

CENTREX CUSTOM SERVICES

A. GENERAL

Centrex Custom Services are Centrex Services, furnished by central office dial switching equipment, which are capable of providing voice/data transmission at variable speeds up to 56 kilobits per second and various system and line features to meet individual customer requirements.

B. TERMS AND CONDITIONS

1. Centrex Custom Services are available only through customer-specific Product Guide offerings, as contained in this section, which are tailored to meet the needs of each customer requesting the service.

2. Centrex Custom Services with Dormitory Custom Lines

Centrex dormitory custom lines for residential use are furnished to the customer upon the condition that use of the service shall not be made subject to any charge by the customer in excess of the charges specified in this Product Guide.

C. RATES

1. Application of Rates

Centrex Service is offered as a complete service. The rates specified in C.2. following are for exchange access only. The exchange access and intercommunication portions of the service are not offered separately.

2. Rates

Exchange Access

- | | |
|--|--|
| a. Anne Arundel County Government | - Monthly rate is an amount equal to 1/14 of the monthly rate for a Business Dial Tone Line PBX Trunk as specified for Local Exchange Service in the Local Exchange Services Tariff. |
| b. IIT Research Institute | - Monthly rate is an amount equal to 1/10 of the monthly rate for a Business Dial Tone Line PBX Trunk as specified for Local Exchange Service in the Local Exchange Services Tariff. |
| c. Washington Suburban Sanitary Commission | - Monthly rate is an amount equal to 1/3 of the monthly rate for a Business Dial Tone Line PBX Trunk as specified for Local Exchange Service in the Local Exchange Services Tariff. |

CENTREX CUSTOM SERVICES

C. RATES (Cont'd)

2. Rates (Cont'd)

Exchange Access (Cont'd)

- d. NationsBanc Services, Inc. - Monthly rate is an amount equal to 1/3 of the monthly rate for a Business Dial Tone line PBX Trunk as specified for Local Exchange Service in the Local Exchange Services Tariff.
- e. The Wills Group - Monthly rate is an amount equal to 1/4 of the monthly rate for a Business Dial Tone line PBX Trunk as specified for Local Exchange Service in the Local Exchange Services Tariff.
- f. NRT Mid Atlantic, Inc. - Monthly rate is an amount equal to 1/6.5 of the monthly rate for a Business Dial Tone line PBX Trunk as specified for Local Exchange Service in the Local Exchange Services Tariff.
- g. Frostburg State University - Monthly rate is an amount equal to 1/3 of the monthly rate for a Business Dial Tone line PBX Trunk as specified for Local Exchange Service in the Local Exchange Services Tariff.
- h. IIT Research Institute - Monthly rate is an amount equal to 1/10 of the monthly rate for a Business Dial Tone line PBX Trunk as specified for Local Exchange Service in the Local Exchange Services Tariff.
- i. Helix Health Systems - Monthly rate is an amount equal to 1/6.5 of the monthly rate for a Business Dial Tone line PBX Trunk as specified for Local Exchange Service in the Local Exchange Services Tariff.

CENTREX CUSTOM SERVICES

C. RATES (Cont'd)

2. Rates (Cont'd)

Exchange Access (Cont'd)

- j. Lucent Technologies
 - Monthly rate is an amount equal to 1/3 of the monthly rate for a Business Dial Tone line PBX Trunk as specified for Local Exchange Service in the Local Exchange Services Tariff.
- k. Corning Clinical Laboratories
 - Monthly rate is an amount equal to 1/3 of the monthly rate for a Business Dial Tone line PBX Trunk as specified for Local Exchange Service in the Local Exchange Services Tariff.
- l. Perdue Farms, Inc.
 - Monthly rate is an amount equal to 1/6.7 of the monthly rate for a Business Dial Tone line PBX Trunk as specified for Local Exchange Service in the Local Exchange Services Tariff.
- m. COMSAT
 - Monthly rate is an amount equal to 1/10 of the monthly rate for a Business Dial Tone line PBX Trunk as specified for Local Exchange Service in the Local Exchange Services Tariff.
- n. Chesapeake Directory Sales Company
 - Monthly rate is an amount equal to 1/10 of the monthly rate for a Business Dial Tone line PBX Trunk as specified for Local Exchange Service in the Local Exchange Services Tariff.
- o. University of Maryland at Baltimore
 - Monthly rate is an amount equal to 1/15 of the monthly rate for a Business Dial Tone line PBX Trunk as specified for Local Exchange Service in the Local Exchange Services Tariff.
- p. University of Maryland Medical System Corporation
 - Monthly rate is an amount equal to 1/15 of the monthly rate for a Business Dial Tone line PBX Trunk as specified for Local Exchange Service in the Local Exchange Services Tariff.

CENTREX CUSTOM SERVICES

C. RATES (Cont'd)

2. Rates (Cont'd)

Exchange Access (Cont'd)

q. Johns Hopkins Medical System	Monthly rate is an amount equal to 1/16 of the monthly rate for a Business Dial Tone line PBX Trunk as specified for Local Exchange Service in the Local Exchange Services Tariff.
r. Garrett Community College-	Monthly rate is an amount equal to 1/6.7 of the monthly rate for a Business Dial Tone line PBX Trunk as specified for Local Exchange Service in the Local Exchange Services Tariff.
s. Towson University	Monthly rate is an amount equal to 1/15 of the monthly rate for a Business Dial Tone line PBX Trunk as specified for Local Exchange Service in the Local Exchange Services Tariff.
t. Greater Southeast Community Hospital	Monthly rate is an amount equal to 1/8 of the monthly rate for a Business Dial Tone line PBX Trunk as specified for Local Exchange Service in the Local Exchange Services Tariff.
u. Duron Paints and	Monthly rate is an amount equal to 1/3 of the monthly rate for a Business Dial Tone line PBX Trunk as specified for Local Exchange Service in the Local Exchange Services Tariff.
v. Provident Bankshares Corporation -	Monthly rate is an amount equal to 1/4 of the monthly rate for a Business Dial Tone line PBX Trunk as specified for Local Exchange Service in the Local Exchange Services Tariff.
w. Lucent Technologies, Inc. - Lithicum -	Monthly rate is an amount equal to 1/6.5 of the monthly rate for a Business Dial Tone Line PBX Trunk as specified for Local Exchange Service in the Local Exchange Services Tariff.

CENTREX CUSTOM SERVICES

C. RATES (Cont'd)

2. Rates (Cont'd)

Exchange Access (Cont'd)

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|--------------------------------------|--|
| x. Giant Food | - Monthly rate is an amount equal to 1/4 of the monthly rate for a Business Dial Tone line PBX Trunk as specified for Local Exchange Service in the Local Exchange Services Tariff. |
| y. Chevy Chase Bank, FSB | - Monthly rate is an amount equal to 1/1.65 of the monthly rate for a Business Dial Tone line PBX Trunk as specified for Local Exchange Service in the Local Exchange Services Tariff. |
| z. Prince George's County Government | - Monthly rate is an amount equal to 1/10 of the monthly rate for a Business Dial Tone line PBX Trunk as specified for Local Exchange Service in the Local Exchange Services Tariff. |
| aa. WAWA Food Markets | - Monthly rate is an amount equal to 1/3 of the monthly rate for a Business Dial Tone line PBX Trunk as specified for Local Exchange Service in the Local Exchange Services Tariff. |
| bb. Washington Hospital Center | - Monthly rate is an amount equal to 1/6.5 of the monthly rate for a Business Dial Tone line PBX Trunk as specified for Local Exchange Service in the Local Exchange Services Tariff. |
| cc. Spirent | - Monthly rate is an amount equal to 1/6.5 of the monthly rate for a Business Dial Tone line PBX Trunk as specified for Local Exchange Service in the Local Exchange Services Tariff. |

CENTREX CUSTOM SERVICES

C. RATES (Cont'd)

2. Rates (Cont'd)

Exchange Access (Cont'd)

- dd. Southern Maryland Hospital, Inc. - Monthly rate is an amount equal to 1/6.5 of the monthly rate for a Business Dial Tone line PBX Trunk as specified for Local Exchange Service in the Local Exchange Services Tariff.
- ee. Mortgage Credit Reports - Monthly rate is an amount equal to 1/6.5 of the monthly rate for a Business Dial Tone line PBX Trunk as specified for Local Exchange Service in the Local Exchange Services Tariff.
- ff. First Virginia Services, Inc. - Monthly rate is an amount equal to 1/6.5 of the monthly rate for a Business Dial Tone line PBX Trunk as specified for Local Exchange Service in the Local Exchange Services Tariff.
- gg. Safeway, Inc. - Monthly rate is an amount equal to 1/3 of the monthly rate for a Business Dial Tone line PBX Trunk as specified for Local Exchange Service in the Local Exchange Services Tariff.
- hh. Mercantile Safe Deposit & Trust Company - Monthly rate is an amount equal to 1/6.5 of the monthly rate for a Business Dial Tone line PBX Trunk as specified for Local Exchange Service in the Local Exchange Services Tariff.
- ii. Rite Aid Corp. - Monthly rate is an amount equal to 1/6.5 of the monthly rate for a Business Dial Tone line PBX Trunk as specified for Local Exchange Service in the Local Exchange Services Tariff.

CENTREX CUSTOM SERVICES

C. RATES (Cont'd)

2. Rates (Cont'd)

Exchange Access (Cont'd)

jj. Howard County Government, Board of Education and Library	Monthly rate is an amount equal to 1/6.5 of the monthly rate for a Business Dial Tone line PBX Trunk as specified for Local Exchange Service in the Local Exchange Services Tariff.
kk. Long and Foster Companies, Inc.	Monthly rate is an amount equal to 1/6.5 of the monthly rate for a Business Dial Tone line PBX Trunk as specified for Local Exchange Service in the Local Exchange Services Tariff.
ll. Medequist, Inc.	Monthly rate is an amount equal to 1/6.5 of the monthly rate for a Business Dial Tone line PBX Trunk as specified for Local Exchange Service in the Local Exchange Services Tariff.
mm. Allfirst Bank	Monthly rate is an amount equal to 1/6.5 of the monthly rate for a Business Dial Tone line PBX Trunk as specified for Local Exchange Service in the Local Exchange Services Tariff.
nn. Pentagon City Telecommunications Company	Monthly rate is an amount equal to 1/6.5 of the monthly rate for a Business Dial Tone line PBX Trunk as specified for Local Exchange Service in the Local Exchange Services Tariff.
oo. Northrop Grumman Corporation	Monthly rate is an amount equal to 1/10 of the monthly rate for a Business Dial Tone line PBX Trunk as specified for Local Exchange Service in the Local Exchange Services Tariff.

CENTREX CUSTOM SERVICES

C. RATES (Cont'd)

2. Rates (Cont'd)

Exchange Access (Cont'd)

pp. Baltimore Metropolitan Area Acquisition	Monthly rate is an amount equal to 1/17 of the monthly rate for a Business Dial Tone line PBX Trunk as specified for Local Exchange Service in the Local Exchange Services Tariff.
qq. Wachovia Corporation	Monthly rate is an amount equal to 1/3 of the monthly rate for a Business Dial Tone line PBX Trunk as specified for Local Exchange Service in the Local Exchange Services Tariff.
rr. First Data Corporation	Monthly rate is an amount equal to 1/6.5 of the monthly rate for a Business Dial Tone line PBX Trunk as specified for Local Exchange Service in the Local Exchange Services Tariff.
ss. CVS Pharmacy Inc.	Monthly rate is an amount equal to 1/6.67 of the monthly rate for a Business Dial Tone line PBX Trunk as specified for Local Exchange Service in the Local Exchange Services Tariff.
tt. Constellation Energy Group, Inc.	Monthly rate is an amount equal to 1/3 of the monthly rate for a Business Dial Tone line PBX Trunk as specified for Local Exchange Service in the Local Exchange Services Tariff.
uu. Branch Banking & Trust Company	Monthly rate is an amount equal to 1/6.5 of the monthly rate for a Business Dial Tone line PBX Trunk as specified for Local Exchange Service in the Local Exchange Services Tariff.

CENTREX CUSTOM SERVICES

C. RATES (Cont'd)

2. Rates (Cont'd)

Exchange Access (Cont'd)

vv. HealthSouth Corporation

Monthly rate is an amount equal to 1/6.5 of the monthly rate for a Business Dial Tone line PBX Trunk as specified for Local Exchange Service in the Local Exchange Services Tariff.

ww. Worchester County
Government

Monthly rate is an amount equal to 1/6.5 of the monthly rate for a Business Dial Tone line PBX Trunk as specified for Local Exchange Service in the Local Exchange Services Tariff.

CENTREX CUSTOM SERVICES

Westinghouse Electronics Systems Group

A. Terms and Conditions

1. Company Serving Wire Center
Friendship, West Quest Remote Switching Center (RSC), Arbutus,
Elkridge, Owen Brown, Parkway RSC
2. Dial Switching Equipment
DMS*-100 Type
3. Centrex Custom Line Capacities
The capacities during the contract period, on which the rates
specified for Centrex custom lines under B. following are based, will
be a minimum of 6000 voice lines and a maximum of 15,000 voice lines
and 4500 data lines at the BWI location, and 400 voice lines at the
Owen Brown location. Growth may occur beyond the maximum line
capacities subject to appropriate rate adjustments.
4. System and Line Features
The Centrex Custom Service DMS*-100 type dial switching equipment
shall be arranged with the necessary Integrated Business Network and
Electronic Switched Network Features and Services to provide the
following system and line feature capabilities.

Access

Common Control Switching Arrangements
Electronic Tandem Network
Enhanced Private Switched Communication Service
Foreign Exchange Lines
Tie Trunks
Wide Area Telecommunications Services (WATS)

Account Code/Acceptance and Recording

Attendant Features

Authorization Codes

Automatic Route Selection

Call Back Queuing

Call Forwarding

Busy Line#

(T)

Don't Answer#

(T)

Variable

Call Pickup

Call Waiting

Originating

Terminating

Calling Message Detail Records

- # 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.

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CENTREX CUSTOM SERVICES

Westinghouse Electronics Systems Group (Cont'd)

A. Terms and Conditions (Cont'd)

4. System and Line Features (Cont'd)

Caller I.D.

Calling name and number display for calls within Centrex
system (where technically feasible)

Calling number display for calls outside the Centrex system
(where available)

Class of Service Restrictions

Fully Restricted Service

Long Distance Message Restricted Service

Semirestricted Service

Unrestricted Service

Code Call Access

Code Restrictions

Consultation Hold

Direct Inward Dialing

Direct Inward System Access

Direct Outward Dialing

Dynamic Attendant Console Measurements

Executive Busy Override

Expensive Route Warning Tone

Inside/Outside Ringing Service

Intercept Arrangements

Last Number Redialed

Line Hunting

Line to Line Calling

Loudspeaker and Audio Paging Access

Meet-me Conference

Message Waiting Capability

Network Class of Service

Network Information Signals

Network Speed Dialing

Network Wide Automatic Route Selection

Night Service Arrangements

Northern Telecom Remote Module Interface Capability

Operational Measurements

Ring Again

Simplified Dialing

Six-port Conference Circuit

Attendant Controlled

Line Controlled

Speed Dialing

Group, long list

Individual, long list

Individual, short list

CENTREX CUSTOM SERVICES

Westinghouse Electronics Systems Group (Cont'd)

A. Terms and Conditions (Cont'd)

4. System and Line Features (Cont'd)

- Station Message Detail Recording
- Supporting Software for Proprietary Business Set
- T1 Carrier Direct Termination Capability
- Tandem Switching of Special Circuits
- Three-way Conference/Transfer
- Time-of-Day Network Class of Service
- Time-of-Day Routing
- Uniform Call Distribution
- Uniform Numbering Plan Capability

In addition, the dial switching equipment shall be arranged to provide the Customer Change Feature and Network Operations Systems Feature capabilities. Also included are the facilities necessary for intercommunicating with the Westinghouse Manufacturing Systems and Technology Center Centrex Custom Service lines.

The trunk facilities necessary for connection of the BWI location with other locations are included.

All system and line features included herein are exclusive of any terminal equipment on the customer's premises.

5. Contract Period

The contract period shall be from May 1, 1993 through December 31, 1999. The monthly rates, specified for Centrex custom lines under B. following, shall not be subject to increases during the contract period. Service may continue beyond December 31, 1999 subject to appropriate rate adjustments.

In the event that the Centrex Custom line rates under B. following, are increased during the contract period, the customer shall have the right to terminate the service in its entirety at any time without incurring any termination liability. If the customer has exercised the prepayment option in 6. following, a refund equal to the prepayment amount times the percentage of the contract period that is unexpired upon termination will be provided.

6. Subscriber Line Charge Credit

A credit equal to 90% of the applicable interstate Subscriber Line Charge will be applied to all Centrex custom lines.

CENTREX CUSTOM SERVICES

Westinghouse Electronics Systems Group (Cont'd)

B. Rates

1. Centrex Custom Lines, each*

	Per Month	USOC
a. Exchange Access		
Voice	†	(U)
Data	†	(U)
b. Intercommunication		(U)
Voice		
BWI location	\$13.20	
Other locations	19.20	
Data	22.00	(U)

2. Digital Private Trunk Terminals, each

a. For Connecting a Voice Grade Private Trunk Facility.....	12.00	(U)
b. For Connecting a Digital Private Access Line Facility at a Transmission Speed of 1.544 Megabits per second.....	288.00	(U)

3. Usage Charges

No local calling usage allowance is included in the Centrex Custom Service rate schedules. Usage charges apply as specified in the Local Exchange Services Tariff.

4. Service Charges

Service Charges for Centrex Custom Service will apply as specified for Centrex Service in this Company's General Services Tariff, Section 3 and Part C, Section 3 of this Product Guide.

* In addition, rates and charges as specified for Series 2000, type 2014, Channels in this Product Guide, Part D apply to off premises extensions and Foreign Exchange service.

† Monthly rate is an amount equal to 1/10 of the rate for a Business Dial Tone Line PBX Trunk specified in the Local Exchange Services Tariff.

CENTREX CUSTOM SERVICES

The Mayor and City Council of Baltimore

A. Terms and Conditions

1. Company Serving Wire Centers

Downtown, Madison, University and Wolfe

2. Dial Switching Equipment

5ESS* Type and Remote Switching Modules

3. Centrex Custom Line Capacities

- a. The customer is limited to a maximum of 1100 lines in the University Wire Center.
- b. Growth may occur beyond the maximum line capacities subject to appropriate rate adjustments.

4. System and Line Features

The Centrex Custom Service dial switching equipment shall be arranged to provide the following system and line feature capabilities.

Access

Common Control Switching Arrangements

Electronic Tandem Network

Enhanced Private Switched Communication Service

Foreign Exchange Lines

Tie Trunks

Wide Area Telecommunications Services (WATS)

Account Codes

Attendant Features

Authorization Codes

CENTREX CUSTOM SERVICES

The Mayor and City Council of Baltimore (Cont'd)

A. Terms and Conditions (Cont'd)

4. System and Line Features (Cont'd)

Automatic Callback Calling
Automatic Route Selection - Basic
Call Forwarding
 Busy Line#
 Don't Answer#
 Variable
Call Pickup
Call Transfer Individual - All Calls
Call Waiting
 Originating
 Terminating
Centrex System Control (MACSTAR)
Class of Service Restrictions
 Fully Restricted Service
 Long Distance Message Restricted Service
 Semirestricted Service
 Unrestricted Service
Code Call Access
Code Restrictions
Consultation Hold
Direct Inward Dialing
Direct Outward Dialing
Inside/Outside Ringing Service
Intercept Arrangements
Line Hunting
Line-to-Line Calling
Loudspeaker and Audio Paging Access
Message Waiting Capability
Night Service Arrangements
Queuing for Lines
Simplified Dialing
Simplified Message Service Interface (SMSI)
Six-port Line Controlled Conference Circuit
Speed Dialing
Station Message Detail Recording to Premises
Three-way Calling - All Calls
Time-of-Day Routing
Touch-Tone Calling Service
Traffic Data to Customer
Uniform Call Distribution
Uniform Numbering Plan Capability

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(T)

All system and line features included herein are exclusive of any terminal equipment on the customer's premises.
As the above list of features is expanded through software upgrades to the dial switching equipment, "software only" line features will be added to the list at the existing line rate. "Hardware" features or software based system features will be offered to the City at the lowest generally available prevailing rate.

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.

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CENTREX CUSTOM SERVICES

The Mayor and City Council of Baltimore (Cont'd)

A. Terms and Conditions (Cont'd)

5. Contract Period

The contract period is from July 1, 1995 to June 30, 2005.

6. Provision and Maintenance

a. Until 6/30/2001;

The monthly rates, specified in B. following for Centrex custom lines, include the provision of such lines to wire closets or their equivalent on the customer's premises of the city hall complex specified following, located within the Downtown wire center area. For all other locations, the rates include the provision to the minimum point of penetration on the customer's premises.

City Hall Complex Locations

City Hall	414 N. Calvert St.
Municipal Building	404 E. Fayette St.
Old Post Office	414 E. Lexington St.
Court House	501 E. Fayette St.
Tower Building	601 E. Fayette St.
222 E. Saratoga St.	--

b. After 6/30/2001, the rates include the provision of Centrex Custom service to the Minimum Point of Presence (MPOP).

7. Subscriber Line Charge Credit

a. Until 6/30/2001,

A credit equal to the applicable Interstate Subscriber Line Charge will be applied to all Centrex custom lines.

b. After 6/30/2001,

A credit equal to 90% of the applicable interstate Subscriber Line Charge will be applied to all Centrex custom lines.

8. Interoffice Facilities

The monthly rates, specified in B. following for Centrex custom lines, include the provision of interoffice facilities necessary to serve a maximum of 1775 lines. The interoffice facilities included are between any of the four serving wire centers and any of the following other wire centers:

Arbutus	Edmondson	Liberty	York Road
Brookland	Frankford	Pikesville	
Dundalk	Hamilton	Woodlawn	

9. Rate Stability

The intercommunication rates are subject to increases over the length of the contract period as specified in B. following.

CENTREX CUSTOM SERVICES

The Mayor and City Council of Baltimore (Cont'd)

A. Terms and Conditions (Cont'd)

10. Financial Options

The Mayor and City Council of Baltimore may choose either of the following financial options:

- a. The City may pay Verizon directly on a monthly basis for the services described in this Product Guide for all lines at the rates specified in "B" following.
- b. The City may pay Verizon directly a one time payment of \$9,405,000 for the services described in this Product Guide for 9,000 Centrex intercom lines. This one time payment may be obtained from a third party in exchange for a series of monthly payments from the City to the third party. Lines above 9,000 may be paid either on a monthly basis as specified in "B" following or with a one time payment.

In the event that Baltimore City prepays \$9,405,000 for 9,000 Centrex Intercom Lines, there are three conditions under which a refund of the unrecovered capital will occur:

1. The Mayor and City Council of Baltimore fails to appropriate funds for any telecommunications services.
2. The Public Service Commission of Maryland terminates this agreement.
3. Verizon Maryland materially breeches this agreement.

11. Minimum Revenue Guarantee/Termination Liability

Should the City select financial option 10. a. preceding, the City will be obligated to pay the full monthly intercom rate specified in "B" following for a minimum of 9,000 lines for all months of the contract through and including June 30, 2005.

CENTREX CUSTOM SERVICES

The Mayor and City Council of Baltimore (Cont'd)

B. Rates

	Per Month	USOC
1. Centrex Custom Lines, voice only, each		
a. Exchange access		
until 6/30/2001	\$1.10	(U)
after 6/30/2001	*	

 b. Intercommunication

Period	
7-1-95 to 6-30-96	\$ 8.85
7-1-96 to 6-30-97	\$10.55
7-1-97 to 6-30-98	\$12.50
7-1-98 to 6-30-99	\$14.85
7-1-99 to 6-30-2001	\$16.40
7-1-2001 to 6-30-2005	\$15.65

2. Individual Line Business **Intelliling®**-BRI

Intelliling®-BRI Services may be added to these digital Custom Centrex lines at prevailing rates as described in the Company's Product Guide, Part C.

3. Usage Charges

No local calling usage allowance is included in the Centrex Custom Service rate schedules. Usage Charges apply as specified in the Local Exchange Services Tariff.

For the existing locations which currently subscribe to flat rated circuit-switched ISDN "B" channel interoffice usage, the \$50.00 monthly rate, per "B" channel carrying circuit-switched data, will be grandfathered over the length of the existing contract period ending June 30, 2001. For new circuits carrying circuit-switched data on the "B" channel, and all circuits after June 30, 2001, standard interoffice usage charges for ISDN "B" channels will apply.

4. Service Charges

Service Charges for Centrex Custom Service will apply as specified for Centrex Service in Part C, Section 3 of this Product Guide, except as specified in 1., Application of Rates, preceding.

- Monthly rate is an amount equal to 1/10 of the rate for a Business Dial Tone Line PBX Trunk specified in the Local Exchange Service Tariff.

CENTREX CUSTOM SERVICES

The Mayor and City Council of Baltimore (Cont'd)

B. Rates (Cont'd)

5. Additional Centrex Features

The Centrex line features below will be provided at the following custom monthly rates, per line equipped:

<u>Feature</u>	<u>Monthly Line Rate</u>	
Caller ID - Number Only#	\$1.25	(T)
Priority Call*	\$0.75	
Busy Redial*	\$0.75	
Select Call Forwarding*	\$0.75	
69	\$0.75	
Ultra Forward	\$3.00	

6. Other Services

Other Services, including Sonet, Frame Relay, SMDS, and FNS will be provided at the lowest generally available prevailing rates for the respective services.

7. Rate Adjustment Due to Lower Tariff or Product Guide Offering

Should the same service described in this custom rate quote become a generally available Verizon tariff or product guide service offering at rates lower than those contained in this custom rate quote, Verizon will lower the Intercom rate in this contract such that The Mayor and City Council of Baltimore's rate will not exceed the generally available rates and charges for this same service.

* All four features may be purchased for the custom monthly rate of \$1.50 per line.

Effective August 21, 2016, Caller ID - Number only is 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. Caller ID - Number Only continues to be available for resale until October 17, 2016, on which date the foregoing grandfather terms shall be effective for resale.

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CENTREX CUSTOM SERVICES

Johns Hopkins Health System

A. Terms and Conditions

1. Company Serving Wire Centers

Wolfe and Francis Scott Key

2. Dial Switching Equipment

5ESS* Type and Remote Switching Module

3. Centrex Custom Line Capacities

The capacities during the service period, on which the rates specified for Centrex custom lines under B. following are based, will be a minimum of 15,300 voice and patient lines, 1,900 Integrated Services Digital Network (ISDN) lines, and a maximum of 24,000 voice and patient lines and 5,000 ISDN lines. There is a maximum of 35 B packet ISDN lines.

4. System and Line Features

The Centrex Custom Service dial switching equipment shall be arranged to provide the following system and line feature capabilities packages:

Administrative Lines

Automatic Call Back Calling	
Automatic Route Selection-Basic	
Call Forward-Busy#	(T)
Call Forward-Don't Answer#	(T)
Call Forward-Variable	
Call Waiting	
Call Pick-Up and Hold	
Call Transfer	
Centrex System Control (MACSTAR)	
Consultation Hold	
Customer Detail Account Recording	
Directed Call Pick-Up and Hold	
Speed Dialing - 6-number or 30-number (shared)	
Three-way Calling	
Touch Tone	

# 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)
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CENTREX CUSTOM SERVICES

Johns Hopkins Health System (Cont'd)

A. Terms and Conditions (Cont'd)

4. System and Line Features (Cont'd)

The patient lines are limited to the following features only:

Automatic Route Selection-Basic
Call Screening
Call Transfer
Centrex System Control (MACSTAR)
Three-way Calling
Time-of-Day Routing for Incoming Calls to Patient Lines
Touch-tone Calling Service

All features included herein will be limited to the standard operating characteristics of the serving dial switching equipment and are exclusive of any terminal equipment on the customer's premises.

5. Service Period

The service period shall be extended an additional 43 months, with an expiration date of December 31, 2000. The monthly rates, specified for Centrex custom lines under B. following, shall not be subject to increases during the service period.

6. Additional Voice/Data ISDN Terminal Service

Additional Voice/Data ISDN Terminal Service allows a customer to use one ISDN facility to connect multiple ISDN user terminals. There is a maximum of eight terminals to a single B channel on an ISDN facility. Only two voice or circuit switched data users can be active on a call at the same time. However, multiple packet users can be simultaneously active on the ISDN facility. In order to subscribe to this service, the customer must be concurrently subscribing to an ISDN facility in which both B channels are utilized.

7. Subscriber Line Charge Credit

A credit equal to 94% of the applicable interstate Subscriber Line Charge will be applied to all Centrex custom lines.

* Trademark of A.T.&T. Technologies, Inc.

CENTREX CUSTOM SERVICES

Johns Hopkins Health System (Cont'd)

A. Terms and Conditions (Cont'd)

8. Termination Liability/Minimum Revenue Guarantee

Over the length of the contract, the minimum monthly revenue guarantee is based on an amount equal to the Intercommunication Line monthly rate in B. following for 8,100 voice and 300 ISDN lines. Should the customer's service fall short of this minimum or should the customer disconnect the service entirely, the customer is obligated to pay for the "A" rate for the period from January 1, 1996 to December 31, 2000 times the minimum line counts indicated previously times the number of months remaining in the contract.

B. Rates

1. Line Connection Charge

Line Connection Charges, as specified in the Company's General Services Tariff and Product Guide, will apply to all lines converted to Centrex at cutover and those that are added to the system after cutover. There will be no line connection charge for lines that were already Centrex at the time of cutover.

2. Centrex Custom Lines, each

Per
Month USOC

a. Exchange Access

(1) Voice *

(U)

(2) ISDN Facility *

(U)

b. Intercommunication

Per Month

Component A†

Component B†

(1) Voice

April 1, 1994

- December 31, 1994 ... \$7.45 \$5.13 (U)

January 1, 1995

- December 31, 1995 ... 7.05 4.95

January 1, 1996

- December 31, 2000 ... 6.67 4.75 (U)

(2) ISDN Facility 14.00 9.70 (U)

(3) Patient Lines 5.30 3.90 (U)

- * Monthly rate is an amount equal to 1/16 of the rate for a Business Dial Tone Line PBX Trunk specified in the Local Exchange Services Tariff.
- † The "A" and/or "B" rates, for any or all lines, may be prepaid at any time during the contract period. The one-time payment will be calculated by converting the future stream of monthly payments for the remainder of the contract period to a present worth amount, using the prevailing cost of money rate.

CENTREX CUSTOM SERVICES

Johns Hopkins Health System (Cont'd)

B. Rates (Cont'd)

2. Centrex Custom Lines, each (Cont'd)

b. Intercommunication

	<u>Per Month</u>	<u>USOC</u>
(4) Additional voice/data ISDN terminal service served by the same ISDN facility, each terminal	\$7.50	(U)
(5) Service To Other Locations*, voice lines only		
(a) Downtown and Dundalk serving Central Offices	2.00	
(b) Other serving Central Offices	4.00	

3. Usage Charges

Usage charges apply as specified in this Company's Local Exchange Services Tariff for Business Service.

4. Service Charges

Service Charges for Centrex Custom Service will apply as specified for Centrex Service in the Company's General Services Tariff and product guide, except as specified in 1. preceding.

5. Dial Tie Trunk Terminals

The provision of Dial Tie Trunk Terminals is as specified for Centrex Service in Part C, Section 13 of this Product Guide.

* Rate is in addition to those specified preceding.

CENTREX CUSTOM SERVICES

The Board of Education of Montgomery County

A. Terms and Conditions

1. Serving Wire Centers

Beltsville	Northwood
Bethesda	Oakdale
Bradley	Poolesville
Chillum	Riggs
Colesville	Rockville
Damascus	Silver Spring
Gaithersburg	Wheaton
Germantown	Wildwood
Montrose	Wood Acres
Norbeck	

2. Dial Switching Equipment

1AESS*, 5ESS*, DMS-100**

3. Centrex Custom Line Capacities

The total capacities during the service period, included in the rates for Centrex custom lines in B. following, will be a minimum of 4,000 and a maximum of 6,148 voice lines. The maximum number of voice lines allowed in each central office switch by wire center is as follows:

<u>Wire Center</u>	<u>Maximum Lines</u>	<u>Wire Center</u>	<u>Maximum Lines</u>
Beltsville.....	25	Northwood	177
Bethesda.....	164	Oakdale	167
Bradley.....	250	Poolesville	101
Chillum.....	20	Riggs	85
Colesville.....	286	Rockville	1858
Damascus.....	194	Silver Spring	436
Gaithersburg.....	923	Wheaton	343
Germantown.....	458	Wildwood	120
Montrose.....	231	Wood Acres	173
Norbeck.....	137		

* Registered Mark of AT&T Technologies, Inc.

** Registered Mark of Northern Telecom, Inc.

CENTREX CUSTOM SERVICES

The Board of Education of Montgomery County (Cont'd)

A. Terms and Conditions (Cont'd)

3. Centrex Custom Line Capacities (Cont'd)

For Montgomery Community College and the City of Gaithersburg, the total capacities during the service period will be a minimum of 900 and a maximum of 2,000 voice lines. The maximum number of voice lines allowed in each central office by wire center is as follows:

<u>Wire Center</u>	<u>Maximum Lines</u>
Gaithersburg.....	100
Germantown.....	298
Rockville.....	1,207
Silver Spring.....	395

Growth may occur beyond the maximum line capacities per central office switch subject to appropriate rate adjustments.

4. System and Line Features

The Centrex Custom Service dial switching equipment shall be arranged to provide the following system and line feature capabilities:

Automatic Call-back Calling

Call Forwarding

Busy Line#

Don't Answer#

(T)

Variable

(T)

Call Pick-up and Call Hold

Call Transfer-Individual-All Calls, Consultation Hold-All Calls and
Three-way Calling-All Calls

Call Waiting - Originating*

Call Waiting - Terminating

Long Distance Message Restriction

976 Restriction - All Lines

Speed Dialing

Touch-Tone Calling Service

All system and line features included herein are exclusive of any terminal equipment on the customer's premises.

* Call Waiting - Originating is not included in the system and line features for Montgomery Community College and the City of Gaithersburg subject to 9. following.

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)

CENTREX CUSTOM SERVICES

The Board of Education of Montgomery County (Cont'd)

A. Terms and Conditions (Cont'd)

5. Service Period

All Centrex lines will have a common expiration date of June 30, 2004, except for Montgomery College and the City of Gaithersburg, which will have an expiration date of June 30, 1999.

6. Cable-Provision and Maintenance

a. Up to June 30, 1999

The monthly rates, specified in B. following for Centrex custom lines, include the provision of such lines to wire closets where Centrex Service exists today. At locations where there is currently no service, the monthly rate for Centrex custom lines includes the provision of such lines to the Company designated minimum point of penetration (MPOP). In locations where the Company now supplies non-Centrex Service, the Company will provide its Centrex Custom Service to the same locations in which the Company connects its non-Centrex Service.

b. July 1, 1999 to June 30, 2004

The Company will provide and maintain cable from the central office to the MPOP.

7. Minimum Monthly Revenue Guarantee

a. The Montgomery County Board of Education

(1) The Board of Education of Montgomery County is responsible for an amount equal to the monthly rates for 4000 Centrex custom lines throughout the service period.

(2) Over the length of the contract, the customer is obligated for the higher of:

(a) 4,000 lines, or

(b) 90% of the highest number of lines in service on the anniversary dates of the installation of this service.

Should the customer's service fall short of their minimum guarantee or should the customer disconnect the service in its entirety, the customer is obligated for the intercommunication rate times the higher of (a) or (b) preceding, less the number of prepaid lines, times the number of months remaining in the contract.

CENTREX CUSTOM SERVICES

The Board of Education of Montgomery County (Cont'd)

A. Terms and Conditions (Cont'd)

7. Minimum Monthly Revenue Guarantee (Cont'd)

b. Montgomery Community College

- (1) Throughout the service period, Montgomery Community College is responsible for an amount equal to the monthly rates for 900 lines.
- (2) Over the length of the contract, Montgomery Community College is obligated to pay the higher of:
 - (a) 900 lines, or
 - (b) 90% of the highest number of lines in service on the annual anniversary dates of the installation of this service.

Should Montgomery Community College's service fall short of their minimum or should the customer disconnect the service entirely, the customer is obligated to pay for the intercommunication rate times the higher of (a) or (b), less the number of prepaid lines, times the number of months remaining in the contract.

8. Subscriber Line Charge Credit

A credit equal to 85% of the applicable interstate Subscriber Line Charge will be applied to each Centrex custom line.

9. Third Parties May Take Service

- a. Subject to the terms and conditions of this agreement between the Company and the Board of Education of Montgomery County, the City of Gaithersburg and Montgomery Community College may elect to receive Centrex Custom Service until June 30, 2004.
- b. All service provided under this arrangement to these third parties must be accommodated within the Centrex custom line capacities specified in 3. preceding.

10. Agreement on File

a. Until June 30, 1999

Centrex Custom Services will be furnished under the general terms and conditions of the original agreement between The Board of Education of Montgomery County and the Company, a copy of which is on file with the Public Service Commission of Maryland, and as subsequently modified by this Product Guide.

CENTREX CUSTOM SERVICES

The Board of Education of Montgomery County (Cont'd)

A. Terms and Conditions (Cont'd)

10. Agreement on File (Cont'd)

b. From July 1, 1999 to June 30, 2004

Custom Centrex Services will be provided under the general terms and conditions of this Product Guide.

11. Prepayment Option

- a. The Board of Education of Montgomery County may choose to prepay the intercommunication rate for 500 lines for the period January 1, 1993, to June 30, 1999, for a one-time payment of \$452,778; and to prepay for 4,000 lines for the period July 1, 1999 to June 30, 2004, for a one-time payment of \$1,243,716.
- b. The Montgomery Community College may choose to prepay the intercommunication rate for 900 lines. The prepayment amount will be calculated by converting the future stream of monthly payments for the period to be prepaid to a present worth amount, using the prevailing cost of money rate.

B. Rates

1. Application of Rates

Line Connection Charges for Centrex Lines, as specified for Service Charges in the Company's General Services Tariff and product guide, do not apply to the Centrex custom lines connected to dial switching equipment coincident with the Company's installation of a new digital central office switch serving such lines.

	Per Month	USOC
2. Centrex Custom Lines, voice only, each		
a. Exchange Access..... Rates and charges are as specified for Centrex Service in the Product Guide, Part C.		(U)
b. Intercommunication		(U)
January 1, 1993 - June 30, 1999	\$16.74	
July 1, 1999 - June 30, 2004	15.25	

CENTREX CUSTOM SERVICES

The Board of Education of Montgomery County (Cont'd)

B. Rates (Cont'd)

	<u>Per Month</u>	<u>USOC</u>
3. Foreign Exchange Service.....	Rates and charges are as specified for Centrex Service in the Product Guide, Part C.	
4. Call Waiting - Originating, per line*.....	\$.70	(U)
5. Usage Charges	No local calling usage allowance is included in the Centrex Custom Service rate schedules. Usage Charges apply as specified in the Local Exchange Services Tariff. Message unit charges will apply for calls from Centrex custom lines served by one central office to Centrex custom lines served by a different central office, except for calls placed over tie trunks connecting such central offices or calls placed using Centrex Extend Service.	
6. Service Charges	Service Charges for Centrex Custom Service will apply as specified for Centrex Service in the Company's General Services Tariff and Part C, Section 13 of this Product Guide, except as specified in Application of Rates preceding.	
7. Other Services	The Board of Education of Montgomery County may be provided any other available services or features for Centrex custom lines subject to the rates and charges applicable to such service or features.	

* Will apply only to Montgomery Community College and/or the City of Gaithersburg and only if these customers have not extended this Centrex Custom Service until June 30, 2004.

CENTREX CUSTOM SERVICES

The Baltimore County Government

A. Terms and Conditions

1. Company Serving Wire Centers
Arbutus, Brooklyn, Catonsville, Chase, Cockeysville, Dundalk, Essex,
Fork, Frankford, Hampstead, Hunt Valley, Manor, North Point, Owings
Mills, Park-ton, Parkville, Perry Hall, Pikesville, Randallstown,
Reisterstown, Towson and Woodlawn.
2. Dial Switching Equipment
5ESS* Switch, Remote Switching Modules, 1AESS*, DMS-100†
3. Centrex Custom Line Capacities

The total capacities during the service period, included in the rates for Centrex custom lines in B.1. following, will be a minimum of 2,500 and a maximum of 6,000 voice lines.

Growth may occur beyond the maximum limits subject to appropriate rate adjustments.

4. System and Line Features

The Centrex Custom Service 5ESS* switching system equipment shall be arranged to provide the following system and line feature capabilities:

Automatic Route Selection - Basic, and 976 Blocking

Call Forwarding

Busy Line#

(T)

Don't Answer#

(T)

Variable

Call Pickup and Call Hold

Call Transfer - Individual - All Calls, Consultation Hold -

All Calls and Three-way Calling - All Calls

Call Waiting - Originating and Terminating

Four-digit Intercom Dialing

Speed Dialing

Touch-Tone Calling Service

All features included herein will be limited to the standard operating characteristics of the serving dial switching equipment and are exclusive of any terminal equipment on the customer's premises.

5. Contract Period

- a. The contract period shall be from December 5, 1993 to November 4, 2004.

* Registered mark of A.T.&T. Technologies, Inc.

† Trademark of Northern Telecom, Inc.

- # 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)

CENTREX CUSTOM SERVICES

The Baltimore County Government (Cont'd)

A. Terms and Conditions (Cont'd)

5. Contract Period (Cont'd)

- b. Centrex Custom Service may continue beyond the contract period subject to the negotiation of a new contract between the customers and Company.

6. Rate Stability

The monthly rates, specified for Centrex Custom Lines - Intercommunication, shall not be subject to changes during the contract period except as specified in B. following.

7. Prepayment Option

The Baltimore County Government may prepay the following for a total payment of \$3,841,891.

- a. The "A" Component of the Intercom line rate for 442 lines for the period 12/5/93 through 11/5/98.
- b. The "A" Component of the Intercom line rate for 3,900 lines for the period 11/5/98 through 11/4/2004.
- c. The "B" Component of the Intercom line rate for 3,900 lines for the period 12/5/93 through 11/4/2004.

8. Subscriber Line Charge Credit

A credit equal to 90% of the applicable interstate Subscriber Line Charge will be applied to all Centrex custom lines.

9. Provision of Service

a. Until November 4, 1998:

The monthly rates, specified in B. following for Centrex Custom Lines, include the provision of service to the network interface on the customer's premises.

b. From 11/5/98 to 11/4/2004:

C&P will provide and maintain cable from the central office to the Minimum Point of Presence (MPOP).

10. Minimum Monthly Revenue Guarantee

The minimum Monthly Revenue Guarantee during the contract period shall be 2,500 Custom Centrex lines or the number of prepaid lines, whichever is greater.

CENTREX CUSTOM SERVICES

The Baltimore County Government (Cont'd)

B. Rates

1. Centrex Custom Lines, voice only, each

	<u>Per Month</u>	<u>USOC</u>
a. Exchange Access..... An amount equal to 1/10 of the rate for a Business Dial Tone Line PBX Trunk specified in the Local Exchange Services Tariff.		(U)

b. Intercommunication	<u>Per Month</u>		
	<u>Component A</u>	<u>Component B</u>	
December 5, 1993 to November 4, 1998 ...	\$11.25	\$10.25	(U)
November 5, 1998 to November 4, 2004 ...	7.25	10.25	(U)

2. Usage Charges

No local calling usage allowance is included in the Centrex Custom Service rate schedules. Usage Charges apply as specified in this Company's Local Exchange Services Tariff.

3. Service Charges

Service Charges for Centrex Custom Service will apply as specified for Centrex Service in Part C, Section 13 of this Product Guide.

4. Other Services

Other available services or features for Centrex lines may be provided subject to the rates and charges applicable to such services or features.

CENTREX CUSTOM SERVICES

A.T.&T. Hunt Valley System

A. Terms and Conditions

1. Company Serving Wire Center

Hunt Valley

2. Dial Switching Equipment

5ESS* Type

3. Centrex Custom Line Capacities

The capacities during the contract period, on which the rates specified for Centrex custom lines under B. following, are based, consist of a total of 1,450 voice lines and 1,500 Integrated Services Digital Network (ISDN) lines.

Growth may occur beyond the maximum capacities subject to appropriate rate adjustments.

4. System and Line Features

The Centrex Custom Service 5ESS* type dial switching equipment shall be arranged to provide the following system and line feature capabilities:

- Automatic Callback Calling
- Automatic Route Selection - Deluxe
- Call Forwarding
- Call Pickup and Call Hold
- Call Transfer
- Call Waiting
- Centrex System Control
- Distinctive Ring Tone
- Executive Override with Barge-In
- Speed Dialing (6-number or 30-number)
- Touch-Tone Calling Service
- Three-way Calling

5. Contract Period

The contract period shall begin with October 15, 1994 and end 84 months from that date.

* Trademark of A.T.&T. Technologies, Inc.

CENTREX CUSTOM SERVICES

A.T.&T. Hunt Valley System (Cont'd)

A. Terms and Conditions (Cont'd)

6. Rate Stability

The Component A monthly rates and Installation Charge, specified in B. following, shall not be subject to increases during the contract period. The Component B monthly rates may be increased annually by the Company no more than the annual increase in the Bureau of Labor Statistics Consumer Price Index - All items, for Urban Consumers - United States, during the immediate preceding 12 months.

7. A credit equal to 85% of the applicable interstate Subscriber Line Charge will be applied to all voice lines and ISDN lines.
8. The monthly rates, specified in B. following for Centrex custom lines, include the provision of lines to the customer's minimum point of presence.
9. Minimum Monthly Revenue Guarantee

Over the length of the contract, AT&T is obligated to pay for any combination of voice and ISDN "B" channels, totalling 1,400, with the provision that the number of ISDN "B" channels exceeds the following:

<u>As Of</u>	<u>Minimum Number of ISDN "B" Channels</u>
Oct 15, 1994	300
Oct 1, 1995	700
Oct 1, 1996	1,100
Oct 1, 1997	1,400
Oct 1, 1998	1,400
Oct 1, 1999	1,400
Oct 1, 2000	1,400

Should AT&T's service drop below 1,400 total voice and ISDN "B" channels or the minimum number of ISDN "B" channels as stated above, AT&T will be obligated to pay the intercom rate for voice lines times the deficit amount for each month the deficit exists.

CENTREX CUSTOM SERVICES

A.T.&T. Hunt Valley System (Cont'd)

B. Rates

1. Centrex Custom Lines, each

a. Exchange Access			<u>Per Month</u>	
(1) Voice and ISDN			*	
			<u>Per Month</u>	
b. Intercommunication	<u>Component A</u>	<u>Component B</u>		<u>USOC</u>
(1) Voice	\$8.00	\$ 5.00		(U)
			<u>Per Month</u>	
(2) ISDN				(U)
Lines in service as of January 31, 1994†				
1B(Voice)+D			\$11.00	
2B(Voice)+D			18.00	
Lines placed in service after January 31, 1994#				
1B(Voice)+D(Packet)			16.25	
1B(Data)+D(Packet)			22.25	
2B(Voice)+D(Packet)			23.00	
2B(Voice/Data)+D(Packet)			26.00	
2B(Data/Data)+D(Packet)			29.00	

* Monthly rate is an amount equal to the ratio 1:6.5 of the rate specified for a Business Dial Tone Line PBX Trunk in the Local Exchange Services Tariff.

† Rates subject to CPI adjustments beginning October 1, 1995; all lines under this category will convert to the post January 31, 1994 structure on October 1, 1998.

Rates are in addition to the intercom rate for voice lines specified preceding.

CENTREX CUSTOM SERVICES

A.T.&T. Hunt Valley System (Cont'd)

B. Rates (Cont'd)

2. Usage Charges

Usage charges apply as specified in the Local Exchange Services
Tariff for Business Service.

3. Service Charges

Service Charges for Centrex Custom Service will apply as specified
for Centrex Service in Part C, Section 13 of this Product Guide.

4. Channel Charges

Channel Charges, as specified for Series 2000, type 2014, Channels in
Part D of this Product Guide, apply to each Centrex custom line
served through a wire center other than the Hunt Valley wire center.

CENTREX CUSTOM SERVICES

Maryland National Bank System

A. Terms and Conditions

1. Company Serving Wire Center

Downtown

2. Dial Switching Equipment

5ESS* Type

3. Centrex Custom Line Capacities

The capacities during the service period, on which the rates specified for Centrex custom lines under B. following are based, will be a minimum of 3,000 voice lines and a maximum of 3,634 voice lines.

4. Feature Packages

The Centrex Custom Service dial switching equipment shall be arranged with the Centrex feature capabilities included in the following Business and Residence Custom Services (BRCS) packages:

BRCS	I
BRCS	II
BRCS	III
BRCS	IV

All feature packages included herein will be limited to the standard operating characteristics of the serving dial switching equipment and are exclusive of any terminal equipment on the customer's premises.

5. The service period for this contract is being extended from May 10, 1990 to March 10, 1991, with three additional one-month customer-optional extensions of service to June 10, 1991. The monthly rates specified for Centrex custom intercommunication lines under B. following, shall not be subject to increases during the service period, nor shall the Company initiate any charges for intercommunication calls during the service period.
6. The monthly rates, specified in B. following for Centrex custom lines, include the provision of such lines to wire closets or their equivalent on the customer's premises.
7. A credit equal to 90% of the applicable interstate Subscriber Line Charge will be applied to all Centrex custom lines.
8. The minimum monthly revenue guarantee during the initial service period is an amount equal to the monthly rates for 2,700 voice Centrex custom lines.

* Registered Trademark of A.T.&T. Technologies, Inc.

CENTREX CUSTOM SERVICES

Maryland National Bank System (Cont'd)

B. Rates

1. Line Connection Charges, as specified for Centrex Lines under Service Charges in the Company's General Services Tariff and Product Guide, Part C, do not apply for the Centrex custom lines connected to the serving dial switching equipment with the initial establishment of the Centrex Custom Service.

2. Centrex Custom Lines, voice only, each

	<u>Per Month</u>	<u>USOC</u>
a. Exchange Access..... Monthly rate is 1/10 of the monthly rate specified for a Business Dial Tone Line in the Local Exchange Services Tariff.		(U)
b. Intercommunication.....	\$15.69	(U)

3. Usage Charges

Usage charges apply as specified in this Company's Local Exchange Services Tariff for Business Service.

4. Service Charges

Service Charges for Centrex Custom Service will apply as specified for Centrex Service in this Company's General Services Tariff, Section 3 and Part C, Section 3 of this Product Guide.

5. Channel Charges

Channel Charges, as specified for Series 2000, type 2014, Channels in Part D of this Product Guide, apply to each Centrex Custom Service line served through a wire center other than the Downtown wire center.

6. Dial Tie Trunk Terminals

The provision of Dial Tie Trunk Terminals is as specified for Centrex Service in Part C, Section 13 of this Product Guide.

CENTREX CUSTOM SERVICES

Bio Spherics, Inc.

A. Terms and Conditions

1. Centrex Custom Automatic Call Distribution (ACD) Service

- a. Centrex Custom ACD Service provides equitable distribution of large volumes of incoming calls to available call answering positions of the customer served by the system. The switching function and distribution of calls is performed in a Company central office.
- b. Centrex Custom ACD Service also provides an optional data stream of call events to a compatible customer-provided computer. The customer can use the computer to prepare management information reports. This feature also enables the customer to reassign agents to different ACD groups within the same Centrex custom ACD system and to modify their ACD system parameters using various customer-changeable programmed instructions to the Centrex custom ACD system.
- c. A Centrex custom ACD system consists of agent and supervisor positions that share common central office equipment and a common ACD central office identification.

2. Company Service Wire Center

Cumberland

3. Dial Switching Equipment

DMS*-100 and Outside Plant Module

4. Centrex Custom ACD Line Capacities

- a. There will be two Centrex custom systems being served by this ACD.
- b. System No. 1 has a minimum of 70 lines and a shared maximum of 284 lines with system No. 2. The system will be charged line rates as specified in B. following, based upon the stated minimum and maximum.
- c. System No. 2 has a minimum of 44 lines and a shared maximum of 284 lines with system No. 1. The system will be charged line rates as specified in B. following, based upon the stated minimum and maximum.
- d. Growth may occur beyond the maximum line capacity subject to appropriate rate adjustments.

* Trademark of Northern Telecom Limited.

CENTREX CUSTOM SERVICES

Bio Spherics, Inc. (Cont'd)

A. Terms and Conditions (Cont'd)

5. System and Line Features

Abandoned Call Clearing
ACD Directory Number
Agent Key
Agent Log In/Log Out
Answer Agent
Answer Emergency
Automatic Overflow
Call Delay Announcement
Call Source Identification
Call Supervisor
Call Transfer/Three-way Calling to ACD
Called Name/Number Display
Display Queue Status
Emergency Alert
Incoming Call Queue
Make Set Busy
Multistate Queue Status Display
Night Service
Night Service Control
Not Ready
Position Status Display
Queue Slots - up to 30% of ACD positions
Queue Status
Service Supervising
Zip Tone

6. Contract Period

- a. The contract period for system No. 1 shall begin November 1, 1989, and end 48 months from that date.
- b. The contract period for system No. 2 shall begin April 1, 1990, and end 33 months from that date.

7. Economic Rate Adjustments

- a. The Service Establishment Charges and Installation Charges specified in B. following shall not be subject to increases during the contract period. The monthly rates may be increased annually by the Company no more than the annual increases in the Bureau of Labor Statistics Consumer Price Index - All Items for Urban Consumers during the immediate preceding 12 months.
- b. Exchange access monthly rates shall not be stabilized.

CENTREX CUSTOM SERVICES

Bio Spherics, Inc. (Cont'd)

A. Terms and Conditions (Cont'd)

8. Suspension of Service

Suspension of Centrex Custom ACD Service is not permitted.

B. Rates

1. Application of Rates

The Service Establishment Charge Per Centrex Custom ACD System applies to the initial establishment of the system. The Service Establishment Charge Per Centrex Custom ACD Group applies to the initial establishment of each ACD group.

2. Service Establishment Charges

a. Per Centrex Custom ACD System..... \$1000.00

b. Per Centrex Custom ACD Group..... \$ 500.00

3. Centrex Custom ACD Lines, each

	<u>Per Month</u>	<u>USOC</u>
a. Exchange Access.....	*	(U)

b. Switching Service

(1) System No. 1	<u>Installation Charge</u>			
From 11-1-89 through 10-31-90	\$870.00	\$15.52		(U)
From 11-1-90 through 10-31-93	690.00	15.52		(U)
(2) System No. 2	690.00	15.52		(U)

4. Service Charges

Service Charges for Centrex Custom ACD Service will apply as specified for Centrex Service in Part C, Section 13 of this Product Guide.

* Monthly rate is an amount equal to the rate specified for a Business Dial Tone Line PBX Trunk in the Local Exchange Services Tariff.

CENTREX CUSTOM SERVICES

Holy Cross Hospital

A. Terms and Conditions

1. Company Serving Wire Center
Northwood
2. Dial Switching Equipment
5ESS* Type
3. Centrex Custom Line Capacities

The rates specified for Centrex custom lines in B. following, are based on approximately 973 voice lines at cutover with growth to a maximum of 1,500 voice lines. Growth may occur beyond the maximum line capacity subject to appropriate adjustments.

4. System and Line Features

The Centrex Custom Service dial switching equipment shall be arranged to provide the following system and line feature capabilities:

Account Codes
Add-on Conference
Authorization Codes
Automatic Alternate Routing
Automatic Callback
Automatic Route Selection - Basic
Battery Back-up
Call Forwarding - Busy
Call Forwarding - Busy Line - Incoming Only# (T)
Call Forwarding - Don't Answer# (T)
Call Forwarding - Don't Answer - Incoming Only# (T)
Call Forwarding - Don't Answer with Variable Timing# (T)
Call Forwarding - Incoming Only
Call Forwarding - Within Group Only
Call Forwarding - Over Private Facilities
Call Forwarding - Variable
Call Pick-up and Call Hold
Call Transfer - Individual - All Calls
Call Transfer - Attendant
Call Transfer - Individual - Incoming Only
Call Transfer - Internal Only
Call Waiting - Incoming Only
Call Waiting - Originating
Call Waiting - Terminating

* Registered Trademark of A.T.&T. Technologies, Inc.
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)

CENTREX CUSTOM SERVICES

Holy Cross Hospital (Cont'd)

A. Terms and Conditions (Cont'd)

4. System and Line Features (Cont'd)

The Centrex Custom Service dial switching equipment shall be arranged to provide the following system and line feature capabilities (Cont'd):

- Cancel Call Waiting
- Circular Hunting
- Code Restriction
- Consultation Hold
- Customer Access Treatment Code Restrictions
- Customer Dialed Account Recording
- Dial Access to Private Facilities
- Dial Call Waiting
- Dial Transfer to Tie Trunk
- Direct Inward Dialing
- Direct Outward Dialing
- Directed Call Pick-up
- DTMF/Rotary
- Facility Restriction Level
- Fully Restricted Station
- Inside/Outside Ringing Service and Call Distinctive Waiting Tone
- Long Distance Message Restriction
- Long Distance Diversion to Attendant
- Loudspeaker Paging
- Night Service
- Queuing for Lines
- Radio Paging Access
- Remote Maintenance
- Restriction/Class of Service
- Self-test and Fault Isolation
- Semirestricted Station
- Single-digit Dialing
- Special Intercept Announcements
- Speed Dialing 10% of lines
- Speed Dialing or 101XXXX, 10% of lines
- Tandem Tie Trunk
- Tie Trunk Access
- Tone Dialing
- Uniform Numbering

All features included herein will be limited to the standard operating characteristics of the serving dial switching equipment and are exclusive of any terminal equipment on the customer's premises.

CENTREX CUSTOM SERVICES

Holy Cross Hospital (Cont'd)

A. Terms and Conditions (Cont'd)

5. Contract Period

The contract period for Centrex Custom Service is being extended from 36 to 72 months. The expiration date is December 31, 1995.

6. Rate Stability

The component A monthly rates specified in B. following, shall not be subject to Company-initiated increases during the contract period. The Component B monthly rates may be increased annually by the Company no more than the annual increase in the Bureau of Labor Statistics Consumer Price Index - All Urban Consumers for the Washington Metropolitan Area during the immediate preceding 12 months. Exchange Access monthly rates shall not be stabilized.

7. Subscriber Line Charge Credit

A credit equal to 7/8 of the applicable interstate subscriber line charge will be applied to all Centrex custom lines.

8. Minimum Monthly Revenue Guarantee

Over the length of the contract period, the minimum monthly revenue guarantee is based on an amount equal to the Intercommunication Line monthly rate for Component A specified in B. following, for the higher of:

- a. All lines at cutover,
- b. All lines as of December 31, 1992, or
- c. 90% of the highest number of lines in service on the annual anniversary dates of the installation of this service.

9. Termination Liability

If Centrex Custom Service is disconnected in its entirety prior to the end of the contract period, a termination charge, equivalent to the minimum monthly revenue guarantee at the time of disconnection multiplied by the number of months remaining in the contract period, shall apply.

CENTREX CUSTOM SERVICES

Holy Cross Hospital (Cont'd)

B. Rates

1. Application of Rates

- a. Line Connection Charges, as specified under Service Charges for Centrex Lines in the Company's General Services Tariff and Part C, Section 13 of this Product Guide, do not apply for the Centrex custom lines connected with the initial establishment of Centrex Custom Service.
- b. A one-time Service Conversion Charge of \$15,000 will apply at the time of conversion to 5ESS Digital Service.

2. Centrex Custom Lines, voice only, each

	<u>Per Month</u>	<u>USOC</u>
a. Exchange Access.....	*	(U)

	<u>Per Month</u>		
	<u>Component A</u>	<u>Component B</u>	
b. Intercommunication.....	\$4.92	\$6.50	(U)

3. Usage Charges

No local calling usage allowance is included in the Centrex Custom Service rate schedules. Usage Charges apply as specified in the Local Exchange Services Tariff for Local Exchange Message Rate Business Service.

4. Service Charges

Service Charges for Centrex Custom Service will apply as specified for Centrex Service in the Company's General Services Tariff, and Part C, Section 13 of this Product Guide, except as specified in 1. preceding.

5. Other Services

Rates and charges for Centrex System Control and Station Message Detail Recording will apply as specified for Centrex Service in Part C, Section 13 of this Product Guide. Other available services or features for Centrex custom lines may be provided subject to the rates and charges applicable to such services or features.

- Monthly rate is an amount equal to 1/8 of the rate for a Business Dial Tone Line PBX Trunk specified in the Local Exchange Services Tariff.

CENTREX CUSTOM SERVICES

Blue Cross and Blue Shield

A. Terms and Conditions

1. Centrex Custom Automatic Call Distribution (ACD) Service

- a. Centrex Custom ACD Service provides equitable distribution of large volumes of incoming calls to available call answering positions of the customer served by the system. The switching function and distribution of calls is performed in a Company central office.
- b. Centrex Custom ACD Service also provides an optional data stream of call events to a compatible customer-provided computer. The customer can use the computer to prepare management information reports. This feature also enables the customer to reassign agents to different ACD groups within the same Centrex custom ACD system and to modify their ACD system parameters using various customer-changeable programmed instructions to the Centrex custom ACD system.
- c. A Centrex custom ACD system consists of agent and supervisor positions that share common central office equipment and a common ACD central office identification.

2. Company Service Wire Center

Cumberland

3. Dial Switching Equipment

DMS*-100 and Outside Plant Module

4. Centrex Custom ACD Line Capacities

The Centrex custom ACD line rates specified in B. following, are based on a minimum of 15 and a maximum of 60 lines. Growth may occur beyond the maximum line capacity subject to appropriate rate adjustments.

5. System and Line Features

Abandoned Call Clearing
ACD Directory Number
Agent Key
Agent Log In/Log Out
Answer Agent
Answer Emergency
Automatic Overflow
Call Delay Announcement
Call Source Identification

* Trademark of Northern Telecom Limited.

CENTREX CUSTOM SERVICES

Blue Cross and Blue Shield (Cont'd)

A. Terms and Conditions (Cont'd)

5. System and Line Features (Cont'd)

Call Supervisor
Call Transfer/Three-Way Calling to ACD
Called Name/Number Display
Display Queue Status
Emergency Alert
Incoming Call Queue
Make Set Busy
Multistate Queue Status Display
Night Service
Night Service Control
Not Ready
Position Status Display
Queue Slots - up to 30% of ACD positions
Queue Status
Service Supervising
Zip Tone

6. Contract Period

The contract period for Centrex Custom ACD Service shall be 60 months beginning on the date of the initial establishment of service.

Service may continue beyond the 60-month contract period subject to the establishment of a new contract period and appropriate rate adjustments.

7. Rate Stability

a. The Component A monthly rate specified in B. following, shall not be subject to Company initiated increases during the contract period. The Component B monthly rates are subject to annual economic rate adjustment increases based on the change in the Consumer Price Index, All Urban Consumers, during the immediate preceding 12 months.

b. Exchange access monthly rates shall not be stabilized.

8. Minimum Monthly Revenue Guarantee

Over the length of the contract, the minimum monthly revenue guarantee is based on an amount equal to the intercommunication line monthly rate for Component A, as specified in B. following, for the higher of:

a. All lines at cutover.

b. 90% of the highest number of lines in service on the annual anniversary dates of the installation of this service.

CENTREX CUSTOM SERVICES

Blue Cross and Blue Shield (Cont'd)

A. Terms and Conditions (Cont'd)

9. Termination Liability

If Centrex Custom ACD Service is disconnected in its entirety prior to the end of the contract period, a termination charge, equivalent to the minimum monthly revenue guarantee at the time of disconnection multiplied by the number of months remaining in the contract period, shall apply.

10. Suspension of Service

Suspension of Centrex Custom ACD Service is not permitted.

B. Rates

1. Application of Rates

The Service Establishment Charge Per Centrex Custom ACD System applies to the initial establishment of the system. The Service Establishment Charge Per Centrex Custom ACD Group applies to the initial establishment of each ACD group.

2. Service Establishment Charges

- a. Per Centrex Custom ACD System..... \$1000.00
- b. Per Centrex Custom ACD Group..... \$ 500.00

3. Centrex Custom ACD Lines, each

	Per Month	USOC
a. Exchange Access.....	*	(U)

	Per Month		
	Component A	Component B	
b. Switching Service.....	\$23.00	\$15.52	(U)

4. Service Charges

Service Charges for Centrex Custom ACD Service will apply as specified for Centrex Service in the Company's General Services Tariff and Part C of this Product Guide.

* Monthly rate is an amount equal to the rate specified for a Business Dial Tone Line PBX Trunk in the Local Exchange Services Tariff.

CENTREX CUSTOM SERVICES

Baltimore City Department of Social Services

A. Terms and Conditions

1. Company Serving Wire Centers
Downtown, Madison, University, and Wolfe
2. Dial Switching Equipment
5ESS* Type and Remote Switching Modules
3. Centrex Custom Line Capacities
 - a. The rates specified for Centrex Custom Lines in B. following provide for minimum of 2400 and a maximum of 5,000 voice lines distributed as follows:
 - (1) The Baltimore City host wire centers comprised of Downtown, Madison, University and Wolfe may achieve a maximum of 4,250 Centrex custom voice lines.
 - (2) All other Baltimore City wire centers may achieve a maximum of 750 Centrex custom voice lines.
 - b. Movement, excluding the four identified host wire centers in a. (1) preceding, may take place between all other Baltimore City wire centers not to exceed a maximum of 750 total lines at all other wire centers.
 - c. Movement may also occur between the host wire centers not to exceed a maximum of 4,250 total Centrex custom voice lines at all hosts.
 - d. Growth may occur beyond the maximum line capacities subject to appropriate rate adjustments.
4. System and Line Features

The Centrex Custom Service dial switching equipment shall be arranged to provide the following system and line feature capabilities:

Automatic Call Back Calling	
Automatic Route Selection - Basic	
Call Forwarding - Busy Line#	(T)
Call Forwarding - Don't Answer#	(T)
Call Forwarding - Variable	
Call Pick-up and Call Hold	
Call Transfer-Individual-All Calls, Consultation Hold - All	
Calls, and Three-way Calling - All Calls	

* Registered Trademark of A.T.&T. Technologies, Inc.

- # 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)

CENTREX CUSTOM SERVICES

Baltimore City Department of Social Services (Cont'd)

A. Terms and Conditions (Cont'd)

4. System and Line Features (Cont'd)

The Centrex Custom Service dial switching equipment shall be arranged to provide the following system and line feature capabilities (Cont'd):

- Call Waiting - Originating
- Call Waiting - Terminating
- Inside/Outside Ringing Service
- Long Distance Message Restriction
- Speed Dialing
- Speed Dialing - Shared
- Touch-Tone Calling Service
- 900 & 976 Blocking

All features included herein will be limited to the standard operating characteristics of the serving dial switching equipment and are exclusive of any terminal equipment on the customer's premises.

5. Contract Period

The contract period for Centrex Custom Service shall be in effect until August 31, 2002.

6. Rate Stability

a. Component A

Component A is the fixed capital portion. The Company agrees not to initiate any rate changes in Component A, specified in B. following, over the length of the contract period. The customer may choose to pay the entire Component A rates at any time during the contract period. 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 prevailing cost of money rate.

b. Component B

Component B is the variable expense portion and the monthly rates are subject to annual economic rate adjustment increases by the Company no more than the annual increase in the Bureau of Labor Statistics Consumer Price Index, all Urban Consumers, during the immediate preceding 12 months.

CENTREX CUSTOM SERVICES

Baltimore City Department of Social Services (Cont'd)

A. Terms and Conditions (Cont'd)

6. Rate Stability (Cont'd)

Component B may be prepaid at any time during the contract period. The one time payment will be calculated by converting the future stream of monthly payments for the period to be prepaid to a present worth amount. This calculation will use the prevailing cost of money rate and impute a 5% CPI annual adjustment to the revenue stream.

c. Prepayment of Component A and B

In accordance with the prepayment options contained in a and b., the customer may choose to prepay components A and B for 2,400 lines for the period March 7, 1995 to August 31, 2002, for a one time payment of \$3,417,163.

Exchange Access monthly rates shall not be stabilized.

7. Subscriber Line Charge Credit

A credit equal to 90% of the applicable interstate Subscriber Line Charge will be applied to all Centrex custom lines.

8. Minimum Monthly Revenue Guarantee

Over the length of the contract, the minimum monthly revenue guarantee is based on an amount equal to the Intercommunication Line monthly rate for Component A specified in B. following, for the higher of:

a. 2,400 lines, or

b. 90% of the highest number of lines in service on the annual anniversary dates of the installation of this service.

9. Termination Liability

If Centrex Custom Service is disconnected in its entirety prior to the end of the contract period, a termination charge, equivalent to the higher of 8.a. or 8.b. preceding, less the number of prepaid lines, multiplied by the number of months remaining in the contract period, shall apply.

B. Rates

1. Application of Rates

Line Connection Charges, as specified for Centrex Lines under Service Charges in the General Services Tariff and Part C, Section 3 of this Product Guide, do not apply for the Centrex custom lines connected with the initial establishment of Centrex Custom Service.

CENTREX CUSTOM SERVICES

Baltimore City Department of Social Services (Cont'd)

2. Centrex Custom Lines, voice only, each

	<u>Per Month</u>	<u>USOC</u>
a. Exchange Access.....	*	(U)

	<u>Per Month</u>		
	<u>Component A</u>	<u>Component B</u>	
b. Intercommunication			
Until March 6, 1995.....	\$16.00	\$14.23	(U)
March 7, 1995 to August 31,	14.00	15.41	(U)
2002			

3. Usage Charges

No local calling usage allowance is included in the Centrex Custom Service rate schedules. Usage Charges apply as specified in the Local Exchange Services Tariff for Local Exchange Message Rate Business Service.

4. Service Charges

Service Charges for Centrex Custom Service will apply as specified for Centrex Service in the Company's General Services Tariff and Part C, Section 13 of this Product Guide, except as specified in 1. preceding.

5. Other Services

Other available services or features for Centrex custom lines may be provided subject to the rates and charges applicable to such services or features.

* Monthly rate is an amount equal to 1/10 of the rate for A Business Dial Tone Line PBX Trunk specified for Local Exchange Service in the Local Exchange Services Tariff.

CENTREX CUSTOM SERVICES

Cecil County

A. Terms and Conditions

1. Company Serving Wire Centers
Elkton, Chestertown, Northeast, Bainbridge, Cecilton, and Chesapeake City
2. Dial Switching Equipment
5ESS* Switch and Remote Switching Modules, and DMS+100 Type and Remote Switching Modules
3. Centrex Custom Line Capacities
The rates specified for Centrex custom lines in B. following, are based on a minimum of 100 lines and a maximum of 1100 lines at cutover, and a minimum of 300 lines and a maximum of 1100 lines within 18 months of the cutover.
4. System and Line Features
The Centrex Custom Service dial switching equipment shall be arranged to provide the following system and line feature capabilities:

Automatic Route Selection and 976 Blocking

Call Forwarding - Busy#

Call Forwarding - Don't Answer#

Call Forwarding - Variable

Call Pick-up and Call Hold

Call Transfer and Three-way Calling

Call Waiting - Terminating

Speed Dialing

Touch-Tone Calling Service

(T)

(T)

All features included herein will be limited to the standard operating characteristics of the serving dial switching equipment and are exclusive of any terminal equipment on the customer's premises.

5. Contract Period
The contract period for Centrex Custom Service shall begin with the date of initial establishment of the service and end 120 months from that date.

Centrex Custom Service may continue beyond this contract period subject to the negotiation of a new contract between the customer and the Company.

* Registered Trademark of A.T.&T. Technologies, Inc.

- # 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.

CENTREX CUSTOM SERVICES

Cecil County (Cont'd)

A. Terms and Conditions (Cont'd)

6. Rate Stability

The monthly rates, specified for Centrex Custom Lines, Intercommunication, shall not be subject to increases during the contract period.

7. Subscriber Line Charge Credit

A credit equal to 90% of the applicable interstate Subscriber Line Charge will be applied to all Centrex custom lines.

8. Intercommunication

These Centrex custom lines provide for four-digit dialing within two separate areas, as specified following:

a. Elkton Area

Includes the Elkton, Northeast and Bainbridge exchanges and provides for four-digit intercom dialing for all lines either directly connected to, or connected to via remote, the customer's serving central office.

b. Chestertown Area

Includes the Chestertown, Cecilton and Chesapeake City exchanges and provides for four-digit intercom dialing for all locations connected to the remote switching modules using the customer's serving central office as a host.

c. Area to Area Connectivity

All communications between the Elkton Area and the Chestertown Area will be subject to normal Product Guide rates.

9. Minimum Monthly Revenue Guarantee

a. Over the length of the contract, the customer is obligated to pay a minimum monthly revenue guarantee involving a portion of the Centrex Custom Service for each of the areas for the higher of:

(1) The number of Centrex Custom lines at cutover, or

(2) 90% of the highest number of Centrex custom lines in service on the annual anniversary dates of the installation of this service.

TITLE

Cecil County (Cont'd)

A. Terms and Conditions (Cont'd)

9. Minimum Monthly Revenue Guarantee (Cont'd)

- b. Should the Centrex custom lines fall short of this minimum, or should the service be disconnected in its entirety, the customer shall be obligated to pay the monthly rate for Component A, specified in B. following, times the higher of (1) or (2) preceding, for the number of months remaining in the contract.

B. Rates

1. Application of Rates

Line Connection Charges, as specified for Centrex Lines under Service Charges in the General Services Tariff and Part C, Section 3 of this Product Guide, do not apply for the initial establishment of the Centrex Custom Service.

2. Centrex Custom Lines, voice only, each

		<u>Per Month</u>	<u>USOC</u>				
a.	Exchange Access.....	*	(U)				
		<table><tr><th colspan="2"><u>Per Month</u></th></tr><tr><th><u>Component A</u></th><th><u>Component B</u></th></tr></table>	<u>Per Month</u>		<u>Component A</u>	<u>Component B</u>	
<u>Per Month</u>							
<u>Component A</u>	<u>Component B</u>						
b.	Intercommunication.....	\$ 7.75	\$ 7.51				
			(U)				

Component A is the fixed capital portion. The customer may choose to pay any portion of the entire Component A rate at any time during the contract period. 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 a 13.7 percent cost of money rate. The one-time payment will be distributed equally to all lines in the customer's contract. When the customer elects the one-time payment option, a prepayment will be required on any future line additions to equal the total one-time payment(s) distribution.

3. Usage Charges

No local calling usage allowance is included in the Centrex Custom Service rate schedules. Usage Charges apply as specified in the Local Exchange Services Tariff for Message Rate Usage Charges for Calls from Dial Tone Lines Without a Monthly Usage Option.

- * Monthly rate is an amount equal to 1/10 of the rate for a Business Dial Tone Line PBX Trunk specified in the Local Exchange Services Tariff.

CENTREX CUSTOM SERVICES

Cecil County (Cont'd)

B. Rates (Cont'd)

4. Service Charges

Service Charges for Centrex Custom Service will apply as specified for Centrex Service in the Company's General Services Tariff and Part C, Section 13 of this Product Guide, except as specified in 1. preceding.

5. Other Services

Rates and charges for Centrex System Control, Station Message Detail Recording and Uniform Call Distribution will apply as specified for Centrex Service in Part C, Section 13 of this Product Guide. Other available services or features for Centrex lines may be provided subject to the rates and charges applicable to such services or features.

6. Foreign Exchange Service

Customer locations with Foreign Exchange Service from other than one of the area exchanges in which the customer is located, will not be provided Centrex Custom Service.

CENTREX CUSTOM SERVICES

Howard County

A. Terms and Conditions

1. Company Serving Wire Centers

Clarksville, Columbia, Elkridge, Ellicott City, Glenwood, Laurel,
Owen Brown and Snowden River

2. Dial Switching Equipment

DMS*-100 type, remote switching centers (RSC) and remote Line
Concentrating Module (RLCM)
5ESS†

3. Centrex Custom Line Capacities

The rates specified for Centrex custom lines in B. following, apply
for Centrex Custom Service at existing locations for the Howard
County Government, Library and Board of Education for a minimum of
2,000 voice lines, 300 Meridian Business Set lines and 20 Data Path
lines, subject to the following maximums:

Location	Type of Lines		
	Voice	Voice, Meridian Business Set, Data Path	Meridian Business Sets, Data Path
Clarksville	83	--	4
Columbia	--	1,050	--
Courthouse Detention Center	-- 60	2,250 --	-- 14
Elkridge	130	--	15
Ellicott City	--	600	--
Glenwood	--	275	--
Laurel	--	300	--
Owen Brown	--	500	--
Snowden River	--	500	--

4. System and Line Features

The Centrex Custom Service dial switching equipment shall be arranged
to provide the following system and line feature capabilities:

Attendant Conference
Attendant Camp-on, Nondata Link Console
Automatic Callback Calling
Automatic Route Selection, to Include Private Facilities
Call Forwarding-Busy Line - DID, Intercom or All Calls

* Trademark of Northern Telecom, Inc.

† Registered mark of A.T.&T. Technologies, Inc.

CENTREX CUSTOM SERVICES

Howard County (Cont'd)

A. Terms and Conditions (Cont'd)

4. System and Line Features (Cont'd)

Call Forwarding-Busy Line - Incoming Only#	(T)
Call Forwarding-Don't Answer - DID, Intercom or All Calls#	(T)
Call Forwarding-Don't Answer - Incoming Only#	(T)
Call Forwarding-Variable	
Call Hold	
Call Park	
Call Pickup	
Call Transfer Attendant	
Call Transfer Individual-All Calls	
Call Transfer Outside	
Call Waiting	
Call Waiting Originating, Dial Call Waiting	
Cancel Call Waiting	
Conference Calling - Six-way Station Controlled	
Customer-changeable Speed Calling	
Directed Call Pickup	
Executive Busy Override	
Fully Restricted, Originating and Terminating	
Inside/Outside Ringing Service Tone, Originating/Terminating	
Intercom Dialing	
Nondata Link Attendant Console	
Radio Paging (Laurel locations excluded)	
Semirestricted, Originating and Terminating	
Station Message Detail Recording to Premises	
System Speed Calling - 30 Numbers	
Tandem Tie Trunk Dialing	
Three-way Calling	
Touch-Tone Calling Service	
Trunk Answer Any Station	
Uniform Call Distribution	

All features included herein will be limited to the standard operating characteristics of the serving dial switching equipment and are exclusive of any terminal equipment on the customer's premises.

5. Contract Period

The contract period shall last until June 26, 2000.

Centrex Custom Service may continue beyond this contract period subject to the negotiation of a new contract between the customer and the Company.

#	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 CUSTOM SERVICES

Howard County (Cont'd)

A. Terms and Conditions (Cont'd)

6. Rate Stability

Component A

Component A is the fixed capital portion. The Company agrees not to initiate any changes in the Component A rates specified in B. following, over the length of the contract period.

Component B

Component B is the variable expense portion. The monthly rates are subject to annual economic rate adjustment increases by the Company of no more than the annual increase in the Bureau of Labor Statistics Consumer Price Index, All Urban Consumers, during the immediately preceding 12 months.

7. Prepayment Option

Howard County may choose to prepay the Component A rate for any or all lines at any time during the contract period. The one-time payment would be determined according to the tables specified in the Centrex Custom Services contract.

8. Subscriber Line Charge Credit

A credit equal to 84% of the applicable interstate Subscriber Line Charge will be applied to all Centrex custom lines.

9. Minimum Monthly Revenue Guarantee

Over the length of the contract period, the customer is obligated to pay for the Component A rates which have not been prepaid.

CENTREX CUSTOM SERVICES

Howard County (Cont'd)

A. Terms and Conditions (Cont'd)

10. Meridian Business Set and Data Path Restrictions

All meridian business set and data path lines are limited to locations where facilities exist. Service will only be provided where the loop from the customer's station to the central office does not exceed Northern Telcom's loss specifications for meridian business set and data path.

11. Usage Restrictions

The engineering maximums at the Columbia and Courthouse RSCs and the Snowden River and Owen Brown RLCMs are based on the following station traffic characteristics:

5.0 CCS/Voice Line - busy hour/average busy season

10.0 CCS/Data Line - busy hour/average busy season

The Company reserves the right to review the traffic characteristics at these locations at any time, and Howard County reserves the right to request an annual traffic study review. Should the County's traffic characteristics exceed these levels, the Company will custom price any appropriate rate adjustments. Howard County reserves the right to accept the custom price or to continue service as is.

B. Rates

1. Centrex Custom Lines, each	Per Month	<u>USOC</u>
a. Exchange Access.....	*	

* Monthly rate is an amount equal to 1/6.4 of the rate for a Business Dial Tone Line PBX Trunk specified in the Local Exchange Services Tariff.

CENTREX CUSTOM SERVICES

Howard County (Cont'd)

B. Rates (Cont'd)

1. Centrex Custom Lines, each (Cont'd)

b. Intercommunication

	Per Month	
	<u>Component A</u>	<u>Component B</u>
Voice.....	\$ 8.90	\$ 7.44
Meridian Business Set.....	11.00	7.44
Data Path.....	26.00	11.19

c. Service Establishment Charge

Snowden River and Owen Brown .. \$110,000

	<u>Per Month</u>
2. Caller ID, per voice line.....	\$1.50
3. Rate Adjustment for lines exceeding the Maximums	

A One-time charge of the following will apply to each line added that exceeds the maximums as specified in A.3 preceding:

<u>Location</u>	<u>Type of Centrex Line</u>		<u>Maximum Amount</u>
	<u>Voice</u>	<u>Meridian Business Set and Data Path</u>	
Clarksville	\$700	\$1,750	\$70,400
Elkridge	\$700	\$1,750	\$70,400
Detention Center	\$700	\$1,750	\$70,400

4. Usage Charges

No local calling usage allowance is included in the Centrex Custom Service rate schedules. Usage Charges apply as specified in the Local Exchange Services Tariff.

5. Service Charges

Service Charges for Centrex Custom Service will apply as specified for Centrex Service in the General Services Tariff and Part C, Section 3 of this Product Guide.

CENTREX CUSTOM SERVICES

Morgan State University

A. Terms and Conditions

1. Company Serving Wire Center
Hamilton
2. Dial Switching Equipment
5ESS* Type and Optical Remote Module
3. Centrex Custom Line Capacities

The rates specified for Centrex custom lines in B. following, are based on a minimum of 1500 dormitory and administration custom lines and a maximum of 2600 dormitory and administration custom lines. Growth may occur beyond the maximum line capacities subject to appropriate rates specified by the Company for the additional lines at the time of request by the customer.

4. System and Line Features

The Centrex Custom Service dial switching equipment shall be arranged to provide the following system and line feature capabilities:

Administration Lines

Automatic Route Selection

Call Forwarding - Busy#

(T)

Call Forwarding - Don't Answer#

(T)

Call Forwarding - Variable

Call Pick Up & Hold

Call Transfer

Speed Dialing (6-number or 30-number)

Three-way Calling

Touch-Tone Calling Service

Dormitory Lines

Call Transfer - Individual - Consultation Hold and Three-way

Calling -

All Calls

Touch-Tone Calling Service

All features included herein will be limited to the standard operating characteristics of the serving dial switching equipment and are exclusive of any terminal equipment on the customer's premises.

* Registered Trademark of A.T. & T. Technologies, Inc.

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)

CENTREX CUSTOM SERVICES

Morgan State University (Cont'd)

A. Terms and Conditions (Cont'd)

5. Contract Period

The contract period shall begin with the date of the initial establishment of Centrex Custom Service and end 84 months from that date.

Centrex Custom Service may continue beyond this contract period subject to the negotiation of a new contract between the customer and the Company.

6. Rate Stability

Component A Rate

Component A is the fixed capital portion. The Company agrees not to initiate any rate changes in the Component A rate, as specified in B. following, over the length of the contract period. The customer may choose to pay any portion of the entire Component A rate at any time during the contract period. 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 second quarter of 1990 cost of money rate. The one-time payment will be distributed equally to all lines in the customer's service. When the customer elects the one-time payment option, a prepayment will be required on any future line additions to equal the total one-time payment(s) distribution.

Component B Rate

Component B is the variable expense portion. The Component B rate is subject to annual economic rate adjustment increases by the Company at no more than the annual increase in the Bureau of Labor Statistics Consumer Price Index, All Urban Consumers, during the immediately preceding 12 months.

7. Subscriber Line Charge Credit

A credit equal to 94% of the applicable interstate Subscriber Line Charge will be applied to all Centrex custom lines.

8. Minimum Monthly Revenue Guarantee

- a. Over the length of the contract period, the customer is obligated to
- b. pay a minimum monthly revenue guarantee involving a portion of the Centrex Custom Service for the higher of:

- (1) The number of Centrex custom lines at cutover, which is 1,500, or

CENTREX CUSTOM SERVICES

Morgan State University (Cont'd)

A. Terms and Conditions (Cont'd)

8. Minimum Monthly Revenue Guarantee (Cont'd)

a. (Cont'd)

(2) 90% of the highest number of Centrex custom lines in service on the annual anniversary dates of the installation of this service.

b. Should the Centrex custom lines fall short of this minimum or should the service be disconnected in its entirety, the customer shall be obligated to pay the monthly rate for Component A, specified in B. following, times the higher of a.(1) or a.(2) preceding for the number of months remaining in the contract period.

9. Room Requirements

Morgan State University will provide a room of sufficient size to house the Optical Remote Module.

10. Suspension of Service

No reduction of the custom line rates applies to those lines temporarily suspended at the customer's request.

B. Rates

1. Centrex Custom Lines, voice only, each

	Per Month	USOC
a. Exchange Access.....	*	(U)

	Per Month		
	Component A	Component B	
b. Intercommunication.....	\$6.25	\$5.00	(U)

2. Usage Charges

No local calling usage allowance is included in the Centrex Custom Service rate schedules. Usage Charges apply as specified in the Local Exchange Services Tariff at the Business Message Unit rate for Local Exchange Service.

* Monthly rate is an amount equal to 1/17 of the rate for a Business Dial Tone Line PBX Trunk specified in the Local Exchange Services Tariff.

CENTREX CUSTOM SERVICES

Morgan State University (Cont'd)

B. Rates (Cont'd)

3. Service Charges

Service Charges for Centrex Custom Service will apply as specified for Centrex Service in the Company's General Services Tariff and Part C, Section 13 of this Product Guide.

4. The rates and charges for Automatic Route Selection - Basic Additions, Deletions and Changes will apply as specified for Centrex Service in Part C, Section 13 of this Product Guide. Other available services or features for Centrex lines may be provided subject to the rates and charges applicable to such services or features.

CENTREX CUSTOM SERVICES

Towson State University

A. Terms and Conditions

1. Company Serving Wire Center
Towson

2. Dial Switching Equipment
5ESS* Type

3. Centrex Custom Line Capacities
The rates specified for Centrex custom lines in B. following, are based on a minimum of 2500 administration and 1904 dormitory custom lines and a maximum of 2750 administration and 2704 dormitory custom lines. Growth may occur beyond the maximum line capacities subject to appropriate rates specified by the Company for the additional lines at the time of request by the customer.

4. System and Line Features
The Centrex Custom Service dial switching equipment shall be arranged to provide the following system and line feature capabilities:

Call Forwarding - Busy#	(T)
Call Forwarding - Don't Answer#	(T)
Call Forwarding - Variable	
Call Pick Up & Hold	
Call Transfer	
Call Waiting - Terminating	
Speed Dialing (6-number or 30-number)	
Touch-Tone Calling Service	
Three-way Calling	

All features included herein will be limited to the standard operating characteristics of the serving dial switching equipment and are exclusive of any terminal equipment on the customer's premises.

5. Contract Period
The contract period shall begin with the date of the initial establishment of Centrex Custom Service and end 60 months from that date.

Centrex Custom Service may continue beyond this contract period subject to the negotiation of a new contract between the customer and the Company.

* Registered Trademark of A.T. & T. Technologies, Inc.

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)

CENTREX CUSTOM SERVICES

Towson State University (Cont'd)

A. Terms and Conditions (Cont'd)

6. Rate Stability

Component A Rate

Component A is the fixed capital portion. The Company agrees not to initiate any rate changes in the Component A rate, as specified in B. following, over the length of the contract period. The customer may choose to pay any portion of the entire Component A rate at any time during the contract period. 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 a 13.7% cost of money rate. The one-time payment will be distributed equally to all lines in the customer's service. When the customer elects the one-time payment option, a prepayment will be required on any future line additions to equal the total one-time payment(s) distribution.

Component B Rate

Component B is the variable expense portion. The Component B rate is subject to annual economic rate adjustment increases by the Company at no more than the annual increase in the Bureau of Labor Statistics Consumer Price Index, All Urban Consumers, during the immediately preceding 12 months.

7. Subscriber Line Charge Credit

A credit equal to 94% of the applicable interstate Subscriber Line Charge will be applied to all Centrex custom lines.

8. Minimum Monthly Revenue Guarantee

a. Over the length of the contract period, the customer is obligated to pay a minimum monthly revenue guarantee involving a portion of the Centrex Custom Service for the higher of:

- (1) The number of Centrex custom lines at cutover, which is 2500 administration and 1904 dormitory, or
- (2) 90% of the highest number of Centrex custom lines in service on the annual anniversary dates of the installation of this service.

b. Should the Centrex custom lines fall short of this minimum or should the service be disconnected in its entirety, the customer shall be obligated to pay the monthly rate for Component A, specified in B. following, times the higher of a.(1) or a.(2) preceding for the number of months remaining in the contract period.

CENTREX CUSTOM SERVICES

Towson State University (Cont'd)

A. Terms and Conditions (Cont'd)

9. Suspension of Service

No reduction of the custom line rates applies to those lines temporarily suspended at the customer's request.

B. Rates

1. Application of Rates

Line connection charges, as specified for Centrex lines under Service Charges in the Company's General Services Tariff and Part C, Section 13 of this Product Guide, do not apply for existing Centrex lines converting to Centrex Custom Service lines.

2. Centrex Custom Lines, voice only, each

	Per Month	USOC
a. Exchange Access.....	*	(U)

	Per Month		
	Component A	Component B	
b. Intercommunication			
Administration	\$7.50	\$5.30	(U)
Dormitory	7.00	4.80	(U)

2. Usage Charges

No local calling usage allowance is included in the Centrex Custom Service rate schedules. Usage Charges apply as specified in the Local Exchange Services Tariff at the Business Message Unit rate for Local Exchange Service.

3. Service Charges

Except as specified in 1. preceding, Service Charges for Centrex Custom Service will apply as specified for Centrex Service in the Company's General Services Tariff and Part C, Section 13 of this Product Guide.

4. Other available services or features for Centrex lines may be provided subject to the rates and charges applicable to such services or features.

* Monthly rate is an amount equal to 1/17 of the rate for a Business Dial Tone Line PBX Trunk specified in the Local Exchange Services Tariff.

CENTREX CUSTOM SERVICES

Garrigan Consulting Associates

A. Terms and Conditions

1. Centrex Custom Shared Tenant Service

Centrex Custom Shared Tenant Service will be provided under the terms and conditions of the customer-specific contract and the general terms and regulations of Shared Tenant Services in the Local Exchange Services Tariff.

2. Company Serving Wire Centers

Following is a list of the customer locations and the Company serving wire centers that are included in the initial offering for this service:

<u>Customer Location</u>	<u>Serving Wire Center</u>
5000 S. U.S. Rt. 301.....	Waldorf
Smallwood Drive and S. U.S. Rt. 301.....	Waldorf

3. Dial Switching Equipment
5ESS* Type

4. Centrex Custom Shared Tenant Service Line Capacities

The Centrex Custom Shared Tenant Service line rates specified in B. following, are based on a minimum of 250 Centrex voice lines with growth to a maximum of 700 voice lines. Growth may occur beyond the maximum line capacity subject to appropriate rate adjustments.

5. System and Line Features

The Centrex Custom Shared Tenant Service dial switching equipment shall be arranged to provide the following system and line feature capabilities:

Call Forwarding - Busy#	(T)
Call Forwarding - Don't Answer#	(T)
Call Forwarding - Variable	
Call Pickup and Hold	
Call Transfer	
Call Waiting - Terminating	
Speed Dialing - 6-number	
Speed Dialing - 30-number (shared)	
Three-way Calling	
Touch-Tone Calling Service	

* Registered Trademark of A.T.&T. Technologies, Inc.

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)

CENTREX CUSTOM SERVICES

Garrigan Consulting Associates (Cont'd)

A. Terms and Conditions (Cont'd)

6. Contract Period

The contract period will end on September 30, 2002.

Service may continue beyond September 30, 2002 subject to the establishment of a new contract period and appropriate rate adjustments.

7. Rate Stability

a. The Intercommunication Component A monthly rates specified in B. following, shall not be subject to Company initiated increases during the contract period. The Intercommunication Component B monthly rates are subject to annual economic rate adjustment increases based on the change in the Consumer Price Index, All Urban Consumers, during the immediate preceding 12 months.

b. Exchange Access monthly rates shall not be stabilized.

8. Subscriber Line Charge

A credit equal to 90% of the applicable interstate Subscriber Line Charge will be applied to all Centrex Custom Shared Tenant Service lines.

9. Termination Liability - Minimum Revenue Guarantee

a. Over the length of the contract period, the customer is obligated to pay for the higher of:

(1) 250 lines, or

(2) 90% of the highest number of lines in service on the annual anniversary dates of the installation of this service.

b. Should the customer's service fall short of this minimum, or should the customer disconnect the service entirely, the customer is obligated to pay for the monthly rate for Intercommunication Component A, specified in B. following, times the higher of a.(1) or a.(2) preceding, times the number of months remaining in the contract period.

CENTREX CUSTOM SERVICES

Garrigan Consulting Associates (Cont'd)

B. Rates

1. Centrex Custom Shared Tenant Service Lines, each

	Per Month	USOC
a. Exchange Access.....	*	(U)

	Per Month		
	Component A	Component B	
b. Intercommunication.....	\$8.25	\$6.21	(U)

2. Service Charges

Service Charges for Centrex Custom Shared Tenant Service will apply as specified for Centrex Service in the Company's General Services Tariff and Part C, Section 13 of this Product Guide.

3. Usage Charges

No local calling usage allowance is included in the Centrex Custom Shared Tenant Service rate schedules. Usage Charges apply as specified in the Local Exchange Services Tariff for Local Exchange Message Rate Business Service.

4. Other Services

The rates and charges for Automatic Route Selection-Basic Additions, Deletions and Changes, will apply as specified for Centrex Service in Part C, Section 13 of this Product Guide. Other available services or features for Centrex custom lines may be provided subject to the rates and charges applicable to such services or features.

* Monthly rate is an amount equal to 10% of the rate for Shared Tenant Service Providers Dial Tone Lines specified for Local Exchange Service in the Local Exchange Services Tariff.

CENTREX CUSTOM SERVICES

Calvert County Board of Education

A. Terms and Conditions

1. Company Serving Wire Centers
Prince Frederick, North Beach, Mutual, and Solomons
2. Dial Switching Equipment
5ESS* Type and Remote Switching Modules
3. Centrex Custom Line Capacities
The rates specified for Centrex custom lines in B. following, are based on a minimum of 237 custom lines and a maximum of 412 custom lines. Growth may occur beyond the maximum line capacities subject to appropriate rates specified by the Company for the additional lines at the time of request by the customer.
4. System and Line Features
The Centrex Custom Service dial switching equipment shall be arranged to provide the following system and line feature capabilities:

Automatic Route Selection

Call Forwarding - Busy#

Call Forwarding - Don't Answer#

Call Forwarding - Variable

Call Pick Up & Hold

Call Transfer

Speed Dialing (6-number or 30-number)

Three-way Calling

Touch-Tone Calling Service

(T)

(T)

All features included herein will be limited to the standard operating characteristics of the serving dial switching equipment and are exclusive of any terminal equipment on the customer's premises.

5. Contract Period
The contract period shall begin with the date of the initial establishment of Centrex Custom Service and end 120 months from that date.

Centrex Custom Service may continue beyond this contract period subject to the negotiation of a new contract between the customer and the Company.

* Registered Trademark of A.T.& T. Technologies, Inc.

- # 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)

|

|

|

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(N)

CENTREX CUSTOM SERVICES

Calvert County Board of Education (Cont'd)

A. Terms and Conditions (Cont'd)

6. Rate Stability

Component A Rate

Component A is the fixed capital portion. The Company agrees not to initiate any rate changes in the Component A rate, as specified in B. following, over the length of the contract period. The customer may choose to pay any portion of the entire Component A rate at any time during the contract period. 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 a 13.7% cost of money rate. The one-time payment will be distributed equally to all lines in the customer's service. When the customer elects the one-time payment option, a prepayment will be required on any future line additions to equal the total one-time payment(s) distribution.

Component B Rate

Component B is the variable expense portion. The Component B rate is subject to annual economic rate adjustment increases by the Company at no more than the annual increase in the Bureau of Labor Statistics Consumer Price Index, All Urban Consumers, during the immediately preceding 12 months.

7. Subscriber Line Charge Credit

A credit equal to 85% of the applicable interstate Subscriber Line Charge will be applied to all Centrex custom lines.

8. Minimum Monthly Revenue Guarantee

a. Over the length of the contract period, the customer is obligated to pay a minimum monthly revenue guarantee involving a portion of the Centrex Custom Service for the higher of:

(1) The number of Centrex custom lines at cutover, which is 237, or

(2) 90% of the highest number of Centrex custom lines in service on the annual anniversary dates of the installation of this service.

b. Should the Centrex custom lines fall short of this minimum or should the service be disconnected in its entirety, the customer shall be obligated to pay the monthly rate for Component A, specified in B. following, times the higher of a.(1) or a.(2) preceding for the number of months remaining in the contract period.

CENTREX CUSTOM SERVICES

Calvert County Board of Education (Cont'd)

B. Rates

1. Application of Rates

Line connection charges, as specified for Centrex lines under Service Charges in the Company's General Services Tariff and Part C, Section 13 of this Product Guide, do not apply for existing Centrex Service lines converting to Centrex Custom Service lines.

2. Centrex Custom Lines, voice only, each

		<u>Per Month</u>	<u>USOC</u>
a. Exchange Access.....		*	(U)
		<u>Per Month</u>	
		<u>Component A</u>	<u>Component B</u>
			(U)
b. Intercommunication.....	\$10.50	\$8.00	(U)

3. Usage Charges

No local calling usage allowance is included in the Centrex Custom Service rate schedules. Usage Charges apply as specified in the Local Exchange Services Tariff at the Business Message Unit rate for Local Exchange Service.

4. Service Charges

Except as specified in 1. preceding, Service Charges for Centrex Custom Service will apply as specified for Centrex Service in the Company's General Services Tariff and Part C, Section 13 of this Product Guide.

5. The rates and charges for Automatic Route Selection - Basic Additions, Deletions and Changes will apply as specified for Centrex Service in Part C, Section 13 of this Product Guide. Other available services or features for Centrex lines may be provided subject to the rates and charges applicable to such services or features.

* Monthly rate is an amount equal to 1/6.5 of the rate for a Business Dial Tone Line PBX Trunk specified in the Local Exchange Services Tariff.

CENTREX CUSTOM SERVICES

Montgomery County Government

A. Terms and Conditions

1. Company Serving Wire Centers

Beltsville	Northwood
Bethesda	Oakdale
Bradley	Poolesville
Chillum	Riggs Road
Colesville	Rockville
Damascus	Silver Spring
Gaithersburg	Wheaton
Germantown	Wildwood
Montrose	Wood Acres
Norbeck	

2. Dial Switching Equipment Types

5ESS* Switch	1AESS* Switch	2BESS*
Switch		
DMS† -100 Switch	Optical Remote Module	

The Wire Centers listed below, which currently serve the customer with analog dial switching equipment, will convert to digital switches during the life of the contract:

Wire Center
Bethesda
Damascus
Gaithersburg
Silver Spring

3. Centrex Custom Line Capacities

The rates specified for Centrex Custom Lines in B. following, are based on approximately 2,500 voice lines at cutover with growth to a maximum of 3,500 voice lines. Growth may occur beyond the maximum line capacity subject to appropriate rates specified by the Company for the additional lines at the time of request by the customer.

* Registered Mark of A.T.&T. Technologies, Inc.

† Trademark of Northern Telecom Limited

CENTREX CUSTOM SERVICES

Montgomery County Government (Cont'd)

A. Terms and Conditions (Cont'd)

4. System and Line Features

The Centrex Custom Service dial switching equipment shall be arranged to provide, in addition to standard Centrex Features, the following system and line feature capabilities:

Automatic Call Back Calling

Automatic Route Selection

Basic Installation and Monthly Charges

Toll restriction

976 blocking

900 blocking

Call Forwarding - Busy#

(T)

Call Forwarding - Don't Answer#

(T)

Call Forwarding - Variable

Call Pick Up & Hold

Call Transfer

Call Waiting - Terminating

Speed Dialing (6-number or 30-number)

Three-Way Calling/Consultation Hold

Touch-Tone Calling Service

All features included herein will be limited to the standard operating characteristics of the serving dial switching equipment and are exclusive of any terminal equipment on the customer's premises.

5. Contract Period

The contract period shall begin with the date of initial establishment of Centrex Custom Service and end 120 months from that date.

Centrex Custom Service may continue beyond this contract period subject to the negotiation of a new contract period between the customer and the Company.

6. Rate Stability

Component A Rate

Component A is the fixed capital portion. The Company agrees not to initiate any rate changes in the Component A rate specified in B. following, over the length of the contract period. The customer may choose to prepay the Component A rate for all lines at any time during the contract period. 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 a 13.2% cost of money rate. In the event that the Component A Rate is prepaid, Montgomery County will be entitled to a refund in a reasonable amount should any of the following occur:

- | | | |
|---|---|-----|
| # | 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 CUSTOM SERVICES

Montgomery County Government (Cont'd)

A. Terms and Conditions (Cont'd)

6. Rate Stability (Cont'd)

- a. The County Council does not authorize funds for all or part of the service described in this quote unless such failure to authorize funds is intended to obtain similar services from a competitor.
- b. The Public Service Commission of Maryland terminated this agreement.
- c. The Company breaches this agreement.

Component B Rate

Component B is the variable expense portion. The Component B rate is subject to annual economic rate adjustment increases by the Company of no more than the annual increase in the Bureau of Labor Statistics Consumer Price Index, All Urban Consumers, during the immediate preceding 12 months.

7. Subscriber Line Charge Credit

A credit equal to 90% of the applicable interstate Subscriber Line Charge will be applied to each Centrex custom lines.

8. Minimum Monthly Revenue Guarantee

- a. Over the length of the contract the customer is obligated to pay a minimum monthly revenue guarantee involving a portion of the Centrex Custom Service for the higher of:
 - (1) 2,000 lines, or
 - (2) 500 fewer than the highest number of lines in service on the most recent July 1st starting July 1, 1992.
- b. Should the Centrex custom lines fall short of this minimum, or should the service be disconnected in its entirety, the customer shall be obligated to pay the monthly rate for Component A, specified in B. following, times the higher of a.(1) or a.(2) preceding, for the number of months remaining in the contract period.
- c. The customer is excused from the provisions of a. preceding if the Montgomery County Council does not authorize funds for all or part of the service, unless such failure to authorize funds is intended to evade the provisions of a. preceding, in order to obtain similar services from a competitor.

CENTREX CUSTOM SERVICES

Montgomery County Government (Cont'd)

A. Terms and Conditions (Cont'd)

9. Other Issues

- a. All cabling to the designated Minimum Point of Presence will be provided by Company at no additional charge.
- b. Additional Listing charges, as specified in Part C, Section 4 of this Product Guide for Directory Listings, do not apply to the first directory listing per billing agency code for each location group.
- c. No termination liability charges will be incurred by the customer for conversion of existing Centrex systems to this Centrex Custom Service.
- d. Additional services such as features may be added at the lowest prevailing tariff rates for rate stabilized Centrex service.

B. Rates

1. Application of Rates

- a. Line Connection Charges, as specified for Centrex Lines under Service Charges in the Company's General Services tariff and Part C, Section 13 of this Product Guide, do not apply to existing Centrex lines converting to Centrex Custom Service lines.
- b. The rates specified for Intercommunication in 2. following, include intercommunication only within the serving wire center of the Centrex custom line. Intercommunication between the serving wire centers may be provided subject to additional rates and charges for the facilities needed to provide such service.

2. Centrex Custom Lines, voice only, each	Per Month	USOC
a. Exchange Access.....	*	(U)
	Per Month	
	Component A	Component B
b. Intercommunication.....	\$9.25	\$5.76 (U)

3. Usage Charges

No local calling usage allowance is included in the Centrex Custom Service rate schedules. Usage charges apply as specified in the Local Exchange Services Tariff at the Business Message Unit rate.

- * Monthly rate is an amount equal to 1/10 of the rate for a Business Dial Tone Line PBX Trunk specified in the Local Exchange Services Tariff.

CENTREX CUSTOM SERVICES

Montgomery County Government (Cont'd)

B. Rates (Cont'd)

4. Service Charges

Service Charges for Centrex Custom Service will apply as specified for Centrex Service in the Company's General Services Tariff and Part C, Section 13 of this Product Guide.

CENTREX CUSTOM SERVICES

General Services Administration - Washington Interagency Telecommunications System (WITS)

A. Terms and Conditions

1. Company Serving Wire Centers

Agriculture Research Center #002, Agriculture Research Center #307, Bethesda, Montrose, Silver Spring, Suitland and Hyattsville

2. Dial Switching Equipment

5ESS* Type and Optical Remote Modules

3. System and Line Features

The Centrex Custom Service dial switching equipment shall be arranged to provide system and line feature capabilities which include but are not limited to:

- Access to Dial Dictation
- Access to Paging
- Attendant Console Interface
- Blocking of Selected Numbers
- Calling Party Identification
- Call Waiting
- Class of Service, Restricted Service and Transport Level Restrictions
- Digital Interface Units
- Direct and Dial-up Data Access
- Hot Lines
- Individual Line Features
 - Automatic Callback Calling
 - Call Forwarding
 - Call Hold
 - Call Pick-up
 - Call Transfer
 - Consultation Hold/Three-way Conference
 - Speed Dialing
 - User Conference
- Intercept and Recorded Announcement
- Line Hunting
- Remote Access Federal Telecommunications System Users
- Semipermanent Connections and Dedicated Circuits

4. Contract Period

The contract period shall be 120 months beginning with the initial signing by the customer for Centrex Custom Service on January 12, 1989.

* Registered Mark of AT&T Technologies, Inc.

CENTREX CUSTOM SERVICES

General Services Administration - WITS (Cont'd)

A. Terms and Conditions (Cont'd)

5. Economic Price Adjustments

The Company may request that the rates and charges for Host Switch Components, Optical Remote Module Switch Components, Transport, Distribution Cable, as specified in B. following, be adjusted annually each October 1 in accordance with procedures set forth in the WITS contract between the Company and the General Services Administration.

Economic price adjustments will be based on annual changes in the Consumer Price Index for All Urban Wage Earners and Clerical Works (CPI-W), U. S. City Average all items.

6. Subscriber Line Charge Credit

The Subscriber Line Charge (SLC) credit will be determined based on the applicable station-to-trunk ratio in effect on the service date. However, the SLC credit will change from time to time when the station-to-trunk ratio is recalculated during the contract period.

For both Centrex Custom Voice and Integrated Services Digital Network (ISDN) lines, the credit equals 100 percent of the applicable SLC charge minus the reciprocal of the station-to-trunk ratio. The initial credit will be 92.8% based on a station-to-trunk ratio of 13.9:1.

7. System Activity

System Activity is the direct labor effort incurred relating to the Washington Interagency Telecommunications System involving: adds, moves, changes, rearrangements and disconnects of the line, trunk and channel activity in the system; cross-connects required at the main Distribution Frame; and cross-connects required at the building location up to and including the wire closet.

8. Switching and Environmental Maintenance Support

The Company will maintain and provide environmental support for the WITS facilities located in Company buildings.

9. Customized Intercept Options

Customized Intercept Service (CIS) provides for intercept arrangements which exceed that normally provided by the Company when changing General Services Administration telephone numbers as they convert to the Washington Interagency Telecommunications System (WITS).

CENTREX CUSTOM SERVICES

General Services Administration - WITS (Cont'd)

A. Terms and Conditions (Cont'd)

9. Customized Intercept Options (Cont'd)

a. Explanation of Terms

- (1) Referral - an announcement which provides the number dialed and the new number(s) to which it has changed. The new number may be either a public network number or a Federal Telecommunications System (FTS) number. One or both of these numbers may be included in the announcement.
- (2) Departmental Greeting - a phrase preceding the referral announcement which tells the caller the name of the agency or organization he has reached. A maximum of 200 separate greetings can be prerecorded in the system.
- (3) Personalized Message - a customer-specific referral announcement which includes an individual's name or title as well as the old number and new number(s).
- (4) Intercept Completion - following the referral announcement, the caller has the option of remaining on while the call is completed to the new telephone number.

b. Service Options - CIS provides for a choice of one of nine announcement options in addition to the basic referral of the old number to the new number.

- (1) Referral with two new number: a public network number and an FTS number.
- (2) Department Greeting with referral to one new number.
- (3) Department Greeting with referral to two new numbers (i.e., public network and FTS).
- (4) Personalized Message with referral to one new number.
- (5) Personalized Message with referral to two new numbers.
- (6) Departmental Greeting with referral to one new number and completion to the new number.
- (7) Departmental Greeting with referral to two new numbers and completion to the new number.
- (8) Personalized Message with referral to one new number and completion to the new number.

CENTREX CUSTOM SERVICES

General Services Administration - WITS (Cont'd)

A. Terms and Conditions (Cont'd)

9. Customized Intercept Options (Cont'd)

b. (Cont'd)

(9) Personalized Message with referral to two new numbers and completion to the new number.

(10) In addition, if no referral is desired, a Blank Number announcement will be provided.

c. Company serving wire centers will be Agriculture Research Center #002, Agricultural Research Center #307, Bethesda, Montrose, Silver Spring, Suitland and Hyattsville.

d. The rates specified for CIS in C following are based on approximately 40,000 lines at cutover with growth to an estimated 81,000 lines within three years of cutover.

e. Personalized Message capacity may not exceed 4000 active messages at any time. The Company reserves the right to substitute a different announcement option should capacities be exceeded.

f. Calls completed from the old telephone number to a new telephone number are subject to message unit charges as specified for Local Exchange Service calls in the Local Exchange Services tariff. Such message unit charges will be billed to the new number.

g. Intercept Completion is available only on an intraLATA basis.

h. Subsequent to the initial cutover, the lines capable of being intercepted will be limited to the existing capabilities of the serving office.

B. Rates

1. Application of Rates

Service Charges specified for Centrex Lines in the Company's General Services Tariff and Part C, Section 13 of this Product Guide do not apply for this Centrex Custom Service.

CENTREX CUSTOM SERVICES

General Services Administration - WITS (Cont'd)

B. Rates (Cont'd)

	Service Establishment Charge	Installation Charge	Per Month
2. Centrex Custom System			
a. Exchange Access per Centrex Custo Voice and Integrated Services Digital Network (ISDN) Line	-	-	*

* Monthly rate is based on the quotient of the station-to-trunk ratio of the applicable business message rated PBX trunk in the Local Exchange Services Tariff per Centrex custom voice or ISDN line in service. Initially this rate will be 7.2% reflecting a 13.9:1 station-to-trunk ratio, but will change from time to time when the station-to-trunk ratio is recalculated during the contract period.

b. Dial Switching Equipment - Host and Remote

Host Common Equipment	-	\$77,262.99	\$234.50*
Host Protection-Common Equipment	-	0.71	-
Rectifier-400 Ampere	-	1,651.99	-
Rectifier Control Equipment	-	3,490.96	-
Battery Stand equipped with 24 Cells	-	2,356.43	-
Switch Module-16 Megabits	-	12,826.66	351.12**
Switch Module-28 Megabits	-	13,577.64	351.12**
Digital Trunk Shelf (8 Digital Facilities Interface-2)	-	207.65	-
Digital Facilities Interface - 2 Circuit Packs (Public Switched Network) (2 DS-1 Circuits)	-	171.93	17.93*
Digital Facilities Interface - 2 Circuit Packs (Federal Information Resources Management Regulation) (2 DS-1 Circuits)	-	171.93	17.93*
Digital Facilities Interface - 2 Circuit Packs (Federal Telecommunications System) (2 DS-1 Circuits)	-	171.93	17.93*
Digital Facilities Interface - 2 Circuit Packs (Interoffice Facilities) (2 DS-1 Circuits)	-	171.93	17.93*
Conference Bridge-3 Port/5 Circuit Unit	-	112.76	-
Conference Bridge-6 Port/2 Circuit Unit	-	117.48	-

* Monthly charges begin 12 months after in service date.

** Monthly charges begin 24 months after in service date.

CENTREX CUSTOM SERVICES

General Services Administration - WITS (Cont'd)

B. Rates (Cont'd)

2. Centrex Custom System (Cont'd)	Service Establishment Charge	Installation Charge	Per Month
b.Dial Switching Equipment - Host and Remote (Cont'd)			
Analog Line Units	-	\$3,112.66	-
Integrated Service Line Unit	-	1,832.58	-
Packet Switching Interface Unit	-	1,014.97	-
Packet Switching Interface Unit Shelf	-	575.66	-
Basic Rate Interface - U Card	-	21.98	-
Basic Rate Interface - T Card	-	18.70	1.50*
Protocol Handlers (9600 kilobits per second)	-	220.59	-
Test Equipment	-	3,174.26	-
Signal Transfer Point Common Equipment	-	38,610.64	-

* Monthly charges begin 12 months after in service date.

** Monthly charges begin 24 months after in service date.

CENTREX CUSTOM SERVICES

General Services Administration - WITS (Cont'd)

B. Rates (Cont'd)

2. Centrex Custom System (Cont'd)	Service Establishment Charge	Installation Charge	Per Month
b. Dial Switching Equipment - Host and Remote (Cont'd)			
Signal Transfer Point - Ring Node Cabinet.....	-	\$ 7,489.46	-
Digital Facility Access Cabinet	-	1,951.31	-
"A" Link Pair Equipment	-	1,951.31	-
Line Interface Equipment	-	12,647.71	-
Verticals (Equipped for 4800 Lines)	-	4,223.05	-
Global Digital Service Unit ...	-	343.64	-
Integrated Service Line Unit Line	-	39.02	-
Group Concentrator Unit	-		
Integrated Service Line Unit Drawers.....	-	277.60	-
Line Trunk Peripheral Cabinet	-	309.98	-
Optical Remote Common Equipment	-	5,114.53	-
Optical Remote Rectifier - 50 Ampere.....	-	335.82	-
Rectifier Control Equipment (A215)	-	3,381.43	-
Multi Function Operation System (Uninterrupted Power Supply)	-	1,696.37	-
Battery Stand equipped with 24 Cells (A225)	-	2,390.03	-
Optical Remote Module - 16 Megabits	-	20,096.18	-
Optical Remote Module - 28 Megabits	-	21,088.79	-
Multiplex Common Equipment	-	202.47	-
Dual DS-3 Multiplexer-1000 Time Multiplexer.....	-	1,566.10	-
Multiplex Shelf Equipment (DS-3 Level)	-	325.12	-

* Monthly charges begin 12 months after in service date.

CENTREX CUSTOM SERVICES

General Services Administration - WITS (Cont'd)

B. Rates (Cont'd)

2. Centrex Custom System (Cont'd)	Service Establishment Charge	Installation Charge	Per Month
b. Dial Switching Equipment - Host and Remote (Cont'd)			
DS-1 Interface Card (4 DS-1 Capacity)	-	\$54.60	\$355.65*
D-4 Channel Bank Analog Service (48 Circuits)	-	830.65	-
Projection System	-	1,059.40	-
Datakit Switch - Common Equipment	-	12,642.44	-
Microprocessor (382/400)	-	2,855.96	-
Pooled Modem Switch Modules - 16 Megabits	-	12,826.66	-
Pooled Modem Analog Line Unit	-	3,112.66	-
Pooled Modem "T" DSL Cards	-	18.70	-
Modem (300 - 2400)	-	60.09	-
Modem (4800)	-	273.90	-
Modem Mounting (300 - 2400) ...	-	106.78	-
Modem Mounting (4800)	-	180.95	-
RS232 Cord (25 Feet)	-	9.02	-
Cord (1 Foot)	-	3.41	-
Data Cabinet	-	104.41	-
Side Panels	-	31.26	-
7500 Integrated Services Digital Network Modular Data Module	-	10.00	-

* Monthly charges begin 12 months after in service date.

CENTREX CUSTOM SERVICES

General Services Administration - WITS (Cont'd)

B. Rates (Cont'd)

2. Centrex Custom System (Cont'd)	Service Establishment Charge	Installation Charge	Per Month
Rack Mount (7500 Data Modules)...	-	\$ 83.05	-
Packet Assembler/Disassembler (X.25) ...	-	1,052.26	-
Recorded Referral Announcement...	-	7,112.75	-
Peripheral Interface Equipment...	-	5,908.81	-
Datakit Software Generic (Right To Use)	-	2,438.84	-
Multi Function Operation System Software (Right To Use) - Traffic Data Systems	-	23,095.75	-
Multi Function Operation System Software (Right To Use) - Trouble Ticket Administration Systems ...	-	2,496.84	-
Multi Functional Operation System Software (Right To Use) - Alarm Processing Systems	-	20,598.90	-
Multi Functional Operation System Software (Right To Use) - Switch Maintenance Systems	-	20,598.90	-
Verticals (4800 Lines) equipped with Protection	-	5,868.65	-
Basic Interface Rate Software, per station	-	-	\$.50*
Analog Service Maintenance.....	-	-	.50*
Verticals (600) lines equipped with Protection	-	2,819.33	-
Verticals (600) lines.....	-	1,546.47	-
EMI (Premise Application Package)	-	1,357.68	-
Analog Line Units - OP.....	-	4,668.76	-
Integrated Services Line Unit - OP	-	2,748.74	-
Packet Switching Interface Unit - OP ...	-	1,522.38	-
Packet Switching Interface Unit Shelf - OP	-	863.44	-

* Monthly charges begin 12 months after in service date.

** Monthly charges begin 24 months after in service date.

CENTREX CUSTOM SERVICES

General Services Administration - WITS (Cont'd)

B. Rates (Cont'd)

2. Centrex Custom System (Cont'd)	Service Establishment Charge	Installation Charge	Per Month
Basic Interface Rate U Card -	-	32.97	-
OP	-		
Basic Interface Rate T Card -	-	25.38	1.50*
OP	-		
Protocol Handlers (9600 kbps) - OP	-	330.86	-
Integrated Services Line Unit			
Line Group Concentrate Unit -	-	58.52	-
OP	-		
Integrated Services Line Unit Drawers	-	416.38	-
- OP	-		
Line Trunk Peripheral Cabinet - OP	-	464.95	-
Optical Remote Common Equipment - OP ...	-	7,671.41	234.50*
Optical Remote Module - 16MB -	-	30,142.77	351.12**
OP	-		
Optical Remote Module - 28MB -	-	31,631.60	351.12**
OP	-		

* Monthly charges begin 12 months after in service date.

** Monthly charges begin 24 months after in service date.

CENTREX CUSTOM SERVICES

General Services Administration - WITS (Cont'd)

B. Rates (Cont'd)

2. Centrex Custom System (Cont'd)	Service Establishment Charge	Installation Charge	Per Month
c. Transport and Distribution Cable			
Fiber, per mile.....	\$1,217.00	-	\$ 5.15*
Distribution Cable, Loop Charge -			
90 pair compliment			
1st 100 feet	137.51	\$1,766.81	81.20*
Each Additional 100 feet	117.52	-	-
Conduit Leasing charge, per mile.....	-	-	8.16
d. System Activity			
Change WITS User Line	-	12.50	-
Feature/Restriction			
Add Wits Hot Line	-	100.36	-
Change WITS Hot Line	-	100.36	-
Deinstall WITS Hot Line	-	29.01	-
Add Semipermanent Connection			
Semipermanent Connection			
Between Any Two Ports	-	12.70	-
Semipermanent Connection			
Between Analog Port and Channel T-1 Group	-	26.39	-
Semipermanent Connection Between	-	32.37	-
Two Channels in T-1 Group			
Change Semipermanent Connection			
Semipermanent Connection Between Any	-	12.70	-
Two Ports			
Semipermanent connection Between			
Analog Port			
and Channel T-1 Group .	-	26.39	-
Semipermanent Connection Between Two			
Channels			
in T-1 Group	-	32.37	-

* Monthly charges begin 12 months after in service date.

CENTREX CUSTOM SERVICES

General Services Administration - WITS (Cont'd)

B. Rates (Cont'd)

2. Centrex Custom System (Cont'd)	Service Establishment Charge	Installation Charge	Per Month
d. System Activity (Cont'd)			
Deinstall Semipermanent Connection Semipermanent Connection Between Any Two Ports.....	-	\$12.70	-
Semipermanent connection Between Analog Port and Channel T-1 Group .	-	26.39	-
Semipermanent Connection Between Two Channels in T-1 Group...	-	32.37	-
Add Dedicated Hardware Circuit Between Any 2 WITS or Federal Information.....			
Resources Management Regulation Locations.....	-	36.60	-

* Monthly charges begin 12 months after in service date.

CENTREX CUSTOM SERVICES

General Services Administration - WITS (Cont'd)

B. Rates (Cont'd)

2. Centrex Custom System (Cont'd)	Service Establishment Charge	Installation Charge	Per Month
d. System Activity (Cont'd)			
Change Dedicated Hardware			
Circuit			
Between Any 2 WITS or Federal			
Information			
Resources Management			
Regulation Locations	-	\$ 36.60	-
Deinstall Dedicated Hardware			
Circuit			
Between Any 2 WITS or Federal			
Information			
Resources Management			
Regulation Locations	-	36.60	-
Add Federal Telecommunications	-	29.13	-
System Trunk			
Change Federal Telecommunications	-	20.67	-
System Trunk			
Deinstall Federal			
Telecommunications System	-	12.20	-
Trunk			
Add Federal Information Resources			
Management Regulation	-	28.01	-
Trunk			
Change Federal Information			
Resources Management			
Regulation Trunk	-	19.55	-
Deinstall Federal Information			
Resources			
Management Regulation	-	11.08	-
Trunk			
Add Local Exchange Carrier Trunk....	-	29.13	-
Change Local Exchange Carrier	-	20.67	-
Trunk			
Deinstall Local Exchange Carrier	-	12.20	-
Trunk			

CENTREX CUSTOM SERVICES

General Services Administration - WITS (Cont'd)

B. Rates (Cont'd)

2. Centrex Custom System (Cont'd)	Service Establishment Charge	Installation Charge	Per Month
e. Site Preparation			
ARC 002 Central Office			
Electrical Power	\$34,618.00	\$60,582.00	-
Special Grounding	3,462.00	6,924.00	-
Security	173.00	519.00	-
Air Conditioning	35,830.00	53,658.00	-
Ceiling and Walls	23,641.00	46,367.00	-
Lighting	843.00	2,008.00	-
Fresh Air Circulation	3,462.00	5,625.00	-
Fire Detection/Protection	25,964.00	25,964.00	-
Flooring	10,934.00	10,934.00	-
Demolition	-	5,632.00	-

CENTREX CUSTOM SERVICES

General Services Administration - WITS (Cont'd)

B. Rates (Cont'd)

2. Centrex Custom System (Cont'd)	Service Establishment Charge	Installation Charge	Per Month
e. Site Preparation (Cont'd)			
ARC 307 Central Office			
Electrical Power.....	\$34,618.00	\$25,098.00	-
Special Grounding.....	2,596.00	2,596.00	-
Security.....	346.00	173.00	-
Air Conditioning.....	35,829.00	17,828.00	-
Ceiling and Walls.....	3,818.00	4,907.00	-
Lighting.....	727.00	727.00	-
Fresh Air Circulation...	2,164.00	3,462.00	-
Fire	12,982.00	10,385.00	-
Detection/Protection			
Flooring.....	1,721.00	1,405.00	-
Demolition.....	-	2,681.00	-
Bethesda Central Office			
Electrical Power.....	30,291.00	21,636.00	-
Special Grounding.....	5,193.00	5,193.00	-
Security.....	346.00	173.00	-
Air Conditioning.....	32,368.00	16,097.00	-
Ceiling and Walls.....	3,614.00	5,572.00	-
Lighting.....	692.00	415.00	-
Fresh Air Circulation...	2,164.00	3,462.00	-
Fire	9,520.00	6,924.00	-
Detection/Protection			
Flooring.....	1,515.00	1,080.00	-
Demolition.....	-	6,221.00	-
Hyattsville			
Electrical Power.....	30,291.00	21,636.00	-
Special Grounding.....	5,193.00	5,193.00	-
Security.....	346.00	173.00	-
Air Conditioning.....	35,830.00	17,828.00	-
Ceiling and Walls.....	4,978.00	8,052.00	-
Lighting.....	1,004.00	727.00	-
Fire	9,520.00	6,924.00	-
Detection/Protection			
Flooring.....	2,276.00	1,577.00	-
Demolition.....	-	2,943.00	-
Fresh Air Circulation...	2,164.00	3,462.00	-

CENTREX CUSTOM SERVICES

General Services Administration - WITS (Cont'd)

B. Rates (Cont'd)

2. Centrex Custom System (Cont'd)	Service Establishment Charge	Installation Charge	Per Month
e. Site Preparation (Cont'd)			
Montrose Central Office			
Electrical Power	\$30,291.00	\$21,636.00	-
Special Grounding	2,596.00	2,596.00	-
Security	346.00	173.00	-
Air Conditioning	35,830.00	17,828.00	-
Ceiling and Walls	5,778.00	9,729.00	-
Lighting	1,165.00	843.00	-
Fresh Air Circulation	2,164.00	3,462.00	-
Fire Detection/Protection ..	11,078.00	7,962.00	-
Flooring	2,785.00	1,895.00	-
Demolition	-	3,413.00	-
Suitland Central Office			
Electrical Power	30,291.00	21,636.00	-
Special Grounding	2,596.00	2,596.00	-
Security	346.00	173.00	-
Air Conditioning	41,542.00	20,771.00	-
Ceiling and Walls	6,917.00	11,843.00	-
Lighting	1,786.00	1,295.00	-
Fresh Air Circulation	2,164.00	3,462.00	-
Fire Detection/Protection ..	11,078.00	7,962.00	-
Flooring	4,031.00	2,693.00	-
Demolition	-	5,361.00	-
Silver Spring Central Office			
Electrical Power	69,236.00	51,927.00	-
Special Grounding	5,193.00	5,193.00	-
Security	1,039.00	519.00	-
Air Conditioning	60,062.00	29,945.00	-
Ceiling and Walls	20,383.00	24,738.00	-
Lighting	10,143.00	10,143.00	-
Fresh Air Circulation	4,847.00	6,231.00	-
Fire Detection/Protection ..	37,581.00	26,116.00	-
Flooring	25,553.00	16,828.00	-
Demolition	-	21,141.00	-

CENTREX CUSTOM SERVICES

General Services Administration - WITS (Cont'd)

B. Rates (Cont'd)

2. Centrex Custom System (Cont'd)	Service	Installation	Per
	Establishment Charge		
		Charge	Month
f. Switching and Environmental Support			
Fixed Recurring			
Bethesda Wire Center	-	-	\$ 60.00
Hyattsville Wire Center ..	-	-	120.00
Montrose Wire Center	-	-	135.00
Suitland	-	-	165.00
Silver Spring	-	-	135.00
Variable Recurring			
Bethesda Wire Center	-	-	*
Hyattsville Wire Center ..	-	-	*
Montrose Wire Center	-	-	*
Suitland	-	-	*
Silver Spring	-	-	*

3. Customized Intercept Options

- a. Each option subscribed to is subject to a minimum revenue guarantee of three months.
 - b. Subsequent changes to the type of intercept treatment selected for the minimum period will not be permitted.
- The customer will be billed monthly for electrical power used, appropriate charges for chilled water and the applicable gross receipts tax.

CENTREX CUSTOM SERVICES

General Services Administration - WITS (Cont'd)

B. Rates (Cont'd)

3. Customized Intercept Options (Cont'd)

c. Customized Intercept Service options per telephone number intercepted.

	<u>Installation Charge</u>	<u>Per Month</u>
Referral to one new number.....	\$ 6.50	\$2.25
Referral to two new numbers.....	15.00	2.75
Departmental Greeting with one new number.....	20.00	3.25
Departmental Greeting with two new numbers.....	20.00	3.25
Personalized Message with one new number.....	20.00	3.25
Personalized Message with two new numbers.....	20.00	3.25
Departmental Greeting with one number and completion	25.00	5.00
Departmental Greeting with two numbers and completion	25.00	5.00
Personalized Message with one number and completion	25.00	5.00
Personalized Message with two numbers and completion	25.00	5.00

- The customer will be billed monthly for electrical power used, appropriate charges for chilled water and the applicable gross receipts tax.

CENTREX CUSTOM SERVICES

General Services Administration - WITS (Cont'd)

B. Rates (Cont'd)

4. Message Units

No message unit allowance is included in the rates for Centrex Custom Service. The charges for all Message Units are the same as specified for Business Individual Lines in the Local Exchange Services Tariff.

CENTREX CUSTOM SERVICES

Loral Aerospace/WDL

A. Terms and Conditions

1. Company Serving Wire Center

Elkridge, Parkway

2. Dial Switching Equipment

DMS*-100 Type, Remote Switching Center (RSC) and Two Outside Plant Modules (OPMs)

3. Centrex Custom Line Capacities

The rate as specified for Centrex Custom Lines in B. following are based on:

- a. A minimum of either 690 or 800 and a maximum of 1,200 custom lines, with no more than 810 lines at the following addresses: 7100 Standard Drive, 7150 Standard Drive, 7170 Standard Drive, and 7235 Standard Drive, Hanover, Md. At these four locations, the customer will also maintain their Centrex Custom Service in the 796 exchange located in the Elkridge Serving Wire Center.

The minimum number of lines will increase to 800 lines when the customer exceeds 900 lines.

- b. A maximum of 700 "C" Station Line Cards provisioned in the two Outside Plant Modules.
- c. A maximum of 125 Centrex lines provisioned in the 2 OPMs may have multiple appearances.

Each multiple appearance of directory number, regardless of serving Dial Switching Equipment, is limited to one primary and three secondary, or additional, appearances.

- d. A maximum of 16 Datapath lines, no more than eight provisioned in the two OPMs.

4. System and Line Features

The Centrex Custom Service dial switching equipment shall be arranged to provide the following system and line feature capabilities:

Call Transfer
Touch-Tone Calling Service
3-way Calling

* Trademark of Northern Telecom Limited

CENTREX CUSTOM SERVICES

Loral Aerospace/WDL (Cont'd)

A. Terms and Conditions (Cont'd)

4. System and Line Features (Cont'd)

Automatic Route Selection - Basic	
Call Forwarding - Busy#	(T)
Call Forwarding - Don't Answer#	(T)
Call Forwarding - Variable	
Call Pickup & Hold	
Message Waiting - Visual Indication on "P" Sets	
Message Waiting - Stutter Dial Tone on Analog Lines	
Privacy Release	
Ring Again (Auto Call Back Calling)	
Ring Down (Point-to-Point Lines)	
Six-way Conference Capability	
Speed Dialing (6-number or 30-number)	
Standard Attendant Console Features	

All features included herein will be limited to the standard operating characteristics of the serving dial switching equipment and are exclusive of any terminal equipment on the customer's premises.

5. Contract Period

The contract period will start January 1, 1993 and end December 31, 2002.

Centrex Custom Service may continue beyond this contract period subject to the negotiation of a new contract between the customer and the Company.

6. Rate Stability

Component A Rate

Component A is the fixed capital portion. The Company agrees not to initiate any rate changes in the Component A rate specified in B. following, over the length of the contract period. The customer may choose to prepay the Component A rate for all months remaining in the contract for any or all lines. 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 prevailing cost of money rate.

Component B Rate

Component B is the variable expense portion. The Component B rate is subject to annual economic rate adjustment increases by the Company at no more than the annual increase in the Bureau of Labor Statistics Consumer Price Index, all Urban Consumers, during the immediately preceding 12 months.

#	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)
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CENTREX CUSTOM SERVICES

Loral Aerospace/WDL (Cont'd)

A. Terms and Conditions (Cont'd)

7. Subscriber Line Charge Credit

A credit equal to 90% of the applicable interstate Subscriber Line Charge will be applied to all Centrex custom lines.

8. Minimum Monthly Revenue Guarantee

a. Over the length of the contract period the customer is obligated to pay a minimum monthly revenue guarantee involving a portion of the Centrex Custom Service for the higher of:

(1) 690 lines, until Loral has 900 lines in service, at which time the minimum becomes 800 lines for the remainder of the contract.

(2) 90% of the highest number of Centrex custom lines in service on the annual anniversary dates of the installation of this service.

b. Should the Centrex custom lines fall short of this minimum or should the service be disconnected in its entirety, the customer shall be obligated to pay the monthly rate for Component A, specified in B. following, times the higher of a. (1) or a. (2) preceding for the number of months remaining in the contract period.

B. Rates

1. Application of Rates

Line Connection Charges, as specified for Centrex Lines under Service Charges in the General Services Tariff and Part C, Section 3 of this Product Guide, do not apply for lines that are existing Centrex lines at the time of cutover. Line Connection Charges will apply to all lines that are converted to Centrex lines at cutover, and those that are added to the system after cutover. For each Datapath line added to the Centrex Custom System after cutover, a line connection charge of \$50 will apply.

"C" Station Line Cards which serve Proprietary lines will have the same installation charge as line connection charge for Centrex lines provided that the customer is using MACSTAR for installation programming and rearrangements. In the event that the customer stops using MACSTAR for these activities, the installation charge for "C" Station Line Cards will be \$110.00.

CENTREX CUSTOM SERVICES

Loral Aerospace/WDL (Cont'd)

B. Rates (Cont'd)

2. Centrex Custom Lines, each

	<u>Per Month</u>	<u>USOC</u>
a. Exchange Access, voice and data.....	*	(U)

	<u>Per Month</u>		
	<u>Component A</u>	<u>Component B</u>	
b. Intercommunication			
Voice			
From 1/1/93 until the customer reaches 900 lines in service	\$11.50	\$ 8.50	(U)
Once the customer exceeds 900 lines and throughout the remainder of the contract	11.00	8.50	(U)
Datapath lines.....	20.00	10.00	

3. Usage Charges

No local calling usage allowance is included in the Centrex Custom Service rate schedules. Usage Charges apply as specified in the Local Exchange Services Tariff for Business Service.

4. Service Charges

Except as specified in 1. preceding, Service Charges for Centrex Custom Service will apply as specified for Centrex Service in the Company's General Services Tariff and Part C, Section 13 of this Product Guide.

5. The rates and charges for Automatic Route Selection - Basic, Additions, Deletions and Changes will apply as specified for Centrex Service in Part C, Section 13 of this Product Guide. Other available services or features for Centrex lines may be provided subject to the rates and charges applicable to such services or features.

* Monthly rate is an amount equal to 1/10 of the rate for a Business Dial Tone Line PBX Trunk specified in the Local Exchange Services Tariff.

CENTREX CUSTOM SERVICES

Hood College

A. Terms and Conditions

1. Company Serving Wire Center

Frederick

2. Dial Switching Equipment

5ESS* Switch

3. Centrex Custom Line Capacities

The Centrex custom line rates specified in B. following are based on:

	<u>CENTREX LINES</u>	
	<u>MINIMUM</u>	<u>MAXIMUM</u>
Administration lines	400	800
Dormitory Linest	<u>300</u>	<u>600</u>
Total Lines	700	1,400

Growth may occur beyond the maximum line capacities subject to appropriate rates specified by the Company for the additional lines at the time of request by the customer.

4. System and Line Features

The Centrex Custom Service dial switching equipment shall be arranged to provide the following system and line feature capabilities:

All Dormitory Lines

Call Screening
Call Transfer - All Calls
Call Waiting
Three Way Calling - All Calls
Touch Tone Calling Service

All Administration Lines

Auto Call Back Calling
Automatic Route Selection (Basic Installation & Monthly Charges)
Automatic Route Selection Deluxe - Facility Restriction Level

† Included in the dormitory lines are 36 security lines with intercommunication capability only.

* Registered Mark of AT&T Technologies, Inc.

CENTREX CUSTOM SERVICES

Hood College (Cont'd)

A. Terms and Conditions (Cont'd)

4. System and Line Features (Cont'd)

All Administration Lines (Cont'd)

Call Forwarding - Busy#

Call Forwarding - Don't Answer#

(D)

Call Forwarding - Variable

(D)

Call Pick Up & Hold

Call Transfer - All Calls

Call Waiting

Directed Call Pick-Up

Flexible Incoming Call Restriction

Inside/Outside Ringing Service

Six Party Conference Calling

Speed Dialing (6-number or 30-number)

Three-way Calling - All Calls

Toll Restriction

Touch-Tone Calling Service

User Programmable Call Forwarding

All features included herein will be limited to the standard operating characteristics of the serving dial switching equipment and are exclusive of any terminal equipment on the customer's premises.

5. Contract Period

The contract period shall begin with the date of initial establishment of Centrex Custom Service and end 120 months from that date.

Centrex Custom Service may continue beyond this contract period subject to the negotiation of a new contract between the customer and the Company.

6. Rate Stability

Component A Rate

Component A is the fixed capital portion. The Company agrees not to initiate any rate changes in the Component A Rate as specified in B. following, over the length of the contract period. The customer may choose to pre-pay the Component A rate for all months remaining in the contract for any or all lines. 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 13.2% cost of money.

- # 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)

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(N)

CENTREX CUSTOM SERVICES

Hood College (Cont'd)

A. Terms and Conditions (Cont'd)

6. Rate Stability (Cont'd)

Component B Rate

Component B is the variable expense portion. The monthly rates are subject to annual economic rate adjustment increases based on the Bureau of Labor Statistics Consumer Price Index, all Urban Consumers, during the immediately preceding 12 months.

7. Subscriber Line Charge Credit

A credit equal to 92% of the applicable interstate Subscriber Line Charge will be applied to Centrex dormitory and administration lines. A credit equal to 100% of the Subscriber Line Charge will be applied to the security lines.

8. Minimum Monthly Revenue Guarantee

a. Over the length of the contract the customer is obligated to pay a minimum monthly revenue guarantee involving a portion of the Centrex Custom Service for the higher of:

(1) The number of Centrex Custom lines at cutover, which is 400 administration lines and 300 dormitory lines.

(2) 80% of the highest number of Centrex Custom lines in service on the annual anniversary dates of the installation of this service.

b. Should the Centrex Custom lines fall short of this minimum or should the service be disconnected in its entirety, the customer shall be obligated to pay the monthly rate for Component A, specified in B. following, times the higher of a.(1) or a. (2) preceding for the number of months remaining in the contract period.

B. Rates

1. Application of Rates

Line Connection Charges, as specified for Centrex Lines in the Company's General Services Tariff and Part C, Section 13 of this Product Guide, do not apply for lines that were already Centrex at the time of cutover. Standard tariff/product guide line connection charges will apply to all lines that are converted to Centrex at cutover and those that are added to the system after cutover.

CENTREX CUSTOM SERVICES

Hood College (Cont'd)

B. Rates

2. Centrex Custom Lines, each		Per Month
a. Exchange Access.....		*
b. Intercommunication		
	Per Month	
	Component A	Component B
Administration Line.....	\$7.00	\$6.25
Dormitory & Security Lines.....	6.00	5.00

3. Usage Charges

No local calling usage allowance is included in the Centrex Custom Service rate schedules for either the Dormitory or Administration lines. Usage charges apply as specified in this Company's Local Exchange Services Tariff for Business Service.

4. Service Charges

Service Charges for Centrex Custom Service will apply as specified for Centrex Service in the Company's General Services Tariff and Part C, Section 3 of this Product Guide, except as specified in 1. preceding..

5. Other Services

- a. Other available services or features for Centrex lines may be provided subject to the rates and charges applicable to such services or features.
- b. The rates and charges for Automatic Route Selection - Basic Additions, Deletions and Changes will apply as specified for Centrex service.

* Monthly rate is an amount equal to 1/12 of the rate for a Business Dial Tone Line PBX Trunk specified in the Local Exchange Services Tariff.

CENTREX CUSTOM SERVICES

USAir, Inc.

A. Terms and Conditions

1. Company Serving Wire Center
Friendship
2. Dial Switching Equipment
DMS*-100 Type
3. Centrex Custom Line Capacities

The rates as specified for Centrex Custom Lines in B. following are based on 500 lines at cutover, growing to a maximum of 725 lines.

Growth may occur beyond the maximum line capacities subject to appropriate rates specified by the Company for the additional lines at the time of request by the customer.

4. System and Line Features

The Centrex Custom Service dial switching equipment shall be arranged to provide the following system and line feature capabilities:

Automatic Route Selection
Call Forwarding - Busy# (T)
Call Forwarding - Don't Answer# (T)
Call Forwarding - Variable
Call Pick Up and Hold
Call Transfer
Consultation Hold
Speed Dialing (6-number or 30-number)
Three-way Calling - All Calls
Touch-Tone Calling Service

All features included herein will be limited to the standard operating characteristics of the serving dial switching equipment and are exclusive of any terminal equipment on the customer's premises.

5. Contract Period

The contract period shall begin with the date of initial establishment of Centrex Custom Service and end 72 months from that date.

Centrex Custom Service may continue beyond this contract period subject to the negotiation of a new contract between the customer and the Company.

* Trademark of Northern Telecom Limited

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)

CENTREX CUSTOM SERVICES

USAir, Inc. (Cont'd)

A. Terms and Conditions (Cont'd)

6. Rate Stability

Component A Rate

Component A is the fixed capital portion. The Company agrees not to initiate any rate changes in the Component A Rate as specified in B. following, over the length of the contract period. The customer may choose to pre pay the Component A rate for all months remaining in the contract for any or all lines. 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 13.2% cost of money rate.

Component B Rate

Component B is the variable expense portion. The Component B rate is subject to annual economic rate adjustment increases by the Company at no more than the annual increase in the Bureau of Labor Statistics Consumer Price Index, all Urban Consumers, during the immediately preceding 12 months.

7. Subscriber Line Charge Credit

A credit equal to 90% of the applicable interstate Subscriber Line Charge will be applied to all Centrex custom lines.

8. Minimum Monthly Revenue Guarantee

Over the length of the contract the customer is obligated to pay a minimum monthly revenue guarantee for 400 lines. Should the Centrex Custom lines fall short of this minimum or should the service be disconnected in its entirety, the customer shall be obligated to pay the monthly rate for Component A, specified in B. following, for 400 lines for the number of months remaining in the contract period.

B. Rates

1. Application of Rates

Line Connection Charges, as specified for Centrex Lines in the General Services Tariff, Section 3 and Part C, Section 3 of this Product Guide, do not apply for lines that were already Centrex at the time of cutover. Standard tariff/product guide line connection charges will apply to all lines that are converted to Centrex at cutover and those that are added to the system after cutover.

CENTREX CUSTOM SERVICES

USAir, Inc. (Cont'd)

B. Rates (Cont'd)

1. Application of Rates (Cont'd)

Automatic Route Selection - Basic installation charges and recurring rates are included in the Centrex Custom Services charges.

2. Centrex Custom Lines, voice and proprietary, each

Per
Month

a. Exchange Access

*

	Per Month	
	Component A	Component B

b. Intercommunication, per line.....	\$7.50	\$5.00
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3. Usage Charges

No local calling usage allowance is included in the Centrex Custom Service rate schedules.

Usage charges apply as specified in the Local Exchange Services Tariff for Business Service.

4. Service Charges

Service Charges for Centrex Custom Service will apply as specified for Centrex Service in the General Service's Tariff, Section 3 and Part C, Section 3 of this Product Guide, except as specified in 1. preceding.

5. Other Services

a. Other available services or features for Centrex lines may be provided subject to the rates and charges applicable to such services or features.

b. The rates and charges for Automatic Route Selection - Basic, Additions, Deletions and Changes, Mac Star and SMDR will apply as specified for Centrex service.

* Monthly rate is an amount equal to 1/10 of the rate for a Business Dial Tone Line PBX Trunk specified in the Local Exchange Services Tariff.

CENTREX CUSTOM SERVICES

Washington County

A. Terms and Conditions

1. Company Serving Wire Center
Hagerstown, Hagerstown North and Williamsport
2. Dial Switching Equipment
5ESS* and Remote Switching Modules (RSMs)
3. Centrex Custom Line Capacities

The rates as specified for Centrex Custom Lines in B. following are based on 395 lines at cutover, growing to a maximum of 700 lines. Growth is restricted to existing locations with a maximum of 100 lines at 1302 Pennsylvania Avenue.

Growth may occur beyond the maximum line capacities subject to appropriate rates specified by the Company for the additional lines at the time of request by the customer.

4. System and Line Features

The Centrex Custom Service dial switching equipment shall be arranged to provide the following system and line feature capabilities:

Automatic Call Back Calling
Automatic Route Selection
Call Forwarding - Busy# (T)
Call Forwarding - Don't Answer# (T)
Call Forwarding - Variable
Call Pick Up and Hold
Call Transfer
Consultation Hold
Inside/Outside Ringing Service
Long Distance Message Restriction
Speed Dialing (6-number or 30-number)
Three-way Calling - All Calls
Touch-Tone Calling Service

All features included herein will be limited to the standard operating characteristics of the serving dial switching equipment and are exclusive of any terminal equipment on the customer's premises.

5. Contract Period

The contract period shall begin with the date of initial establishment of Centrex Custom Service and end 120 months from that date.

* Registered Mark of AT&T Technologies, Inc.

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)

CENTREX CUSTOM SERVICES

Washington County (Cont'd)

A. Terms and Conditions (Cont'd)

5. Contract Period (Cont'd)

Centrex Custom Service may continue beyond this contract period subject to the negotiation of a new contract between the customer and the Company.

6. Rate Stability

Component A Rate

Component A is the fixed capital portion. The Company agrees not to initiate any rate changes in the Component A Rate as specified in B. following, over the length of the contract period. The customer may choose to pre pay the Component A rate for all months remaining in the contract for any or all lines. 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 13.2% cost of money rate.

Component B Rate

Component B is the variable expense portion. The Component B rate is subject to annual economic rate adjustment increases by the Company at no more than the annual increase in the Bureau of Labor Statistics Consumer Price Index, all Urban Consumers, during the immediately preceding 12 months.

7. Subscriber Line Charge Credit

A credit equal to 90% of the applicable interstate Subscriber Line Charge will be applied to all Centrex custom lines.

8. Minimum Monthly Revenue Guarantee

a. Over the length of the contract the customer is obligated to pay a minimum monthly revenue guarantee involving a portion of the Centrex Custom Service for the higher of:

1. The number of Centrex Custom lines at cutover, 395 lines.
2. 90% of the highest number of Centrex Custom lines in service on the annual anniversary dates of the installation of this service.

CENTREX CUSTOM SERVICES

Washington County (Cont'd)

A. Terms and Conditions (Cont'd)

- b. Should the Centrex Custom lines fall short of this minimum or should the service be disconnected in its entirety, the customer shall be obligated to pay the monthly rate for Component A, specified in B. following, times the higher of a.1. or a.2. preceding for the number of months remaining in the contract period.

9. Intercom Calling

The Custom Digital Centrex Service includes the provision of all network services necessary to provide Intercom Calling between all customer locations served from the Hagerstown, Hagerstown-North and Williamsport central offices.

B. Rates

1. Application of Rates

Line Connection Charges, as specified for Centrex Lines in the Company's General Services Tariff and Part C, Section 13 of this Product Guide, do not apply for lines that were already Centrex at the time of cutover. Standard tariff/product guide line connection charges will apply to all lines that are converted to Centrex at cutover and those that are added to the system after cutover.

Automatic Route Selection - Basic installation charges and recurring rates are included in the Centrex Custom Services charges.

2. Centrex Custom Lines, voice only, each

	<u>Per Month</u>	
a. Exchange Access	*	
	<u>Per Month</u>	
	<u>Component A</u>	<u>Component B</u>
b. Intercommunication, per line.....	\$6.85	\$6.00

3. Usage Charges

No local calling usage allowance is included in the Centrex Custom Service rate schedules. Usage charges apply as specified in the Local Exchange Services Tariff for Business Service.

- * Monthly rate is an amount equal to 1/10 of the rate for a Business Dial Tone Line PBX Trunk specified in the Local Exchange Services Tariff.

CENTREX CUSTOM SERVICES

Washington County (Cont'd)

B. Rates (Cont'd)

4. Service Charges

Service Charges for Centrex Custom Service will apply as specified for Centrex Service in the Company's General Services Tariff and Part C, Section 13 of this Product Guide, except as specified in 1. preceding.

5. Other Services

- a. Other available services or features for Centrex lines may be provided subject to the rates and charges applicable to such services or features.
- b. The rates and charges for Automatic Route Selection - Basic, Additions, Deletions and Changes will apply as specified for Centrex service.

CENTREX CUSTOM SERVICES

Saint Mary's County

A. Terms and Conditions

1. Company Serving Wire Center
Lexington Park, Leonardtown
2. Dial Switching Equipment
5ESS* and Remote Switching Module (RSM)
3. Centrex Custom Line Capacities

The rates as specified for Centrex Custom Lines in B. following are based on a minimum of 400 lines at cutover, growing to a maximum of 900 lines.

Growth may occur beyond the maximum line capacities subject to appropriate rates specified by the Company for the additional lines at the time of request by the customer.

4. System and Line Features

The Centrex Custom Service dial switching equipment shall be arranged to provide the following system and line feature capabilities:

Automatic Call Back Calling	
Automatic Route Selection	
Call Forwarding - Busy#	
Call Forwarding - Don't Answer#	
Call Forwarding - Variable	
Call Pick Up and Hold	(T)
Call Transfer	(T)
Consultation Hold	
Directed Call Pick-up	
Inside/Outside Ringing Service	
Speed Dialing (6-number or 30-number)	
Three-way Calling - All Calls	
Touch-Tone Calling Service	

All features included herein will be limited to the standard operating characteristics of the serving dial switching equipment and are exclusive of any terminal equipment on the customer's premises.

5. Contract Period

The contract period shall begin with the date of initial establishment of Centrex Custom Service and end 120 months from that date.

* Registered Mark of AT&T Technologies, Inc.

#	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 CUSTOM SERVICES

Saint Mary's County (Cont'd)

A. Terms and Conditions (Cont'd)

5. Contract Period (Cont'd)

Centrex Custom Service may continue beyond this contract period subject to the negotiation of a new contract between the customer and the Company.

6. Rate Stability

Component A Rate

Component A is the fixed capital portion. The Company agrees not to initiate any rate changes in the Component A Rate as specified in B. following, over the length of the contract period. The customer may choose to pre pay the Component A rate for all months remaining in the contract for any or all lines. 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 13.2% cost of money rate.

Component B Rate

Component B is the variable expense portion. The Component B rate is subject to annual economic rate adjustment increases by the Company at no more than the annual increase in the Bureau of Labor Statistics Consumer Price Index, all Urban Consumers, during the immediately preceding 12 months.

7. Subscriber Line Charge Credit

A credit equal to 90% of the applicable interstate Subscriber Line Charge will be applied to all Centrex custom lines.

8. Minimum Monthly Revenue Guarantee

a. Over the length of the contract the customer is obligated to pay a minimum monthly revenue guarantee involving a portion of the Centrex Custom Service for the higher of:

1. The number of Centrex Custom lines at cutover.
2. 90% of the highest number of Centrex Custom lines in service on the annual anniversary dates of the installation of this service.

b. Should the Centrex Custom lines fall short of this minimum or should the service be disconnected in its entirety, the customer shall be obligated to pay the monthly rate for Component A, specified in B. following, times the higher of a.1. or a.2. preceding for the number of months remaining in the contract period.

CENTREX CUSTOM SERVICES

Saint Mary's County (Cont'd)

B. Rates

1. Application of Rates

Line Connection Charges, as specified for Centrex Lines in the General Services Tariff, Section 3 and Part C, Section 3 of this Product Guide, do not apply for lines that were already Centrex at the time of cutover. Standard tariff line connection charges will apply to all lines that are converted to Centrex at cutover and those that are added to the system after cutover.

Automatic Route Selection - Basic installation charges and recurring rates are included in the Centrex Custom Services charges.

2. Centrex Custom Lines, voice only, each

	<u>Per Month</u>	
a. Exchange Access	*	
	<u>Per Month</u>	
	<u>Component A</u>	<u>Component B</u>
b. Intercommunication, per line.....	\$5.00	\$6.75

3. Usage Charges

No local calling usage allowance is included in the Centrex Custom Service rate schedules. Usage charges apply as specified in the Local Exchange Services Tariff for Business Service.

4. Service Charges

Service Charges for Centrex Custom Service will apply as specified for Centrex Service in the Company's General Services Tariff and Part C, Section 13 of this Product Guide, except as specified in 1. preceding.

5. Other Services

- a. Other available services or features for Centrex lines may be provided subject to the rates and charges applicable to such services or features.
- b. The rates and charges for Automatic Route Selection - Basic, Additions, Deletions and Changes will apply as specified for Centrex service.

* Monthly rate is an amount equal to 1/10 of the rate for a Business Dial Tone Line PBX Trunk specified in the Local Exchange Services Tariff.

CENTREX CUSTOM SERVICES

Harford County Government and Board of Education

A. Terms and Conditions

1. Company Serving Wire Center

Belair, Jarrettsville, Edgewood, Aberdeen, Havre De Grace,
Churchville, Darlington, Winters Run and Cardiff

2. Dial Switching Equipment

5ESS* Switch, Remote Switching Modules (RSMs), and DMS-100† Type

3. Centrex Custom Line Capacities

The rates as specified for Centrex Custom lines in B. following are based on:

	Centrex Lines	
	Minimum	Maximum
Government	350	1,050
Board of Education	250	650
Total Lines	600	1,700

The minimum is within 12 months of cutover.

Growth may occur beyond the maximum line capacities subject to appropriate rates specified by the Company for the additional lines at the time of request by the customer.

4. System and Line Features

The Centrex Custom Service dial switching equipment shall be arranged to provide the following system and line feature capabilities:

Automatic Route Selection	
Call Forwarding - Busy#	(T)
Call Forwarding - Don't Answer#	(T)
Call Forwarding - Variable	
Call Pick Up and Hold	
Call Transfer	
Consultation Hold	
Speed Dialing (6-number or 30-number)	
Three-way Calling - All Calls	
Touch-Tone Calling Service	

* Registered Mark of AT&T Technologies, Inc.

† Trademark of Northern Telecom Limited.

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)

CENTREX CUSTOM SERVICES

Harford County Government and Board of Education (Cont'd)

A. Terms and Conditions (Cont'd)

4. System and Line Features (Cont'd)

All features included herein will be limited to the standard operating characteristics of the serving dial switching equipment and are exclusive of any terminal equipment on the customer's premises.

5. Contract Period

The contract period shall begin with the date of initial establishment of Centrex Custom Service and end 120 months from that date.

Centrex Custom Service may continue beyond this contract period subject to the negotiation of a new contract between the customer and the Company.

6. Rate Stability

The monthly rates, specified for Centrex Custom lines - Intercommunication, shall not be subject to increases during the contract period.

Pre-Payment

The customer may choose to pre pay the Component A and/or the Component B of the monthly rate for all months remaining in the contract for any or all lines. 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 13.2% cost of money.

7. Subscriber Line Charge Credit

A credit equal to 87.5% of the applicable interstate Subscriber Line Charge will be applied to all Centrex Custom lines.

8. Minimum Monthly Revenue Guarantee

a. Over the length of the contract the customer is obligated to pay a minimum monthly revenue guarantee involving a portion of the Centrex Custom Service for the higher of:

1. The number of Centrex Custom lines at cutover.
2. 90% of the highest number of Centrex Custom lines in service on the annual anniversary dates of the installation of this service.

CENTREX CUSTOM SERVICES

Harford County Government and Board of Education (Cont'd)

A. Terms and Conditions (Cont'd)

8. Minimum Monthly Revenue Guarantee (Cont'd)

- b. Should the Centrex Custom lines fall short of this minimum or should the service be disconnected in its entirety, the customer shall be obligated to pay the monthly rate for Component A, specified in B. following, times the higher of a.1. or a.2. preceding for the number of months remaining in the contract period.
- c. The Harford County Government and The Harford County Public School System shall each be responsible for their own lines.

9. Intercom Calling

The Custom Digital Centrex Service includes the provision of all network services necessary to provide Intercom Calling between all customer locations served from the Belair, Jarrettsville, Edgewood, Aberdeen, Havre De Grace, Churchville, Darlington, Winters Run and Cardiff central offices.

B. Rates

1. Application of Rates

Line Connection Charges, as specified for Centrex Lines in the General Services Tariff, Section 3 and Part C, Section 3 of this Product Guide, do not apply for lines that were already Centrex at the time of cutover. Standard tariff/product guide line connection charges will apply to all lines that are converted to Centrex at cutover and those that are added to the system after cutover.

Automatic Route Selection - Basic installation charges and recurring rates are included in the Centrex Custom Services charges.

2. Centrex Custom Lines, voice only, each

	<u>Per Month</u>	
a. Exchange Access	*	
	<u>Per Month</u>	
	<u>Component A</u>	<u>Component B</u>
b. Intercommunication, per line.....	\$8.00	\$7.26

- * Monthly rate is an amount equal to 1/8 of the rate for a Business Dial Tone Line PBX Trunk specified in the Local Exchange Services Tariff.

CENTREX CUSTOM SERVICES

Harford County Government and Board of Education (Cont'd)

B. Rates (Cont'd)

3. Usage Charges

No local calling usage allowance is included in the Centrex Custom Service rate schedules. Usage charges apply as specified in the Local Exchange Services Tariff for Business Service.

4. Service Charges

Service Charges for Centrex Custom Service will apply as specified for Centrex Service in the Company's General Services Tariff and Part C, Section 13 of this Product Guide, except as specified in 1. preceding.

5. Other Services

- a. Other available services or features for Centrex lines may be provided subject to the rates and charges applicable to such services or features.
- b. The rates and charges for Automatic Route Selection - Basic, Additions, Deletions and Changes will apply as specified for Centrex service.

CENTREX CUSTOM SERVICES

I.T.S. Garrigan, Inc.

A. Terms and Conditions

1. Centrex Custom Shared Tenant Service

Centrex Custom Shared Tenant Service will be provided under the terms and conditions of the customer-specific contract and the general terms and regulations set forth for Shared Tenant Services in the Local Exchange Services Tariff.

2. Company Serving Wire Center
Silver Spring

3. Dial Switching Equipment
5ESS* Type

4. Centrex Custom Line Capacities

The rates specified for Centrex Custom Lines in B. following are based on approximately 250 voice lines in service within the first twelve months of the contract with growth to a maximum of 1,000 voice lines. The services included by this Product Guide are limited to the 1400 East-West Highway location in Silver Spring, known as "Draper Triangle." Lines beyond the quantities stated above will be priced separately, if and when requested.

5. System and Line Features

The Centrex Custom Service dial switching equipment shall be arranged to provide the following system and line feature capabilities:

Automatic Route Selection

Call Forwarding - Busy#

(T)

Call Forwarding - Don't Answer#

(T)

Call Forwarding - Variable

Call Pick-up and Hold

Call Transfer

Call Waiting

Consultation Hold

Directed Call Pick-up

Speed Dialing (6-number or 30-number)

Three-way Calling - All Calls

Touch-Tone Calling Service

* Registered Trademark of AT&T Technologies, Inc.

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 CUSTOM SERVICES

I.T.S. Garrigan, Inc. (Cont'd)

A. Terms and Conditions (Cont'd)

5. System and Line Features (Cont'd)

In addition, the following feature is available to each Shared Tenant Service Patron for a separate custom rate:

Intercept Service

6. Contract Period

The contract period shall begin with the date of initial establishment of Centrex Custom Shared Tenant Service and end 120 months from that date.

7. Rate Stability

Component A Rate

Component A is the fixed capital portion. The Company agrees not to initiate any rate changes in the Component A Rate as specified in B. following, over the length of the contract period. The customer may choose to pre pay the Component A rate for all months remaining in the contract for any or all lines. 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 13.2% cost of money rate.

Component B Rate

Component B is the variable expense portion. The Component B rate is subject to annual economic rate adjustment increases by the Company at no more than the annual increase in the Bureau of Labor Statistics Consumer Price Index, all Urban Consumers, during the immediately preceding 12 months.

8. Subscriber Line Charge Credit

A credit equal to 90% of the applicable interstate Subscriber Line Charge will be applied to all Centrex custom lines.

9. Minimum Monthly Revenue Guarantee

Over the length of the contract, the customer is obligated to pay a minimum monthly revenue guarantee equal to the higher of:

a. All lines at cutover, or

b. 90% of the highest number of lines in service on the annual anniversary dates of the installation of the service.

CENTREX CUSTOM SERVICES

I.T.S. Garrigan, Inc. (Cont'd)

A. Terms and Conditions (Cont'd)

9. Minimum Monthly Revenue Guarantee (Cont'd)

Should the customer's service fall short of the minimum or should the customer disconnect the service entirely, the customer is obligated to pay for the "A" component of the monthly rate times the higher of a. or b. times the number of months remaining in the contract.

10. Some telephone number changes may be required to provide Custom Centrex Shared Tenant Service.

11. Verizon Maryland LLC will provide and maintain cable from the Central Office to the Minimum Point of Presence.

12. A separate directory listing will be provided for each Centrex line.

B. Rates

1. Application of Rates

Line Connection Charges, as specified for Centrex Lines in the General Services Tariff, Section 3 and Part C, Section 3 of this Product Guide, do not apply for lines that were already Centrex at the time of cutover. Standard tariff line connection charges will apply to all lines that are converted to Centrex at cutover and those that are added to the system after cutover.

Automatic Route Selection - Basic installation charges and recurring rates are included in the Centrex Custom Services charges.

2. Centrex Custom Lines, each

	<u>Per Month</u>	
a. Exchange Access	*	
	<u>Per Month</u>	
	<u>Component A</u>	<u>Component B</u>
b. Intercommunication, per line.....	\$7.25	\$5.25
	<u>Nonrecurring Charge</u>	<u>Per Month</u>
3. Intercept Service	\$6.50	\$2.50

* Monthly rate is an amount equal to 1/10 of the rate for Shared Tenant Service Providers Dial Tone Lines specified in the Local Exchange Services Tariff.

CENTREX CUSTOM SERVICES

I.T.S. Garrigan, Inc. (Cont'd)

B. Rates (Cont'd)

4. Usage Charges

No local calling usage allowance is included in the Centrex Custom Service rate schedules. Usage charges apply as specified in the Local Exchange Services Tariff for Local Exchange Message Rate Business Service.

5. Service Charges

Service Charges for Centrex Custom Service will apply as specified for Centrex Service in the Company's General Services Tariff and Part C, Section 13 of this Product Guide.

CENTREX CUSTOM SERVICES

Public Health Service

A. Terms and Conditions

1. Company Serving Wire Centers

Rockville, Montrose

2. Dial Switching Equipment

5ESS* Type

3. Centrex Custom Line Capacities

The rates specified for Centrex Custom Lines in B. following are based on 28,883 lines at cutover, with growth to 33,926 lines by the end of the contract period. Growth may occur beyond the maximum capacities subject to appropriate rates agreed upon by the Company and the customer at the time of request.

4. System and Line Features

The Centrex Custom Service dial switching equipment shall be arranged to provide system and line feature capabilities which include but are not limited to:

- Busy Line Camp-on
- Call Forwarding
- Call Hold
- Call Waiting
- Directed Call Pickup
- Group Call Pickup
- Inside/Outside Ringing Service
- Intercom
- Last Number Dialed
- Meet-me Conference
- Speed Dialing
- Three-way Conference
- User Conference

5. Contract Period

The contract period shall be 104 months beginning with the initial establishment and acceptance by the customer for this Centrex Custom Service. Service may continue beyond the contract period subject to negotiation between the customer and the Company.

* Registered Mark of AT&T Technologies, Inc.

CENTREX CUSTOM SERVICES

Public Health Service (Cont'd)

A. Terms and Conditions (Cont'd)

6. Economic Price Adjustments

The Company may request that the rates and charges for items specified in B. following be adjusted annually each December 1 in accordance with procedures set forth in the contract between the Company and the customer.

Economic price adjustments will be based on annual changes in the Consumer Price Index for All Urban Wage Earners and Clerical Works (CPI-W), U.S. City Average all items.

7. Subscriber Line Charge Credit

The subscriber Line Charge (SLC) credit will be determined based on the applicable station-to-trunk ratio in effect on the service date. However, the SLC credit will change from time to time when the station-to-trunk ratio is recalculated during the contract period.

For each line, the credit equals 100 percent of the applicable SLC charge minus the reciprocal of the station-to-trunk ratio. The initial credit will be 94.5% based on a station-to-trunk ratio of 18:1.

B. Rates

1. Application of Rates

Service Charges specified for Centrex Lines in the General Services Tariff and Part C, Section 3 of this Product Guide do not apply for this Centrex Custom Service. Charges based on costs will be charged for any changes not covered by the installation charges for the equipment provided.

2. Centrex Custom System	Service		Per	USOC
	Establishment	Installation		
	Charge	Charge	Month	
a. Exchange Access	-	-	*	
Voice.....				
b. Host System				
Host System	-	\$1,178,929.23	\$28,108.77	
ORM System, each				
Initial	-	220,101.23	-	
Additional ...	-	27,708.92	-	

* Monthly rate is based on the station-to-trunk ratio of 1:18 of the applicable business message rated PBX trunk specified in the Local Exchange Services Tariff.

CENTREX CUSTOM SERVICES

Public Health Service (Cont'd)

B. Rates (Cont'd)

2. Centrex Custom System	Service Establishment Charge	Installation Charge	Per Month	USOC
b. Host System (Cont'd)				
Global Digital Services				
Unit, each				
Implementation	-	\$ 5,769.23	-	
Additional	-	7,896.92	-	
3-way Conference				
Bridge, each				
Implementation	-	1,349.54	\$32.30	
Additional	-	1,920.92	32.30	
6-way Conference				
Bridge, each				
Implementation	-	1,920.92	16.61	
Additional	-	1,996.62	16.61	
16 MG Switch Module, each				
Implementation	-	66,869.54	-	
Additional	-	92,747.08	-	
32 MG Switch Module, each				
Implementation	-	86,712.92		
Additional	-	120,546.46	-	
Analog Line Unit, each				
Implementation	-	13,905.23	2.77	
Additional	-	18,962.77	2.77	
6:1 Line Unit				
Concentrator, each				
Implementation	-	16,794.46	-	
Additional	-	23,045.54	-	
DLTU-8 DS1 System, each				
Implementation	-	4,184.30	-	
Additional	-	5,581.85	-	
Digital Facilities				
Interface	-	1,469.54	-	
Packet Switch, each				
Implementation	-	20,191.38	117.23	
Additional	-	28,163.08	117.23	

CENTREX CUSTOM SERVICES

Public Health Service (Cont'd)

B. Rates (Cont'd)

2. Centrex Custom System	Service Establishment Charge	Installation Charge	Per Month	USOC
b. Host System (Cont'd)				
PSU Shelf, each				
Implementation	-	7,643.08	-	
Additional	-	10,728.92	-	
Protocol Handler, each				
Implementation	-	2,825.54	33.23	
Additional	-	3,996.92	33.23	
Integrated Services Line Unit, each				
Implementation	-	50,671.38	-	
Additional	-	71,080.62	-	
U-Card, each				
Implementation	-	204.00	6.46	
Additional	-	284.30	6.46	
T-Card, each.....	-	151.20	-	

CENTREX CUSTOM SERVICES

Public Health Service (Cont'd)

B. Rates (Cont'd)

2. Centrex Custom System	Service Establishment Charge	Installation Charge	Per Month	USOC
b. Host System (Cont'd)				
Z-Card, each				
Implementation	-	\$ 179.08	\$.92	
Additional	-	245.54	.92	
UPS Power Plant	-	612,549.23	-	
Multi ORM Power	-	207,007.00	-	
Main Distributing Frame (MDF)				
Vertical Cross				
Connect, each				
Implementation....	-	52.62	-	
Additional.....	-	58.80	-	
MDF Horizontal Connect, each	-	2.77	-	
Data Set Cabinet, each.....	-	2,729.54	-	
Fiber Electronics	-	1,006,852.61	-	
Subscriber Loop Carrier CO and				
Remote Terms, each	-	13,842.46	-	
Subscriber Loop Carrier per three	-	20,436.92	-	
SLC/ISDN Line, each.....	-	2,077.85	6.46	
SLC/Analog Voice Line, each	-	217.85	11.08	
Outside SLC Location, each..	-	4,823.08	-	
Inside SLC Location, each...	-	2,358.46	-	
CCS7 Equipment	-	283,687.38	-	
System Loop, each	-	-	5.54	
Outside Plant Facilities....	-	753,689.00		
Fiber Facilities	-	334,372.62	2,323.39	
Host Module Software, each				
Initial	-	28,413.23	-	
Additional	-	43,177.84	-	
ORM Module Software, each...	-	55,007.08	-	
Attendant Console				
Software, each				
Implementation	-	45.23	-	
Additional	-	68.30	-	

CENTREX CUSTOM SERVICES

Public Health Service (Cont'd)

B. Rates (Cont'd)

2. Centrex Custom System	<u>Service Establishment Charge</u>	<u>Installation Charge</u>	<u>Per Month</u>	<u>USOC</u>
b. Host System (Cont'd)				
Feature Module, each				
Implementation	-	\$16,298.77	-	
Additional	-	24,768.00	-	
MBKU Software, each				
Implementation	-	31.38	-	
Additional	-	47.08	-	
ISDN1 Software, each				
Implementation	-	31.38	-	
Additional	-	47.08	-	
SLC Site Preparation.....	-	104,280.00	-	

CENTREX CUSTOM SERVICES

Public Health Service (Cont'd)

B. Rates (Cont'd)

2. Centrex Custom System	Service Establishment Charge	Installation Charge	Per Month	USOC
Westwood System				
ORM System Initialization, each				
Initial	-	259,399.38	-	
Additional	-	37,906.15	-	
32 MG Switch Module, each...	-	120,222.46	-	
Packet Switch, each.....	-	28,009.85	117.23	
PSU Shelf, each.....	-	10,670.77	-	
Protocol Handler, each.....	-	3,974.77	33.23	
Integrated Services Line Unit, each	-	70,694.77	-	
U-Card, each.....	-	282.46	6.46	
Z-Card, each.....	-	244.62	.92	
Single ORM Power.....	-	76,595.08	-	
MDF Vert and XConn, each....	-	51.70	-	
MDF Horz Conn, each.....	-	2.77	-	
Fiber Electronics.....	-	388,500.00	-	
ORM Module Software, each...	-	83,134.15	-	
Feature Module, each.....	-	24,768.00	-	
MBKU Software, each.....	-	47.08	-	
ISDN1 Software, each.....	-	47.08	-	

3. Message Units

No message unit allowance is included in the rates for Centrex Custom Service. The charges for all Message Units are the same as specified for Business Individual Lines in the Local Exchange Services Tariff.

CENTREX CUSTOM SERVICES

Prince George's County Board of Education and Government

A. Terms and Conditions

1. Company Serving Wire Centers
Allentown, Annapolis, Baden, Bowie, Beltsville, Berwyn, Brandywine,
Bryans Road, Clinton, Central Avenue, Chapel Hill, Chillum, Church Road,
Crofton, Hyattsville, Landover, Lanham, Laurel, Marlboro, Oxon Hill,
Riggs Road, Suitland, Temple Hills
2. Dial Switching Equipment
1AESS*, 5ESS* Type and Remote Switching Modules
3. Centrex Custom Line Capacities
The rates specified for Centrex custom lines in B. following are based on
the following:

Board of Education: a minimum of 3,000 custom lines by May 1, 1996, of
which 500 lines must be served from the Marlboro
wire center.

Government: a minimum of 700 custom lines by May 1, 1996.

4. System and Line Features

The Centrex Custom Service dial switching equipment shall be arranged to
provide the following system and line feature capabilities:

976/900 Call Blocking
Auto Call Back Calling
Automatic Route Selection - Basic
Call Forwarding - Busy# (T)
Call Forwarding - Don't Answer# (T)
Call Forwarding - Variable
Call Pick Up & Hold
Call Transfer
Consultation Hold
Directed Call Pick-up
Inside/Outside Ringing Service
Long Distance Message Restriction
Speed Dialing - 6-number or 30-number (individual and shared)
Three-way Calling
Touch Tone

* Registered Trademark of A.T. & T. Technologies, Inc.

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)

CENTREX CUSTOM SERVICES

Prince George's County Board of Education and Government (Cont'd)

A. Terms and Conditions (Cont'd)

4. System and Line Features (Cont'd)

All features included herein will be limited to the standard operating characteristics of the serving dial switching equipment and are exclusive of any terminal equipment on the customer's premises.

5. Contract Period

The contract period shall begin with the date of the initial establishment of Centrex Custom Service and end 120 months from that date.

Centrex Custom Service may continue beyond this contract period subject to the negotiation of a new contract between the customers and the Company.

6. Rate Stability

The Component A monthly rates specified in B. following shall not be subject to increases during the contract period. The Component B monthly rates may be increased annually by the Company no more than the annual increase in the Bureau of Labor Statistics Consumer Price Index - All Urban Consumers during the immediately preceding 12 months.

7. Subscriber Line Charge Credit

A credit equal to 84.6% of the applicable interstate Subscriber Line Charge will be applied to all Centrex custom lines.

8. Minimum Monthly Revenue Guarantee

a. The Board of Education is obligated to pay a minimum monthly revenue guarantee based on the higher of:

- (1) 3,000 Centrex Custom lines as of May 1, 1996, or
- (2) 90% of the highest number of Centrex Custom lines in service on the annual anniversary dates of the installation of this service.

b. The County Government is obligated to pay a minimum monthly revenue guarantee based on the higher of:

- (1) 700 Centrex Custom lines as of May 1, 1996
- (2) 90% of the highest number of Centrex Custom lines in service on the annual anniversary dates of the installation of this service.

CENTREX CUSTOM SERVICES

Prince George's County Board of Education and Government (Cont'd)

A. Terms and Conditions (Cont'd)

8. Minimum Monthly Revenue Guarantee (Cont'd)

- c. For either customer, should the Centrex Custom lines fall short of this minimum or should the service be disconnected in its entirety, the customer shall be obligated to pay the monthly rate for Component A, specified in B. following, times the higher of a.(1) or a.(2) for the Board of Education, or b.(1) or b.(2) for the County Government, for the number of months remaining in the contract period.

Any Verizon Centrex INTELLILINQSM-Basic Rate Interface lines using the Multipoint configuration will count as two Centrex Custom lines towards each customer's minimum monthly revenue guarantee.

9. Prepayment Option

Each customer may choose to prepay either the A Component of the Intercom Rate or the entire Intercom Rate for any or all lines at any time during the contract period. The prepayment would be calculated by converting the stream of monthly payments to a present worth amount, using the prevailing cost of money rate.

B. Rates

1. Application of Rates

Line connection charges, as specified for Centrex lines under Service Charges in the General Services Tariff and Part C of this Product Guide, do not apply for existing Centrex Service lines converting to Centrex Custom Service lines.

2. Centrex Custom Lines, voice only, each

		<u>Per Month</u>	<u>USOC</u>
a. Exchange Access.....		*	(U)
		<u>Per Month</u>	
		<u>Component A</u>	<u>Component B</u>
b. Intercommunication.....	\$9.60	\$5.85	(U)

* Monthly rate is an amount equal to 1/6.5 of the rate for a Business Dial Tone Line PBX Trunk specified in the Local Exchange Services Tariff.

CENTREX CUSTOM SERVICES

Prince George's County Board of Education and Government (Cont'd)

B. Rates (Cont'd)

3. Usage Charges

No local calling usage allowance is included in the Centrex Custom Service rate schedules. Usage Charges apply as specified in the Local Exchange Services Tariff.

4. Service Charges

Except as specified in 1. preceding, Service Charges for Centrex Custom Service will apply as specified for Centrex Service in the General Service's Tariff and Part C, Section 3 of this Product Guide.

5. Centrex **IntelliLinQ**-Basic Rate Interface Service and Centrex Extend Service

Centrex **IntelliLinQ**-Basic Rate Interface Service and Centrex Extend Service will be provided at the prevailing Product Guide rates.

CENTREX CUSTOM SERVICES

Deluxe Data Systems, Inc.

A. Terms and Conditions

1. Centrex Custom Line Capacities

The capacities during the service period, on which the rates specified for Centrex Custom lines under B. are based, will be a minimum of 2,500 lines.

2. Contract Period

The contract period shall be for 60 months and begin on June 2, 1993. Service may continue beyond this period subject to the negotiation of a new contract and appropriate rate adjustments.

3. Rate Stability

The Component A monthly rates specified in B. following shall not be subject to increases during the contract period. The Component B monthly rates may be increased annually by the Company no more than the annual increase in the Bureau of Labor Statistics Consumer Price Index - All Urban Consumers during the immediately preceding 12 months.

4. Subscriber Line Charge

A credit equal to that specified for Centrex Verizon Business Pak Plan customers will be applied to all Centrex Custom Service lines.

5. Termination Liability - Minimum Revenue Guarantee

- a. Over the length of the contract, the customer is obligated to pay for 2,500 lines.

Should the customer's service fall short of this minimum or should the customer disconnect the service entirely, the customer is obligated to pay for the "A" rate for 2,500 lines times the number of months remaining in the contract.

- b. In the event that Deluxe Data fails to obtain government funding for the State of Maryland EBT project, and/or the State of Maryland terminates the project, the customer will be released from this obligation by paying a one-time termination charge equal to the lesser of:

(1) the "A" and "B" rates for 2,500 lines for 12 months

(2) the termination liability as calculated in a. preceding

CENTREX CUSTOM SERVICES

Deluxe Data Systems, Inc. (Cont'd)

A. Terms and Conditions (Cont'd)

5. Termination Liability - Minimum Revenue Guarantee (Cont'd)

- c. Customer locations with Centrex CUSTOFLEX service which subscribe to this Custom Centrex Service will not be charged termination liability under the CUSTOFLEX Tariff so long as the number of lines equals or exceeds that on the existing CUSTOFLEX service.

B. Rates

1. Line Connection Charge

Line Connection Charges will apply to all lines that are converted to this Custom Centrex Service upon the initial establishment and all lines that are added to the Custom Centrex Service after cutover. There will be no line connection charges for lines that were already Centrex at the time of cutover.

2. Centrex Custom Lines, each

	<u>Per Month</u>	<u>USOC</u>
a. Exchange Access.....	*	(U)

	<u>Per Month</u>		
	<u>Component A</u>	<u>Component B</u>	
b. Intercommunication.....	\$6.50	\$3.46	(U)

3. Usage Charges

No local calling usage allowance is included in the Centrex Custom Service rate schedules. Usage charges apply as specified in the Local Exchange Services Tariff.

4. Service Charges

Service Charges for Centrex Custom Service will apply as specified for Centrex Service in the General Services Tariff and Part C, Section 3 of this Product Guide, except as specified in 1. preceding.

- * Monthly rate is an amount equal to the rate for Centrex Business Pak Service specified in the General Services Tariff.

CENTREX CUSTOM SERVICES

CENTEX Telemanagement, Inc.

A. Terms and Conditions

1. Centrex Custom Service Line Capacities

The Centrex Custom Service line rates specified in B. following, are based on a minimum of 500 Centrex voice lines in service within 18 months of service implementation.

2. System and Line Features

The Centrex Custom Service dial switching equipment shall be arranged to provide the following system and line feature capabilities:

Automatic Route Selection - Basic

Assumed Dial "9"

Call Forwarding - Busy#

(T)

Call Forwarding - Don't Answer#

(T)

Call Forwarding - Variable

Call Forwarding over Private Facilities

Call Pickup and Hold

Call Transfer

Call Waiting - Originating and Terminating

Consultation Hold

Speed Dialing - 6-number

Speed Dialing Shared - 30-number

Three-way Calling

Touch-Tone Calling Service

3. Contract Period

The contract period shall be 84 months beginning on the date of the initial establishment of the service.

Service may continue beyond the 84-month contract period subject to the establishment of a new contract period and appropriate rate adjustments.

4. Subscriber Line Charge

A credit equal to that specified for 7-30 line Centrex Business Pak customers will be applied to all Centrex Custom Service lines.

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)

CENTREX CUSTOM SERVICES

CENTEX Telemanagement, Inc. (Cont'd)

A. Terms and Conditions (Cont'd)

5. Termination Liability - Minimum Revenue Guarantee

- a. Eighteen months after establishment of this service, the customer is obligated to pay the higher of (1) or (2) following:

(1) Number of Months <u>After Installation</u>	Minimum Number <u>of Lines</u>
18	500
30	1,000
42	1,500
54	2,000
66	2,500

- (2) 85% of the highest number of lines in service on the annual anniversary dates of this service.

Should the number of lines fall below the monthly line guarantee, the customer will be liable for \$9.00 per line per month for any shortage, for the duration that such shortage exists.

- b. Twelve months after installation of the first line in a wire center, the customer is obligated to pay for a minimum of 100 lines in that wire center.
- c. A client with Verizon® CUSTOFLEXSM service who subscribes to this Custom Centrex Service will not be charged termination liability under the CUSTOFLEX Tariff so long as the number of lines and length of commitment to Centex Telemanagement, Inc. equals or exceeds that remaining on their existing CUSTOFLEX service.
6. Intercommunication between unaffiliated patrons of this service is not permitted.

CENTREX CUSTOM SERVICES

CENTEX Telemanagement, Inc. (Cont'd)

B. Rates

1. Centrex Custom Service Lines, each

	<u>Installation Charge</u>	<u>Per Month</u>	<u>USOC</u>
a. Exchange Access.....	-	*	(U)
b. Intercommunication.....	-	#	(U)

2. Service Charges

Service Charges for Centrex Custom Service will apply as specified for Centrex Service in the Company's General Services Tariff and Part C, Section 13 of this Product Guide.

3. Usage Charges

No local calling usage allowance is included in the Centrex Custom Service rate schedules. Usage Charges apply as specified in the Local Exchange Services Tariff for Business Service.

4. Line Connection Charge

Line Connection Charges will apply to all lines that are converted to this Custom Centrex Service upon the initial establishment and all lines that are added to the Custom Centrex system after cutover. There will be no line connection charge for lines that were already Centrex.

5. Other Services

Other available services or features for Centrex custom lines may be provided subject to the rates and charges applicable to such services or features.

* Monthly rate is that specified for STS Providers in the Local Exchange Services tariff, times the fraction specified in the General Services Tariff for Centrex Business Pak Exchange Access 7-30 line service.

Monthly rate is equal to \$1.15 plus the rate specified for 7-30 line Centrex Business Pak Service in the Product Guide, Part C.

CENTREX CUSTOM SERVICES

The Board of Education of Baltimore County

A. Terms and Conditions

1. Company Serving Wire Centers
Arbutus, Brooklyn, Catonsville, Chase, Cockeysville, Dundalk, Essex, Fork, Frankford, Hampstead, Hunt Valley, Manor, North Point, Owings Mills, Parkton, Parkville, Perry Hall, Pikesville, Randallstown, Reisterstown, Towson and Woodlawn.
2. Dial Switching Equipment
1AESS*, 5ESS* Switch and Remote Switching Modules, DMS†-100 Switch.
3. Centrex Custom Line Capacities
The total capacities during the contract period, included in the rates for Centrex custom lines in B. following, will be a minimum of 1,500 and a maximum of 3,500 voice lines.

Growth may occur beyond the maximum limits subject to appropriate rate adjustments.

4. System and Line Features
The Centrex Custom Service 5ESS* switching system equipment shall be arranged to provide the following system and line feature capabilities.

Automatic Route Selection - Basic, and 976 Blocking

Call Forwarding

Busy Line#

(T)

Don't Answer#

(T)

Variable

Call Pickup and Call Hold

Call Transfer - Individual - All Calls, Consultation Hold -

All Calls and Three-way Calling - All Calls

Call Waiting - Originating and Terminating

Four-digit Intercom Dialing

Speed Dialing

Touch-Tone Calling Service

All features included herein will be limited to the standard operating characteristics of the serving dial switching equipment and are exclusive of any terminal equipment on the customer's premises.

* Registered mark of A.T.&T. Technologies, Inc.

† Trademark of Northern Telcom Limited.

(N)

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)

CENTREX CUSTOM SERVICES

The Board of Education of Baltimore County (Cont'd)

A. Terms and Conditions (Cont'd)

5. Contract Period

- a. The contract period shall be from August 5, 1993 to June 30, 2004.
- b. Centrex Custom Service may continue beyond the contract period subject to the negotiation of a new contract between the customers and Company.

6. Rate Stability

The monthly rates, specified for Centrex Custom Lines - Intercommunication, shall not be subject to increases during the contract period except as specified in B. following.

7. Prepayment Option

The Board of Education of Baltimore County may choose to prepay the intercommunication rate for 1,500 lines for the period from August 5, 1993 to June 30, 2004 for \$2,132,761.

The customer may prepay the "A" and/or "B" rates for additional lines at any time throughout the life of the contract period. The one-time payment would be calculated by converting the future stream of monthly payments for the remainder of the contract to a present worth amount, using the prevailing cost of money rate.

8. Subscriber Line Charge Credit

A credit equal to 90% of the applicable interstate Subscriber Line Charge will be applied to all Centrex custom lines.

9. Provision of Service

Verizon Maryland LLC will provide and maintain cable from the central office to the Minimum Point of Presence (MPOP).

CENTREX CUSTOM SERVICES

The Board of Education of Baltimore County (Cont'd)

A. Terms and Conditions (Cont'd)

10. Minimum Revenue Guarantee

The minimum Monthly Revenue Guarantee during the contract period shall be 1,500 Custom Centrex lines or the number of prepaid lines, whichever is greater.

B. Rates

1. Centrex Custom Lines, voice only, each

	<u>Per Month</u>	<u>USOC</u>
a. Exchange Access.....	An amount equal to 1/10 of the rate for Business Dial Tone Line PBX Trunk specified in the Local Exchange Services Tariff.	(U)

	<u>Per Month</u>	
	<u>Component A*</u>	<u>Component B*</u>
b. Intercommunication		
from November 5, 1998 - June 30, 2004.....	10.00	15.00

2. Usage Charges

No local calling usage allowance is included in the Centrex Custom Service rate schedules. Usage Charges apply as specified in this Company's Local Exchange Services Tariff.

3. Service Charges

Service Charges for Centrex Custom Service will apply as specified for Centrex Service in the General Services Tariff, Section 3 and Part C, Section 3 of this Product Guide.

* The "A rate" is used to represent the capital component and the "B rate" is used to represent the expense component, i.e., maintenance and other expenses.

CENTREX CUSTOM SERVICES

Duron Paints and Wallcoverings

A. Terms and Conditions

1. Centrex Custom Line Capacities

The rates as specified for Centrex Custom Lines in B. following are based on a minimum of 250 lines.

2. System and Line Features

The Centrex Custom Service dial switching equipment shall be arranged to provide the following system and line feature capabilities:

900/976 Blocking

Assumed Dial "9"

Automatic Route Selection - Basic

Call Forwarding - Busy#

(T)

Call Forwarding - Don't Answer#

(T)

Call Forwarding - Variable

Call Pick Up and Hold

Call Transfer

Consultation Hold

Hunting Service

Long Distance Message Restriction

Speed Dialing (6-number or 30-number)

Three-way Calling - All Calls

Touch-Tone Calling Service

All features included herein will be limited to the standard operating characteristics of the serving dial switching equipment and are exclusive of any terminal equipment on the customer's premises.

3. Contract Period

The contract period shall begin with the date of initial establishment of Centrex Custom Service and end 60 months from that date.

Centrex Custom Service may continue beyond this contract period subject to the negotiation of a new contract between the customer and the Company.

4. Subscriber Line Charge Credit

A credit equal to 100% of the applicable interstate Subscriber Line Charge for Business Pak 7-30 line Centrex service will be applied to all Centrex Custom lines.

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)

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|

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(N)

CENTREX CUSTOM SERVICES

Duron Paints and Wallcoverings

A. Terms and Conditions (Cont'd)

5. Minimum Monthly Revenue Guarantee

- a. Over the length of the contract the customer is obligated to pay for a minimum of 250 lines.
- b. Should the Centrex Custom lines fall short of this minimum or should the service be disconnected in its entirety, the customer shall be obligated to pay the monthly rate for Component A, specified in B. following, times 250 lines times the number of months remaining in the contract period.

Should the customer migrate to Centrex **IntelliLinQ®** - BRI Service, each BRI line will count as two voice lines.

B. Rates

1. Application of Rates

Line Connection Charges, as specified for Centrex Lines in the General Services Tariff, Section 3 and Part C, Section 3 of this Product Guide, do not apply for lines that were already Centrex at the time of cutover. A line connection charge of \$20.00 will apply to all lines that are converted to Centrex at cutover.

Automatic Route Selection - Basic installation charges and recurring rates are included in the Centrex Custom Services charges.

2. Centrex Custom Lines, voice only, each Per
Month

- a. Exchange Access *

	Per Month	
	Component A	Component B
b. Intercommunication, per line	\$6.75	\$3.85

3. Usage Charges

No local calling usage allowance is included in the Centrex Custom Service rate schedules. Usage charges apply as specified in the Local Exchange Services Tariff for Business Service.

4. Service Charges

Service Charges for Centrex Custom Service will apply as specified for Centrex Service in the Company's General Services Tariff and Part C, Section 13 of this Product Guide, except as specified in 1. preceding.

- * Monthly rate is an amount equal to that for Exchange Access specified in the Product Guide, Part ? for Business Pak 7-30 line service.

CENTREX CUSTOM SERVICES

Duron Paints and Wallcoverings

B. Rates (Cont'd)

5. Other Services

- a. Other available services or features for Centrex lines may be provided subject to the rates and charges applicable to such services or features.
- b. The rates and charges for Automatic Route Selection - Basic, Additions, Deletions and Changes will apply as specified for Centrex service.

CENTREX CUSTOM SERVICES

Safeway, Inc.

A. Terms and Conditions

1. Centrex Custom Line Capacities

The rates as specified for Centrex Custom Lines in B. following are based on a minimum of 375 lines.

2. System and Line Features

The Centrex Custom Service dial switching equipment shall be arranged to provide the following system and line feature capabilities:

900/976 Blocking

Automatic Route Selection - Basic

Call Forwarding - Busy#

(T)

Call Forwarding - Don't Answer#

(T)

Call Forwarding - Variable

Call Pick Up and Hold

Call Transfer

Consultation Hold

Hunting Service

Long Distance Message Restriction

Speed Dialing (6-number or 30-number)

Three-way Calling - All Calls

Touch-Tone Calling Service

All features included herein will be limited to the standard operating characteristics of the serving dial switching equipment and are exclusive of any terminal equipment on the customer's premises.

3. Contract Period

The contract period shall begin with the date of initial establishment of Centrex Custom Service and end 60 months from that date.

Centrex Custom Service may continue beyond this contract period subject to the negotiation of a new contract between the customer and the Company.

4. Subscriber Line Charge Credit

A credit equal to the applicable interstate Subscriber Line Charge for Business Pak 7-30 line Centrex service will be applied to all Centrex Custom lines.

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)

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(N)

CENTREX CUSTOM SERVICES

Safeway, Inc.

A. Terms and Conditions (Cont'd)

5. Minimum Monthly Revenue Guarantee

- a. Over the length of the contract the customer is obligated to pay for a minimum of 375 lines.
- b. Should the Centrex Custom lines fall short of this minimum or should the service be disconnected in its entirety, the customer shall be obligated to pay the monthly rate for Component A, specified in B. following, times 375 lines times the number of months remaining in the contract period.

6. Rate Stability

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

Component B is the variable expense portion. The monthly rate for Component B specified in B. following is subject to annual economic rate adjustments by the Company of no more than the annual change in the Bureau of Labor Statistics Consumer Price Index, All Urban Consumers during the immediately preceding 12 months.

B. Rates

1. Application of Rates

Line Connection Charges, as specified for Centrex Lines in the General Services Tariff, Section 3 and Part C, Section 3 of this Product Guide, do not apply for lines that were already Centrex at the time of cutover. A line connection charge of \$20.00 will apply to all lines that are converted to Centrex at cutover.

Automatic Route Selection - Basic installation charges and recurring rates are included in the Centrex Custom Services charges.

2. Centrex Custom Lines, voice only, each	Per Month	
a. Exchange Access	*	
	Per Month	
	Component A	Component B
b. Intercommunication, per line	\$6.75	\$3.55

- * Monthly rate is an amount equal to that for Exchange Access specified in the Product Guide, Part C for Business Pak 7-30 line service.

CENTREX CUSTOM SERVICES

Safeway, Inc.

B. Rates (Cont'd)

3. Usage Charges

No local calling usage allowance is included in the Centrex Custom Service rate schedules. Usage charges apply as specified in the Local Exchange Services Tariff for Business Service.

4. Service Charges

Service Charges for Centrex Custom Service will apply as specified for Centrex Service in the Company's General Services Tariff and Part C, Section 13 of this Product Guide, except as specified in 1. preceding.

5. Other Services

- a. Other available services or features for Centrex lines may be provided subject to the rates and charges applicable to such services or features.
- b. The rates and charges for Automatic Route Selection - Basic, Additions, Deletions and Changes will apply as specified for Centrex service.

CENTREX CUSTOM SERVICES

Naval Academy

A. Terms and Conditions

1. Company Wire Centers

On premise Naval Academy host

2. Dial Switching Equipment

5ESS* Type, Remote Server

3. Centrex Custom Line Capacities

The rates specified in B following are based on 9,720 lines at cutover and growth to 10,900. The 10,900 includes a maximum of 1,300 multi-point electronic sets and 350 2B+D ISDN lines at the host and 500 multi-point electronic sets and 50 2B+D ISDN lines at the remote.

4. System and Line Features

The Centrex Custom Service dial switching equipment shall be arranged to provide system and line feature capabilities which include but are not limited to:

- Access to Federal Telecommunications - FTS 2000
- Attendant Console Interface
- Automatic Callback
- Automatic Route Selection
- Call Forwarding
- Call Hold
- Call Pick-up
- Call Transfer
- Call Waiting
- Camp-On
- Consultation Hold/Three-Way Conference
- Customer Originated Trace
- Digital Interface Units
- ISDN
- Hunting Service Arrangement
- Recorded Announcement
- Speed Dialing
- Uniform Call Distribution
- User Conference

5. Contract Period

The initial contract period shall be 12 months beginning with the initial establishment and acceptance by the customer. The customer has the option for four annual renewals. Service beyond the contract periods is subject to negotiation between the customer and the Company.

* Registered Mark of AT&T Technologies, Inc.

CENTREX CUSTOM SERVICES

Naval Academy

A. Terms and Conditions (Cont'd)

6. Subscriber Line Charge

The customer will be responsible for the full Subscriber Line Charge per trunk in service.

B. Rates

1. Application of Rates

Service Charges specified for Centrex Lines in the General Services Tariff and Part C, Section 3 of this Product Guide do not apply for this Centrex Custom Service. Charges based on costs will be charged for any changes not covered by the installation charges for the equipment provided.

2. System	Installation Charge	Per Month
a. Exchange Access.....	-	*
b. Host		
Install Host.....	\$206,201.00	-
Install Modems.....	827.00	-
Install ISDN.....	827.00	-
Add Analog Lines.....	276.00	-
Add Electronic Lines.....	276.00	-
Add ISDN Lines.....	28.00	-
c. Remote		
Install Remote.....	27,763.00	-
Add Analog Lines.....	276.00	-
Add Electronic Lines.....	276.00	-
Add ISDN Lines.....	28.00	-
Trunk Expansion	28.00	-
d. Maintenance Renewals		
Host.....	119,330.00	-
Remote.....	14,506.00	-
Conference Bridges.....	3,018.00	-
e. Transfer to PBX.....	8,813.00	-

* Monthly rate is based on equivalent business message rated PBX trunk specified in the Local Exchange Services Tariff.

CENTREX CUSTOM SERVICES

General Services Administration-Aggregated System Procurement II (ASP II)

A. Terms and Conditions

1. Company Serving Wire Centers

Downtown
Dundalk

2. Dial Switching Equipment

5ESS* Type

3. Centrex Custom Line Capacities

The capacities of cutover line quantities at initial customer locations, on which rates specified for Centrex Custom Lines in B. following are based, will be a minimum of 1-100 ISDN lines and an unlimited maximum over 1,000 lines. Additional lines beyond the cutover quantities may be purchased at any customer locations within the state at the rates specified in B. following.

4. System and Line Features

The Centrex Custom Service dial switching equipment shall be arranged to provide system and line feature capabilities which include but are not limited to the following:

Automatic Route Selection-Basic

Automatic Callback-Per System

Automatic Callback-Per Line

Automatic Redial

Call Forwarding-Busy#

(T)

Call Forwarding-Don't Answer#

(T)

Call Forwarding-Variable

Call Waiting-Terminating

Call Waiting-Originating

Consultation Hold

Directed Call Pick Up

Hunting

Speed Dialing-30-number-Individual

Shared-1st telephone number

Shared-Additional telephone numbers

Three Way Calling

Touchtone-on Centrex line only

All features included herein will be limited to the standard operating characteristics of the serving dial switching equipment and are exclusive of any terminal equipment on the customer's premises.

* Registered Trademark of AT&T Technologies.

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.

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(N)

CENTREX CUSTOM SERVICES

General Services Administration-Aggregated System Procurement II (ASP II)

A. Terms and Conditions (Cont'd)

5. Contract Period

The initial contract period will begin on July 14, 1992 and end 84 months from that date. Following the initial contract period, the customer may exercise three additional 12 month options.

6. Economic Price Adjustment

The Company may request that the rates and charges specified in B. following be adjusted annually, on October 1, in accordance with the Consumer Price Index (CPI-W) and the terms and conditions set forth in the contract agreement.

7. Subscriber Line Charge

A credit equal to 66% of the applicable interstate Subscriber Line charge will be applied to each ISDN Centrex custom line.

B. Rates

	<u>Installation Charge</u>	<u>Per Month</u>
1. Exchange Access, each.....	-	*
2. Centrex Custom line, each		
(a) Analog.....	-	†
(b) 2B+D ISDN.....	-	-
1 - 100lines.....	\$143.70	\$34.25
101 - 500 lines.....	143.10	34.00
501 - 1000 lines.....	141.80	33.75
1000+ lines.....	141.15	33.50

* Rate is an amount equal to 1/3 the rate for a Business Dial Tone Line PBX Trunk as specified in the Local Exchange Services Tariff, applied to each General B Channel of a 2B+D Circuit Switched ISDN line.

† Monthly rate is as specified for **CUSTOFLEXsm** Service in the Product Guide, Part C.

CENTREX CUSTOM SERVICES

Access America

A. Terms and Conditions

1. Centrex Custom Service Line Capacities

The Centrex Custom Service line rates specified in B. following, are based on a minimum of 500 Centrex voice lines in service within 18 months of service implementation.

2. System and Line Features

The Centrex Custom Service dial switching equipment shall be arranged to provide the following system and line feature capabilities:

Automatic Route Selection - Basic
Assumed Dial "9"
Call Forwarding - Busy#
Call Forwarding - Don't Answer#
Call Forwarding - Variable
Call Pickup and Hold
Call Transfer
Call Waiting - All Calls
Consultation Hold
Speed Dialing (6-number or 30-number)
Three-way Calling
Touch Tone

(T)

(T)

3. Contract Period

The contract period shall be 84 months beginning on the date of the initial establishment of the service.

Service may continue beyond the 84-month contract period subject to the establishment of a new contract period and appropriate rate adjustments.

4. Subscriber Line Charge Credit

The subscriber line charge credit will be that specified for Centrex Business Pak customers with a range of 7 to 30 lines.

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)

CENTREX CUSTOM SERVICES

Access America

A. Terms and Conditions (Cont'd)

5. Termination Liability - Minimum Revenue Guarantee

- a. Eighteen months after establishment of this service, the customer is obligated to pay the higher of (1) or (2) following:

(1) Number of Months <u>After Installation</u>	Minimum Number <u>of Lines</u>
18	500
30	1,000
42	1,500
54	2,000
66	2,500

- (2) 85% of the highest number of lines in service on the annual anniversary dates of this service.

Should the number of lines fall below the monthly line guarantee, the customer will be liable for \$9.00 per line per month for any shortage, for the duration that such shortage exists.

- b. Twelve months after installation of the first line in a wire center, the customer is obligated to pay for a minimum of 100 lines in that wire center.
- c. A client with **CustoFLEXsm** service who subscribes to this Custom Centrex Service will not be charged termination liability under the **CustoFLEX** Tariff so long as the number of lines and length of commitment to Access America equals or exceeds that remaining on their existing **CustoFLEX** service.
6. Intercommunication between unaffiliated patrons of this service is not permitted.

CENTREX CUSTOM SERVICES

Access America (Cont'd)

B. Rates

			<u>Per Month</u>	<u>USOC</u>
1. Centrex Custom Service Lines, each				
a. Exchange Access.....	-	-	*	(U)
b. Intercommunication.....	-	-	#	(U)
2. Service Charges				
Service Charges for Centrex Custom Service will apply as specified for Centrex Service in the Company's General Services Tariff and Part C, Section 13 of this Product Guide.				
3. Usage Charges				
Usage Charges apply as specified in the Local Exchange Services Tariff for Business Service.				
4. Line Connection Charge				
Line Connection Charges will apply to all lines that are converted to this Custom Centrex Service upon the initial establishment and all lines that are added to the Custom Centrex system after cutover. There will be no line connection charge for lines that were already Centrex.				
5. Other Services				
Other available services or features for Centrex custom lines may be provided subject to the rates and charges applicable to such services or features.				
* Monthly rate equal to the Exchange Access charge for Centrex Business Pak customers with a range of 7 to 30 lines.				
# Monthly rate is equal to \$1.15 plus the rate specified for Centrex Business Pak 7 to 30 line customers.				

CENTREX CUSTOM SERVICES

Baltimore Gas And Electric Company

A. Terms and Conditions

1. Centrex Custom Line Capacities

The capacities during the service period, on which the rates specified for Centrex Custom lines under B. are based, will be a minimum of 500 lines.

2. Contract Period

The contract period shall be for 60 months beginning with the effective date of this Product Guide. Service may continue beyond this period subject to the negotiation of a new contract and appropriate rate adjustments.

3. System and Line Features

The Centrex Custom Service dial switching equipment shall be arranged to provide the following system and line feature capabilities:

- Automatic Route Selection - Basic
- Call Transfer
- Consultation Hold
- Long Distance Message Restriction
- Three-way Calling
- Touch Tone

4. Rate Stability

Component A

Component A is the fixed capital portion. The Company agrees not to initiate any changes in the Component A rates, specified in B following, over the length of the contract period.

Component B

Component B is the variable expense portion. The monthly rates are subject to annual economic rate adjustments by the Company of no more than the annual increase in the Bureau of Labor Statistics Consumer Price Index, All Urban Consumers, during the immediately preceding 12 months.

5. Subscriber Line Charge

A credit equal to 100% of the Subscriber Line Charge, up to a maximum credit of \$3.32 per line, will be applied to all Centrex Custom Service lines.

CENTREX CUSTOM SERVICES

Baltimore Gas And Electric Company

A. Terms and Conditions (Cont'd)

6. Minimum Revenue Guarantee

Over the length of the contract, the customer is obligated to pay the higher of:

- a. 500 lines
- b. 80% of the highest number of line in service on the annual anniversary date of the installation of this service.

Should the customer's service fall short of this minimum or should the customer disconnect the service entirely, the customer is obligated to pay for the "A" rate times the higher of a. or b. times the number of months remaining in the contract.

B. Rates

1. Line Connection Charge

A Line Connection Charge of \$20.00 will apply to all lines that are converted to this Custom Centrex Service upon the initial establishment of service. Line Connection Charges, as specified in the General Services Tariff and Part C of this Product Guide, will apply to all lines that are added to the Custom Centrex Service after cutover. There will be no line connection charges for lines that were already Centrex at the time of cutover.

2. Centrex Custom Lines, each

Per
Month USOC

a. Exchange Access *

Per Month
Component A Component B

b. Intercommunication \$6.50 \$4.15 (U)

3. Additional Features†

Per
Month

Call Forwarding - Busy#	\$.10	(T)
Call Forwarding - Don't Answer#	\$.10	(T)
Call Forwarding - Variable	\$.10	
Call Pickup and Hold	\$.10	
Speed Dialing	\$.10	

* Monthly rate is an amount equal to 1/3 of the rate for a Business Dial Tone Line PBX trunk specified in the Local Exchange Services Tariff.

† Features may be added to Custom Centrex lines at the monthly rates listed below and these rates will apply to each line on which the features are activated.

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)

CENTREX CUSTOM SERVICES

Melville Corporation

A. Terms and Conditions

1. Centrex Custom Line Capacities

The rates specified for Centrex custom lines in B. following are based on a minimum of 900 custom lines.

2. System and Line Features

The Centrex Custom Service dial switching equipment shall be arranged to provide the following system and line feature capabilities:

976/900 Call Blocking	
Automatic Route Selection - Basic	
Call Forwarding - Busy#	(T)
Call Forwarding - Don't Answer#	(T)
Call Forwarding - Variable	
Call Pick Up & Hold	
Call Transfer	
Call Waiting	
Consultation Hold	
Hunting Service Arrangement	
Long Distance Message Restriction	
Speed Dialing (6-number or 30-number)	
Three-way Calling	
Touch Tone	

All features included herein will be limited to the standard operating characteristics of the serving dial switching equipment and are exclusive of any terminal equipment on the customers premises.

3. Contract Period

The contract period shall begin with the date of the initial establishment of Centrex Custom Service and end 84 months from that date.

Centrex Custom Service may continue beyond this contract period subject to the negotiation of a new contract between the customer and the Company.

4. Rate Stability

The Component A monthly rates specified in B. following shall not be subject to increases during the contract period. The Component B monthly rates may be increased annually by the Company no more than the annual increase in the Bureau of Labor Statistics Consumer Price Index - All Urban Consumers during the immediately preceding 12 months.

#	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)
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CENTREX CUSTOM SERVICES

Melville Corporation (Cont'd)

A. Terms and Conditions

5. Subscriber Line Charge Credit

A credit equal to 100% of the applicable interstate Subscriber Line Charge, up to a maximum credit of \$3.32, will be applied to all Centrex custom lines.

6. Minimum Monthly Revenue Guarantee

The customer is obligated to pay a minimum monthly revenue guarantee based on the higher of:

- (1) 75% of Centrex Custom lines at cutover
- (2) 75% of the highest number of Centrex Custom lines in service on the annual anniversary dates of the installation of this service.

Should the Centrex Custom lines fall short of this minimum or should the service be disconnected in its entirety, the customer shall be obligated to pay the monthly rate for Component A, specified in B. following, times the higher of (1) or (2) for the number of months remaining in the contract period.

Any Centrex **IntelliLinQ** - Basic Rate Interface lines using the Multipoint configuration will count as two Centrex Custom lines towards each customer's minimum monthly revenue guarantee.

B. Rates

1. Application of Rates

Line connection charges, as specified for Centrex lines under Service Charges in the General Services Tariff and Part C, Section 3 of this Product Guide, do not apply for existing Centrex Service lines converting to Centrex Custom Service lines. A \$20.00 charge will apply to all lines converted to Centrex at cutover.

2. Centrex Custom Lines, voice only, each

	Per Month	USOC
a. Exchange Access.....	*	(U)

	Per Month		
	Component A	Component B	
b. Intercommunication.....	\$6.75	\$3.50	(U)

- * Monthly rate is an amount equal to the rate for Exchange Access as specified in the Product Guide, Part C for Centrex Business Pak 7-30 line systems.

CENTREX CUSTOM SERVICES

Melville Corporation (Cont'd)

B. Rates (Cont'd)

3. Usage Charges

Usage Charges apply as specified in the Local Exchange Services Tariff.

4. Service Charges

Except as specified in 1. preceding, Service Charges for Centrex Custom Service will apply as specified for Centrex Service in the Company's General Services Tariff and Part C, Section 13 of this Product Guide.

5. Centrex Extend Service and Centrex **IntelliLinQ** -Basic Rate Interface Service

Centrex Extend Service and Centrex **IntelliLinQ**-Basic Rate Interface Service will be provided at the rates specified in the Product Guide, Part C.

CENTREX CUSTOM SERVICES

Maryland-National Capital Park And Planning Commission (M-NCPPEC)

A. Terms and Conditions

1. Centrex Custom Line Capacities

The rates specified for Centrex custom lines in B. following, apply for a minimum of 900 Centrex Custom lines.

2. System and Line Features

The Centrex Custom Service dial switching equipment shall be arranged to provide the following system and line feature capabilities:

Automatic Route Selection-Basic

Call Forwarding-Busy Line#

(T)

Call Forwarding-Don't Answer#

(T)

Call Forwarding-Variable

Call Hold

Call Pickup

Call Transfer Individual-All Calls

Consultation Hold

Long Distance Message Restriction

Busy Redial

Speed Dialing

Three-way Calling

Touch-Tone Calling Service

All features included herein will be limited to the standard operating characteristics of the serving dial switching equipment and are exclusive of any terminal equipment on the customer's premises.

3. Contract Period

The contract period shall begin with the date of initial establishment of Centrex Custom Service and end 120 months from that date.

4. Rate Stability

Component A

Component A is the fixed capital portion. The Company agrees not to initiate any changes in the Component A rates specified in B. following, over the length of the contract period. The customer may choose to pay any portion of the entire Component A rates at any time during the contract period. 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 prevailing cost of money rate.

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 effective for resale. (N)

CENTREX CUSTOM SERVICES

Maryland-National Capital Park And Planning Commission (M-NCPPC) (Cont'd)

A. Terms and Conditions (Cont'd)

4. Rate Stability (Cont'd)

Component B

Component B is the variable expense portion. The monthly rates are subject to annual economic rate adjustment increases by the Company of no more than the annual increase in the Bureau of Labor Statistics Consumer Price Index, All Urban Consumers Washington Metropolitan Area, during the immediately preceding 12 months.

5. Subscriber Line Charge Credit

A credit equal to 85% of the applicable interstate Subscriber Line Charge will be applied to all Centrex custom lines.

6. Minimum Monthly Revenue Guarantee

Over the length of the contract period, the customer is obligated to pay a minimum monthly revenue guarantee for 900 lines.

B. Rates

1. Application of Rates

Line Connection Charges, as specified for Centrex Lines under Service Charges in the General Services Tariff and Part ? of this Product Guide, do not apply for lines that were Centrex lines at the time of cutover to Centrex Custom Service. A charge of \$6.00 will apply to all lines that are converted to Centrex custom lines, at cutover.

2. Centrex Custom Lines, each

		Per Month	USOC
a. Exchange Access		*	(U)
b. Intercommunication			
		Per Month	
		Component A	Component B
Voice	\$ 8.25	\$ 3.95	(U)

* Monthly rate is an amount equal to 1/6.5 of the rate for a Business Dial Tone Line PBX Trunk specified in the Local Exchange Services Tariff.

CENTREX CUSTOM SERVICES

Maryland-National Capital Park And Planning Commission (M-NCPPC) (Cont'd)

B. Rates (Cont'd)

3. Centrex Extend Service Interlocation Intercom,	Per
per Centrex Line.....	<u>Month</u>
	\$4.00

4. Usage Charges

Usage Charges apply as specified in the Local Exchange Services Tariff for Business Service.

5. Service Charges

Service Charges for Centrex Custom Service will apply as specified for Centrex Service in the Company's General Services Tariff and Part C, Section 13 of this Product Guide, except as specified in 1. preceding.

6. Other Services

The rates and charges for Automatic Route Selection - Basic Additions, Deletions and Changes will apply as specified for Centrex Service in Part C of this Product Guide, and other available services or features for Centrex lines may be provided subject to the rates and charges applicable to such services or features. Also, rates for Centrex Extend Service, except as specified in 3. preceding, will apply as specified in Part C of this Product Guide.

CENTREX CUSTOM SERVICES

American Red Cross

A. Terms and Conditions

1. Company Serving Wire Center
Rockville
2. Dial Switching Equipment
DMS*-100
3. Centrex Custom Line Capacities

The capacities during the contract period, on which the rates specified for Centrex custom lines under B. following are based, consist of 400 voice lines and 50 Meridian Business Sets growing to 600 voice lines and 250 Meridian Business Sets. Voice lines and Electronic Business Sets beyond the maximum will be priced separately when requested.

4. System and Line Features

The Centrex Custom Service dial switching equipment shall be arranged to provide the following system and line feature capabilities:

Voice Lines

Automatic Callback Calling
Automatic Route Selection-Basic
Call Forwarding-Busy Line#
Call Forwarding-Don't Answer#
Call Forwarding-Variable
Call Pick-up
Call Hold
Call Transfer Individual-All Calls
Call Waiting
Caller ID
Centrex System Control (MACSTAR)
Consultation Hold
Hunting
Inside/Outside Ringing Service
Speed Dialing
Three-way Calling
Touch-Tone Calling Service

- * Trademark of Northern Telecom, Inc. (N)
- # 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 (N)
terms shall be effective for resale.

CENTREX CUSTOM SERVICES

American Red Cross (Cont'd)

A. Terms and Conditions (Cont'd)

4. System and Line Features (Cont'd)

Features for Meridian Business Sets, including features listed above:

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

All features included herein will be limited to the standard operating characteristics of the serving dial switching equipment and are exclusive of any terminal equipment on the customer's premises.

5. Contract Period

The contract shall begin with the date of initial establishment of Centrex Custom Service and end 84 months from that date.

6. Rate Stability

Component A

Component A is the fixed capital component. The Company agrees not to initiate any rate changes in Component A over the length of the selected contract period. The customer may choose to pay the entire Component A rate upon the initial establishment of the service for a one time up-front payment of \$470 per line.

Component B

The Component B monthly rates are subject to annual economic rate adjustment increases by the Company, by no more than the Bureau of Labor Statistics Consumer Price Index - All Urban Consumers, during the immediately preceding 12 months.

CENTREX CUSTOM SERVICES

American Red Cross (Cont'd)

A. Terms and Conditions (Cont'd)

7. Subscriber Line Charge Credit

A credit equal to 90% of the applicable interstate Subscriber Line Charge will be applied to each voice Centrex custom line.

8. Termination Liability - Minimum Monthly Revenue Guarantee

Over the length of the contract, the customer is obligated to pay the higher of:

(1) 90% of all lines at cutover

(2) 90% of the highest number of lines in service on the annual anniversary dates of the installation of this service.

Should the customer's service fall short of their minimum or should the customer disconnect the service entirely, the customer is obligated to pay for the "A" rate for Analog lines times the higher of (1) or (2) times the number of months remaining in the contract.

B. Rates

1. Application of Rates

Line Connection Charges, as specified under Service Charges for Centrex Lines in the General Services Tariff and Part C, Section 3 of this Product Guide, will not apply to lines that were already Centrex at the start of the contract period.

2. Centrex Custom Lines, each

a. Exchange Access

USOC

Voice and Meridian Business Set..... Monthly rate is an (U)
amount equal to 1/10 of
the rate for a Business
PBX Trunk specified in
the Local Exchange
Services Tariff.

b. Intercommunication

Per Month
Component A Component B

Voice and Meridian Business..... \$8.00 \$6.00 (U)

3. Usage Charges

Usage charges are as specified in the Local Exchange Services Tariff for Business Service.

4. Other Services

Other available services or features for Centrex lines may be provided subject to the rates and charges applicable to such services or features.

CENTREX CUSTOM SERVICES

A.T.&T., Inc.

A. Terms and Conditions

1. Centrex Custom Line Capacities

The capacities during the contract period, on which the rates specified for Centrex custom lines under B. following, are based, consist of a total of 1300 voice lines.

Growth may occur beyond the maximum capacities subject to appropriate rate adjustments.

2. System and Line Features

The Centrex Custom Service 5ESS* type dial switching equipment shall be arranged to provide the Assumed Dial 9 feature on all lines.

3. Contract Period

The contract period shall begin with the date of the initial establishment of Centrex Custom Service and end 60 months from that date.

4. Subscriber Line Charge

A credit equal to 100% of the applicable interstate Subscriber Line Charge, up to a maximum of \$3.32, will be applied to all Centrex Custom lines.

5. Minimum Monthly Revenue Guarantee

Over the length of the contract, the customer is obligated to pay the higher of:

- a. 80% of the lines at cutover,
- b. 80% of the highest number of lines in service on the annual anniversary dates of the installation of this service.

Should the customer's service fall short of their minimum or should the customer disconnect the service entirely, the customer is obligated to pay for the "A" rate times the higher of a. or b. times the number of months remaining in the contract.

* Trademark of A.T.&T. Technologies, Inc.

CENTREX CUSTOM SERVICES

A.T.&T., Inc. (Cont'd)

B. Rates

Line Connection Charges

A line change charge of \$20.00 will apply to all lines that are converted to Centrex at cutover. Line Connection Charges as specified in the General Services Tariff and Part C of this Product Guide will apply to all lines added to the system after cutover. No line connection charge will be incurred for lines that were already Centrex at cutover.

1. Centrex Custom Lines, each

a. Exchange Access	Per Month
--------------------	--------------

Voice.....	*
------------	---

b. Intercommunication	Per Month		
	Component A	Component B	
Voice.....	\$6.75	\$ 3.50	(U)

2. Usage Charges

Usage charges apply as specified in the Local Exchange Services Tariff for Business Service.

3. Service Charges

Service Charges for Centrex Custom Service will apply as specified for Centrex Service in Part C, Section 13 of this Product Guide.

* Rates are as specified for Centrex Business Pak Service in Part C of this Product Guide.

CENTREX CUSTOM SERVICES

The Washington Post Company

A. Terms and Conditions

1. Centrex Custom Line Capacities

The capacities during the contract period, on which the rates specified for Centrex custom lines under B. following are based, consist of a minimum of 50 lines and a maximum of 1500 voice and ISDN lines. The ISDN lines consist of:

Type of ISDN	Carried on "B" Channel(s)	Carried on "d"("D") Channel
1B+d	Voice Only	Signalling
1B+D	Voice Only	Packet Data
2B+d	Voice Only	Signalling
2B+D	Voice and Data	Packet Data

2. System and Line Features

- a. The Centrex Custom Service dial switching equipment shall be arranged to provide, in addition to standard Centrex features, the following system and line feature capabilities:

Account Codes
Authorization Codes
Automatic Callback Calling (not available with Centrex Extend Service)
Automatic Route Selection-Basic or Deluxe
Call Forwarding over Private Facilities
Call Forwarding-Busy Line# (T)
Call Forwarding-Don't Answer# (T)
Call Forwarding-Variable
Call Pick-up and Hold
Call Transfer Individual-All Calls
Call Waiting
Circular Hunting
Customer Dialed Account Recording
Dial Access to Private Facilities
Directed Call Pick-up
Facility Restriction Level
Inside/Outside Ringing Service and Distinctive Call Waiting Tone
Loudspeaker Paging Access
Macstar
Night Service
SMDI Link
Speed Dialing
Three-way Calling
Touch-Tone Calling Service
Uniform Call Distribution

- # 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)

CENTREX CUSTOM SERVICES

The Washington Post Company (Cont'd)

A. Terms and Conditions (Cont'd)

2. System and Line Features (Cont'd)

- b. In addition to the features specified preceding, the ISDN lines will include the following:

- Multibutton Service - Bridging
- Multibutton Service - Drop
- ISDN Feature Function Buttons
- ISDN Time and Date Display
- ISDN Multibutton Service - Hold
- ISDN Multibutton Service - Intercom Functions
- ISDN Multibutton Service - Key Coverage for Analog Lines
- ISDN Multibutton Service - Manual Exclusion
- ISDN Multibutton Service - Multiple Directory Number Buttons
- ISDN Multibutton Service - Multiple Call Appearance
- ISDN Multibutton Service - Shared Appearance of a Directory Number
- ISDN Time and Date display
- Inspect for ISDN Terminal
- Individual Calling Line Identification
- ISDN Initiated Priority Calling
- ISDN Multibutton Service - Delayed and Abbreviated Ringing
- ISDN Multibutton Service - Intercom Alerting
- ISDN Originating Priority Calling
- Outgoing Called Line Identification for ISDN Terminals
- ISDN Priority Calling Incoming Only
- ISDN Multibutton Service Terminal Management

- c. All features included herein will be limited to the standard operating characteristics of the serving dial switching equipment and are exclusive of any terminal equipment on the customer's premises.

3. Contract Period

The contract period shall begin with the initial establishment of service and last for 84 months.

4. Rate Stability

The Company agrees not to initiate any rate changes in the intercom rate over the length of the contract period. The customer may pay the entire Component A rate for the contract period for a one-time payment of \$288.00 per line. The customer may pay the entire Component B rate for the contract period for a one-time payment of \$315.00 per line.

CENTREX CUSTOM SERVICES

The Washington Post Company (Cont'd)

A. Terms and Conditions (Cont'd)

5. Subscriber Line Charge Credit

A credit equal to 100% of the applicable interstate Subscriber Line Charge, not to exceed \$3.32 per line, will be applied to each Custom Centrex line.

6. Minimum Monthly Revenue Guarantee

Throughout the contract period, the customer is obligated to pay a Minimum Revenue Guarantee, which is the higher of:

- a. 80% lines at effective date,
- b. 80% of the highest number of lines in service on the annual anniversary dates of the installation of this service.

Should the customer's service fall short of their minimum or should the customer disconnect the service entirely, the customer is obligated to pay for the "A" rate for Voice lines, times the higher of a. or b. times the number of months remaining in the contract.

Should the customer's service fall short of this minimum as a result of line deletions resulting from the conversion of ISDN service, the Company agrees to reduce the minimum number of lines required by an equal number.

B. Rates

		Per Month	USOC
1. Centrex Custom Lines, each			
a. Exchange Access.....	Monthly rate is an amount equal to 1/3 of the monthly rate for a Business PBX Trunk specified in the Local Exchange Services Tariff.		(U)
b. Intercommunication		Per Month	
		Component A	Component B
(1) Voice.....		\$ 5.05	\$ 5.55

CENTREX CUSTOM SERVICES

The Washington Post Company (Cont'd)

B. Rates (Cont'd)

1. Centrex Custom Lines, each (Cont'd)

b. Intercommunication (Cont'd)

(2) ISDN*	Per Month
1B+d	\$ 5.50
1B+D	17.75
2B(Voice)+d	19.25
2B(Voice and Data)+D	26.75

c. Custom Priced Features, per line

Caller ID	2.00
-----------------	------

2. Digital Facility Termination, each..... 500.00

3. Usage Charges

The charges for all message units are the same as specified for Local Exchange Service Business PBX Trunks in the Local Exchange Services Tariff.

Usage charges for ISDN circuit-switched "B" channel data are as specified in Part C, Section 14A of this Product Guide.

4. Other Services

Other available services or features for Centrex lines may be provided subject to the rates and charges applicable to such services or features.

5. Line Connection Charge

Line Connection Charges, as specified in the General Services Tariff and Part C of this Product Guide, will apply to all lines converted to Centrex at cutover and those added to the system after cutover. No Line Connection Charge applies to lines that were already Centrex at cutover.

6. Centrex Extend Service

Rates will be as specified, at the time of implementation of this Centrex Custom Service contract, in the Product Guide, Part C for Centrex Extend Service, and where appropriate, the 61-96 month payment option will apply.

* Rates are in addition to those specified in (1) preceding.

CENTREX CUSTOM SERVICES

First National Bank of Maryland

A. Terms and Conditions

1. Centrex Custom Line Capacities

The rates specified for Centrex custom lines in B. following are based on a minimum of 500 custom lines.

2. System and Line Features

The Centrex Custom Service dial switching equipment shall be arranged to provide the following system and line feature capabilities:

Automatic Route Selection - Basic

Call Forwarding - Busy#

(T)

Call Forwarding - Don't Answer#

(T)

Call Forwarding - Variable

Call Pick Up & Hold

Call Transfer

Consultation Hold

Hunting Service Arrangement

Long Distance Message Restriction

Speed Dialing (6-number or 30-number)

Three-way Calling

Touch Tone

All features included herein will be limited to the standard operating characteristics of the serving dial switching equipment and are exclusive of any terminal equipment on the customers premises.

3. Contract Period

The contract period shall begin with the date of the initial establishment of Centrex Custom Service and end 60 months from that date.

Centrex Custom Service may continue beyond this contract period subject to the negotiation of a new contract between the customer and the Company.

4. Rate Stability

The Component A monthly rates specified in B. following shall not be subject to increases during the contract period. The Component B monthly rates may be increased annually by the Company no more than the annual increase in the Bureau of Labor Statistics Consumer Price Index - All Wage Earners, not to exceed a 6% annual increase, during the immediately preceding 12 months.

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)

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(N)

CENTREX CUSTOM SERVICES

First National Bank of Maryland (Cont'd)

A. Terms and Conditions

5. Subscriber Line Charge Credit

A credit of the applicable interstate Subscriber Line Charge will be applied to all Centrex Custom lines as follows:

100% on all lines at locations under 30 lines
85% on all lines at locations 30-100 lines
90% on all lines at locations 101-500 lines
95% on all lines at locations over 500 lines

6. Minimum Monthly Revenue Guarantee

As of December 31, 1994 and for each subsequent month of the contract period, the customer is obligated to pay for 500 lines.

As of December 31, 1995 and for each subsequent month in the agreement, the customer is obligated to pay for 1,500 lines.

As of July 1, 1996 and for each subsequent month in the agreement, the customer is obligated to pay for 1800 Centrex lines and 200 ISDN Centrex lines.

As of December 31, 1996 and for each subsequent month in the agreement, the customer is obligated to pay for 2,250 Centrex lines and 250 ISDN Centrex lines.

Should the Centrex Custom lines fall short of this minimum or should the service be disconnected in its entirety, the customer shall be obligated to pay the monthly rate for Component A, specified in B. following, times the deficit number of lines for each month that a shortage exists.

B. Rates

1. Application of Rates

Line connection charges, as specified for Centrex lines under Service Charges in the General Services Tariff and Part C, Section 3 of this Product Guide, do not apply for existing Centrex Service lines converting to Centrex Custom Service lines. A \$20.00 charge will apply to all lines converted to Centrex at cutover.

CENTREX CUSTOM SERVICES

First National Bank of Maryland (Cont'd)

B. Rates (Cont'd)

2. Centrex Custom Lines, voice only, each		Per Month	USOC
a. Exchange Access			(U)
For all lines at locations under 30 lines	*		
For all lines at locations 30-100 lines.....	#		
For all lines at locations 101-500 lines.....	†		
For all lines at locations over 500 lines.....	&		
		Per Month	
		Component A	Component B
b. Intercommunication.....	\$6.50	\$4.70	(U)
c. Connection Charge			
Centrex Lines, 30 or more.....	\$2		
ISDN Multiple Access, each.....	1		
ISDN Voice Service, each.....	2		

3. Centrex Extend Service

	Nonrecurring Charge	Per Month	USOC
Location Code Dialing Plan.....	\$500.00	\$95.00	
Interlocation Intercom			
Flat Rate Service	-	5.00	
Message Rate Service	-	.15	
Access to Private Facilities.....	200.00	50.00	
Centralized Routing Control.....	500.00	325.00	

- * Monthly rate is an amount equal to the rate for Exchange Access as specified in the Product Guide, Part C for Centrex Business Pak 7-30 line systems.
- # Monthly rate is an amount equal to 1/6.5 of the monthly rate for a Business PBX Trunk specified in the Local Exchange Services Tariff.
- † Monthly rate is an amount equal to 1/10 of the monthly rate for a Business PBX Trunk specified in the Local Exchange Services Tariff.
- & Monthly rate is an amount equal to 1/20 of the monthly rate for a Business PBX Trunk specified in the Local Exchange Services Tariff.

CENTREX CUSTOM SERVICES

First National Bank of Maryland (Cont'd)

B. Rates (Cont'd)

	<u>Nonrecurring Charge</u>	<u>Per Month</u>	<u>USOC</u>
4. Digital Facility Terminations, each.....	-	750.00	
5. ISDN Multiple Access.....	-	5.00	
6. ISDN Voice Service/B Channel.....	-	5.50	

7. Usage Charges

Usage Charges apply as specified in the Local Exchange Services Tariff.

8. Service Charges

Except as specified in 1. preceding, Service Charges for Centrex Custom Service will apply as specified for Centrex Service in the General Services Tariff and Part C of this Product Guide.

CENTREX CUSTOM SERVICES

TEMPO

A. Terms and Conditions

1. Company Serving Wire Centers

Beltsville
Wildwood
Wood Acres

2. Dial Switching Equipment

5ESS* Type
Customer Premises Dedicated Optical Remote Module*
Central Office based Remote Integrate Services Line Unit*

3. Centrex Custom Line Capacities

The rates specified in B. following are based on approximately 10,000 lines in the Phase-I cutover, and approximately 4,822 lines in the Phase III cutover. There is no projected line growth beyond the Phase III cutover.

4. System and Line Features

The Centrex Custom Service dial switching equipment shall be arranged to provide system and line feature capabilities which include but are not limited to the following:

Call Forwarding-variable	(T)
Call Forwarding-Busy line#-all calls	(T)
Call Forwarding-Don't Answer#-all calls	(T)
Call Forwarding-Don't Answer#-incoming only	
Call Forwarding-variable-intragroup only	
Call Forward Night Service	
Call Transfer/Three Way Calling-all calls	
Call Pickup-originating	
Call Pickup-terminating	
Call Waiting-per call cancel call waiting	
Code Calling	
Computer Access Restriction	
Dial Call Hold	
Dial Paging	
Directed Call Pickup-with barge-in	
Directed Call Pickup-without barge-in	
Display-per call privacy	
Flexible Night Service	
Incoming Call Identification	
Inside/Outside Ringing Service-incoming calls	
ISDN Intercom-1 digit	
ISDN Intercom-2 digit	

* Registered Trademark of AT&T Technologies, Inc.

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)

CENTREX CUSTOM SERVICES

TEMPO (Cont'd)

A. Terms and Conditions (Cont'd)

4. System and Line Features (Cont'd)

- ISDN Intercom-auto dial
- Priority Call
- Busy Redial
- Selective Call Acceptance/Rejection
- Select Call Forwarding
- *69
- Six-way Conference
- Speed Dialing-6 individual
- Speed Dialing-30 individual
- Speed Dialing-6 shared owner
- Speed Dialing-6 shared member
- Speed Dialing-30 shared owner
- Speed Dialing-30 shared member
- Voice Mail-audible
- Voice Mail-visual

5. Contract Period

The contract period shall be 120 months beginning with the effective date of contract award, November 12, 1991.

6. Economic Price Adjustments

The Company may request that the rates and charges specified in B. following be adjusted annually each October 1st of the contract period in accordance with the terms and conditions specified in the contract agreement for Economic Price Adjustments between Verizon Maryland LLC and TEMPO.

7. Subscriber Line Charge Credit

The Subscriber Line Charge credit does not apply to lines added under the TEMPO Custom Centrex service. Subscriber Line Charges are priced on a per trunk basis and are not subject to credit based on a station-to-trunk ratio.

8. Termination Liability

The termination liability will be based on an absolute benchmark and a floating benchmark.

The absolute benchmark is equal to 90% of the total number of lines in service at the end of the initial cutover phase at each Central Office. At the same time each year, Verizon Maryland LLC will take a count of the number of lines in service. If the lines have decreased below the absolute benchmark, Verizon Maryland LLC will recover a termination liability based on the total decrease.

CENTREX CUSTOM SERVICES

TEMPO (Cont'd)

A. Terms and Conditions (Cont'd)

8. Termination Liability (Cont'd)

The floating benchmark is 90% of the total number of Centrex lines in service on the anniversary of the absolute benchmark and will be calculated annually. If the floating benchmark is diminished by less than 10% from the prior year, no termination will apply. If the floating benchmark is diminished by greater than 10% from the previous one, then the Company will evaluate forecast for that Central Office for reusability. The customer will pay for that portion of the decrease which is non-reusable.

B. Rates

1. Application of Rates

Service Charges specified for Centrex lines in the General Services Tariff and Part C, Section 3 in this Product Guide do not apply for this Centrex Custom Service.

2. Centrex Custom System

Per
Month

a. Exchange Access per Trunk.....

*

b. Host System

Host Basic per Switch Module, each	\$ 80.40
ORM Basic per Switch Module, each	1,359.99
CCS7 AM Relief per Switch Module, each	10.88
Feature Package 1, each	24.36
MBKU Basic Per BRI	.54
MBKU Deluxe Per BRI	.90
ISDN/CCS7 Intwk. per Switch Module	136.67
ISDN Maintenance	122.30
Multipoint DSL per BRI	2.75
ISDN Voice/Data per BRI	1.17
Feature Package 1A/SM	301.42
AUTOVAN Interface/SW	1,301.67
ISDN/DSN Intwking/SW	464.88
ISDN PRI (23B+D)	84.50
V-Mail Interface BRI	206.50
CCS7 Features/SM	115.74
PRI Access to IXC Svcs	13.63
ISDN Essential Svc. Prot/BRI	.10
Miscellaneous Hardware, per line	.26
Global Digital Svcs. Unit	28.30

* Exchange Access monthly rate is based on the applicable business message rated PBX trunk specified in the Local Exchange Services Tariff.

CENTREX CUSTOM SERVICES

TEMPO (Cont'd)

B. Rates (Cont'd)

2. Centrex Custom System (Cont'd)

b. Host System (Cont'd)	Installation Charge	Nonrecurring Charge	Per Month
3 Port Conference Ckt. Pack..	-	-	\$ 53.55
Port Conference Ckt. Pack/5E5	-	-	60.10
Additional Announcement Equip	-	-	1,858.83
Line Unit 4:1 CR.....	-	-	203.58
ISLU.....	-	-	261.46
T-Card @ Host.....	-	-	3.53
PSU Supplemental Shelf.....	-	-	155.58
Packet Switch Unit.....	-	-	936.03
Protocol Handler M2.....	-	-	135.45
Protocol Handler M3.....	-	-	390.09
U-Card (2B1Q).....	-	-	7.75
Z-Card.....	-	-	6.32
DLTU (8 DFIs).....	-	-	28.79
DS-1 Intrasystem Trunk CP....	-	-	42.38
DS-1 Attendant Operator			
Intercept Trunk CP	-	-	42.38
DS-1 DDLT Trunk Circuit Pack.	-	-	42.38
DS-1 DCTN Trunk Circuit Pack.	-	-	42.38
DS-1 Other Trunk CP.....	-	-	42.38
5E8 Shared Host Initial.....	-	-	145.80
1st ORM Init.-5E8.....	-	-	5,705.83
2nd & 4th ORM Init.-5E8.....	-	-	2,770.49
3rd ORM Init.-5E8.....	-	-	2,823.34
Line Unit Model-3 6:1 CR-5E8.	-	-	39.71
Line Unit Model-3 8:1 CR-5E8.	-	-	39.71
20 MB Basic Switch Module-5E8	-	-	521.21
32 MB ISDN Switch Module-5E8.	-	-	632.31
Remote RISLU, CO Based.....	-	-	2,743.58
RISLU Host Equipment.....	-	-	713.68
MDF Vertical Connection.....	-	-	.79
MDF Horizontal Connection....	-	-	.38
MDF-New Service.....	-	-	.29
Site Prep Shared per Switch			
Module	-	-	7.04
Power Equipment Shared per			
Switch Module	-	-	78.35
Power Equipment for 1 ORM....	-	-	1,560.62
Power Equipment for 2 ORMs...	-	-	2,169.23
Power Equipment for 3/4 ORMs.	-	-	2,666.46
NSRDC ORM Umbilical Fiber			
Cable, per Ft	-	\$.52	-
NNMC ORM Fiber Cable, per Ft.	-	.90	-
Outside Plant Loop Cable Pair	-	11.03	-
Digital Line Incentive Credit			
per BRI	\$ (18.50)	-	-
BRITE Card, Prs.....			32.77

CENTREX CUSTOM SERVICES

TEMPO (Cont'd)

B. Rates (Cont'd)

3. Message Units

No message unit allowance is included in the rates for Centrex Custom Service. The charges for all Message Units incurred by off-network calls are the same as specified for Business Individual Lines in the Local Exchange Services Tariff.

4. Other Services and Features

Other available services or features for Centrex Custom Service may be provided subject to the rates and charges applicable for such services or features.

CENTREX CUSTOM SERVICES

Transcriptions International

A. Terms and Conditions

1. Centrex Custom Line Capacities

The rates specified for Centrex custom lines in B. following, are based on 50 lines at cutover with growth to a maximum of 1000 lines.

Growth may occur beyond the maximum limits subject to appropriate rate adjustments.

2. System and Line Features

The Centrex Custom Service dial switching equipment shall be arranged to provide the following system and line feature capabilities.

Automatic Call Distribution

Call Forward - Busy Line#

(T)

Call Forward - Don't Answer#

(T)

Call Forward - Variable

Call Pickup and Call Hold

Call Transfer

Compucall Data Link

Consultation Hold

Customized Announcements

Management Information Data Stream System

Speed Dialing (6-number or 30-number)

Three Way Calling

Touch-Tone Calling

All features included herein will be limited to the standard operating characteristics of the serving dial switching equipment and are exclusive of any terminal equipment on the customer's premises.

3. Contract Period

The contract period shall be for 60 months.

4. Rate Stability

The Component A monthly rates specified in B. following shall not be subject to increases during the contract period. The Component B monthly rates may be increased annually by the Company no more than the annual increase in the Bureau of Labor Statistics Consumer Price Index - All Wage Earners during the immediately preceding 12 months.

5. Subscriber Line Charge

A charge equal to the applicable Interstate Subscriber Line Charge will be applied to all Centrex custom lines.

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)

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(N)

CENTREX CUSTOM SERVICES

Transcriptions International (Cont'd)

A. Terms and Conditions (Cont'd)

6. Minimum Monthly Revenue Guarantee

- a. Over the length of the contract, the customer is obligated for the higher of:

(1) All lines at cutover, or

(2) 90% of the highest number of lines in service on the annual anniversary dates of the installation of this service.

- b. Should the customer's service fall short of this minimum, or should the customer disconnect the service entirely, the customer is obligated to pay the monthly rate for Component A, specified in B. following, times the higher of a. (1) or a. (2) preceding for the number of months remaining in the contract.

B. Rates

1. Centrex Custom Lines, voice only, each

	Per Month	USOC
a. Exchange Access.....	*	(U)

	Per Month		
	Component A	Component B	
b. Intercommunication.....	\$12.50	\$10.00	(U)

2. Usage Charges

Usage charges apply as specified in the Local Exchange Services Tariff for Message Rate Business Service.

* Monthly rate is an amount equal to the rate specified for a Business Dial Tone Line PBX Trunk in the Local Exchange Services Tariff.

CENTREX CUSTOM SERVICES

Carroll County Board of Education

A. Terms and Conditions

1. Centrex Custom Line Capacities

The rates specified for Centrex custom lines in B. following, are based on a minimum of 500 lines.

Growth may occur beyond the maximum limits subject to appropriate rate adjustments.

2. System and Line Features

The Centrex Custom Service dial switching equipment shall be arranged to provide the following system and line feature capabilities:

ARS-Basic

Call Forward - Busy Line#

(T)

Call Forward - Don't Answer#

(T)

Call Forward - Variable

Call Pickup and Call Hold

Call Transfer

Call Waiting

Centrex System Control (MACSTAR)

Consultation Hold

Long Distance Message Restriction

Simplified Message Service Interface (SMSI)

Speed Dialing (6-number or 30-number)

Station Message Detail Recording (SMDR)

Three-way Calling

Touch-Tone Calling

All features included herein will be limited to the standard operating characteristics of the serving dial switching equipment and are exclusive of any terminal equipment on the customer's premises.

3. Contract Period

The contract period shall begin with the date of the initial establishment of Centrex Custom Service and end 60 months from that date.

4. Subscriber Line Charge

A credit equal to 83% of the applicable Interstate Subscriber Line Charge will be applied to all Centrex custom lines.

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)

CENTREX CUSTOM SERVICES

Carroll County Board of Education (Cont'd)

A. Terms and Conditions (Cont'd)

5. Minimum Monthly Revenue Guarantee

- a. Over the length of the contract, the customer is obligated for the higher of:

(1) 500 lines, or

(2) 90% of the highest number of lines in service on the annual anniversary dates of the installation of this service.

- b. Should the customer's service fall short of this minimum, or should the customer disconnect the service entirely, the customer is obligated to pay the monthly rate for Component A, specified in B. following, times the higher of a. (1) or a. (2) preceding times the deficit amount for each month that the shortage exists.

6. Rate Stability

The Component A monthly rate specified in B. following shall not be subject to increases during the contract period. The Component B monthly rate may be increased annually by the Company no more than the annual increase in the Bureau of Labor Statistics Consumer Price Index - All Wage Earners during the immediately preceding 12 months.

The Component A rate may be prepaid for the length of the contract with a one-time, "up-front" payment of \$615 per line.

7. Board of Education Headquarters

The Board of Education headquarters must be located within the Westminster Central Office serving area for the rates specified in B. following to apply.

B. Rates

1. Centrex Custom Lines, voice only, each

	Per Month	USOC
a. Exchange Access	*	

	Per Month	
	Component A	Component B
b. Intercommunication	\$13.00	\$ 7.00

2. Usage Charges

Usage charges apply as specified in the Local Exchange Services Tariff for Local Exchange Business Service.

- * Monthly rate is an amount equal to the trunk-to-station ratio of 1:6 of the rate specified for a Business Dial Tone Line PBX Trunk in the Local Exchange Services Tariff.

CENTREX CUSTOM SERVICES

Patuxent Naval Air Station

A. Terms and Conditions

1. Company Wire Centers

On premise Patuxent Naval Air Station host and remote modules on customer premises.

2. Dial Switching Equipment

ESS* Type, Remote Server

3. Centrex Custom Line Capacities

The rates specified in B following are based on 10,500 voice ports, 1,142 trunks 1,500 ISDN ports at cutover, expandable to 15,648 voice ports, 1,970 trunks and 6,380 ISDN ports.

4. System and Line Features

The Centrex Custom Service dial switching equipment shall be arranged to provide system and line feature capabilities which include, but are not limited to, the following:

Access to Federal Telecommunications-FTS 2000
Attendant Console Interface
Automatic Callback
Automatic Route Selection
Call Forwarding
Call Hold
Call Park
Call Pick-up
Call Transfer
Call Waiting
Consultation Hold/Three-way Conference
ISDN - 2B + D Circuit Switch
Paging Access-Line Side
Recorded Announcement
Speed Dialing
User Conference

5. Contract Period

The initial contract period shall be 12 months beginning with the initial establishment and acceptance by the customer. The customer has the option for six annual renewals. Service beyond the contract periods is subject to negotiation between the customer and the Company.

* Registered Mark of AT&T Technologies, Inc.

CENTREX CUSTOM SERVICES

Patuxent Naval Air Station

A. Terms and Conditions (Cont'd)

6. Subscriber Line Charge

The customer will be responsible for the full Subscriber Line Charge per trunk in service.

B. Rates

1. Application of Rates

Service Charges specified for Centrex Lines in the General Services Tariff and Part C of this Product Guide do not apply for this Centrex Custom Service. Charges based on costs will be charged for any changes not covered by the installation charges for the equipment provided.

2. System	<u>Installation Charge</u>	<u>Per Month</u>
a. Exchange Access	-	-
b. Host		
Installation.....	\$171,536.71	-
Install ISDN Line Cards (4 lines each)		
Base year	55.08	-
Year 2	56.72	-
Year 3	60.32	-
Year 4	62.88	-
Year 5	65.24	-
Year 6	67.64	-
Year 7	70.12	-
Install Digital Trunk Cards		
Base year	610.37	-
Year 2	638.12	-
Year 3	667.14	-
Year 4	697.48	-
Year 5	729.20	-
Year 6	762.36	-
Year 7	797.03	-

* Monthly rate is based on equivalent business message rated PBX trunk specified in the Local Exchange Services Tariff.

CENTREX CUSTOM SERVICES

B. Rates (Cont'd)

b. Host (Cont'd)	Installation Charge	Per Month
Optional Remote Switching Modules		
200 Line Remote Switching Module		
Base year	\$6,494.92	-
Year 2	6,819.04	-
Year 3	7,159.99	-
Year 4	7,517.99	-
Year 5	7,893.89	-
Year 6	8,288.58	-
Year 7	8,703.01	-
800 Line Remote Switching Module		
Base year	12,068.18	-
Year 2	12,671.97	-
Year 3	13,305.42	-
Year 4	13,970.43	-
Year 5	14,668.95	-
Year 6	15,402.40	-
Year 7	16,172.52	-
1600 Line Remote Switching Module		
Base year	13,409.09	-
Year 2	14,079.54	-
Year 3	14,783.52	-
Year 4	15,522.70	-
Year 5	16,298.83	-
Year 6	17,113.77	-
Year 7	17,969.46	-
3200 Line Remote Switching Module		
Base year	22,500.00	-
Year 2	23,625.00	-
Year 3	24,806.25	-
Year 4	26,046.56	-
Year 5	27,348.89	-
Year 6	28,716.34	-
Year 7	30,152.15	-

CENTREX CUSTOM SERVICES

B. Rates (Cont'd)

b. Host (Cont'd)	Installation Charge	Per Month
Install ISDN Line Cards (4 lines each)		
Base year	\$ 55.08	-
Year 2	56.72	-
Year 3	60.32	-
Year 4	62.88	-
Year 5	65.24	-
Year 6	67.64	-
Year 7	70.12	-
Install Digital Trunk Cards		
Base year	610.37	-
Year 2	638.12	-
Year 3	667.14	-
Year 4	697.48	-
Year 5	729.20	-
Year 6	762.36	-
Year 7	797.03	-
Optional Maintenance		
Base year		
Year 2	-	\$7,858.00
Year 3	-	8,094.00
Year 4	-	8,221.00
Year 5	-	8,523.00
Year 6	-	8,838.00
Year 7	-	9,180.00
	-	9,535.00
Expansion Ports		
Base year	-	1.00
Year 2	-	1.00
Year 3	-	1.00
Year 4	-	1.00
Year 5	-	1.00
Year 6	-	1.00
Year 7	-	1.00

CENTREX CUSTOM SERVICES

B. Rates (Cont'd)

b. Host (Cont'd)

	Installation <u>Charge</u>	Per <u>Month</u>
Host Switch Power Maintenance		
Base year	-	-
Year 2	-	\$ 443.00
Year 3	-	463.00
Year 4	-	484.00
Year 5	-	506.00
Year 6	-	529.00
Year 7	-	553.00
200 Line Remote Switching Module		
Base year	-	116.00
Year 2	-	116.00
Year 3	-	116.00
Year 4	-	116.00
Year 5	-	116.00
Year 6	-	116.00
Year 7	-	116.00
800 Line Remote Switching Module		
Base year	-	464.00
Year 2	-	464.00
Year 3	-	464.00
Year 4	-	464.00
Year 5	-	464.00
Year 6	-	464.00
Year 7	-	464.00
1600 Line Remote Switching Module		
Base year	-	928.00
Year 2	-	928.00
Year 3	-	928.00
Year 4	-	928.00
Year 5	-	928.00
Year 6	-	928.00
Year 7	-	928.00

CENTREX CUSTOM SERVICES

B. Rates (Cont'd)

b. Host (Cont'd)

	<u>Installation Charge</u>	<u>Per Month</u>
3200 Line Remote Switching Module		
Base year	-	\$1,856.00
Year 2	-	1,856.00
Year 3	-	1,856.00
Year 4	-	1,856.00
Year 5	-	1,856.00
Year 6	-	1,856.00
Year 7	-	1,856.00
Move/Add/Change/Disconnect Analog Line		
Base year	\$10.11	-
Year 2	10.56	-
Year 3	11.04	-
Year 4	11.55	-
Year 5	12.07	-
Year 6	12.62	-
Year 7	13.20	-
Move/Add/Change/Disconnect ISDN Line		
Base year	28.05	-
Year 2	29.33	-
Year 3	30.66	-
Year 4	32.05	-
Year 5	33.51	-
Year 6	35.04	-
Year 7	36.63	-

CENTREX **Hi-Rise**SM SERVICE

A. GENERAL

This service will provide to all customers at the following addresses a Centrex **CustoPAK**SM Service at the rates and terms contained herein.

1 North Charles Street, Baltimore
2 Hopkins Plaza, Baltimore
10 North Calvert Street, Baltimore
20 South Charles Street, Baltimore
36 South Charles Street, Baltimore
100 South Charles Street, Baltimore
111 South Calvert Street, Baltimore
120 East Baltimore Street, Baltimore
200 East Lexington Street, Baltimore
201 North Charles Street, Baltimore
250 West Pratt Street, Baltimore
300 East Lombard Street, Baltimore
301 Saint Paul Place, Baltimore
401 East Pratt Street, Baltimore
11350 McCormick Road, Hunt Valley

Verizon Maryland LLC may provide the service to additional locations subject to the review and approval of an amendment to this Product Guide.

B. TERMS AND CONDITIONS

1. Features

A Centrex **Hi-Rise** Service line includes the Centrex **CustoPAK** features as specified in Part C, Section 13R of this Product Guide. Additional Centrex features may be provided as features are added to Centrex **CustoPAK** Service.

2. Line Quantity Restrictions

The Centrex **Hi-Rise** Service is provisioned as a Centrex **CustoPAK** Service, as specified in Part C, Section 13R of this Product Guide. As such, this Service has line quantity restrictions, as specified for Centrex **CustoPAK** Service.

3. Multiple locations

Centrex **Hi-Rise** customers with multiple locations may subscribe to Centrex service at any of its locations. However, only the customer's location at the above address(es) is eligible for Centrex **Hi-Rise** Service. Should a customer choose to combine its eligible location(s), listed in A. above, with another of its location(s), which may or may not be listed in A. above, into a single Centrex service, the Centrex service must be provisioned as a Centrex **CustoPAK** Service.

CENTREX **Hi-Rise** SERVICE

B. TERMS AND CONDITIONS (Cont'd)

4. Subscriber Line Charge Credit

A credit equal to that specified for Centrex **CustoPAK** Service will be applied to all Centrex **Hi-Rise** Service lines.

5. Payment Options

A Centrex **Hi-Rise** Service customer may subscribe to a three or a five-year contract period. There is no month-to-month option associated with this service.

For customers with multiple locations, only the location(s) from the addresses listed in A. above would be subject to the three or five-year contract period.

6. Additional Lines

Centrex **Hi-Rise** Service customers may add lines to their Centrex **Hi-Rise** Service at the above address(es) and pay the same rate for the additional lines as the rate for existing lines for the remainder of their respective contracts.

7. Minimum Monthly Line and Revenue Guarantee

During the term of its contract period, each Centrex **Hi-Rise** Service customer is subject to a minimum line guarantee equal to 65% of the number of Centrex **Hi-Rise** Service lines subscribed to upon the initial establishment of the service.

Should a Centrex **Hi-Rise** customer's service fall below the minimum line guarantee, the customer is subject to a charge equal to \$9.00 times the deficit quantity of lines for each month a deficit exists.

8. Termination Liability

Should a Centrex **Hi-Rise** customer disconnect its Service before the expiration of its contract period, the customer is subject to a termination charge equal to the minimum revenue guarantee, as calculated in B.7. preceding, times the number of months remaining in the contract period.

9. Relocation of Service

Should a Centrex **Hi-Rise** customer relocate its Service, it will not be subject to termination charges, as specified in B.8. preceding, provided the customer subscribes to a Verizon Centrex service offering at its new location.

CENTREX **Hi-Rise** SERVICE

B. TERMS AND CONDITIONS (Cont'd)

10. Other Terms and Conditions

Unless mentioned above, the remaining terms and conditions for Centrex **Hi-Rise** Service are as specified for Centrex **CustoPAK** Service.

C. RATES

1. Centrex **Hi-Rise** Service lines, each

	<u>Month</u>
Exchange Access	*

Intercommunication Lines, each

3-Year Contract Period.....	\$11.33
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5-Year Contract Period.....	\$10.83
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The intercommunication rate will be displayed as the corresponding rate for Centrex **CustoPAK** Service plus an offsetting credit to total the rate listed above.

2. Optional features

The charges for optional features applicable for Centrex **Hi-Rise** Service will be as specified for Centrex **CustoPAK** Service.

3. Usage Charges

Usage charges apply as specified in the Local Exchange Services Tariff, Section 2, for Message or Measured Rate Usage Calls for Calls from Dial Tone Lines Without a Monthly Usage Option.

4. Service Charges

Service charges will apply as specified for Centrex **CustoPAK** Service in Part C, Section 13R of this Product Guide.

* The monthly rate is an amount equal to the rate for exchange access for Centrex **CustoPAK** Service, as specified in Part C of this Product Guide.

CENTREX **Hi-Rise** SERVICE

C. RATES (Cont'd)

5. Additional Credit for High Subscription Rate

For each location eligible for Centrex **Hi-Rise** Service, should a minimum of 60% of the potential customers at such location subscribe to this Service within the first 60 days of notification of the Service, each customer that subscribed to the Service within this period will receive an additional monthly line credit of \$1.00. For applicable customers, this credit will apply to all existing lines and all lines added during the term of their respective contract periods. This additional credit will apply to these customers only; customers that subscribe to the Service beyond the 60-day period will not receive the additional credit.

6. Contract Renewal Option

Upon the expiration of its Centrex **Hi-Rise** Service contract, each Centrex **Hi-Rise** Service customer may choose to renew its Service subject to the subscription to a new Centrex **Hi-Rise** Service contract. The monthly line rate during the subscription period shall be the prevailing Centrex **Hi-Rise** Service monthly line rate less any applicable Centrex **Hi-Rise** Service credits the customer received during the customer's preceding contract period.