and no longer available to new customers on and after February 1, 2016. On and after, February 1, 2016, existing customers can continue to make moves, adds and changes at existing locations only, but cannot establish service at new locations. Centranet/Digital (ISDN) Centranet Service continues to be available for resale until April 17, 2016; effective on and after April 17, 2016 the foregoing grandfathering terms shall apply to Centranet/Digital (ISDN) Centranet Service purchased for resale.

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CENTRANET®/DIGITAL (ISDN) CENTRANET® SERVICE^{1,2}

C. FEATURES (Cont'd)

21. Digital (ISDN) CentraNet® (Cont'd)

X.25 Enhancement Package (Cont'd)

The features listed below are provided in addition to X.25 Basic Package features. (Cont'd)

X.25 One-Way Outgoing Logical Channel - Allows an ISDN subscriber to specify the number of channels to be used for originating calls.

X.25 Permanent Virtual Circuit - Allows packet switching to be implemented over a dedicated channel without needing call setup or clearing.

Individual Services

Data Direct Connect - Provides an automatic connection between a calling line that goes off hook and a predetermined telephone number using a Circuit Switched Data Channel.

Data Closed User Group - Permits grouping Circuit Switched Data Channels into groups. Calls within a group are allowed, but calls between groups are denied.

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

² Effective February 13, 2026, moves, changes, or modifications to this service will no longer be supported. Service modifications for customers with existing contracts are subject to the terms of their contracts. Centranet/Digital (ISDN) Centranet Service will be grandfathered and no longer available to new customers on and after February 1, 2016. On and after, February 1, 2016, existing customers can continue to make moves, adds and changes at existing locations only, but cannot establish service at new locations. Centranet/Digital (ISDN) Centranet Service continues to be available for resale until April 17, 2016; effective on and after April 17, 2016 the foregoing grandfathering terms shall apply to Centranet/Digital (ISDN) Centranet Service purchased for resale.

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CENTRANET®/DIGITAL (ISDN) CENTRANET® SERVICE^{1,2}

D. RATES AND CHARGES

The rates and charges shown herein apply in addition to all other applicable rates and charges shown elsewhere in the Company's tariffs.

1. Service Line

Rates are determined by the total system size. Total system size will be a combination of Analog and Digital (ISDN-BRI) Service lines. For example, if a customer requests 28 Analog/Digital lines, all 28 lines will be billed at the 26-50 lines group, per Analog/Digital line rate.

Pricing Example:

Customer requests 50 stations split evenly between Analog CentraNet® and Digital (ISDN) CentraNet®, 12-month contract.

25 Analog stations = 25 Analog lines

25 Digital (ISDN) stations = $25/2 = 12.5 = 13$ Digital (ISDN) lines [Each Digital (ISDN) CentraNet® supports 2 stations]

Total system (Analog+Digital) = 38 lines (50 stations)

Price using "26-50 lines" line range since total system is 38 lines.

12-Month Contract, 26-50 lines, Analog = (\$13.70/line) (25 lines) = \$342.50

12-Month Contract, 26-50 lines, Digital = (\$27.50/line) (13 lines) = \$357.50

Other rate elements will apply as required.

Arrangements exceeding 200 lines will be offered on an individual case basis. The following rates apply during the contract period and until the service is discontinued:

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

² Effective February 13, 2026, moves, changes, or modifications to this service will no longer be supported. Service modifications for customers with existing contracts are subject to the terms of their contracts. Centranet/Digital (ISDN) Centranet Service will be grandfathered and no longer available to new customers on and after February 1, 2016. On and after, February 1, 2016, existing customers can continue to make moves, adds and changes at existing locations only, but cannot establish service at new locations. Centranet/Digital (ISDN) Centranet Service continues to be available for resale until April 17, 2016; effective on and after April 17, 2016 the foregoing grandfathering terms shall apply to Centranet/Digital (ISDN) Centranet Service purchased for resale.

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CENTRANET®/DIGITAL (ISDN) CENTRANET® SERVICE^{1,2}

D. RATES AND CHARGES

The rates and charges shown herein apply in addition to all other applicable rates and charges shown elsewhere in the Company's tariffs.

1. Service Line Cont'd)

a. Analog CentraNet® Service Line

	Monthly Rate*	GSEC	Nonrecurring Charge**	GSEC
<u>Month-to-Month</u>				
1 - 25 lines, per line	\$18.51	CEN25G	\$33.00**	CENMSLIC
26 - 50 lines, per line	18.00	CEN50G	33.00**	CENMSLIC
<u>12-Month Contract</u>				
2 - 25 lines, per line	14.60	CEN25G12	16.50**	CENMSLIC12
26 - 50 lines, per line	14.45	CEN50G12	16.50**	CENMSLIC12
51 - 100 lines, per line	14.25	CEN100G12	16.50**	CENMSLIC12
101 - 200 lines, per line	13.76	CEN200G12	16.50**	CENMSLIC12
<u>36-Month Contract</u>				
2 - 25 lines, per line	12.35	CEN25G36	- **	
26 - 50 lines, per line	12.25	CEN50G36	- **	
51 - 100 lines, per line	12.00	CEN100G36	- **	
101 - 200 lines, per line	11.01	CEN200G36	- **	
<u>60-Month Contract</u>				
51 - 100 lines, per line	11.01	CEN100G60	- **	
101 - 200 lines, per line	9.35	CEN200G60	- **	
<u>84-Month Contract</u>				
51 - 100 lines, per line	9.35	CEN100G84	- **	
101 - 200 lines, per line	8.00	CEN200G84	- **	

* Measured Service Rates set forth in Section 1A, Paragraphs D.3.b.(2) and D.3.b.(3) or Paragraph D.3.b.(4) of Tariff Telephone-Pa. P.U.C. No. 5 apply to local exchange area and extended area calls.

** Rates shown apply to initial order only. Subsequent order nonrecurring charge is \$15.00 per line.

The Initial Service Order, Subsequent Service Order, CO Line Connect, CentraNet 12 Month Contract Line Connect, CentraNet Subsequent Line Connect charges will not apply to the initial installation of CentraNet lines when installed under a term commitment. This elimination of nonrecurring charges does not apply when service is provided on an ICB basis.

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

² Effective February 13, 2026, moves, changes, or modifications to this service will no longer be supported. Service modifications for customers with existing contracts are subject to the terms of their contracts. Centranet/Digital (ISDN) Centranet Service will be grandfathered and no longer available to new customers on and after February 1, 2016. On and after, February 1, 2016, existing customers can continue to make moves, adds and changes at existing locations only, but cannot establish service at new locations. Centranet/Digital (ISDN) Centranet Service continues to be available for resale until April 17, 2016; effective on and after April 17, 2016 the foregoing grandfathering terms shall apply to Centranet/Digital (ISDN) Centranet Service purchased for resale.

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CENTRANET®/DIGITAL (ISDN) CENTRANET® SERVICE^{1,2}

D. RATES AND CHARGES (Cont'd)

1. Service Line (Cont'd)

b. Digital (ISDN) CentraNet® Service Line

	Monthly Rate*	GSEC	Nonrecurring Charge	GSEC
<u>Month-to-Month</u>				
2 - 25 lines, per line	\$31.50**	ISDNACC25	\$50.00	ISDNACCIC
26 - 50 lines, per line	30.40**	ISDNACC50	50.00	ISDNACCIC
<u>12-Month Contract</u>				
2 - 25 lines, per line	30.00	ISDNACC25-1	-	
26 - 50 lines, per line	27.50	ISDNACC50-1	-	
51 - 100 lines, per line	29.00	ISDNACC100-1	-	
101 - 200 lines, per line	28.00	ISDNACC200-1	-	
<u>36-Month Contract</u>				
2 - 25 lines, per line	29.50	ISDNACC25-3	-	
26 - 50 lines, per line	27.00	ISDNACC50-3	-	
51 - 100 lines, per line	26.50	ISDNACC100-3	-	
101 - 200 lines, per line	25.50	ISDNACC200-3	-	
<u>60-Month Contract</u>				
51 - 100 lines, per line	26.00	ISDNACC100-5	-	
101 - 200 lines, per line	25.00	ISDNACC200-5	-	
<u>84-Month Contract</u>				
51 - 100 lines, per line	25.50	ISDNACC100-7	-	
101 - 200 lines, per line	24.50	ISDNACC200-7	-	

* Local Usage Charges set forth in Section 1A, Paragraphs D.3.b.(2) and D.3.b.(3) or Paragraph D.3.b.(4) of Tariff Telephone-Pa. P.U.C. No. 5 apply to local exchange area and extended area calls.

** Requires a three month minimum service period.

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

² Effective February 13, 2026, moves, changes, or modifications to this service will no longer be supported. Service modifications for customers with existing contracts are subject to the terms of their contracts. Centranet/Digital (ISDN) Centranet Service will be grandfathered and no longer available to new customers on and after February 1, 2016. On and after, February 1, 2016, existing customers can continue to make moves, adds and changes at existing locations only, but cannot establish service at new locations. Centranet/Digital (ISDN) Centranet Service continues to be available for resale until April 17, 2016; effective on and after April 17, 2016 the foregoing grandfathering terms shall apply to Centranet/Digital (ISDN) Centranet Service purchased for resale.

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CENTRANET®/DIGITAL (ISDN) CENTRANET® SERVICE^{5, 6}

D. RATES AND CHARGES (Cont'd)

2. Digital (ISDN) CentraNet® Service Channel Capability

With each Digital (ISDN) CentraNet® Service Line, the customer has two B-channels and one D-channel. The following options apply:

	<u>Monthly Rate</u>	<u>GSEC</u>
a. B-Voice, per line	\$ 4.00 ¹	ISDNDCBVC
b. B-Voice/CSD, per line	14.50 ¹	ISDNDCBVCSD
c. B-Packet, per channel	120.00 ^{2, 3}	ISDNDCBPKT
d. D-Packet, per channel	5.00 ^{2, 3}	ISDNDCDPKT
3. Analog CentraNet® Key/PBX Termination Rate ⁴ , per line	10.00	CEN RTRTXM

¹ The measured usage rates as set forth in Section 1A, Paragraphs D.3.b.(2) and D.3.b.(3) or Paragraph D.3.b.(4) of Tariff Telephone-Pa. P.U.C. No. 5 apply to local exchange area and extended area calls.

² Refer to Local Packet Switching Network Service in Section 17, Paragraph D. of Tariff Telephone-Pa. P.U.C. No. 1 for complementary services.

³ Effective November 19, 2005, Packet Switching Network Service is no longer available to new customers and current customers may not make changes or additions to existing service.

⁴ Rates apply in addition to the CentraNet® line rates.

⁵ Effective May 16, 2017, all new Centranet/Digital (ISDN) Centranet systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

⁶ Effective February 13, 2026, moves, changes, or modifications to this service will no longer be supported. Service modifications for customers with existing contracts are subject to the terms of their contracts. Centranet/Digital (ISDN) Centranet Service will be grandfathered and no longer available to new customers on and after February 1, 2016. On and after, February 1, 2016, existing customers can continue to make moves, adds and changes at existing locations only, but cannot establish service at new locations. Centranet/Digital (ISDN) Centranet Service continues to be available for resale until April 17, 2016; effective on and after April 17, 2016 the foregoing grandfathering terms shall apply to Centranet/Digital (ISDN) Centranet Service purchased for resale.

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CENTRANET®/DIGITAL (ISDN) CENTRANET® SERVICE^{4, 5}

D. RATES AND CHARGES (Cont'd)

4. Feature Packages

		<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
a.	Analog CentraNet® Service Feature Packages, per analog service line		
1)	1000 Package	\$ 9.00	NC
2)	2000 Package	9.20	NC
3)	3000 Package	10.25	NC
4)	CentraNet® Analog/Digital CLASS		
	1 - 25 Lines	5.00	NC
	Over 50 Lines	4.00	NC
	Maximum CLASS Package Charge	400.00	NC
b.	Digital CentraNet® (ISDN-BRI) Service Feature Packages:		
1)	MBKS Basic Package, per line	6.00	\$25.00
2)	MBKS Deluxe Package, per line	8.00	25.00
3)	MBKS 3000-Deluxe Package, per line ¹	[the combination of the charges for both the CentraNet® 3000 Package and the MBKS Deluxe Package]	
4)	Circuit Switched Data 1000 Package, per line	3.00	15.00
5)	Circuit Switched Data 2000 Package, per line	5.00	15.00
6)	X.25 Deluxe Package, per line ²	5.00	15.00
7)	X.25 Basic Package ²	NC	NC
8)	Attendant Package, per 5ESS console ³	25.00	100.00

¹ If a customer orders Digital CentraNet® (ISDN-BRI) and chooses to use an analog phone option, one voice feature package will apply per line.

² Effective November 19, 2005, Packet Switching Network Service is no longer available to new customers and current customers may not make changes or additions to existing service.

³ This is necessary when service is provided from a 5ESS equipped central office.

⁴ Effective May 16, 2017, all new Centranet/Digital (ISDN) Centranet systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

⁵ Effective February 13, 2026, moves, changes, or modifications to this service will no longer be supported. Service modifications for customers with existing contracts are subject to the terms of their contracts. Centranet/Digital (ISDN) Centranet Service will be grandfathered and no longer available to new customers on and after February 1, 2016. On and after, February 1, 2016, existing customers can continue to make moves, adds and changes at existing locations only, but cannot establish service at new locations. Centranet/Digital (ISDN) Centranet Service continues to be available for resale until April 17, 2016; effective on and after April 17, 2016 the foregoing grandfathering terms shall apply to Centranet/Digital (ISDN) Centranet Service purchased for resale.

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CENTRANET®/DIGITAL (ISDN) CENTRANET® SERVICE^{1,2}

D. RATES AND CHARGES (Cont'd)

5. Optional Features

<u>CentraNet®</u>	<u>Monthly Rate</u>	<u>GSEC</u>	<u>Nonrecurring Charge</u>	<u>GSEC</u>	<u>Non- Subscription Per Activation</u>
Additional Numbers	\$ 2.00	PSEUDOM	-	PSEUDOF	
Attendant Data Link Console Interface, per console (1)	58.00	CEN DLCIM	-	CEN DLCI	
Attendant Flexible Night Answer, per console (2)	.40	CEN FNAM	-	CEN FNA	
Attendant Identification Multiple Directory Numbers, per console (2)	.10	CEN MLNM	-	CEN MLN	
Attendant Mixed Night Answer, per console (2)(3)	NC	CEN MNAM	-	CEN MNA	
Attendant Pre-determined Night Answer, per console (2)	.20	CEN PNAM	-	CENPNA	
Attendant Universal Night Answer, per console (2)	.10	CEN UNAM	-	CEN UNA	
Authorization Codes, per 10 codes	.05	CEN ATHCDSM	-	CEN ATHCDS	
Automatic Route Selection, per line	2.00	CEN ARSM	-	CEN ARS	
Call Tracing Service, per line**	-		-		\$1.00
Caller ID - Number, per line					
2-25 lines	6.00		-		
26-50 lines	4.50		-		
51 + lines	2.00		-		
Caller ID - Number, per customer group					
2-25 lines	30.00		-		
26-50 lines	60.00		-		
51 + lines	120.00		-		
Caller ID - Name and Number, per customer group					
2-25 lines	45.00		-		
26-50 lines	90.00		-		
51 + lines	180.00		-		
Code Call Access, per system	20.00	CEN CCACCM	-	CEN CCACC	
Complete Blocking#	NC		-		
Conference Calling (6 or 8 port), per port group	70.00	CEN CONCLGM	-	CEN CONCLG	
*	*			*	
Dictation Access and Control	20.00	CEN DICALLM	-	CEN DICALL	
Foreign Exchange (FX) Access, per trunk	6.00	CEN FXALLM	-	CEN FXALL	

** Call Tracing Service is available on a pay-per-use basis only.

This feature is described in the GTE calling services section (Section 29) of this Product Guide.

(1) Rates and charges apply only to the first console within a customer group.

(2) Requires data-link console. Rates and charges apply per console.

(3) Requires PNA and UNA.

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

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CENTRANET®/DIGITAL (ISDN) CENTRANET® SERVICE^{1,2}

D. RATES AND CHARGES (Cont'd)

5. Optional Features (Cont'd)

<u>CentraNet® (Cont'd)</u> *	<u>Monthly Rate</u>	<u>GSEC</u> *	<u>Nonrecurring Charge</u>	<u>GSEC</u> *
Limited Automatic Call Distribution (ACD), per group	.25	CEN LACDM	*	CENLACD
Music-on-Hold Access, per system (1)	20.00	CEN MOHM	*	CEN MOH
Paging/Public Address Access, per circuit (2)	20.00	CEN PGALLM	*	CEN PGALL
Pilot Number of Hunting Groups, per console	.05	CEN PNHGM	-	
Preferential Hunting, per channel (3)	.05	CEN PRHNTGM	*	CEN PRHNTG
Priority Queuing, per group (4)	.05	CEN PRQUEM	*	CEN PRQUE
Proprietary Set Interface, per non-ISDN p-set	5.00	CEN PSIM	-	
Recorded Announcement per system	20.00	CEN RANCUSM	*	CEN RANCUS
Selective Blocking#	NC		-	
Speed Call 30, per system	.10	CEN SC30SM	-	
Stop Hunt, per hunt group	.75	CEN STPHNTM	-	CEN STPHNT
Terminal Make Busy, per hunt group	.65	CEN TRMMBM	-	CEN TRMMB
Tie Line Access, per circuit	6.00	CEN TFAM	-	CEN TFA
T-1 Access, per circuit	300.00	CEN T1M	-	CEN T1
VIP Alert, per line	4.00	CEN VIPM	-	
WATS Access, per circuit	1.00	CEN WTSACCM	-	CEN WTSACC

* Actual cost.

This feature is described in the GTE calling services section (Section 29) of this Product Guide.

(1) Where facilities and conditions permit.

(2) Rates and charges apply per 100 line.

(3) Requires one or more hunt groups.

(4) Requires off-hook queuing.

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

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CENTRANET®/DIGITAL (ISDN) CENTRANET® SERVICE^{1,2}

D. RATES AND CHARGES (Cont'd)

5. Optional Features (Cont'd)

<u>Digital CentraNet® (ISDN-BRI)</u>	<u>Monthly Rate</u>	<u>GSEC</u>	<u>Nonrecurring Charge</u>	<u>GSEC</u>
Additional Number	\$ 2.00	ISDNBADN	-	
Circuit Switched Data Direct Connect, per line	1.00	ISDNDCDDC	-	
Circuit Switched Data Closed User Group, per line	1.00	ISDNCCUG	-	

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D. RATES AND CHARGES (Cont'd)

6. Data Base Changes

	<u>Nonrecurring Charge*</u>	<u>GSEC</u>
Major Software Additions, per system	\$100.00	CEN MASC ISDNMASC
Add Customized Dialing Plan		
Add Customer Requested Data Base Profile		
Routine Software Change**	50.00	CEN RSC ISDNRSC
Change Trunk Group		
Change Customer Recording		
Change ARS Translations		
Change Translations Tables		
Change Digital System Configuration		
Minor Software Change**	25.00	CEN MISC ISDNMISC
Change Subgroup		
Hunt Groups		
ACD Hunt Group (1)		
Queuing Groups (2)		
Night Answer (UNA/PNA) (3)		
Paging/Public Address/Code Calling (4)		
Conference Calling - 6, 8, 12, 16, 18, 24 Ports		
Authorization Code Validation (6)		
Music on Hold Access		
Dictation Link Access		
Standard Recording		
Extended Pick Up Code		
Executive Busy Override		
Add Line Features (7)		

* Data Base Additions or Changes not listed in this Product Guide will be charged a rate of \$50.00 per hour, or fraction thereof.

** Applies to changes to existing services.

- (1) Additional minor change charge for recording, queuing, station changes.
- (2) Additional minor change charge for each trunk group.
- (3) Additional minor change charge for each PNA number, zone, area.
- (4) Additional minor change charge for each area.
- (5) Reserved for future use.
- (6) Additional minor change charge for every two (2) codes.
- (7) Additional minor change charge to add toll control.

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

² Effective February 13, 2026, moves, changes, or modifications to this service will no longer be supported. Service modifications for customers with existing contracts are subject to the terms of their contracts. Centranet/Digital (ISDN) Centranet Service will be grandfathered and no longer available to new customers on and after February 1, 2016. On and after, February 1, 2016, existing customers can continue to make moves, adds and changes at existing locations only, but cannot establish service at new locations. Centranet/Digital (ISDN) Centranet Service continues to be available for resale until April 17, 2016; effective on and after April 17, 2016 the foregoing grandfathering terms shall apply to Centranet/Digital (ISDN) Centranet Service purchased for resale.