

Verizon North LLC

CENTRANET®/DIGITAL (ISDN) CENTRANET® SERVICE^{1, 2}
Customer Moves and Changes (CMAC)³

1. General

- a. Customer Moves and Changes (CMAC) provides CentraNet® Service customers with the ability to prepare, schedule, and implement, all under their control, certain feature changes and certain configurations of their CentraNet® Service from the customer's computer terminal.
- b. The management capabilities of CMAC include, but are not limited to, the following:
 - 1) Service Option Information Changes:
 - a) Service Level Assignment - The customer can change the permission level assigned to define calling privileges associated with both facilities and station users.
 - b) Call-Pickup Group - The customer can establish a call-pickup group and add or delete members from an existing call-pickup group.
 - c) Call Forwarding Number - The customer can change the number that a station user forwards calls.
 - d) Authorization Code Assignment - The customer can activate, change, or deactivate authorization codes. The customer can also display the features associated with the authorization code for a particular user.
 - e) Button Features - The customer can manage the buttons on a multi-button station set by either activating features or enabling call appearances (specific telephone numbers assigned to buttons).
 - 2) Activation/Deactivation of Features - The customer can either add a feature to a telephone number that does not have it, modify an existing feature, or take a feature off a telephone number that does. This function is limited to the features included in the feature packages subscribed to by the customer.
 - 3) Telephone Number Swaps - The customer can swap telephone number assignments among like lines within a CentraNet® Service system.

2. Regulations

- a. CMAC is available to either existing or new CentraNet® Service customers.
- b. CMAC will be furnished only from offices that are technically capable of and equipped for providing the service.
- c. Customers will have 24-hour access to the CMAC system except when restricted during maintenance windows. Customers are permitted unlimited sessions on the system; however, after a period of inactivity, the system will terminate the session.
- d. Some of the lines in a customer's CentraNet® Service system cannot or should not be rearranged. The Company will specify the unchangeable lines. The customer may have the Company designate other lines as unchangeable. Changes to these lines will be made through the Company's existing service order procedures.
- e. CMAC service is provided per customer CentraNet® Service system.

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 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.

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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Customer Moves and Changes (CMAC)³ (Cont'd)

2. Regulations (Cont'd)

- f. All normal or emergency functions of the central office switch processor will have priority over execution of CMAC requests. The Company assumes no responsibility for change requests delayed by priority central office switch processor functions.
- g. The Company reserves the right to inhibit CMAC service in the event of a service-affecting condition to the central office or affiliated operating support system.
- h. The Company reserves the right to bill appropriate charges should the customer-initiated changes require corrective action by the Company.
- i. Customers requesting CMAC service for 201 or more lines will be priced under an Individual Case Basis (ICB) arrangement.

3. Rates and Charges (Cont'd)

Customer Moves and Changes (CMAC)	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
per system*		
2 - 200 lines	\$95.00	\$ 800.00
201 + lines	ICB	ICB

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