

DIGITAL CENTREX SERVICE

A. GENERAL

Digital Centrex Service features are features furnished from DMS*-100 Type switching equipment. Availability of these features is dependent on feature interaction and customer selected station equipment. Features addressed following fall into five categories: Attendant Console, Enhanced Station, Line Appearances, System Features, and Conference Arrangements. This service may be provided with other compatible Centrex services.

B. TERMS AND CONDITIONS

1. Explanation of Terms

Attendant Call Park

Attendant Call Park allows the attendant to park calls against any station line in the Centrex system. The parked call can be retrieved from any station line by dialing the feature-access code and the directory number.

Attendant Camp-on

Attendant Camp-on allows the attendant to extend an incoming call to a busy station. When the busy station becomes idle, it automatically rings and is connected to the waiting call.

Attendant Console Interconnect

The Attendant Console Interconnect feature provides central office interaction with customer provided digital compatible attendant consoles. One Attendant Console Interconnect is required for each console, and allows the attendant to answer calls placed to a specific number, dial "0" calls from within the customer group, and intercept calls and station-don't answer recalls. The attendant can also originate calls and complete incoming calls.

Attendant Controlled Conference

The Attendant Controlled Conference feature allows the attendant to establish a conference call and release it from the console. The attendant establishes a two-way call between the person requesting the conference and the destination. The attendant then moves the call to a primary conference bridge. The attendant may add additional conferees and may talk privately to each conferee as they are called. A maximum of seven bridges can be assigned to the Attendant Controlled Conference. These bridges allow the following members: six, ten, fourteen, eighteen, twenty-two, twenty-six, and thirty respectively.

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B. TERMS AND CONDITIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Attendant Message Waiting Service

Attendant Message Waiting Service allows the attendant console or a multi-button station to be used as the message center. The functions of the message center are to receive and record messages for calls forwarded to it, to convey messages to called stations on request and to activate/deactivate message waiting for Centrex station users.

Attendant Paging Access

Attendant Paging Access allows the attendant to gain access to customer-provided loudspeaker paging equipment. The feature also provides a preempt capability, allowing an attendant to force release a calling party from loudspeaker access.

Attendant Uniform Call Distribution from Queue

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

Autodial

Autodial allows the attendant to automatically dial up to 42 frequently called telephone numbers.

Automatic Answerback

Automatic Answerback allows incoming calls to the Primary Directory Number of the station to be automatically answered after four seconds. Conversation takes place through a hands-free unit. When the calling party hangs up, the call is automatically disconnected. This feature is available only on multi-button stations.

Automatic Dial

The Automatic Dial feature allows a station user to call a frequently dialed number by pressing the assigned feature button. The assigned number can be changed by the user. This feature is available only on multi-button stations.

DIGITAL CENTREX SERVICE

B. TERMS AND CONDITIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Automatic Line

Automatic Line is an automatic connection between a calling station that goes off-hook and a predetermined location. The calling station does not receive dial tone.

Automatic Recall

Automatic Recall allows calls transferred to stations by an attendant to be automatically returned to the attendant after a recall timer expires. The attendant can then retransfer the call or release it.

Blind Transfer Recall

Blind Transfer Recall is a system feature that allows calls that have been transferred to a third party to return to the party that transferred the call, if the third party does not answer within a specified time.

Blind Transfer Recall Identification

The Blind Transfer Recall Identification feature is an alphanumeric message, on display stations, providing the calling party's directory number on the top line of the display and a Blind Transfer Recall message on the lower line of the display. The system feature Blind Transfer Recall is associated with Blind Transfer Recall Identification.

Business Set Interconnect

The Business Set Interconnect feature is special hardware required in the central office which allows a customer provided digital compatible multi-button station to work with digital central office switching equipment. Buttons and modular add-on units allow users to customize the station with the features that best suit their particular needs. The Business Set Interconnect feature provides both the voice signals and feature control signaling information simultaneously on a single pair of wires using two separate frequency bands.

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B. TERMS AND CONDITIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Business Set Music on Hold

The Business Set Music on Hold feature is a system feature which extends the music-on-hold capability to calls that terminate on multi-button stations.

Call Forward Display

Call Forward Display displays both the intra-Centrex caller's telephone number and the number being called.

Call Park

Call Park allows a Centrex station user to park calls against its own telephone number. The parked calls can be retrieved from any station by dialing the feature access code for retrieval and the station line number.

Call Park Recall Identification

The Call Park Recall Identification feature alerts a station by a flashing directory number button and the display of a recall message. If the Inside/Outside Ringing Service option is assigned to the customer group, the call will have a distinctive ring. If the station uses a Call Park or Directed Call Park button, the button will also flash to indicate a recalled Call Park. Associated features are Call Park and Directed Call Park. Call Park Recall Identification is provided on a system basis at no additional charge.

Call Request

The Call Request feature is an option of the Station Message Waiting feature and allows a station user to request a return call from another station. If a calling station reaches an idle station that doesn't answer, the station user can activate the Call Request feature by flashing the switchhook and dialing the Call Request feature activation code. The calling station user will then hear a confirmation tone, indicating that the request is queued for the idle station. The idle station receives a Call Request indication by means of the message waiting lamp or stutter dial tone when the handset is lifted. The idle station user dials a code and the calling station is rung back.

DIGITAL CENTREX SERVICE

B. TERMS AND CONDITIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Call Selection

The Call Selection feature allows the attendant to answer incoming calls in the order they are received, regardless of incoming call type, or to manually select a specific call type (i.e WATS Toll Free service, tie trunks, etc.).

Call Transfer

The Call Transfer feature allows a call transferred by a station user to the attendant to be queued on a first in, first out basis.

Call Waiting Ringback

The Call Waiting Ringback feature allows the calling station to receive distinctive ringing if the called station is receiving the call waiting tone. This allows the calling party to wait for the called party to answer. This feature is available intra-Centrex only.

Console Release

Console Release allows the attendant to transfer a call and then release the call after dialing is completed and before outpulsing to the trunk is completed. This allows the attendant to release one call in order to handle another call quickly.

Console Test

Console Test allows the attendant or maintenance person to test the functional operations of a console. The attendant can test the working condition of the buzzer, headset or handset, the buttons on the console, hardware components that affect the console such as memory and the alpha-numeric display.

Delayed Operation

Delayed Operation allows the attendant to place a call for a calling station user while that station user waits on-hook. When the called station answers, the attendant can recall the calling station user.

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B. TERMS AND CONDITIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Direct Inward System Access (DISA)

The Direct Inward System Access feature is a system feature which enables a station user to dial an access number from a remote central office. The DISA serving office answers the call after one ring and provides a stutter dial tone to prompt the station user to enter an authorization code. The station user dials the authorization code and receives steady dial tone as a prompt to dial the desired telephone number.

Direct Inward System Access Optional Third Dial Tone

This feature will provide the user another dial tone after the user dials the DISA Code.

Directed Call Park

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

Directory Number

A Directory Number is a Centrex station line number.

Display Called Number

The Display Called Number feature provides the user with visual feedback concerning the called number during the origination, termination, programming and feature activation operations on stations equipped for this feature.

Display Calling Number

The Display Calling Number feature provides the multi-button station user with visual feedback. Only intra-Centrex telephone numbers are displayed.

DIGITAL CENTREX SERVICE

B. TERMS AND CONDITIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Display of Incoming Queued Calls w/button

The Display of Incoming Queued Calls w/button feature provides a visual indication on an attendant console of the number of calls queued to be answered.

Display Set Interconnect

Display Set Interconnect is special hardware required in the central office which enables multi-button stations with display capability to operate with digital central office switching equipment.

Display Station

A display station is a multi-button station with display capability.

Enhanced Call Forward Display

The Enhanced Call Forward Display feature displays the name and directory number of the called or calling party and is available on multi-button stations which have 2-line x 24 character displays, or 2-line x 16 character displays. If the name and directory number do not both fit on the top line, only the name is displayed. On the bottom line the redirected name and directory number are displayed.

Executive Busy Override (EBO)

The Executive Busy Override feature specifies that the station user can invoke an override when encountering a busy station. The station user gains access to a busy station by flashing the switch-hook on a non-button station and dialing a feature code, or pressing the EBO button on the multi-button station. A warning tone is emitted and a three-way call connection is established. The station user invoking override can then hang up and the prior conversation will continue, or flash the switchhook, dropping the third party from the connection.

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B. TERMS AND CONDITIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Executive Busy Override Exempt

The Executive Busy Override Exempt feature is an option of Executive Busy Override that specifies a station line cannot have override activated against it.

Feature Display

Feature Display provides a visual display of user entered data and intraCentrex incoming call information during the use of other Centrex features

Flexible Console Alerting

Flexible Console Alerting alerts the attendant to a call requiring special attention by a tone sent through the headset.

Group Intercom

The Group Intercom feature allows a user to access a member of a predesignated subgroup by using abbreviated dialing. The call will terminate on the Group Intercom button on the called station. A station may be a member of more than one group. However, each group must be represented by its own feature button.

Intercom

The Intercom feature allows a multi-button station user to directly terminate on a predesignated telephone on a selective basis. If no directory numbers are active on the station, audible ringing is given. The called party may choose to answer by pressing the Intercom button or, after a two-second delay, an automatic connection is made. If any directory numbers are active, a tone is given in place of ringing, and no automatic connection is made.

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B. TERMS AND CONDITIONS (Cont'd)

1. Explanation of Terms (Cont'd)

International Direct Distance Dialing via Automatic Route Selection
(IDDD/ARS)

International Direct Distance Dialing via Automatic Route Selection is a system feature which allows Centrex customers to use their Automatic Route Selection for more expedient and economical connections to their private network routing for international calls. This feature is incremental to Automatic Route Selection.

Interposition Calls and Transfer

Interposition Calls and Transfer allows the attendant to call, speak to and transfer a call to another attendant.

Last Number Redial

Last Number Redial enables a customer to redial the last called number (up to 24 digits), by depressing a single button or by dialing an access code rather than the entire number. This feature is available on single-line and multi-button stations.

Last Number Redial-Station

Last Number Redial-Station allows a multi-button station user to access any free directory number on the station and by activating the feature, have the last number dialed from the station automatically redialed.

Listen on Hold

The Listen on Hold feature is activated by putting the called party on hold and putting the handset on hook. It is deactivated by removing the handset from the cradle. This feature is available only on multi-button stations.

Lockout

The Lockout feature restricts the attendant from re-entering a call in progress unless recalled by a station user or by automatic recall.

DIGITAL CENTREX SERVICE

B. TERMS AND CONDITIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Make Set Busy

The Make Set Busy feature allows directory number appearances to be made busy to incoming calls. The made busy station is still able to originate calls from any directory number appearance on the station or to program features. Multiple Appearance Directory Group members, and call termination features, such as Call Waiting, Camp-On and Busy Override will not be made busy.

Make Set Busy Except Group Intercom

The Make Set Busy Except Group Intercom feature allows the multi-button station user to continue to receive Group Intercom calls over the speaker when the Make Set Busy feature is activated. Without this feature, Group Intercom calls receive a busy tone or other treatment (such as Call Forwarding). This feature is available only on multi-button stations.

Meet-Me Conference Arrangement

Meet-Me Conference Arrangement allows conferees to hold a conference by each of them dialing a directory number at a specified time. Conferees must be notified of the directory number, date and time prior to the meeting.

Each Centrex system may have up to 16 conference directory numbers. Meet-Me Conferences may be held simultaneously, subject to the availability of six-port conference circuits. The member who owns the Meet-Me Conference number for the meeting must remain as a member of the conference.

A maximum of seven bridges per conference can be assigned to Meet-Me Conference. These bridges allow the following members: six, ten, fourteen, eighteen, twenty-two, twenty-six, and thirty respectively. Each conference directory number constitutes a Primary Bridge. Additional bridges may serve more than one Meet-Me Conference.

DIGITAL CENTREX SERVICE

B. TERMS AND CONDITIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Multiple Appearance Directory Number (MADN)

A Multiple Appearance Directory Number is a directory number that is assigned to more than one multi-button station or non-button station. The first appearance of the Multiple Appearance Directory Number to a station is called the Primary Multiple Appearance Directory Number. All other appearances of the same directory number are the secondary Multiple Appearance Directory Number members.

Multiple Appearance Directory Number Group

A Multiple Appearance Directory Number Group consists of the stations that are assigned a Multiple Appearance Directory Number. A Multiple Appearance Directory Number Group is comprised of groups of two or more Centrex line appearances that require a unique relationship, which is provided by utilizing the same directory number for all appearances. A maximum of five Multiple Appearance Directory Number members are permitted in a Multiple Appearance Directory Number group.

Multiple Call Arrangement (MCA)

The Multiple Call Arrangement feature allows all appearances of a Multiple Appearance Directory Number to be active on simultaneous calls. Incoming calls to a Multiple Appearance Directory Number group are queued while the callers hear ringing. Once a Multiple Appearance Directory Number call is answered, and if the Multiple Appearance Directory Number call queue is not empty, the next call in the queue is presented to all the inactive members. This process continues until the Multiple Appearance Directory Number call queue is empty. The maximum number of calls, including the originated, answered and queued calls allowed for a Multiple Appearance Directory Number group, is equal to the number of members in the group.

Multiple Listed Directory Number

The Multiple Listed Directory Number feature allows a customer to have many listed directory numbers on an attendant console. To handle this efficiently, each number has a unique Incoming Call Identification lamp which enables the attendant to answer appropriately.

DIGITAL CENTREX SERVICE

B. TERMS AND CONDITIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Music on Hold

Music on Hold provides the capability for a continuous broadcast of music to callers who are waiting for connection to a called party.

Night Service

Night Service provides for the handling of calls when the attendant is absent. Night Service provides the following options:

- Fixed - Calls that are normally routed to an attendant during the day are routed to predesignated locations for night service. The predesignated route can be an individual directory number or a hunt group.
- Flexible - Allows the attendant to program the night service routes for each Incoming Call Identification classification assigned to the Centrex group.

Night Service to Alerting Device

Night Service to Alerting Device provides an alternative to night service on consoles or multi-button stations used as consoles. An incoming call activates a customer provided alerting device (i.e. a bell or buzzer). Any station in the customer group may answer the incoming call by dialing a code.

Notification of Priority Queued Calls

Notification of Priority Queued Calls allows the attendant to be alerted to calls made to emergency numbers when they were queued, either by the flashing of an emergency ICI lamp or by an optional tone.

On Hook Dialing

On-hook Dialing allows the multi-button station user to originate calls by pressing a directory number button without lifting the handset. This feature is available only on multi-button stations.

DIGITAL CENTREX SERVICE

B. TERMS AND CONDITIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Originating/Terminating Line Select

Originating/Terminating Line Select allows line selection options for originating and terminating calls from a multi-button station. Absence of line selection capability requires the user to manually select the originating or terminating line.

Originating Line - User may choose Idle Line Select, which automatically connects the user to an idle line when the handset is lifted.

Terminating Line - User may choose Incoming Line Select which automatically connects the user to the line receiving an incoming call when the handset is lifted.

Position Busy

The Position Busy feature allows a member of a group of attendant consoles to make the console unavailable to additional calls from queue.

Pre-set Conference Arrangement

The Pre-set Conference Arrangement allows a predesignated station user, or console attendant, to originate a conference call with up to 25 conferees (which includes the conference originator). Dialing the Pre-set Conference number initiates simultaneous ringing of the pre-selected conferees. A pre-selected, second choice number may be rung to locate the conferee after a specified period if the conferee does not answer at the first number. Conference bridges allow the following members: six, ten, fifteen, twenty, and twenty-five respectively.

Primary Directory Number

A Primary Directory Number is a main Centrex station line number and it must be located on the first button of a multi-button station.

DIGITAL CENTREX SERVICE

B. TERMS AND CONDITIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Privacy Release Option

The Privacy Release Option allows a Multiple Appearance Directory Number member to establish a conference call among Multiple Appearance Directory Number members and stations outside the Multiple Appearance Directory Number group. The station user activates Privacy Release by dialing an access code or depressing an access button. The Privacy Release Option is available only on the Multiple Appearance Directory Number Single Call Arrangement.

MADN Ring Forward

The Ring Forward feature is available only on a Single Call Arrangement associated with a Multiple Appearance Directory Number and provides the following ringing options:

- Abbreviated - line appearance rings until timer expires
- Delayed - line appearance rings after timer expires
- Always - line rings until answered or abandoned
- Never - line appearance does not ring

Query Busy Station

The Query Busy Station feature allows the busy/idle status of a station to be monitored, and the querying station alerted when that station becomes idle. The monitored station can be a multi-button or non-button station. Groups of up to 128 multi-button stations can query the status of one designated station. Up to eight simultaneous requests to monitor the same station are supported.

When the station becomes idle, the lamp associated with the Query Busy Station button will flash, and an optional buzz tone may be provided. This feature is available only on multi-button stations.

Radio Paging Access

Radio Paging Access allows access to customer-provided radio paging equipment. The Radio Paging Access feature may be arranged to accept and transmit rotary dial pulses, touch-tone type signals, or both. If the Radio Paging Interface Circuit is in use, busy tone is returned.

DIGITAL CENTREX SERVICE

B. TERMS AND CONDITIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Secondary Centrex Line

A Secondary Centrex Line is an additional Centrex line with its own directory number appearing on the same multi-button station with a Primary Directory Number. These are not shared appearances; they do not appear on any other stations, nor do they appear more than once on the same station.

Secondary Multiple Appearance Directory Number Call Forward

The Secondary Multiple Appearance Directory Number Call Forward feature allows specified secondary Multiple Appearance Directory Number members, as well as primary members, to activate and deactivate Call Forwarding from non-button and multi-button stations.

Secrecy

The Secrecy feature allows the attendant to talk to the called party without the calling party hearing the conversation. When the attendant releases from the call, the calling and called parties are connected.

Serial Call

The Serial Call feature allows the attendant to complete incoming calls to more than one Centrex station without the calling party going on-hook and redialing the attendant between calls.

Short Hunt

The Short Hunt feature permits incoming calls to a station to hunt over the directory number appearances on that station in search of an idle appearance on which to terminate. The appearances may be either standard directory numbers or Multiple Appearance Directory Numbers, and can include all of or a portion of the numbers on the station.

DIGITAL CENTREX SERVICE

B. TERMS AND CONDITIONS (Cont'd)

1. Explanation of Terms (Cont'd)

MADN Single Call Arrangement (SCA)

The Single Call Arrangement feature allows only one call associated with a Multiple Appearance Directory Number to originate or terminate on the directory number at any given time. Once a member has access to the Multiple Appearance Directory Number, the lamps of the other members are turned on to indicate busy.

Speed Call Long - Attendant

The Speed Call Long - Attendant feature enables the attendant to dial up to 70 frequently called numbers by pressing a Speed Call button and dialing one or two digits instead of all the digits of the number.

Speed Call - Station

Speed Call - Station is an arrangement which provides for the calling of a telephone number by dialing an abbreviated code. Up to 50 numbers may be stored for abbreviated dialing. Two arrangements are available, 10 number capacity and a 50 number capacity.

Station Busy Verification

The Station Busy Verification feature allows the attendant to determine whether stations are busy or idle. When busy, the attendant can barge-in; when idle, the attendant can ring it; when not in service, the attendant receives a reorder tone.

Station Controlled Conference

The Station Controlled Conference feature provides any Centrex main station line with the ability to establish a conference call without the assistance of the attendant. The conferees can include lines in the same Centrex group, lines from outside the Centrex, and stations reached via trunks. A conference code is used to establish the conference and add conferees. A release code is used to drop a conferee from the conference call.

DIGITAL CENTREX SERVICE

B. TERMS AND CONDITIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Station Controlled Conference (Cont'd)

When the station controlled conference has more than six conferees, one conferee is transferred from the primary conference bridge to a secondary conference bridge. The secondary conference bridge is then connected to the primary conference through the port on the primary conference bridge that was used by the transferred conferee.

A maximum of seven bridges can be assigned to a station controlled conference. These bridges allow the following members: six, ten, fourteen, eighteen, twenty-two, twenty-six, and thirty respectively.

Station Message Waiting

The Station Message Waiting feature permits a Centrex station user to dial a code to retrieve messages from the attendant, or from a multi-button station user, who has activated the Station Message Waiting feature. An illuminated lamp on a customer provided telephone, a lamp associated with the Message Waiting button on a multi-button set, or stutter dial tone, indicates that there is a message for the station user. The message control station may be a console or a designated multi-button station. This feature requires the Attendant Message Waiting feature specified in this section or the Message Link feature specified in Section 13.

Through Dialing

The Through Dialing feature allows the attendant to select the trunk facility for a station in the same customer group and send dial tone to that station user. This feature is used to over-ride station restrictions in the group.

Trunk Busy Verification

The Trunk Busy Verification feature allows the attendant to determine whether trunks are busy or idle. When busy, the attendant can barge-in to request the stations to hang up. The trunk is seized and a more important call is placed. When the called station answers, the attendant connects the calling station.

DIGITAL CENTREX SERVICE

B. TERMS AND CONDITIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Trunk Group Access Control

The Trunk Group Access Control feature provides special buttons to serve as a common interface for the Trunk Group Busy Indicator feature and the Trunk Group Access Control feature for all trunk groups allocated to the customer group. These two functions can be assigned to the Wild Card Key on the attendant console.

Trunk Group Busy Indicator

The Trunk Group Busy Indicator feature allows for the display of trunk group status information on the attendant console. Lamp indicators associated with a trunk group show when one or more trunks in the group are idle, or when all trunks in the group are busy.

Two-way Splitting

The Two-way Splitting feature allows the attendant to talk privately with either the calling or called party. The attendant can alternate between the calling and called parties as required.

Wild Card Key

The Wild Card Key allows special feature access not directly available through a feature button on the attendant console.

2. Customers who move their service in order to upgrade to Digital Centrex Service technology will incur the applicable non-recurring charges for the installation of service. Customers whose present central office is upgraded to a Digital Central Office at the discretion of the Company, will not be liable for nonrecurring charges to upgrade to digital service.

3. Digital Centrex Attendant Console

Customers subscribing to Digital Centrex features may be required to install or convert to compatible consoles due to central office conversion. Customers are responsible for all nonrecurring charges applicable to installation of the console service and features.

DIGITAL CENTREX SERVICE

B. TERMS AND CONDITIONS (Cont'd)

3. Digital Centrex Attendant Console (Cont'd)

The Attendant Console Interconnect does not include console, central office to customer premises facilities, or any special conditioning which may be required.

The Digital Centrex Attendant Console Standard Feature Package consists of the following features and provides basic attendant service:

- Attendant Uniform Call Distribution from Queue
- Automatic Recall
- Autodial
- Call Selection
- Call Transfer
- Console Release
- Console Test
- Delayed Operation
- Flexible Console Alerting
- Interposition Calls and Transfer
- Lockout
- Multiple Listed Directory Number
- Night Service
- Position Busy
- Secrecy
- Serial Call
- Trunk Group Busy Indicator
- Through Dialing
- Two-way Splitting
- Wild Card Key

The customer is required to purchase this feature package for console service. However, one package will provide service for up to seven consoles. The activation of features and the mode of operation vary according to the type of attendant console purchased by the customer. These features may not be purchased individually. No credit is given on the package rate for features that are not applicable to the customer's station equipment or are not selected by the customer.

The Digital Centrex Attendant Console Enhanced Feature Package provides the following features:

- Attendant Call Park
- Attendant Camp On
- Attendant Message Waiting
- Attendant Loudspeaker Paging Access (Trunk Termination)
- Display of Incoming Queued Calls w/Key

DIGITAL CENTREX SERVICE

B. TERMS AND CONDITIONS (Cont'd)

3. Digital Centrex Attendant Console (Cont'd)

Night Service to Alerting Device
Notification of Priority Queued Calls
Speed Call Long, per List
Station Busy Verification
Trunk Group Access Control, per Trunk Group
Trunk Busy Verification

The activation and operation of features depend on the type of attendant console purchased by the customer. These features are available individually or as a package. No credit is given on the package rate for features that are not applicable to the customer's station equipment or are not selected by the customer. Only customers subscribing to Digital Centrex Attendant Console Interconnect may subscribe to Digital Centrex Attendant Console features.

4. Enhanced Station Features*

Enhanced Station Features are applicable to non-button, multi-button and display stations. Enhanced station line features may be selected individually on a per line basis. Feature availability is dependent on the type of station equipment provided by the customer. A feature package on a per line basis is also available. No credit is given on the package rate for features that are not applicable to the customer's station equipment or are not selected by the customer. The package rate includes one of each feature. Should the customer require additional appearances of some features, these features must be selected on an individual basis.

Display features are included as part of the Display Set Interconnect, where compatible with customer provided equipment and when associated features have been selected.

Non-button Station Feature Package:

Call Park
Call Waiting Ringback
Directed Call Park
Executive Busy Override
Executive Busy Override Exempt
Group Intercom
Last Number Redial
Speed Dialing
Station Message Waiting with Stutter Tone or associated Lamp

* 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. Effective February 1, 2016, Verizon will no longer offer Digital Centrex Service - Enhanced Station Line Features to new customers. Existing customers can continue to make moves, adds and changes at existing locations only, but cannot establish service at new locations. This service is available for resale until April 17, 2016. Effective April 17, 2016, this service is also grandfathered at the resale level and no longer available to new resale customers. (C)

DIGITAL CENTREX SERVICE

B. TERMS AND CONDITIONS (Cont'd)

4. Enhanced Station Features* (Cont'd)

Multi-button Station Feature package:

- Automatic Answerback
- Automatic Dial
- Automatic Line
- Call Park
- Call Request
- Call Waiting Ringback
- Directed Call Park
- Executive Busy Override
- Executive Busy Override Exempt
- Group Intercom
- Intercom
- Last Number Redial
- Last Number Redial - Station
- Listen on Hold
- Make Set Busy
- Make Set Busy Except Group Intercom
- On Hook Dialing
- Originating/Terminating Line Select
- Query Busy Station
- Short Hunt
- Speed Dialing
- Station Message Waiting

Rates for multi-button station features are not included as part of the Business Set Interconnect rate.

Multi-button station features are also available on multi-button stations with display capability. Only customers subscribing to Digital Centrex Business Set Interconnect may subscribe to multi-button station features.

Display Station Features are as follows:

- Blind Transfer Recall Identification
- Call Park Recall Identification
- Call Forward Display
- Display Called Number
- Display Calling Number
- Enhanced Call Forward Display
- Feature Display

Display Station Features are available only on multi-button stations with display capability as part of the Display Set Interconnect feature.

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DIGITAL CENTREX SERVICE

B. TERMS AND CONDITIONS (Cont'd)

4. Enhanced Station Features* (Cont'd)

Display Station Features are provided with the Display Set Interconnect feature at no additional charge. Additional features may be purchased individually or as a package from the multi-button station features.

5. Line Appearances*

Each Centrex station on the customer's premises must have its own Centrex line. The number associated with this Centrex line is called the Primary Directory Number. The Primary Directory Number must be located on the first button of the multi-button or display station. Disconnect of the Primary Directory Number will constitute disconnect of the station.

Should a Multiple Appearance Directory Number group include the Primary Directory Number of a station, the Centrex Main Station Line rate will apply to that appearance rather than the Multiple Appearance Directory Number appearance rate.

The Primary Directory Number of a non-button station may be a member of a Multiple Appearance Directory Number group. A maximum of five Multiple Appearance Directory Number members are permitted in a Multiple Appearance Directory Number group.

A Multiple Appearance Directory Number group can be configured in either Single Call Arrangement or Multiple Call Arrangement.

The following features are provided with Multiple Appearance Directory Number groups:

- Privacy Release Option
- Multiple Appearance Directory Number Ring Forward
- Secondary Multiple Appearance Directory Number Call Forward

6. System Features

With the Music on Hold feature the customer must provide music source. Music on Hold can be used in conjunction with these Centrex features:

- Attendant UCD from Queue
- Attendant Call Hold
- Consultation Hold
- Attendant Camp-On
- Call Waiting, Originating
- Call Park
- Business Set Call Park

* 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. Effective February 1, 2016, Verizon will no longer offer Digital Centrex Service - Enhanced Station Line Features or Line Appearances to new customers. Existing customers can continue to make moves, adds and changes at existing locations only, but cannot establish service at new locations. This service is available for resale until April 17, 2016. Effective April 17, 2016, this service is also grandfathered at the resale level and no longer available to new resale customers. (C) | (C)

DIGITAL CENTREX SERVICE

C. RATES

	Monthly Charge	USOC
1. Digital Centrex Attendant Console*		
a. Attendant Console Interconnect, per console.....	\$230.00	EDM
b. Attendant Console Standard Feature Package (1 required per 7 consoles)	30.00	CZAPC
c. Attendant Console Enhanced Features, each		
1. Attendant Call Park	.50	CP9PC
2. Attendant Camp On	13.00	COA
3. Attendant Message Waiting, per console	15.00	ANZPC
4. Attendant Loudspeaker Paging Access (Trunk Termination)	10.00	EWJPS
5. Display of Incoming Queued Calls w/Key	3.10	AQKPC
6. Night Service to Alerting Device	1.00	A5NPC
7. Notification of Priority Queued Calls	.75	EAHPC
8. Speed Call Long, per List	.75	ENSPC
9. Station Busy Verification	1.25	EDSVS
10. Trunk Group Access Control, per trunk group	1.00	TG4PC
11. Trunk Busy Verification	.75	TGSPC
d. Attendant Console Enhanced Feature Package.....	35.00	CZBPC
e. Attendant Access Line.....	Rates and charges are as specified in Section 13 for a Centrex line.	
		APN

* Requires 3 attendant access lines, as specified in this Product guide per attendant console.

DIGITAL CENTREX SERVICE

C. RATES (Cont'd)

	Monthly Charge	USOC
2. Centrex Line, each.....	Rates and charges are as specified for the associated Centrex Service found in this product guide.	(U)
3. Enhanced Station Features*		(N)
a. Business Set Interconnect, per multi-button station.....	\$ 2.50	ETJPK
b. Display Set Interconnect, per display station.....	3.50	DK8PK
c. Call Park.....	.25	CP9
d. Call Waiting Ringback.....	.25	CW2
e. Directed Call Park.....	.25	CP8
f. Executive Busy Override with Executive Busy Override Exempt.....	.25	E72
g. Group Intercom.....	.25	GPNPK
h. Last Number Redial.....	.25	LNQ
i. Speed Call - Station		
a. Individual Speed Call, per line		
10 number capacity	.20	E18
50 number capacity	.60	E58
b. Shared Speed Call, per line		
1st Line, 50 number capacity	.60	E58
Each additional line sharing same 50 number list	.05	E5A
j. Non-button Station Feature Package.....	1.75	FPE1X

* Effective February 1, 2016, Verizon will no longer offer Digital Centrex Service (N)
- Enhanced Station Line Features to new customers. Existing customers can |
continue to make moves, adds and changes at existing locations only, but cannot |
establish service at new locations. This service is available for resale until |
April 17, 2016. Effective April 17, 2016, this service is also grandfathered at |
the resale level and no longer available to new resale customers. (N)

DIGITAL CENTREX SERVICE

C. RATES (Cont'd)

3. Enhanced Station Features** (Cont'd)

(N)

	Monthly Charge	USOC
k. Additional Non-button Station Features		
1. Station Message Waiting with Associated Lamp		
with the feature package*	\$ 2.50	MWW
without the feature package	3.65	R65
2. Automatic Line	.25	DOK
3. Station Message Waiting with Stutter Tone	1.25	MWN
l. Additional Multi-button Station Features, each		
1. Automatic Answerback	.25	AAK
2. Automatic Dial	.25	B2Z
3. Automatic Line	.25	DOKP
4. Group Intercom	.25	GPNP
5. Intercom	.25	DXHP
6. Last Number Redial-Station	.25	DXV
7. Make Set Busy	.25	ME8
8. Make Set Busy Except Group Intercom	.25	ME8P
9. Originating/Terminating Line Select	.25	SLB
10. Query Busy Station	.25	BUD
11. Short Hunt	.25	SHS
12. Station Message Waiting with Call Request	1.25	NZ
m. Multi-button Station Feature Package.....	2.25	PD1}
n. Multi-button Station as a Message Waiting Center.....	15.00	ANZP

* In addition the rate for the Non-button Station Feature Package specified preceding applies.

** Effective February 1, 2016, Verizon will no longer offer Digital Centrex Service - Enhanced Station Line Features to new customers. Existing customers can continue to make moves, adds and changes at existing locations only, but cannot establish service at new locations. This service is available for resale until April 17, 2016. Effective April 17, 2016, this service is also grandfathered at the resale level and no longer available to new resale customers.

DIGITAL CENTREX SERVICE

C. RATES (Cont'd)

4. Line Appearances**		(N)	
		Monthly Charge	USOC
a. Secondary Centrex Line, each.....		\$ 3.00	SOT
b. Multiple Appearance Directory Numbers:			
1. Single Call Appearance, each		1.50	MA6
2. Multiple Call Appearance, each		4.00	MA8
5. System Features			
a. Blind Transfer Recall.....		2.00	BTCP
b. Direct Inward System Access, per system arrangement*.....		2.00	DJMP
c. International Direct Distance Dialing via Automatic Route Selection.....		2.00	A1GP
d. Multi-button station Music on Hold, per system.....		75.00	MOHP
e. Music on Hold, each*.....		25.00	MOHP
f. Optional 3rd Dial Tone, per Direct Inward System Access.....		13.00	3DAP
g. Radio Paging Access.....		25.00	RPFP
6. Conference Arrangements			
a. Station Controlled Conference Arrangement			
1. Primary Bridge		37.00	F4A
2. Additional Bridges, each (maximum of 6)		35.00	F4B

* In addition rates and charges apply for the appropriate central office line needed to connect customer provided equipment to the Company Central Office.

** Effective February 1, 2016, Verizon will no longer offer Digital Centrex Service - Line Appearances to new customers. Existing customers can continue to make moves, adds and changes at existing locations only, but cannot establish service at new locations. This service is available for resale until April 17, 2016. Effective April 17, 2016, this service is also grandfathered at the resale level and no longer available to new resale customers. (N)

DIGITAL CENTREX SERVICE

C. RATES (Cont'd)

6. Conference Arrangements (Cont'd)

	<u>Monthly Charge</u>	<u>USOC</u>
b. Pre-Set Conference Arrangement†		
1. Primary Bridge.....	\$15.00	FPH
2. Additional Bridges, each (maximum of 4)	15.00	FPJ
c. Attendant Controlled Conference Arrangement.....		
1. Primary Bridge.....	15.00	C6A1X
2. Additional Bridges, each (maximum of 6)	15.00	C6A2X
d. Meet-Me Conference Arrangement		
1. Primary Bridge.....	15.00	MMT1X
2. Additional Bridges, each (maximum of 6)	15.00	MMT2X

† In addition rates and charges apply for a Centrex main station line as specified in this Product guide.