

CENTREX **CustoFLEX**SM PLAN

A. GENERAL

The Centrex **CUSTOFLEX** Plan is a payment plan for Centrex Service. Centrex **CUSTOFLEX** Plan intercommunication lines include the facilities necessary for attendant controlled fixed or flexible night service arrangements or trunk answer from any line night service, Touch-Tone Calling Service, call transfer - individual -all calls, consultation hold - all calls, three-way calling - all calls, long distance message restriction, automatic route selection-basic, series completion hunting, and multi-line hunting.

B. TERMS AND CONDITIONS

1. Explanation of Terms

Billing Agency Code

A billing agency code is defined herein as a code arrangement used to provide billing subtotals for individual agencies within a given customer's account.

Centrex Intercommunication Line Component A Rate

Centrex intercommunication line component A rate represents the investment related fixed capital portions of a Centrex intercommunication line and is stable for the length of the customer's term commitment period.

Centrex Intercommunication Line Component B Rate

Centrex intercommunication line component B rate represents the maintenance and administrative variable expense portion of a Centrex intercommunication line subject to no more than one annual rate change each year. The Company agrees not to initiate any rate change in Component B by an amount in excess of the cumulative annual change in the Consumer Price Index for All Urban Consumers since the most recent change in the rate.

Location Group

A location group is defined herein as a physical premises of the customer where Centrex lines are located.

2. The Centrex **CUSTOFLEX** Plan may only be associated with Centrex systems served by compatible electronic type switching equipment.

CENTREX **CustoFLEX**SM PLAN

B. TERMS AND CONDITIONS (Cont'd)

3. Minimum Line Requirement

Centrex **CustoFLEX** Plan is provided in the following capacities per system.

Line Capacity Category	Minimum Line Requirement
I	76*
II	101
III	501
IV	1001

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

4. Subscriber Line Charge Credit

A credit equal to 85% of the applicable interstate Subscriber Line Charge will be applied to all Centrex lines provided under the Centrex **CustoFLEX** Plan which are subject to an interstate Subscriber Line Charge.

5. Payment Options

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

Different Centrex **CustoFLEX** Plan payment options may be selected for either individual location groups or billing agency codes within a customer's Centrex system, except that any location group or billing agency code included under the Centrex **CustoFLEX** Plan must have all Centrex lines at that location group or billing agency code included under the same payment option; and, all lines in the Centrex system must be served by a Centrex **CustoFLEX** Plan payment option.

6. Rate Components and Capital Prepayment

The Centrex **CustoFLEX** Plan intercommunication rates consist of two components as follows:

Component A

Component A is the fixed capital portion. The Company agrees not to initiate any rate changes in Component A over the length of the

- * Systems installed prior to May 29, 1996 have a minimum line requirement of 31 lines. New installations, reconnects, or relocations of these systems, except as otherwise specified in this Company's applicable tariffs and product guide, will not be made. Additions, rearrangements, changes and moves of existing installations will be made, if the required equipment is available from existing stock. Maintenance will be provided as long as replacement parts are available from the manufacturer or existing stock.

CENTREX **CustoFLEX**SM PLAN

B. TERMS AND CONDITIONS (Cont'd)

6. Rate Components and Capital Prepayment (Cont'd)

Component A (Cont'd)

selected term commitment period. A customer may choose to pay any portion of the entire Component A rates at any time during the term commitment period selected. The one-time payment would be calculated by converting the future stream of monthly payments for the period to be prepaid to a present worth amount, using the time value of money rate used in determining the current monthly rates for Component A.

Component B

Component B is the variable expense portion and may vary during a customer's term commitment no more than once per year beginning January 1, 1993, and every January 1st thereafter. The Company agrees not to initiate any rate changes in Component B by an amount in excess of the cumulative change in the Consumer Price Index for All Urban Consumers, published by the United States Department of Labor Statistics, since the most recent change in the rate.

7. Additions of Centrex Service Lines and Features

Customers who have selected the month-to-month option may add lines or features to their Centrex Service at the current rate.

During Centrex **CUSTOFLEX** Plan term commitment periods, the customer may add lines within the same line capacity category or features at the same monthly rate as specified for Component A in the original term commitment and the current Component B rate, or add features at the same monthly rate as specified in the original term commitment.

8. Centrex Line and Revenue Guarantees

All Centrex systems, location groups or billing agency codes provided under the Centrex **CUSTOFLEX** Plan month-to-month payment option are subject to a one-month minimum revenue guarantee.

All Centrex systems, location groups or billing agency codes provided under a Centrex **CUSTOFLEX** Plan term agreement are subject to a monthly line guarantee for the duration of the term commitment. The guarantee is based on 85% of the Centrex lines in service at the time the term commitment is established. The monthly line guarantee will be updated annually on the customer's term commitment anniversary date to provide for line changes which have occurred since inception of the term commitment. The annual adjustment will be 85% of the Centrex lines in service on the customer's term commitment anniversary date; however, the monthly line guarantee cannot decline below 85% of the Centrex lines in service at the time the initial term commitment was established.

CENTREX **CustoFLEX**SM PLAN

B. TERMS AND CONDITIONS (Cont'd)

8. Centrex Line and Revenue Guarantees (Cont'd)

Should the customer's lines not meet the preceding monthly line guarantee obligation, the Component A rate for any deficit, for the duration such deficit exists, will be charged.

9. Changes to Higher Line Capacity Categories

A Centrex Service customer who has selected the Centrex **CUSTOFLEX** Plan month-to-month payment option may change to a higher line capacity category at the current rates designated for the higher category.

During a Centrex **CUSTOFLEX** Plan term commitment period, a customer may change to a higher line capacity category. The customer is entitled to the Component A rates in effect at the initiation of their term commitment for the higher line capacity category. Also, the current Component B rate for the higher category will apply. The customer will remain under the original term commitment period.

10. Changes to Lower Line Capacity Categories

A Centrex Service customer who has selected the Centrex **CUSTOFLEX** Plan month-to-month payment option may change to a lower line capacity category at the current rates designated for the lower category.

During a Centrex **CUSTOFLEX** Plan term commitment period, customers may change to a lower line capacity category. The customer is entitled to the Component A rates in effect at the initiation of their term commitment for the lower line capacity category. Also, the current Component B rate for the lower category will apply. The customer will remain under the original term commitment period and monthly line guarantee.

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

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

CENTREX **CustoFLEX**SM PLAN

B. TERMS AND CONDITIONS (Cont'd)

12. Transfer of Term Obligation

With the written permission of the Company, the obligation to pay the Centrex **CUSTOFLEX** Plan charges for the remainder of the term commitment period selected may be assigned to another customer, provided there is no change of location, for a Transfer Charge of \$75.00. The Transfer Charge is payable by the new customer.

13. Transfer from Other Centrex Service

When other Centrex Service is changed to the Centrex **CUSTOFLEX** Plan under a term payment period, and there is no change required in the serving central office dial switching equipment, the monthly revenue guarantee obligation stipulated in the Company's applicable tariff or product guide may be waived and a new monthly line guarantee, for the duration of the term commitment period selected, will be established under the Centrex **CUSTOFLEX** Plan. The new term commitment period must be a minimum of 12 months or as long as the remaining months in the old agreement, whichever is greater, and contain at least as many lines as the original term commitment. The term commitment effective date will be the date the service is installed. No service charges shall apply to existing Centrex lines provided they are not moved or changed.

14. Disconnects

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

When a Centrex system, location group or billing agency code, which is provided under a Centrex **CUSTOFLEX** term payment period, is disconnected prior to the expiration of the line guarantee period, the termination liability is an amount equal to the monthly line guarantee multiplied by the number of unexpired months in the line guarantee period.

15. Relocation

When the customer elects to relocate lines of a Centrex system to a different premises not served by the same wire center, prior to the expiration of the term commitment, the Centrex system lines shall be considered to be disconnected and the termination liability, as stated for Disconnects preceding, will apply. However, provided the customer agrees to continue the Centrex system lines not being relocated under the existing Centrex **CUSTOFLEX** Plan Term Payment Period(s), establishes a new Centrex

CENTREX **CustoFLEX**SM PLAN

B. TERMS AND CONDITIONS (Cont'd)

15. Relocation (Cont'd)

CUSTOFLEX Plan Term Payment Period for the lines being relocated, and has maintained Centrex Service at the current address for a minimum of twelve months prior to the relocation, the customer may relocate to a different premises not served by the same wire center without incurring any termination liability for the lines being relocated. A new monthly line guarantee will be established for each system and the total monthly line guarantee(s) must be equal to or greater than the original Centrex **CUSTOFLEX** Plan monthly line guarantee. The new payment period(s) must be equal to or greater than the remaining number of months in the original Centrex **CUSTOFLEX** Plan term commitment, but not less than twelve months. The rates for the new **Centrex CUSTOFLEX** Plan term commitment(s) will be based on the total lines and the length of the term commitment period of each system. The customer will be charged the cost of providing additional facilities, if necessary, in addition to all other rates and charges applicable to the Centrex Service system being relocated.

When the customer relocates to a different premises served by the same wire center and facilities are available, the term commitment will remain in effect. However, all rates and charges applicable to the Centrex system being relocated still apply.

When the customer relocates to a different premises served by the same wire center and facilities are not available, the term commitment may remain in effect if in the judgment of the Company it is practicable to provide such facilities. The customer will be charged the cost of providing the necessary facilities in addition to all other rates and charges applicable to the Centrex system being relocated.

16. End of Term Commitment Period

A customer with a Centrex **CUSTOFLEX** Plan term commitment may, at the expiration of the term commitment, establish a new term commitment at the current price levels, terms and conditions, or convert to the month-to-month Centrex **CUSTOFLEX** Plan payment option. However, a customer with a Centrex **CUSTOFLEX** Plan term commitment is allowed one extension of the term commitment for a maximum of 12 months at the existing product guide rates for the existing term commitment period.

17. Centrex **CUSTOFLEX** Feature Package

The Centrex **CUSTOFLEX** Feature Package includes the following features.

The customer may select one or more of the following features:

Automatic Callback

Call Forwarding - Busy Line#

(T)

Call Forwarding - Don't Answer#

(T)

Effective August 21, 2016, Call Forwarding - Busy Line and Call Forwarding - Don't Answer (N)
are no longer available to new business customers. Existing business customers as of |
August 21, 2016, may retain their service. Moves, additions, or changes are not permitted. |
Call Forwarding - Busy Line and Call Forwarding - Don't Answer continue to be available for |
resale until October 17, 2016, on which date the foregoing grandfather terms shall be (N)
effective for resale.

CENTREX **CustoFLEX**SM PLAN

B. TERMS AND CONDITIONS (Cont'd)

17. Centrex **CustoFLEX** Feature Package (Cont'd)

The Centrex **CustoFLEX** Feature Package includes the following features. The customer may select one or more of the following features: (Cont'd)

- Call Forwarding - Variable
- Call Pick-up or Directed Call Pick-up
 - with or without Barge In and Call Hold
- Call Waiting - Originating
- Call Waiting - Terminating
- Inside/Outside Ringing Service and Call Waiting Tone
- Speed Dialing

18. Other Centrex Features and Capabilities

Except as otherwise specified herein, the terms and conditions, rates and charges for Centrex Service and Centrex Custom Calling Services, as specified in Sections 13 and 13E, respectively, of this product guide, apply.

19. Rate Stability for Custom Calling Features

The monthly rates specified in C. following for Centrex Custom Calling Services for a Centrex Service customer with a Centrex **CustoFLEX** Plan term payment period shall not be subject to Company increases during the length of the customer's term commitment.

20. ARS Installation and System Activity Charges

There are no Installation Charges applicable to Automatic Route Selection - Basic under the Centrex **CustoFLEX** Plan. All System Activity Charges associated with Automatic Route Selection - Basic in Section 13 of the General Services Product Guide apply.

21. Assigned CustofLEX Telephone Numbers Not In Use

Customers are required to keep 50% or more of their assigned telephone numbers working, in order to retain them. The Company will notify customers annually if the quantity of working numbers drops below 50% of their assigned numbers, so that action can be initiated by the customer to increase their number of assigned numbers working, or by Verizon to reclaim numbers. Telephone numbers working periodically for regular intervals of time, such as those assigned to student residences, are "working at all times" to the extent that they work for a minimum of 90 non-consecutive days during each calendar year in which they are assigned to the customer.

C. RATES

1. Intercommunication Lines, each

Payment Options	Line Capacity Category	Per Month
Month-to-Month	I	\$19.00
	II	19.00
	III	19.00
	IV	19.00

CENTREX **CustoFLEXSM** PLAN

C. RATES (Cont'd)

1. Intercommunication Lines, each (Cont'd)

<u>Payment Options</u>	<u>Line Capacity Category</u>	<u>Component A</u>	<u>Component B</u>
12-36 months	I	\$9.60	\$3.40
	II	9.40	3.35
	III	9.20	3.30
	IV	9.00	3.25
37-60 months	I	9.20	3.55
	II	9.00	3.50
	III	8.80	3.45
	IV	8.60	3.40
61-96 months	I	8.75	3.75
	II	8.55	3.70
	III	8.40	3.60
	IV	8.20	3.55
97-120 months	I	8.45	3.80
	II	8.25	3.75
	III	8.10	3.65
	IV	7.90	3.60
		<u>Per Month</u>	

2. Exchange Access

*

3. Message Units

No local calling usage allowance is included in the Centrex rate schedules. Usage charges apply as specified in the Local Exchange Services Tariff for Message or Measured Rate Usage Charges for calls from dial tone lines without a monthly usage option.

- * The monthly rate is an amount equal to 1/6.5 of the monthly rate specified for a Business Dial Tone Line, PBX Trunk, in this Company's Local Exchange Services Tariff and will apply to each Centrex CUSTOFLEX Plan line.

CENTREX **CustoFLEX** PLAN

C. RATES (Cont'd)

4. Centrex Custom Calling Services

	Per Month	USOC
a. Automatic Callback, per line.....	\$.25	SAK
b. Call Forwarding - Busy Line#, per line		(T)
(1) Incoming Calls Only	.25	E6GNC
(2) Incoming and Intercommunicating Calls	.25	E6GUR
c. Call Forwarding - Don't Answer#, per line		(T)
(1) Incoming Calls Only	.25	E9GNC
(2) Incoming and Intercommunicating Calls	.25	E9GUR
d. Call Forwarding - Variable, per line.....	.25	ESM DMA
e. Call Pick-up or Directed Call Pick-up with or without Barge In and Call Hold.....	.25	E6D EPH
f. Call Waiting, per line		
(1) Originating	.25	ESZ
(2) Terminating	.25	ESX
g. Inside/Outside Ringing Service and Call Waiting Tone		
(1) Class B Ringing and Tone, per line equipped	.25	BRT
(2) Class C Tone, per line equipped with Call Waiting - Originating	.25	ODT
h. Individual Speed Dialing, per line		
(1) 6-Number Capacity	.15	EST
(2) 30-Number Capacity	.40	ESF

Effective August 21, 2016, Call Forwarding - Busy Line and Call Forwarding - Don't Answer are no longer available to new business customers. Existing business customers as of August 21, 2016, may retain their service. Moves, additions, or changes are not permitted. Call Forwarding - Busy Line and Call Forwarding - Don't Answer continue to be available for resale until October 17, 2016, on which date the foregoing grandfather terms shall be effective for resale. (N)
|
|
|
(N)

CENTREX CustofLEX PLAN

C. RATES (Cont'd)

4. Centrex Custom Calling Services (Cont'd)

i. Shared Speed Dialing, per line	<u>Per Month</u>	<u>USOC</u>
(1) 6-Number Capacity		
(a) First Line	\$.15	EST
(b) Each Additional Line Sharing the Same Number List	.05	E3G
(2) 30-Number Capacity		
(a) First Line	.40	ESF
(b) Each Additional Line Sharing the Same Number List	.05	E3G
	.75	OFT