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CENTREX AND PBX SERVICES

1. On or after August 10, 2026, Verizon will withdraw the following Services: Centrex Services, Intellipath II Digital Centrex Services, NYNEX Digital Centrex Plus with Dial 9, NYNEX Wide Area Centrex Services, Digital Centrex Services and Intellipath II Digital Centrex Disaster Recovery Services, including all associated features, from this Product Guide. Customers under contract for these services, will remain subject to the existing terms and conditions until the end of the contract term. ]  
(N) ]

A. GENERAL

1. Definition

Except as otherwise provided in Paragraph C of this Section, private branch exchange service (referred to herein as PBX Service) is a service providing facilities consisting of either (1) a switchboard or dial apparatus for connecting central office trunks and tie lines to PBX station service and turret lines or (2) order equipment for the termination of central office trunks and other lines without interconnection.

2. Minimum Charges

See Part A, Section 1 of this Product Guide.

3. Location and Use of PBX Station Service, Turret Lines, Tie Lines and Tie Line Terminals

A business PBX station service or turret line terminal may be located on any premises of the subscriber, provided the use is restricted to the subscriber and his employees.

A residence PBX station service or turret line terminal may be located on any premises which is a domestic establishment of the subscriber, provided the use is restricted to the subscriber and members of his domestic establishment.

A business or residence PBX station service or turret line terminal may be located outside the premises of the subscriber, subject to the following conditions:

- a. Some form of exchange service other than a Public Telephone Services are furnished continuously under a separate contract in the same building and on the same premises as the station.
- b. The station service is furnished with the understanding that its use will be restricted to intercommunication with other stations on premises of the subscriber.

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CENTREX AND PBX SERVICES

A. GENERAL (Cont'd)

3. Location and Use of PBX Station Service, Turret Lines, Tie Lines and Tie Line Terminals (Cont'd)

A tie line is furnished for voice communication between two terminating switchboards and PBX station services on the switchboards and on the same premises; or

For voice communication from a PBX station service on the same premises as the PBX over the tie line to a terminating PBX and connection there to a central office trunk for through communication to any other exchange station service.

PBX station services, turret and tie lines to which mileage rates apply may be interconnected to form a through connection not involving exchange service, provided that not more than two switching points are used in establishing a given connection. For switching arrangement charges, see Part B, Section 5.C.6 of this Product Guide.

Tie Line Terminal Types C, C1, G, M and Q may be used as terminals for interstate Enhanced Private Switched Communication Service channels, Type A, furnished under interstate Product Guides.

4. Foreign Exchange Trunks

For Foreign Exchange Trunks, see Part B, Section 5 of this Product Guide.

## CENTREX AND PBX SERVICES

### B. SUPPLEMENT PBX EQUIPMENT

#### 1. Direct Inward Dialing Service for use with PBX Equipment

Effective February 13, 2026, this service is no longer available to new customers. ]  
Moves, changes or modifications to this service will no longer be supported. Service  
modifications for customers with existing contracts are subject to the terms of their contracts. (C)  
For wire centers specific service withdrawal information, please refer to Part H, of this Product  
Guide. ]

NOTE: This service is also furnished under the Rate Stability Plan specified in Part B, Section 16  
of this Product Guide.

#### a. General

- (b) Direct Inward Dialing (DID) Service is a service which allows an incoming exchange call to be dialed directly to a station associated with a switching system located on the subscriber's premises. The facilities for the service, which are located in the central office, outpulse dial-pulse, multi-frequency or dual tone multi-frequency type digits to the switching equipment on the subscriber's premises. The number of digits outpulsed will be uniform for both the listed number to the attendant's console and for the stations associated with the switching equipment. Full service is comprised of DID Numbers, DID Trunks (Dial-Pulse, Multi-Frequency or Dual Tone Multi-Frequency) and DID Loops (as specified in Part B, Section 5.C.11.a of this Product Guide).
- (2) When DID service is furnished from Switched Network Access Port Service (SNAPS), all references, rates and charges associated with DID loops in this section of the Product Guide are not applicable.

#### b. Terms and Conditions

- (b) DID Service may be provided from the subscriber's normal central office, or from a foreign central office, subject to the availability of facilities and number designations.
- (2) The Company will undertake to establish DID Service in an ESS Central Office, as required, except when a major addition is necessary. However, the Company will provide DID Service with the next major addition to the central office.
- (3) Where, in order to meet a subscriber's request for DID Service, the DID Service is provided from a foreign central office and the local serving central office building
  - (a) does not have an ESS central office (Remote Satellite Switch - RSS is included)
  - (b) does not provide Centrex Service (Centrex Service provided by No. 101 ESS serving vehicles is excluded)

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CENTREX AND PBX SERVICES

B. SUPPLEMENT PBX EQUIPMENT (Cont'd)

1. Direct Inward Dialing Service for use with PBX Equipment (Cont'd)

Effective February 13, 2026, this service is no longer available to new customers. ]  
Moves, changes or modifications to this service will no longer be supported. Service (C)  
modifications for customers with existing contracts are subject to the terms of their contracts. ]  
For wire centers specific service withdrawal information, please refer to Part H, of this Product Guide.

b. Terms and Conditions (Cont'd)

(3) (Cont'd)

(c) does not provide DID Service

then, the \*Voice Grade Interoffice Mileage Schedule specified in Part B, Section 5 of this Product Guide will apply to each DID trunk, in addition to the charges specified in Paragraph c. following. Exception: DID Service provided from a foreign central office prior to April 1, 1977 is not subject to interoffice mileage charges for initial trunks or for subsequent additions to such systems.

Where the subscriber's normal central office and the foreign central office are in the same building, the minimum charge applicable to foreign exchange services, specified in Part B, Section 5.B.3.a of this Product Guide will apply.

- (4) Where a subscriber, whose normal serving central office may or may not have DID capability, chooses to have DID Service provided from a foreign central office with a foreign central office code, interoffice mileage charges will apply to each DID trunk.
- (5) DID subscribers served from a foreign central office with a central office code associated with their local central office will be transferred to the local central office without a number change as facilities permit. However, in ESS Central Offices, such transfers may or may not be coincident with the establishment of DID Service in the local central office
- (6) When DID capacity becomes available in an ESS Central Office, existing DID subscribers who are located in the geographical area served by the central office but have their DID Service provided from a foreign central office on a foreign central office code, may be returned to the local central office and, if necessary, will be required to have their telephone number changed. If the subscriber requests to continue to have DID Service provided from the foreign central office, interoffice mileage charges will apply.
- (7) Subscriber-requested changes in the central office designation used to provide DID Service will be considered a disconnect of their existing DID Service and a connection of new service, except as described under the conditions in Paragraph B.1.b.(6) preceding. Remaining minimum charges for the existing service will apply. The new service will be subject to a new minimum service period.

\* The Voice Grade Interoffice Mileage Schedule does not apply when any service or facility specified in Paragraphs B.1.b. (3)(a), (b), or (c) is provided from the local serving central office building.

## CENTREX AND PBX SERVICES

### B. SUPPLEMENT PBX EQUIPMENT (Cont'd)

#### 1. Direct Inward Dialing Service for use with PBX Equipment (Cont'd)

Effective February 13, 2026, this service is no longer available to new customers. Moves, changes or modifications to this service will no longer be supported. Service modifications for customers with existing contracts are subject to the terms of their contracts. For wire centers specific service withdrawal information, please refer to Part H, of this Product Guide.

] (C) ]

#### b. Terms and Conditions (Cont'd)

- (8) One listing without charge shall apply for each Direct Inward Dialing Service.
- (9) Outgoing service will always be provided from the normal central office. Product Guide trunk charges apply. If outgoing foreign exchange service is required, a separate trunk group shall be furnished.
- (10) DID Service may be provided on some or all trunks arranged for inward service. The DID trunks must be in a separate group from the non-DID trunks.

The customer can have a combination of full service (Direct Inward Dialing Service) and port services (Direct Inward Dialing Port Service) from PSC NY No. 15—COMMUNICATIONS, Section 12.

- (11) The minimum service period is 12 months. Additions to the initial service are also subject to a 12-month minimum service period. For DID trunks and numbers that have been in service for less than 12 months and terminated or converted, the termination charge is calculated as follows:

|                                                      |   |                                                          |   |                                             |
|------------------------------------------------------|---|----------------------------------------------------------|---|---------------------------------------------|
| Quantity of Trunks                                   | X | Monthly Product Guide rate for DID trunks and DID loops* | X | 12 months minus number of months in service |
| Quantity of numbers                                  | X | Monthly Product Guide rate for DID numbers               | X | 12 months minus number of months in service |
| <u>Conversion from full service to port service:</u> |   |                                                          |   |                                             |
| Quantity of full services converted to port service  | X | Monthly Product Guide rate for DID loops                 | X | 12 months minus number of months in service |

\* When disconnects are associated with Direct Inward Dialing Port Service from PSC NY No. 15—COMMUNICATIONS, Section 12, DID Loops termination charges are not applicable.

## CENTREX AND PBX SERVICES

### B. SUPPLEMENT PBX EQUIPMENT (Cont'd)

#### 1. Direct Inward Dialing Service for use with PBX Equipment (Cont'd)

Effective February 13, 2026, this service is no longer available to new customers. Moves, changes or modifications to this service will no longer be supported. Service modifications for customers with existing contracts are subject to the terms of their contracts. For wire centers specific service withdrawal information, please refer to Part H, of this Product Guide.

] (C) ]

#### b. Terms and Conditions (Cont'd) (11)(Cont'd)

##### Conversion from port service to full service:

For conversions of Direct Inward Dialing Port Service to Direct Inward Dialing Service no termination charges will be applied.

An existing DID customer as of July 3, 1992, who has satisfied a previous minimum service period requirement, does not have a minimum service period for the facilities in service. However, any additions are subject to a 12-month minimum. An Existing DID customer, as of July 3, 1992, who has facilities in service but has not satisfied a previous minimum service period requirement, is subject to a 12-month minimum period or a period equal to the remaining months of any service agreement, whichever is less.

The level of the termination charge is affected by the degree to which the Company will reuse the same central office and outside plant facilities as outlined following:

|                                   | Termination Liability                                    |               |              |
|-----------------------------------|----------------------------------------------------------|---------------|--------------|
|                                   | Group of 20 or<br>100 DID Numbers<br>or fraction thereof | DID<br>Trunks | DID<br>Loops |
| Change From DID (Analog C.O.) to: |                                                          |               |              |
| Centrex Svc.(analog) under RSP*   | A**                                                      | A##           | NA           |
| Flexpath Digital PBX Svc.#        | A**                                                      | A             | A£           |
| Intellipath II Digital Ctx. Svc.# | A**                                                      | A             | NA           |
| DID Port Svc. (SNAPS)             | NA                                                       | NA            | A            |
| ISDN Primary Service#             | A**                                                      | A             | A£           |

NA Termination liability not applicable.

A Termination liability applies as specified in Paragraph B.1.b.(11) preceding.

\* Same C.O. serving vehicle.

# Different C.O. serving vehicle.

\*\* If the DID central office designation and number groups can be re-designated to the new service, termination liability will not apply. However, if the customer requests this re-designation, charges based on cost will apply.

## 40% of the termination charges apply.

£ If the DID Service facilities can be reused for the new service, termination liability will not apply.

## CENTREX AND PBX SERVICES

### B. SUPPLEMENT PBX EQUIPMENT (Cont'd)

#### 1. Direct Inward Dialing Service for use with PBX Equipment (Cont'd)

Effective February 13, 2026, this service is no longer available to new customers. Moves, changes or modifications to this service will no longer be supported. Service modifications for customers with existing contracts are subject to the terms of their contracts. For wire centers specific service withdrawal information, please refer to Part H, of this Product Guide.

#### b. Terms and Conditions (Cont'd) (11)(Cont'd)

|                                           | <u>Termination Liability</u>                                      |                       |                      |
|-------------------------------------------|-------------------------------------------------------------------|-----------------------|----------------------|
|                                           | <u>Group of 20 or<br/>100 DID Numbers<br/>or fraction thereof</u> | <u>DID<br/>Trunks</u> | <u>DID<br/>Loops</u> |
| <u>Change From DID (Digital C.O.) to:</u> |                                                                   |                       |                      |
| Centrex Svc.(analog) under RSP#           | A**                                                               | A                     | NA                   |
| Flexpath Digital PBX Svc.*                | NA                                                                | A£                    | A£                   |
| Flexpath Digital PBX Svc.#                | A**                                                               | A                     | A£                   |
| Intellipath II Digital Ctx. Svc.*         | A**                                                               | A##                   | NA                   |
| Intellipath II Digital Ctx. Svc.#         | A**                                                               | A                     | NA                   |
| DID Port Svc. (SNAPS)                     | NA                                                                | NA                    | A                    |
| ISDN Primary Service*                     | A                                                                 | A£                    |                      |
| ISDN Primary Service#                     | A**                                                               | A                     | A                    |

In the above mentioned cases, it is required that the period of time for the new service be greater than or equal to the remaining months of the DID agreement, that the customer's location remains unchanged and that the quantity of numbers remains the same or increases. In the case where the customer moves his location to a different central office building, the only possible reduction in termination liability is for the DID numbers. If the DID central office designation can be transferred to the new serving central office, there will be no termination liability for the DID numbers. However, charges based on cost will apply and all other termination liability applies.

NA Termination liability not applicable.

A Termination liability applies as specified in Paragraph b.(11) preceding.

\* Same C.O. serving vehicle.

# Different C.O. serving vehicle.

\*\* If the DID central office designation and number groups can be re-designated to the new service, termination liability will not apply. However, if the customer requests this re-designation, charges based on cost will apply.

## 40% of the termination charges apply.

£ If the DID Service facilities can be reused for the new service, termination liability will not apply.

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CENTREX AND PBX SERVICES

B. SUPPLEMENT PBX EQUIPMENT (Cont'd)

1. Direct Inward Dialing Service for use with PBX Equipment (Cont'd)

Effective February 13, 2026, this service is no longer available to new customers. ]  
Moves, changes or modifications to this service will no longer be supported. Service (C)  
modifications for customers with existing contracts are subject to the terms of their contracts. ]  
For wire centers specific service withdrawal information, please refer to Part H, of this Product Guide.

b. Terms and Conditions (Cont'd)

- (12) DID numbers will be provided in blocks of 20 or 100 consecutive numbers or fraction thereof.

Groups of consecutive numbers are defined as a group where the unit's digit of the first number is a zero (0) and the units' digit of the last number is a nine (9).

When the thousandth digit of a 7-digit subscriber number begins with zero (0) or nine (9), that number is considered to be unusable for subscribers who have a 4-digit intercom dialing. When the hundredth digit of a 7-digit subscriber number is a zero (0) or nine (9), that number is considered to be unusable for subscribers who have 3-digit intercom dialing.

Should the subscriber not accept available, usable assigned numbers and request DID service from a foreign central office, interoffice mileage charges will apply to each DID trunk.

- (13) The customer must arrange his switching equipment to provide for the interception of assigned but unused station numbers, including vacant station number groups. However, all calls intercepted by the attendant will be considered to be completed and subject to a charge for the call.
- (14) Where subscriber-provided switching equipment is associated with Direct Inward Dialing Service the subscriber's equipment must conform to the provisions covering subscriber-provided communications systems specified in Part A, Section 1, Paragraph B.1 of this Product Guide and Paragraph K of this Section.
- (15) The type of central office facilities used to furnish this service will be determined by the Company.

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CENTREX AND PBX SERVICES

B. SUPPLEMENT PBX EQUIPMENT (Cont'd)

1. Direct Inward Dialing Service for use with PBX Equipment (Cont'd)

Effective February 13, 2026, this service is no longer available to new customers. ]  
Moves, changes or modifications to this service will no longer be supported. Service (C)  
modifications for customers with existing contracts are subject to the terms of their contracts. ]  
For wire centers specific service withdrawal information, please refer to Part H, of this Product Guide.

b. Terms and Conditions (Cont'd)

- (16) The digits outputted will be of the dial pulse type (Digital and ESS Tandem), multi-frequency type (Digital and ESS Tandem) or dual tone multi-frequency type (Digital and ESS where facilities are available).
- (17) DID Service may be provided in connection with a suitably equipped telephone answering system.

c. Waiver of Charges

- (1) The Company reserves the right to waive nonrecurring charges in order to promote the sale of DID Service. This promotional waiver will be available for a maximum period of 90 days following such notice.
- (2) The Company reserves the right to waive recurring charges in order to promote the sale of DID Service. This promotional waiver will be available for a maximum period of 90 days following such notice.
- (3) Terms and conditions in effect on these waivers will be listed on an Attachment to this Product Guide.
- (4) Appropriate notification of any waiver will be made to all eligible customers.

d. Rates and Charges

For Rates and Charges, see Part B, Section 18 of this Product Guide.

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CENTREX AND PBX SERVICES

B. SUPPLEMENTAL PBX EQUIPMENT (Cont'd)

2. Telewatch<sup>sm</sup> Service For Testing Direct Inward Dial (DID) Lines

a. General

TELEWATCH Service, which utilizes the Centralized Automatic Reporting On Trunks (CAROT) system, is a preventative maintenance service that periodically tests the condition of DID trunks for transmission loss, noise and answer back supervision. These tests are conducted monthly by the Company for subscribers who have Private Branch Exchange and Radio Common Carrier Customer premises equipment utilizing DID trunks. A report of conditions will be forwarded each month to the subscriber by the Company. This Service is provided where facilities are available.

TELEWATCH Service is not provided for Flexpath<sup>sm</sup> Digital PBX Service.

b. Terms and Conditions

- (1) Testing will be conducted each month on ALL DID trunks that are billed to the customers listed telephone numbered account. ALL DID trunks will be enrolled into the CAROT system of the customer subscribing to TELEWATCH service.
- (2) The customer will be provided a copy of the test results on a monthly basis.
- (3) The customer is responsible for the purchase, installation and maintenance of a 52A responder on its premises and must comply with FCC Part 68 and Part 15 Rules and Regulations.
  - The customer is also responsible for providing to the Company, the following information:
    - (a) The actual transmission loss factor of the responder.
    - (b) A DID telephone number assigned to the responder within the customer's numbered sequence. This telephone number cannot be used for any other purpose.

NOTE: The 52A responder cannot be removed without notifying Verizon New York Inc.

<sup>sm</sup> Service Mark of NYNEX LLC

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CENTREX AND PBX SERVICES

B. SUPPLEMENTAL PBX EQUIPMENT (Cont'd)

2. Telewatch Service For Testing Direct Inward Dial (DID) Lines (Cont'd)

b. Terms and Conditions (Cont'd)

- (4) If the test shows trunk(s) need to be repaired and the company determines the trouble is not in the network, the customer will be notified.
- (5) A Service Charge, as specified in Part B, Section 18 of this Product Guide, will apply in addition to the rates and charges found in Part B, Section 18 of this Product Guide.
- (6) Subsequent DID trunk additions will result in the application of rates and charges for the TELEWATCH Service for additional trunks as found in Part B, Section 18 of this Product Guide.

c. Rates and Charges

For Rates and Charges, see Part B, Section 18 of this Product Guide.

3. Direct Inward Dialing/Direct Outward Dialing Disaster Recovery Service

a. General

Direct Inward Dialing/Direct Outward Dialing (DID/DOD) Disaster Recovery Service provides route diversity and various degrees of protection in the event of a failure in the serving wire center and/ or the local loop. This service does not apply to a failure that occurs coterminously in the normal and alternate wire center.

Whenever diverse facilities exist, the Company will endeavor not to use passageways, conduits, cable vaults, building entrances or routes common to the customer's normal service. The service is available to DID/ DOD customers served by stored program control or digital central office switches.

Three options are available: Loop to an Alternate Wire Center Option, Interoffice Wire Center Option and Alternate Wire Center Option.

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CENTREX AND PBX SERVICES

B. SUPPLEMENTAL PBX EQUIPMENT (Cont'd)

3. Direct Inward Dialing/Direct Outward Dialing Disaster Recovery Service (Cont'd)
  - a. General (Cont'd)

LOOP TO AN ALTERNATE WIRE CENTER OPTION (OPTION 1)

Loop to an Alternate Wire Center Option provides protection in the event of a failure in the normal wire center or the loop between the normal wire center and the customer premises.

Direct Inward Dialing Service or Flexpath Digital PBX Service ordered from the alternate wire center will be separate and independent from the DID Service and other Company – provided services ordered from the normal wire center and will have a different NXX. Direct Outward Dialing Service is also available from the alternate wire center.

In the event of a failure at the normal wire center or in the loop between the normal wire center and the customer premises, causing trunks served from the normal wire center to be out of service, trunks served from the alternate wire center designated by the Company will continue to operate.

INTEROFFICE WIRE CENTER OPTION (OPTION 2)

Interoffice Wire Center Option provides protection in the event of a failure in the loop between the customer premises and the normal wire center. Customers obtain DID Service from the serving wire center and DID/ DOD or Flexpath service from an alternate wire center designated by the Company. DID service from the normal wire center and DID or Flexpath service from the alternate wire center will share an NXX which will reside at the normal wire center. A 1.544 Mbps interoffice facility will connect the normal wire center and the alternate wire center. A minimum of one group of 20 DID station numbers must be purchased from the alternate wire center.

During normal operations, all incoming calls will be directed to the normal wire center. Some traffic may overflow onto the interoffice facility to the alternate wire center for completion.

In the event of a failure in the loop between the normal wire center and the customer premises, incoming calls to lines connected to the alternate wire center will be rerouted over the 1.544 Mbps trunks to the alternate wire center for completion.

Outgoing calls from the alternate wire center will not be affected. Lines connected to the serving wire center will be out of service.

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CENTREX AND PBX SERVICES

B. SUPPLEMENTAL PBX EQUIPMENT (Cont'd)

3. Direct Inward Dialing/Direct Outward Dialing Disaster Recovery Service (Cont'd)  
a. General (Cont'd)

ALTERNATE WIRE CENTER OPTION (OPTION 3)

Alternate Wire Center Option provides protection against failure in the normal wire center. Customers obtain DID Service from the normal wire center and DID/ DOD or Flexpath service from an alternate wire center designated by the Company. A minimum of one group of 20 DID station numbers must be purchased from the alternate wire center.

During normal operations, all incoming calls will be directed to the normal wire center where the NXX resides.

In the event of a failure at the normal wire center, the NXX will be rerouted to the alternate wire center. The customer's incoming calls will complete to the customer's premises over the DID or Flexpath facilities served by the alternate wire center.

Outgoing calls from the alternate wire center will be unaffected. Trunks connected to the normal wire center will be out of service.

- b. Explanation of Terms

Alternate Wire Center

The Company-designated building facility which is not the customer's normal wire center.

Failure

A failure constitutes the total loss of DID Service over the normal loop facilities between the normal wire center and the customer premises or the total loss of the normal wire center. The existence of a failure is determined by the Company.

Interoffice Facility

A 1.544 Mbps transmission facility comprised of twenty-four channels that connects the normal wire center and the alternate wire center.

Normal Wire Center

The Company designated building facility where customer lines and trunks are connected to switching equipment for connection to other lines and trunks.

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CENTREX AND PBX SERVICES

B. SUPPLEMENTAL PBX EQUIPMENT (Cont'd)

3. Direct Inward Dialing/Direct Outward Dialing Disaster Recovery Service (Cont'd)

b. Explanation of Terms (Cont'd)

Traffic

The amount of activity during a given period of time over a circuit, line or group of lines, or the amount of messages handled by a data switch.

Trunk

A telephone channel between two switching systems. The term "switching system" includes central office types, toll switching systems and PBXs.

c. Terms and Conditions

- (1) Direct Inward Dialing/ Direct Outward Dialing Disaster Recovery Service is furnished subject to the availability of facilities and is only available within a LATA.
- (2) Flexpath Digital PBX Service provisions, rates and charges apply to Flexpath Digital PBX Service circuits ordered from the alternate wire center.
- (3) Direct Inward Dialing/ Direct Outward Dialing Service provisions, rates and charges apply to circuits ordered from the alternate wire center.
- (4) The minimum service period is 12 months. Additions to the initial service are also subject to a 12-month minimum service period. For groups of 24 ports, DID/ DOD trunks and/ or terminals in service for less than 12 months, the termination charge is calculated as follows:

|                                        |   |                                                             |   |                                               |
|----------------------------------------|---|-------------------------------------------------------------|---|-----------------------------------------------|
| (Quantity of ports, trunks terminated) | X | (Monthly Product Guide rates for group of 24 ports/ trunks) | X | (12 months minus number of months in service) |
|----------------------------------------|---|-------------------------------------------------------------|---|-----------------------------------------------|

|                                    |   |                                             |   |                                               |
|------------------------------------|---|---------------------------------------------|---|-----------------------------------------------|
| (Quantity of terminals terminated) | X | (Monthly Product Guide rates for terminals) | X | (12 months minus number of months in service) |
|------------------------------------|---|---------------------------------------------|---|-----------------------------------------------|

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CENTREX AND PBX SERVICES

B. SUPPLEMENTAL PBX EQUIPMENT (Cont'd)

3. Direct Inward Dialing/Direct Outward Dialing Disaster Recovery Service (Cont'd)

c. Terms and Conditions (Cont'd)

- (5) The Company reserves the right to designate the alternate wire center.
- (6) To the extent that the Company requires space on the customer's premises in order to deliver this service, the customer shall provide such space at no cost to the Company.
- (7) Direct Inward Dialing/ Direct Outward Dialing Disaster Recovery Service will be provided according to a negotiated schedule.
- (8) In cases where fiber and/or electronic equipment are not present, special construction charges may apply.
- (9) Disconnect and reconnect charges may apply for moving and reconfiguring circuits and channels when the customer requests Direct Inward Dialing/Direct Outward Dialing Disaster Recovery Service.
- (10) Interoffice Wire Center Option (Option 2) customers must purchase two interoffice switching facility terminals, one at each end.
- (11) Interoffice Wire Center Option (Option 2) customers must purchase these facilities increments of 1.544 Mbps trunks comprised of twenty-four channels.
- (12) Alternate Wire Center Option (Option 3) customers must order circuits from both the normal and alternate wire centers with the numbers ordered only from the normal wire center.
- (13) Interoffice Wire Center Option (Option 2) customers must order trunks from both the normal and alternate wire centers with the numbers ordered only from the normal wire center.
- (14) This service is subject to all general Terms and Conditions applicable to the provision of service by the Company as specified in Part A, Section 1 of this Product Guide.

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CENTREX AND PBX SERVICES

B. SUPPLEMENTAL PBX EQUIPMENT (Cont'd)

3. Direct Inward Dialing/Direct Outward Dialing Disaster Recovery Service (Cont'd)

d. Rates and Charges

For Rates and Charges, see Part B, Section 18 of this Product Guide.

4. Identified Outward Dialing Service

a. General

Identified Outward Dialing Service is a service that identifies stations making outgoing toll calls by recording the calling station number. The identification is provided either automatically or manually by a Company operator who intercepts the toll call and records the calling station number.

b. Terms and Conditions

- (1) The service is furnished subject to the availability of facilities and only when Direct Inward Dialing Service is provided.
- (2) The service includes central office equipment necessary for identification of outgoing toll messages and billing of toll messages by station number.
- (3) Where automatic facilities are available in the Central Office, operator intercept will not be provided. Where operator intercept is utilized, operator handling charges will not be applicable to the toll calls.

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CENTREX AND PBX SERVICES

B. SUPPLEMENTAL PBX EQUIPMENT (Cont'd)

4. Identified Outward Dialing Service (Cont'd)

b. Terms and Conditions (Cont'd)

- (4) The service must be provided on all trunks in a group.
- (5) The minimum service period is for three years. Additions to the initial service are also subject to a three-year minimum service period. For reductions in service, the last trunk equipped for Identified Outward Dialing shall be considered the first disconnected.
- (6) Where Identified Outward Dialing is requested on more than one group of trunks, the rates and charges specified in Paragraph B.4.c. following apply separately for each group of trunks.
- (7) Where subscriber-provided switching equipment is associated with Identified Outward Dialing Service the subscriber's equipment must conform to the provisions covering subscriber-provided communications systems specified in Part A, Section 1.B.1 of this Product Guide and Paragraph K of this Section.
- (8) This service is not available for foreign exchange or WATS trunks, or calls placed over tie lines.

c. Rates and Charges

For Rates and Charges, see Part B, Section 18 of this Product Guide.

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CENTREX AND PBX SERVICES

B. SUPPLEMENTAL PBX EQUIPMENT (Cont'd)

5. Flexpath<sup>®</sup> Digital PBX Service

(Effective November 3, 2012, Flexpath Digital PBX Service is no longer available to new business customers. Existing customers may retain the service; however, moves, additions and/or any other changes are not permitted. Additionally, this service is no longer available in the wire centers listed, and as outlined, in Part H of this Product Guide.)

(N)  
(N)

NOTE: This service is also furnished under the Rate Stability Plan specified in Section 16 of this Product Guide.

a. General

Flexpath Digital PBX Service allows an incoming exchange call to be digitally dialed directly to a station associated with a digital switching system located on the customer's premises and allows digital outgoing exchange calls to be dialed directly. The facilities for the service which are located in the digital central office transmit and receive digital type signals to and from the switching equipment located on the customer's premises. The number of digits transmitted for Flexpath Digital PBX Service will be uniform for both the listed number to the attendant's console and for stations associated with the switching equipment.

The Digital Transport Facility consists of a digital channel which provides for simultaneous two-way transmission of serial, bipolar, return-to-zero digital signals. The Digital Transport Facility may be used to connect a customer's premises to a serving wire center within a LATA. The provisions and rates specified herein are in addition to the applicable provisions and rates specified in this Product Guide and other Verizon New York Inc. tariffs.

b. Explanation of Terms

B8ZS – Bipolar with eight zero substitution (B8ZS) is a line coding technique which permits DS-0 and DS-1 transmission with more than 15 consecutive zeros. B8ZS supports 64 Kbps clear channel transmission.

A BIT is the smallest unit of information in the binary system of notation.

CLEAR CHANNEL CAPABILITY – Allows a customer to utilize 64 Kbps per DS-0 channel by allowing DS-0 or DS-1 transmission independent of the number of consecutive zeros or pulse density.

<sup>R</sup> Registered Service Mark of NYNEX LLC

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CENTREX AND PBX SERVICES

B. SUPPLEMENTAL PBX EQUIPMENT (Cont'd)

5. Flexpath Digital PBX Service (Cont'd)

(Effective November 3, 2012, Flexpath Digital PBX Service is no longer available to new business customers. Existing customers may retain the service; however, moves, additions and/or any other changes are not permitted. Additionally, this service is no longer available in the wire centers listed, and as outlined, in Part H of this Product Guide.)

(N)

(N)

b. Explanation of Terms (Cont'd)

A CIRCUIT is an electrical path between the customer's premises and the central office by which a service is provided.

An INTEROFFICE CHANNEL is an electrical path for digital transmission furnished between serving wire centers. An Interoffice Channel will only be provided where the originating and terminating serving wire centers, as well as all intermediate Company offices, are equipped with suitable digital facilities and equipment.

A DIGITAL TRANSPORT FACILITY is a path for digital transmission furnished between the customer's premises and the serving wire center.

A PORT identifies a Direct Inward Dialing (DID) or Direct Outward Dialing (DOD) or a two way trunk circuit termination on a Digital Transport Facility.

A SERVICE is a combination of the facilities that are furnished to a customer by the Company between the customer's premises and the serving central office.

A SERVING WIRE CENTER is a Company location (central office) containing the equipment to provide telecommunications services in a specified serving area.

A TWO WAY PORT is a trunk circuit that functions as either a Direct Inward Dialing or a Direct Outward Dialing port. The direction of the two-way port is directed by the traffic pattern of the subscriber.

c. Terms and Conditions

(1) Flexpath Digital PBX Service is furnished subject to the availability of facilities and is only available within a LATA. Clear Channel Capability (B8ZS) will be provided where available.

(2) DOD Service may only be provided with DID Service.

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CENTREX AND PBX SERVICES

B. SUPPLEMENTAL PBX EQUIPMENT (Cont'd)

5. Flexpath Digital PBX Service (Cont'd)

(Effective November 3, 2012, Flexpath Digital PBX Service is no longer available to new business customers. Existing customers may retain the service; however, moves, additions and/or any other changes are not permitted. Additionally, this service is no longer available in the wire centers listed, and as outlined, in Part H of this Product Guide.)

(N)

(N)

c. Terms and Conditions (Cont'd)

- (3) Ports must be purchased in groups of 24. In a group, there can be DID, DOD and Two Way Ports. The subscriber must indicate the number of DID, DOD and Two Way Ports and their respective locations. A group may be entirely DID, DOD or Two Way. Appropriate charges as described in Part B, Section 18 of this Product Guide apply for any subsequent change in the configuration within a port group.
- (4) Flexpath Digital PBX Service may be provided from the subscriber's normal central office, or from a foreign central office, subject to the availability of digital facilities and number designations.
- (5) Where a subscriber, whose normal serving central office may or may not have Flexpath Digital PBX Service capability, chooses to have Flexpath Digital PBX Service provided from a foreign central office with a foreign central office code, the monthly rate for an interoffice channel as described in Part B, Section 18, of this Product Guide will apply to each group of 24 ports in addition to the Digital Transport Facility.
- (6) A subscriber requested change in the central office designation used to provide Flexpath Digital PBX Service will be considered a disconnect of existing Flexpath Digital PBX Service and a connection of new service. Remaining minimum charges for the existing service apply. The new service is subject to a new minimum service period.
- (7) The customer can have a combination of full services (Flexpath Digital PBX Service) and port group services (Flexpath Digital PBX Port Group Service) from PSC NY No. 15—COMMUNICATIONS, Section 12.
- (8) One listing without charge applies for each Flexpath Digital PBX Service.
- (9) The customer may elect to take Flexpath Digital PBX Service on a month-to-month basis with a 12-month minimum. Additions to the initial service are also subject to a 12- month minimum service period.

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CENTREX AND PBX SERVICES

B. SUPPLEMENTAL PBX EQUIPMENT (Cont'd)

5. Flexpath Digital PBX Service (Cont'd)

(Effective November 3, 2012, Flexpath Digital PBX Service is no longer available to new business customers. Existing customers may retain the service; however, moves, additions and/or any other changes are not permitted. Additionally, this service is no longer available in the wire centers listed, and as outlined, in Part H of this Product Guide.)

(N)

(N)

c. Terms and Conditions (Cont'd)

(10)For service terminations, partial disconnects or conversions that occur prior to the completion of 12 months, the termination charge is calculated as follows:\*

|                         |   |                                                                                   |   |                                             |
|-------------------------|---|-----------------------------------------------------------------------------------|---|---------------------------------------------|
| Quantity of port groups | X | Monthly Product Guide rate for groups of 24 ports plus Digital Transport Facility | X | 12 months minus number of months in service |
|-------------------------|---|-----------------------------------------------------------------------------------|---|---------------------------------------------|

|                     |   |                                                 |   |                                             |
|---------------------|---|-------------------------------------------------|---|---------------------------------------------|
| Quantity of numbers | X | Monthly Product Guide rate for Flexpath numbers | X | 12 months minus number of months in service |
|---------------------|---|-------------------------------------------------|---|---------------------------------------------|

(11)An existing Flexpath customer, as of the effective date of this provision, who has satisfied a previous minimum service period requirement, does not have a minimum service period for the facilities in service. However, any additions are subject to a 12-month minimum. An existing Flexpath customer, as of the effective date of this provision, who has facilities in service that have not satisfied a previous minimum service period requirement, is subject to a 12-month minimum or the remaining months of the agreement, whichever is less.

(12)When disconnects are associated with Flexpath PBX Port Group Service from PSC NY No. 15—COMMUNICATIONS, Section 12, Digital Transport Facility termination charges are not applicable.

(13)Conversion from full service to port service:

|                                                            |   |                                                           |   |                                             |
|------------------------------------------------------------|---|-----------------------------------------------------------|---|---------------------------------------------|
| Quantity of full services converted to port group services | X | Monthly Product Guide Rate for Digital Transport Facility | X | 12 months minus number of months in service |
|------------------------------------------------------------|---|-----------------------------------------------------------|---|---------------------------------------------|

(14)Conversion from port service to full service:

For conversion of Flexpath Digital PBX Port Group Service to Flexpath Digital PBX Service no termination charges will be applied.

\* Except as noted in paragraph B.5.c.26

## CENTREX AND PBX SERVICES

### B. SUPPLEMENTAL PBX EQUIPMENT (Cont'd)

#### 5. Flexpath Digital PBX Service (Cont'd)

(Effective November 3, 2012, Flexpath Digital PBX Service is no longer available to new business customers. Existing customers may retain the service; however, moves, additions and/or any other changes are not permitted. Additionally, this service is no longer available in the wire centers listed, and as outlined, in Part H of this Product Guide.)

(N)  
(N)

#### c. Terms and Conditions (Cont'd)

(15)The level of termination charge is affected by the degree to which the Company will reuse the same central office and outside plant facilities as outlined following:

| Change From Flexpath:<br>(Digital C.O.) To:                            | Termination Liability                                         |                      |                               |
|------------------------------------------------------------------------|---------------------------------------------------------------|----------------------|-------------------------------|
|                                                                        | Group of 20 or 100<br>Flexpath Numbers<br>or fraction thereof | Group of<br>24 Ports | Digital Transport<br>Facility |
| Centrex Svc. (analog) under<br>RSP (different C.O. serving<br>vehicle) | A*                                                            | A                    | A**                           |
| Intellipath II<br>(same or different C.O.<br>serving vehicle)          | A*                                                            | A                    | A**                           |
| DID (analog)<br>(same C.O. serving vehicle)                            | NA                                                            | A**                  | A**                           |
| DID (analog)<br>(different C.O. serving vehicle)                       | A*                                                            | A                    | A**                           |
| Flexpath Port Group Service                                            | NA                                                            | NA                   | A                             |
| ISDN Primary Service                                                   | NA                                                            | NA                   | NA                            |
| Enterprise Access to Flexpath<br>Service#                              | NA                                                            | NA                   | NA                            |

A - Applicable

NA - Not Applicable

\* If the Flexpath Central Office designation and number groups can be redesignated to the new service, termination liability will not apply. However, if the Customer requests this redesignation, charges based on costs will apply.

\*\* If the Flexpath facilities can be reused to provide the new service, termination liability will not apply.

# The Enterprise Access to Flexpath Service Digital Distribution Channel (DDC) must have the same service period as the Flexpath Digital PBX Service Group of 24 Ports.

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CENTREX AND PBX SERVICES

B. SUPPLEMENTAL PBX EQUIPMENT (Cont'd)

5. Flexpath Digital PBX Service (Cont'd)

(Effective November 3, 2012, Flexpath Digital PBX Service is no longer available to new business customers. Existing customers may retain the service; however, moves, additions and/or any other changes are not permitted. Additionally, this service is no longer available in the wire centers listed, and as outlined, in Part H of this Product Guide.)

(N)

(N)

c. Terms and Conditions (Cont'd)

(15) (Cont'd)

It is required that the period of time for the new service be greater than or equal to the remaining months of the Flexpath contract, provided the customer's location remains unchanged and that the quantity of numbers remains the same or increases. When the customer moves his location to a different central office building, the only possible reduction in termination liability is for the Flexpath numbers. If the Flexpath central office designation can be transferred to the new serving central office vehicle, there will be no termination liability for the Flexpath numbers. However, if the customer requests this re-designation, charges based on costs will apply and all other termination liability will apply.

(16) Flexpath numbers will be provided in blocks of 100 or 20 numbers or fraction thereof. These minimums apply whether or not the subscriber utilizes all the Flexpath numbers in the group.

(17) When the thousandth digit of a 7-digit subscriber number begins with zero (0) or nine (9), that number is considered to be unusable for subscribers who have 4-digit dialing. Where the hundredth digit of a 7-digit subscriber number is a zero (0) or nine (9), that number is considered to be unusable for subscribers who have 3-digit intercom dialing.

(18) Subscribers who do not accept available, usable assigned numbers and request Flexpath Digital PBX Service from a foreign central office, interoffice channel charges apply to each Digital Transport Facility.

(19) Flexpath customers who are being served from a foreign Central Office may request to have their service provided from their local Central Office when digital facilities become available. When a number change is required, termination charges will not apply provided the quantity of numbers, ports and facilities are preserved.

(20) The customer must arrange its switching system to provide for the interception of assigned but unused station numbers, including vacant station number groups. A call intercepted by the attendant will be considered to be completed and subject to a charge for the call.

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CENTREX AND PBX SERVICES

B. SUPPLEMENTAL PBX EQUIPMENT (Cont'd)

5. Flexpath<sup>®</sup> Digital PBX Service (Cont'd)

(Effective November 3, 2012, Flexpath Digital PBX Service is no longer available to new business customers. Existing customers may retain the service; however, moves, additions and/or any other changes are not permitted. Additionally, this service is no longer available in the wire centers listed, and as outlined, in Part H of this Product Guide.)

(N)

(N)

c. Terms and Conditions (Cont'd)

(21) Flexpath Digital PBX Service may be provided in connection with a suitably equipped telephone answering system.

(22) Flexpath Digital PBX Service facilities may be reserved, at the subscriber's request, and will be provided at Product Guide rates and charges, subject to the availability of facilities.

(23) The Company shall not be responsible to the customer if changes in any of the facilities, operations or procedures of the Company utilized in the provision of Flexpath Digital PBX Service render any equipment provided by a customer obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.

(24) The Company undertakes to maintain and repair the facilities which it furnishes hereunder. The customer may not rearrange, disconnect, remove or attempt to repair any equipment installed by the Company without prior written consent of the Company.

(25) A customer with 2 or more Flexpath systems (port group and associated DTF) will be permitted to relocate all or part of his Flexpath systems to another location served by the Company in New York State, provided that the relocation does not result in less than 2 Flexpath circuits at any one location, subject to the availability of facilities. A relocation will not be considered a termination of service. A relocation charge will apply based on costs incurred by the Company.

(26) When the relocation is the alternate wire center as specified in the Flexpath PBX Disaster Recovery Service, the rate for the DTF to the alternate wire center will be as specified in Paragraph B.6.4 of this Section. When the relocation is other than the alternate wire center, the DTF rate will be as specified in Paragraph B.5.c.(10) of this Section for normal wire centers. For those customers under the Rate Stability Plan, the Flexpath systems relocated are to be under service periods equal to or longer than the time remaining in the present plan, provided that, if less than 12 months remain under the existing Rate Stability Plan, the customer subscribes to the relocated Flexpath system for a minimum service period of 12 months.

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CENTREX AND PBX SERVICES

B. SUPPLEMENTAL PBX EQUIPMENT (Cont'd)

5. Flexpath Digital PBX Service (Cont'd)

(Effective November 3, 2012, Flexpath Digital PBX Service is no longer available to new business customers. Existing customers may retain the service; however, moves, additions and/or any other changes are not permitted. Additionally, this service is no longer available in the wire centers listed, and as outlined, in Part H of this Product Guide.)

(N)

(N)

d. Digital Transport Facility

(1) Service is provided by means of the following service arrangements:

- (a) Service between a customer's premises and the serving wire center, which consists of a Digital Transport Facility connected at the serving wire center.
- (b) Service between a customer's premises to a remote serving wire center which consists of a Digital Transport Facility connected to an Interoffice Channel at the local wire center.

(2) Mileage Measurement

(a) Interoffice Channel

Mileage used to rate the Interoffice Channel is the direct airline distance measured between the serving wire centers.

(b) Digital Transport Facility

Mileage used to rate the Digital Transport Facility is the direct airline distance measured between the customer's premises and the serving wire centers.

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CENTREX AND PBX SERVICES

B. SUPPLEMENTAL PBX EQUIPMENT (Cont'd)

5. Flexpath Digital PBX Service (Cont'd)

(Effective November 3, 2012, Flexpath Digital PBX Service is no longer available to new business customers. Existing customers may retain the service; however, moves, additions and/or any other changes are not permitted. Additionally, this service is no longer available in the wire centers listed, and as outlined, in Part H of this Product Guide.)

(N)

(N)

d. Digital Transport Facility (Cont'd)

(3) Special Construction and Special Development

(a) A circuit or arrangement is offered subject to the availability of suitable components (i.e., service functions, channels, or features). When these items are not available, a customer may request that they be specially constructed or developed.

(b) Special construction of plant.

The provisions and charges set forth in Part A, Section 1 of this Product Guide apply where special construction of plant is required.

(4) Diverse Routing

The Diverse Routing service function allows a customer with multiple digital services between the same premises to designate that all such services or any subset of such services be physically provided over different routes. In the event suitable facilities are not available, special construction charges may be applicable.

(5) Enterprise Access to Flexpath Service Digital Distribution Channel (DDC) facilities may be utilized between a Flexpath Digital PBX Service subscriber's premises and the Flexpath Digital PBX Service port in the serving wire center, as appropriate. If a subscriber disconnects a Flexpath Digital PBX Service Digital Transport Facility (DTF) to utilize Enterprise Access, Flexpath DTF termination charges are waived.

(6) Customers may utilize alternate high capacity digital facilities that meet the specifications as determined by the Company in lieu of the Flexpath Digital Facility specified herein. The applicable rules, provisions and rates from the appropriate Company Product Guide will apply for the alternate high capacity digital facilities.

e. Rates and Charges

For Rates and Charges, see Part, Section 18 of this Product Guide.

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CENTREX AND PBX SERVICES

B. SUPPLEMENTAL PBX EQUIPMENT (Cont'd)

6. Flexpath<sup>R</sup> Digital PBX Disaster Recovery Service

(Effective November 3, 2012, Flexpath Digital PBX Disaster Recovery Service is no longer available to new business customers. Existing customers may retain the service; however, moves, additions and/or any other changes are not permitted. Additionally, this service is no longer available in the wire centers listed, and as outlined, in Part H of this Product Guide.)

(N)  
(N)

a. General

Flexpath<sup>R</sup> Digital PBX Disaster Recovery Service provides route diversity and various degrees of survivability for telecommunications service in the event of a failure. The degree of survivability is determined by the facilities subscribed to by the customer. This service does not apply to a failure that occurs coterminously in the normal and alternate wire centers

Flexpath Digital PBX Disaster Recovery Service provides the customer with diversely routed access to an alternate wire center selected by Company. The customer may purchase Flexpath Digital PBX Disaster Recovery Service and thereby maintain a level of incoming and outgoing service to the premises. Flexpath Digital PBX Disaster Recovery Service provides Loop to an Alternate Wire Center, Alternate Wire Center Routing, and/or Interoffice Facility Routing.

LOOP TO AN ALTERNATE WIRE CENTER

Loop to an Alternate Wire Center provides Flexpath Digital PBX Service circuits between the customer premises and an alternate wire center designated by the Company. Wherever diverse facilities exist, the Company will endeavor not to use passageways (conduits, cable vaults, building entrances, or routes) common to customer's normal service. Mileage for Flexpath Digital PBX Service circuits ordered from the alternate wire center will be measured as if these circuits were routed to the normal wire center. The customer shall designate the incoming/outgoing configuration of the Flexpath Digital PBX Service circuits during normal operations and during disaster operations.

Normal Operations

Flexpath Digital PBX Disaster Recovery Service ordered from the alternate wire center will be configured independently from Flexpath Digital PBX Service or other digital DID/DOD service provided by another carrier as provided from the normal wire center and will have a different NXX.

Disaster Operations

In the event of a failure at the normal wire center or alternate wire center, customers who subscribe to Flexpath Digital PBX Disaster Recovery Service will continue to receive service out of the working wire center.

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CENTREX AND PBX SERVICES

B. SUPPLEMENTAL PBX EQUIPMENT (Cont'd)

6. Flexpath Digital PBX Disaster Recovery Service (Cont'd)

(Effective November 3, 2012, Flexpath Digital PBX Disaster Recovery Service is no longer available to new business customers. Existing customers may retain the service; however, moves, additions and/or any other changes are not permitted. Additionally, this service is no longer available in the wire centers listed, and as outlined, in Part H of this Product Guide.)

(N)

(N)

a. General (Cont'd)

INTEROFFICE FACILITY ROUTING

Interoffice Facility Routing customers will obtain Flexpath Digital PBX Service circuits or other digital DID/DOD service provided by another carrier from the normal wire center and a Flexpath Digital PBX Service circuit from the alternate wire center designated by the Company. Incoming DID station numbers will be purchased from the normal wire center only.

Customers will be provided with an interoffice facility between the normal wire center and the alternate wire center to protect incoming traffic in the case of a loop failure between the normal wire center and the customer premises. This interoffice facility must be purchased in increments of 1.544 Mbps trunks comprised of twenty four channels and will be dedicated to the customer.

Normal Operations

All incoming traffic will be routed to the normal wire center. Some of the traffic will overflow via the interoffice facility to the alternate wire center for completion over the alternate wire center circuits. The NXX will reside at the normal wire center. Outgoing traffic will be routed over the loop between the alternate wire center and the customer premises and/or the loop between the normal wire center and the customer premises to their respective wire centers as designated by the customer.

Disaster Operations

In the event of a loop failure between the normal wire center and customer premises, incoming traffic will be routed over the interoffice facility to the alternate wire center for completion over the alternate wire center circuits. Outgoing Flexpath Digital PBX Service traffic will complete via the alternate wire center.

b. Explanation of Terms

Alternate Wire Center

The Company designated building facility which is not the customer's normal wire center to which customer's calls are routed.

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CENTREX AND PBX SERVICES

B. SUPPLEMENTAL PBX EQUIPMENT (Cont'd)

6. Flexpath Digital PBX Disaster Recovery Service (Cont'd)

(Effective November 3, 2012, Flexpath Digital PBX Disaster Recovery Service is no longer available to new business customers. Existing customers may retain the service; however, moves, additions and/or any other changes are not permitted. Additionally, this service is no longer available in the wire centers listed, and as outlined, in Part H of this Product Guide.)

(N)

(N)

b. Explanation of Terms (Cont'd)

Digital Transport Facility

A Digital Transport Facility is a path for digital transmission furnished between the customer's premises and the normal serving wire center.

Failure

A failure constitutes the total loss of Flexpath Digital PBX Service or other digital DID/DOD service over the normal loop facilities between the normal wire center or the total loss of the normal wire center. The existence of a failure is determined by the Company.

Interoffice Facility

A 1.544 Mbps transmission facility comprised of twenty four channels that is connected between the normal wire center and the alternate wire center. The interoffice facility may be used to transport overflow traffic and to test translations in the alternate wire center. It consists of a 1.544 Mbps terminal at each wire center and an interoffice channel between the two wire centers.

Normal Wire Center

The Company designated building facility where customer lines are connected to switching equipment to be connected to other lines and trunks.

Overflow

Additional traffic beyond the capacity of a specific trunking group.

Traffic

The amount of activity during a given period of time over a circuit or line, group of lines, or the amount of messages handled by a data communications switch.

Trunk

A telephone communications channel between two switching systems. The term "switching system" includes central office types, toll switching systems and PBXs.

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CENTREX AND PBX SERVICES

B. SUPPLEMENTAL PBX EQUIPMENT (Cont'd)

6. Flexpath Digital PBX Disaster Recovery Service (Cont'd)

(Effective November 3, 2012, Flexpath Digital PBX Disaster Recovery Service is no longer available to new business customers. Existing customers may retain the service; however, moves, additions and/or any other changes are not permitted. Additionally, this service is no longer available in the wire centers listed, and as outlined, in Part H of this Product Guide.)

(N)

(N)

c. Terms and Conditions

(1) Flexpath Digital PBX Disaster Recovery Service is furnished subject to the availability of facilities and is only available within a LATA.

(2) Flexpath Digital PBX Service provisions, rates and charges as specified in Paragraph B.5 of this Section apply to Flexpath Digital PBX Disaster Recovery Service.

(3) The minimum service period is 12 months. Additions to the initial service are also subject to a 12-month minimum service period. For groups of 24 ports and/or terminals in service for less than 12 months, the termination charge is calculated as follows:

|                                      |   |                                                      |   |                                               |
|--------------------------------------|---|------------------------------------------------------|---|-----------------------------------------------|
| (Quantity of port groups terminated) | X | (Monthly Product Guide rates for groups of 24 ports) | X | (12 months minus number of months in service) |
| (Quantity of terminals terminated)   | X | (Monthly Product Guide rates for terminals)          | X | (12 months minus number of months in service) |

(4) The Company reserves the right to designate the Alternate Wire Center.

(5) To the extent that the Company requires space on the customer's premises in order to deliver this service, the customer shall provide such space at no cost to the Company.

(6) Flexpath Digital PBX Disaster Recovery Service will be provided according to a negotiated provisioning interval.

(7) In cases where fiber and/or electronics equipment are not present, special construction charges may apply.

(8) Disconnect and reconnect charges may apply for moving and reconfiguring circuits and channels when the customer requests Flexpath Digital PBX Disaster Recovery Service.

(9) Flexpath Digital PBX Disaster Recovery Service customers who select Interoffice Facility Routing must purchase two interoffice switching facility terminals, one at each end.

(10) Customers subscribing to Interoffice Facility Routing must purchase these facilities in increments of 1.544 Mbps trunks comprised of twenty four channels.

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CENTREX AND PBX SERVICES

B. SUPPLEMENTAL PBX EQUIPMENT (Cont'd)

6. Flexpath Digital PBX Disaster Recovery Service (Cont'd)

(Effective November 3, 2012, Flexpath Digital PBX Disaster Recovery Service is no longer available to new business customers. Existing customers may retain the service; however, moves, additions and/or any other changes are not permitted. Additionally, this service is no longer available in the wire centers listed, and as outlined, in Part H of this Product Guide.)

(N)

(N)

c. Terms and Conditions (Cont'd)

(11) Alternate Wire Center Routing customers must order circuits from both the normal and alternate wire centers with the numbers ordered only from the normal wire center.

(12) Interoffice Facility Routing customers must order circuits from both the normal and alternate wire centers with the numbers ordered only from the normal wire center.

(13) This service is subject to all general provisions applicable to the provision of service by the Company as specified in Part A, Section 1 of this Product Guide.

d. Rates and Charges

For Rates and Charges, see Part B, Section 18 of this Product Guide.

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CENTREX AND PBX SERVICES

C. CENTREX SERVICE

NOTE 1: For disaster recovery and diverse routing for Centrex Service, see Paragraph J. of this Section.

NOTE 2: The Centrex customer may have a combination of full services from this Section and port services from PSC NY No. 15—COMMUNICATIONS, Section 12.

1. General

Centrex service is a PBX service consisting of control equipment and switching equipment located on Company premises and station service.

The control equipment and switching equipment permit stations connected to the service to dial each other, to dial outgoing calls directly, and to receive incoming calls by direct inward dialing from the calling party to the station.

Centrex Service is furnished only as a complete service. The Exchange Access portion or Intercommunication (including Centrex features) portion of the Centrex station charges are not furnished separately.

Centrex Service is classified as business service. The service is furnished subject to the availability of facilities.

Supplemental PBX systems not arranged for direct inward dialing to their associated stations may be furnished in conjunction with Centrex service of the same subscriber. All incoming calls to supplemental PBX systems are connected through the Centrex facilities.

2. Definitions of Terms

- a. A Centrex station line is line connecting Centrex control equipment to station service.
- b. A primary station is the first station, or the first appearance in other than a station, of a Centrex primary station line.
- c. A bridged station is an additional station on a Centrex primary station line.
- d. A restricted station line is one which is equipped only to make calls to and receive calls from stations within the Centrex system.
- e. Except as specified in Paragraph C.2.f. below, a location consists of all premises on continuous property.

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CENTREX AND PBX SERVICES

C. CENTREX SERVICE (Cont'd)

2. Definitions of Terms (Cont'd)

- f. At airports, a location consists of all premises within the same established airport area.
- g. A principal location is a building designated by the subscriber where primary station lines terminate.

3. Treatment for Tie Line Terminals in Central Offices where Facilities Permit

Treatments for Tie Line Terminals in Central Offices where facilities permit

a. General

Treatment denotes permission or denial with respect to outgoing and incoming capabilities of tie line terminals.

b. Description

(1) Standard Treatments provide for the following capabilities:

(a) Tie Line Terminal Treatments

1. Outgoing Capability

Treatments--Tie Line Terminals may have dial access to:

- "B0"-- (Non-Switching)--All Centrex Lines, Optional Equipment.
- "B1"-- (Non-Switching)--Attendant, All Centrex Lines (except AOR), Optional Equipment.
- "B2"-- (Switching)--"B1" plus Central Office Toll Diverted Trunks, Foreign Exchange Toll Diverted Trunks.
- "B3"-- (Switching)--"B2" (except Central Office Toll Diverted Trunks) plus Central Office Toll Allowed Trunks, Foreign Exchange Toll Allowed Trunks, Outward WATS.
- "B6"-- (Switching)--All Centrex Lines, Non-Universal Switching Tie Lines, Optional Equipment.
- "B7"-- (Switching)--Attendant, All Centrex Lines, Semi-Universal Switching Tie Lines, Optional Equipment.

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CENTREX AND PBX SERVICES

C. CENTREX SERVICE (Cont'd)

3. Treatment for Tie Line Terminals in Central Offices where Facilities Permit (Cont'd)

b. Description (Cont'd)

(1) Standard Treatments provide for the following capabilities: (Cont'd)

(a) Tie Line Terminal Treatments (Cont'd)

1. Outgoing Capability (Cont'd)

Treatments--Tie Line Terminals may have dial access to: (Cont'd)

"B8"-- (Switching)--"B7" plus Universal Toll Diverted Switching Tie Line, Central Office Toll Diverted Trunks, Foreign Exchange Toll Diverted Trunks, Network Access Terminal.

"B9"-- (Switching)--"B8" (excluding Central Office Toll Diverted Trunks) plus Universal Toll Allowed Switching Tie Lines, Central Office Toll Allowed Trunks, Foreign Exchange Toll Allowed Trunks, Outward WATS.

"BD"-- Used only where service in outgoing direction is to be denied.

"BZ"-- \*

2. Incoming Capability

Treatments—Tie Line Terminals may be dial accessed by:

"0"-- (Non-Switching)--All Centrex Lines.

"1"-- (Non-Switching)--Attendant, Centrex Lines A1 to A4 and N.

"2"-- (Non-Switching)--Attendant, Centrex Lines A2 to A4 and N.

"3"-- (Non-Switching)--Attendant, Centrex Lines A3 to A4 and N.

"6"-- (Switching)--All Centrex Lines, Non-Universal Switching Tie Lines.

"7"-- (Switching)--Attendant, Centrex Lines A1 to A4 and N, Semi-Universal Switching Tie Lines, Universal Toll Diverted Switching Tie Lines, Universal Toll Allowed Switching Tie Lines.

"8"-- (Switching)—Attendant, Centrex Lines A2 to A4 and N, Universal Toll Diverted Switching Tie Lines, Universal Toll Allowed Switching Tie Lines.

"9"-- (Switching)—Attendant, Centrex Lines A3 to A4 and N, Universal Toll Allowed Switching Tie Lines.

"D"-- Used only when service in the incoming direction is to be denied.

\* Type N Tie Line Terminals are coded "Z" for outgoing capability.

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CENTREX AND PBX SERVICES

C. CENTREX SERVICE (Cont'd)

3. Treatment for Tie Line Terminals in Central Offices where Facilities Permit (Cont'd)

b. Description (Cont'd)

(1) Standard Treatments provide for the following capabilities: (Cont'd)

(a) Tie Line Terminal Treatments (Cont'd)

(2) Supplemental Treatments

Supplemental Treatments are optional features that provide incoming and outgoing dial access controls on Centrex Lines and Tie Lines that are not provided under Standard Line Treatments. They are provided in ESS Central Offices subject to the availability of facilities.

(2) Terms and Conditions

(a) Restriction of calling stations from selected area codes and/or specific central office codes within the originating area code are not provided under this Product Guide offering.

(b) Supplemental Treatment is not available for "A5" Manual Originating Line Treatment and "A7" Hotline Treatment.

(3) Rates and Charges

For Rates and Charges, see Part B, Section 18 of this Product Guide.

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CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II<sup>R</sup> Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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C. CENTREX SERVICE (Cont'd)

4. Intellipath II<sup>R</sup> Digital Centrex Service

a. General

Intellipath II Digital Centrex Service is a message rate business service with a 5-line minimum requirement. Intellipath II service is a central office based service provided from suitably equipped Company digital central office facilities.

The equipment permits the direct dialing between lines connected to the service and the direct dialing of outgoing calls. Incoming calls are received by direct inward dialing from the calling party to the station line or through a console attendant.

Intellipath II service consists of standard features and a number of optional features. The standard features are included in the Intellipath II system. Additional features are offered on an optional basis subject to the availability of facilities. Data link consoles, non-data link consoles and electronic telephone stations are to be provided by the customer.

All Intellipath II lines within an Intellipath II system must be billed to the same line number, with a single bill being rendered by the Company.

Direct Inward Dialing, Direct Outward Dialing and Station-to-Station Dialing features must be activated on all lines in the system. A customer may choose to activate any or all of the remaining standard features, specified in b. following, on a per line basis.

(1) Definition of Terms

- (a) An Intellipath II station line is a line connecting Intellipath II service to a location on the customer's premises.
- (b) An Intellipath II station line is the initial appearance of an Intellipath II station line.
- (c) An Intellipath II bridged station line is an additional appearance of the station line.
- (d) For customers who have service at more than one premises, the principal location is the location designated by the customer where station lines terminate.

<sup>R</sup> Registered Service Mark of Verizon Communications Inc.

### CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II<sup>R</sup> Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N)  
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#### C. CENTREX SERVICE (Cont'd)

##### 4. Intellipath II Digital Centrex Service (Cont'd)

###### b. Features

###### (1) Standard Features

|                                                       |                                 |
|-------------------------------------------------------|---------------------------------|
| Automatic Call Back                                   | Directed Call Pick-Up           |
| Call Forwarding                                       | •With Barge-In                  |
| •All Calls                                            | •Without Barge-In               |
| •Busy Line                                            | Direct Inward Dialing           |
| •Don't Answer                                         | Direct Outward Dialing          |
| Call Hold                                             | Distinctive Call Waiting Tones  |
| Call Pick-Up                                          | Inside/Outside Ringing          |
| Call Transfer                                         | Enhanced Call Forwarding/ Don't |
| Answer                                                |                                 |
| Call Waiting                                          |                                 |
| •Dial                                                 | Enhanced Three-Way Calling      |
| •Incoming                                             | Hunting                         |
| •Intra Group                                          | Intercept                       |
| •Originating                                          | Line Treatments                 |
| Code Restrictions                                     | Station-to-Station Calling      |
| Consultation Hold                                     | Three-Way Calling               |
| Dial Transfer Arrangement<br>on Incoming Trunk Groups |                                 |

###### (2) Optional Features

###### Data Related Features

Data Call Protection  
Data Switching 56 kbps

###### Line Related Features

Call Park  
Executive Busy Override  
Hot Line  
Last Number Dialed  
Multipath Call Forwarding (1-5 paths)  
Speed Dialing  
•Group  
•Individual  
INTELLISMART<sup>sm</sup> Service  
•Caller ID - Number Only  
•Busy Redial  
•Call Trace

<sup>sm</sup> Service Mark of Verizon Communications Inc.

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CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II<sup>R</sup> Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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C. CENTREX SERVICE (Cont'd)

4. Intellipath II Digital Centrex Service (Cont'd)

b. Features (Cont'd)

(2) Optional Features (Cont'd)

System Related Features

Authorization Codes

Automatic Advance Routing

Automatic Route

Selection – Basic

Automatic Route Selection –

Deluxe

- Expensive Route Warning Tone

- Time of Day Routing

Call Back Queueing

Call Forwarding Busy/ Don't Answer Split

Calling Name Display

Carrier Access

Centralized Attendant Service

Common Control Switching

Arranged Access

Customer Moves and Changes

Customer System Administration

Dial Dictation Access

Electronic Tandem Network Access

Enhanced Private Switched

Communications Service Access

Loudspeaker Paging Access

Meet-Me Conference

Message Waiting (Lmpg)

Music-on-Hold

Music-on-Queue-UCD

Network Speed Calling

Remote Access

Rem Acc to CI Fwdg

Six-Way Conference

Station Message Detail Recording

- Magnetic Tape

- To Premises

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CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II<sup>R</sup> Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

C. CENTREX SERVICE (Cont'd)

4. Intellipath II Digital Centrex Service (Cont'd)

b. Features (Cont'd)

(2) Optional Features (Cont'd)

System Related Features (Cont'd)

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(D)

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Tie Line Access  
Time of Day Network Class of Service Routing  
Trunk Verification  
    from a Station Line  
(renamed "Carrier Access"  
...see preceding page)  
Uniform Call Distribution  
uniform Numbering Plan  
Virtual Number  
Virtual Private Network

Attendant Related Features

The following features are available for use within a compatible data link console:

|                         |                           |
|-------------------------|---------------------------|
| Attendant Access to     | Night Service             |
| Paging                  | •Fixed                    |
| Attendant Call Entry    | •Flexible                 |
| Detail                  | •Trunk Answer From Any    |
| Attendant Conference    | Station (TAAS)            |
| Attendant Speed Calling | Position Busy             |
| Interposition Calling   | Traffic Measurements      |
|                         | Uniform Call Distribution |
|                         | From Queue                |
|                         | Wild Card Key             |

Effective December 31, 2021, Station Message Detail Recording (SMDR) has been withdrawn from this Product Guide, and Verizon will no longer provide this service as of that date.

(C)

(C)

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CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II<sup>R</sup> Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

(N)  
(N)

C. CENTREX SERVICE (Cont'd)

4. Intellipath II Digital Centrex Service (Cont'd)

b. Features (Cont'd)

(2) Optional Features (Cont'd)

Common Attendant Features

|                       |                             |
|-----------------------|-----------------------------|
| Attendant             | Call Park Recall timer      |
| Attendant Camp-On     | Call Selection              |
| Attendant Transfer    | Call Spitting               |
| Automatic Recall      | Console Release             |
| Busy Verification     | Console Test                |
| of Station Lines      | Control of Trunk            |
| Busy Verification     | Group Access                |
| of Trunks             | Do-Not-Disturb              |
| Flexible Console      | Multiple Listed Directory   |
| Alerting              | Numbers                     |
| Locked Loop Operation | Secrecy                     |
| Lockout               | Serial Call                 |
| Multiple Console      | Through Dialing             |
| Operation             | Trunk Group Busy Indication |

The following features are available for use with a compatible non-data link console:

|                            |                              |
|----------------------------|------------------------------|
| Attendant Access To Paging | Incoming Call Identification |
| Attendant Camp-On          | Interposition Calling        |
| Attendant Conference       | Multiple Console Operation   |
| Attendant Speed            | Multiple Listed Directory    |
| Calling                    | Numbers                      |
| Attendant Transfer         | Night Service                |
| Control of Trunk           | •Fixed                       |
| Group Access               | •Trunk Answer From Any       |
| Direct Station             | Station (TAAS)               |
| Selection                  | Through Dialing              |
|                            | Trunk Group Busy Indication  |

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CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II<sup>R</sup> Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

C. CENTREX SERVICE (Cont'd)

4. Intellipath II Digital Centrex Service (Cont'd)

b. Features (Cont'd)

(2) Optional Features (Cont'd)

Electronic Telephone Service Features\*

Add On Module

Automatic Line

Basic ETS Service

including Common

Features

- Automatic Answer

Back

- Call Forwarding on

Secondary Number

- Critical Call Hold

- Feature Access

Call Arrangements

- Multiple Appearance of

Intellipath II Lines

- Multiple Call Arrangement

- Single Call Arrangement

- Privacy Release

Display Features

- Display Called Number

- Display Calling Number

- Feature Display

- Time Key

Group Intercom

c. Feature Definitions

Attendance Access to Paging - Allows an attendant to gain access to customer-provided loudspeaker paging equipment.

Attendant Autodial - Permits an attendant to dial frequently called numbers by depressing the autodial feature key, which is programmed with the number.

Attendant Camp-On - Allows the attendant to extend an incoming call to a busy station.

Attendant Conference (Maximum Six Conferees) - Permits an attendant to establish a six-port conference call.

Attendant Transfer - Allows calls transferred by a station line user to the attendant to be queued on a first-in, first-out basis.

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## CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II<sup>R</sup> Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

### C. CENTREX SERVICE (Cont'd)

#### 4. Intellipath II Digital Centrex Service (Cont'd)

##### c. Feature Definitions (Cont'd)

Authorization Codes - Assign a Network Class-of-Service (NCOS) and control network access. (D)

Automatic Advance Routing - Provides for the automatic routing of calls to the exchange network, when CCSA, EPSCS and ETN lines are busy.

Automatic Call Back - Allows a station line user calling a busy station line to be automatically connected to the called line when the line becomes idle.

Automatic Recall - Returns attendant extended calls to the console after a predetermined time

Automatic Route Selection-Basic and Deluxe - Automatically selects the preferred route for network calls when a station user dials a preselected code.

- A route is a group of one or more service lines of the same type (excluding Exchange System Lines) used to complete calls.
- A pattern is a group of different routes arranged to be automatically selected in sequence to complete calls. Patterns will, as specified by the subscriber, overflow to either the Exchange System, a tone, an announcement, or to the attendant.
- A Facilities Restriction Level (FRL) can be provided on each Intellipath II line and tie line to determine both the type of call and type of facility to be permitted to the associated user. When the FRL is transmitted over a tie line to a distant switching location it is identified and carries the same restriction as those imposed at the originating point.

##### Deluxe Only

- Expensive Route Warning Tone - Provides a warning tone to indicate the selection of an expensive route.
- Time of Day Routing - Allows for a cost-effective use of facilities by allowing or denying route choices based on the time of day.

Busy Verification of Station Lines - Allows the attendant to establish a talking connection to an apparently busy station line to determine if the station line is in working order.

Effective December 31, 2021, Station Message Detail Recording (SMDR) has been withdrawn from this Product Guide, and Verizon will no longer provide this service as of that date.

(C)  
(C)

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### CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II<sup>R</sup> Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

(N)  
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C. CENTREX SERVICE (Cont'd)

4. Intellipath II Digital Centrex Service (Cont'd)

c. Feature Definitions (Cont'd)

Busy Verification of Trunks - Allows the attendant to establish a talking connection to an apparently busy trunk to determine if the trunk is in working order.

Call Back Queueing - Permits a station line encountering an all-trunk-busy condition the option of being notified when a trunk becomes idle.

Call Forwarding -

- All Calls -Allows calls directed to a station line to be routed to a user defined line inside or outside the customer group.
- Busy Line - Permits calls attempting to terminate to a busy station line to be re-directed to a predetermined line inside or outside the customer group.
- Don't Answer - Provides for forwarding of incoming calls to a predetermined line inside or outside the customer group when the called station line does not answer within a customer selected prescribed time.
- Busy/Don't Answer Split - Allows for incoming calls to be identified as originating within the customer's system or outside the customer's system and forwards them to the specified designated line.

Call Hold - Allows the user to hold one call for any length of time provided that neither party goes on-hook.

Call Park - Allows a station line to park a call against its own line number. The parked call can be retrieved from any station line by dialing a feature code and the line number against which the call is parked.

Call Park Recall Timer - Provides a separate timer for calls parked by the attendant. The timer defines the maximum time period that a call can spend in the parking mode. If the call is not retrieved or abandoned within the defined time, the call is unparked and the attendant is recalled.

Call Pickup - Allows a station line to answer incoming calls to another station line within a defined call pickup group. Call pickup is provided on individual station lines within a customer group.

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### CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II<sup>R</sup> Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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#### C. CENTREX SERVICE (Cont'd)

##### 4. Intellipath II Digital Centrex Service (Cont'd)

###### c. Feature Definitions (Cont'd)

Call Selection - Enables an attendant to answer incoming calls using either of the following methods:

- In the order they are received, regardless of the incoming call type.
- By manually selecting a specific incoming call type.

Call Splitting - Allows the attendant to talk privately to either the calling party or the called party.

Call Transfer - Allows a station line user to transfer any established call to another station line inside or outside the customer group without the assistance of the attendant.

Call Waiting -

- Dial - Permits a station line to impose call waiting on a busy station line by dialing the call waiting feature activation code, followed by the station number. This feature is an originating line feature that is applicable to intragroup calls only.
- Incoming - Allows an incoming call to a busy station line to be held waiting while a signal is directed towards the busy station line user.
- Intra Group - Allows both incoming calls and calls originating from within the system to activate the call waiting feature.
- Originating - Permits a station line user to impose call waiting on a busy station line.

Calling Name Display - Provides for the display of the calling party's name on suitably equipped customer-provided station equipment at the terminating end. This feature will be offered on intra-group (intercom) calls only.

Carrier Access - Enables station users in the customer group to gain access to an interexchange carrier by using special access codes or automatic route selection.

Centralized Attendant Service (CAS) - Permits a customer served by either a PBX, Centrex or Intellipath II system from more than one service location, to concentrate all attendants at a single location. Incoming Listed Directory Number or Operator (dial O) calls are routed via a Released Link Trunk (RLT); the CAS attendant completes the call by dialing the called party's extension number over the same RLT.

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CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II<sup>R</sup> Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

(N)  
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C. CENTREX SERVICE (Cont'd)

4. Intellipath II Digital Centrex Service (Cont'd)

c. Feature Definitions (Cont'd)

Code Restrictions - Enables customers to restrict NPA and/or NNX codes for stations or groups of stations within a customer group.

Common Control Switching Arrangement (CCSA) Access - Enables station line users in the customer group to gain access to the CCSA by using special access codes and dialing reserved number exchange (RNX) patterns.

Console Release - Allows the attendant to extend a call to a trunk and release the call after dialing is completed but before outpulsing to the trunk is completed.

Console Test - Allows an attendant to test the functional operations of a console.

Consultation Hold - Allows the station line user to consult privately with a third party prior to establishing a three-way conference/transfer.

Control of Trunk Group Access - Allows the attendant to control the access of all stations and incoming trunks to various trunk groups by operating corresponding keys or activating access codes.

Customer Moves and Changes – Provides customers with the ability to prepare, schedule, and implement, all under their control, certain feature changes and configurations of their Intellipath II Digital Centrex Service from the customer's computer terminal.

Customer System Administration - Allows the customer to access an administration position associated within a customer group. It permits station and feature rearrangements and changes of ARS patterns. (For feature detail on Customer System Administration, see Paragraph c.(1) following.)

Data Call Protection - Prohibits additional calls from terminating to a line equipped with Data Call Protection. This option protects all calls from interruption

Data Switching 56 kbps - Allows data transmission at speeds up to 56 kbps on station-to-station calls. Station lines arranged for this feature are used only for data transmission.

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### CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II<sup>R</sup> Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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#### C. CENTREX SERVICE (Cont'd)

##### 4. Intellipath II Digital Centrex Service (Cont'd)

###### c. Feature Definitions (Cont'd)

Delayed Operation - Allows the attendant to place a call for a calling station line while the calling station line waits on-hook.

Dial Dictation Access - Provides a station line user access to, and control of customer-provided dictation recording equipment by dialing an access code.

Dial Transfer Arrangements on Incoming Trunk Groups - Dial Transfer Arrangements permit the direct completion of calls from foreign exchange lines, Other Common Carrier lines, business individual and auxiliary lines, and Dedicated Inward WATS Toll-Free Service lines, to a billable station line within the customer's system, and the transfer of such calls to other stations within the system. For Dedicated Inward WATS Toll-Free Service two types of Dial Transfer Arrangements (local and remote) are offered; the type offered depends on the available facilities.

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

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

Direct Station Selection - Allows the attendant to access station lines by depressing a button associated with that station.

###### Directed Call Pickup -

- With Barge-In - Permits a station line user to answer a call that is ringing any other line within the same customer group. If the called station line has already been answered, the initiating station line may barge-in to the answered call and be connected into a three-way call.
- Without Barge-In - Permits a station line user to answer a call that is ringing any other line within the same customer group. If the called station line has already been answered, the initiating station line will be connected to a reorder tone.

Distinctive Call Waiting Tones - Permits a called station line user to determine whether an incoming waiting call is external or internal to the customer group by providing different tone cadences for the two situations.

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## CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II<sup>R</sup> Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

### C. CENTREX SERVICE (Cont'd)

#### 4. Intellipath II Digital Centrex Service (Cont'd)

##### c. Feature Definitions (Cont'd)

Do Not Disturb - Permits the attendant to cut off a single station line and selected groups of station lines from receiving DID and station-to-station calls.

Electronic Tandem Network (ETN) Access - Enables station line users in the customer group to gain access to the ETN by using special access codes and dialing (RNX) patterns.

##### Electronic Telephone Service Features

(D)

- Add On Module - Allows for the expansion of an electronic telephone set by providing additional feature keys in groups of 20.
- Automatic Line - May be assigned to individual appearances on an electronic telephone station, including the primary Intellipath II number. When an off-hook is reported from an Intellipath II number appearance to which an automatic line has been assigned, a connection is automatically established to a predetermined location.
- Basic ETS Service including Common Features
  - Automatic Answer Back – Allows any incoming call to be automatically answered after four seconds. When the calling party hangs up, the call is automatically disconnected.
  - Call Forwarding on a Secondary Number – Provides multiple call forwarding arrangements on a single electronic telephone set. Each line appearance on an electronic telephone set can be forwarded to a different number.
  - Critical Call Hold – Allows an electronic telephone service station used to hold a connection within the switching unit on a critical call, insuring that the call will not be disconnected in error.
  - Feature Access – Provides for the use of dial codes as an alternative method of accessing electronic telephone service features by feature keys.
- Call Arrangements
  - Multiple Appearance Intellipath Line (MAIL) – Allows an Intellipath II line to be assigned to more than one electronic telephone set. MAIL groups can be comprised of up to 32 appearances and configured in either single call arrangement or multiple call arrangement.

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CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II<sup>R</sup> Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

C. CENTREX SERVICE (Cont'd)

4. Intellipath II Digital Centrex Service (Cont'd)

c. Feature Definitions (Cont'd)

Electronic Telephone Service Features (Cont'd)

(D)

- Call Arrangements (Cont'd)
  - Multiple Call Arrangement – Allows MAIL group members to originate a call without affecting the call status of the other MAIL group members. Incoming calls to the MAIL group will be directed to all idle members and the first member to answer will be connected to the external party.
  - Single Call Arrangement – Allows MAIL group members to originate a call when the MAIL group is idle or answer incoming calls when calls are directed to the group. When access to the group is granted to a member of the same group are illuminated to indicate a busy condition.
  - Privacy Release – Allows the active MAIL group member in a single call arrangement to add on any other MAIL group members to an established call.
- Display Features
  - Display Called Number - Provides the user of an electronic telephone equipped with the optional 32-character alphanumeric Liquid Crystal Diode (LCD) with visual feedback concerning the called number during the origination, termination, programming, and feature activation operations.
  - Display Calling Number - Provides the electronic display telephone user receiving an incoming call, including non-published and non-listed telephone numbers, with visual feedback concerning calling number. The display of calling number information is subject to the caller's use of the Number Restriction features, as well as to certain other limitations, as specified in Part B, Section 2.D of this Product Guide, and Paragraph C.4.d. of this Section.
  - Feature Display - Provides the user of an electronic telephone equipped with the 32-character LCD with visual feedback on user-entered data and incoming call information during the use of other Intellipath II features.
  - Time Key - Provides the current time and date on an electronic telephone display.
- Group Intercom - Enables a customer to terminate, using abbreviated dialing, on a member of a predesigned group.
- Intercom - Allows an electronic telephone user to directly terminate on another predesignated electronic telephone by depressing the intercom key.

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CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II<sup>R</sup> Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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C. CENTREX SERVICE (Cont'd)

4. Intellipath II Digital Centrex Service (Cont'd)

c. Feature Definitions (Cont'd)

Enhanced Call Forwarding/Don't Answer - Allows individual station lines in a multi-line hunt group to call forward/don't answer to a specified designated line.

Enhanced Private Switched Communications Service (EPSCS) Access - Enables station line users in the customer group to gain access to the EPSCS by using special access codes and dialing (RNX) patterns.

Enhanced Three-Way Calling - Allows a non-controlling party on a three-way call to add another conferee.

Executive Busy Override - Allows a station line user to bridge into a busy station line connection, preceded by a burst of alerting tone.

Flexible Console Alerting - Enables an attendant to be alerted to a call requiring attention by an alert tone that is sent through the headset.

Hot Line - Provides automatic placement of a call to a predetermined Intellipath II line within the Intellipath II system when a station line goes off-hook.

Hunting - Routes a call to an idle station line in a prearranged group when the called station line is busy.

Incoming Call Identification - Allows the attendant to view incoming call information. When the attendant answers, call information (e.g., call identifier, called digits, and caller information) is displayed.

Inside/Outside Ringing - Provides a unique pattern of ringing to permit the station line user to distinguish between intragroup and DID calls.

INTELLISMA<sup>SM</sup>RT Service - A set of call management features which utilize the capabilities of Common Channel Signaling/SS7 (CSS7) technology including, the network's ability to forward a calling number between the originating and terminating central offices. The provision of these services is dependent on the installation of appropriate hardware and software for these features in a customer's central office and on the availability of CCS7 between the originating and terminating central office.

<sup>SM</sup> Service Mark of Verizon Communications Inc.

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Effective: November 1, 2019

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CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II<sup>R</sup> Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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C. CENTREX SERVICE (Cont'd)

4. Intellipath II Digital Centrex Service (Cont'd)

c. Feature Definitions (Cont'd)

INTELLISMART Service Features

- Busy Redial - Automatically redials the telephone number of the most recent outgoing call. This is accomplished by the customer dialing a special code. If the redialed telephone number is busy, the call will be attempted for a maximum of 30 minutes. Should the line become idle during this process and the Busy Redial customer's line is available to complete the call, then a distinctive ringing signal will alert the Busy Redial customer that the call can be completed.

The following types of calls cannot be automatically redialed:

- Calls to 800 Service numbers
- Calls to 900 Service numbers
- Calls preceded by an interexchange carrier access code
- International Direct Distance Dialed Calls
- Calls to Directory Assistance
- Calls to 911
- Caller ID - Number Only - provides the telephone number from which the call originates (typically by the second ring) for non-blocked telephone numbers, including those associated with non-published and non-listed service. The calling number is displayed on customer-provided premises equipment attached to the customer's telephone line, subject to technical and other limitations including the availability of the number for forwarding.

The display of calling number information is subject to the caller's use of Number Restriction features, as well as certain other limitations as specified in Part B, Section 2.D of this Product Guide.

- Caller ID - provides the telephone number and name associated with the line from which an incoming call originates. The calling number and name are displayed (typically by the second ring) on a customer provided compatible display device attached to the customer's telephone line.

The display of calling number and name information is subject to the caller's use of Number Restriction features, as well as certain other limitations as specified in Part B, Section 2.D of this Product Guide.

## CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II<sup>R</sup> Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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### C. CENTREX SERVICE (Cont'd)

#### 4. Intellipath II Digital Centrex Service (Cont'd)

##### c. Feature Definitions (Cont'd)

##### INTELLISMA<sup>R</sup>T Service Features (Cont'd)

- Call Trace - Allows a customer to initiate a trace of the most recent incoming call by dialing a special code immediately after terminating the call. The Company's central office equipment records and stores the incoming call message detail (date and time of the call and telephone number) provided that the call was completed over suitably equipped facilities and the customer has not made or received another call after the call to be traced was terminated. The results of the trace are not provided to the customer directly, but are automatically reported to Verizon New York Inc. Annoyance Call Bureau where it can be obtained by an appropriate law enforcement agency when the customer files a complaint. The Company is not liable for damages if a trace attempt is not successful. Additional limitations of liability provisions are contained in Section 1 of the Product Guide.
- Call Waiting ID with Name - allows a customer who is using the telephone, and receives a second call via Call Waiting - Terminating, to see the telephone number/name of the second incoming call. The calling number and name are displayed on a customer provided compatible display device attached to the customer's telephone line.

The display of calling number and name information is subject to the caller's use of Number Restriction features, as well as certain other limitations as specified in Part B, Section 2.D of this Product Guide.

Intercept - Routes incoming exchange calls made to a non-working Intellipath II Line to an announcement machine.

Interposition Calling - Allows communication and transfer of calls between attendants.

Last Number Dialed - Enables a station line user to redial the last called number by use of an access code rather than dialing the entire number.

Line Treatments - Provides the capability to allow or deny individual station line features. The treatments can be arranged to control all calls originating or terminating on station lines and tie trunks. (For feature detail on Line Treatments, see Paragraph c.(2) following.)

Locked Loop Operation - Allows an attendant to hold a call on a loop. Attendant locked loop operation consists of two hold types, manual and automatic.

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CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II<sup>R</sup> Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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C. CENTREX SERVICE (Cont'd)

4. Intellipath II Digital Centrex Service (Cont'd)

c. Feature Definitions (Cont'd)

Lockout - Prohibits an attendant from entering a call on a held loop unless recalled by a station user or by automatic recall.

Loudspeaker Paging Access - Allows station line users to access customer-provided loudspeaker paging equipment by dialing an access code.

Meet-Me Conference - Provides a six-party conference bridge and line number for conferees to dial at a specified time to hold a conference.

Message Waiting (Lamping) - Provides for the lighting of a lamp on suitably equipped customer-provided station equipment to signify a message waiting status. This is offered in lieu of stutter dial tone.

Multipath Call Forwarding (1 - 5 paths) – This feature allows the station user to forward simultaneous messages over one line to a destination.

Multiple Console Operation - Allows the assignment of more than one console per system.

Multiple Listed Directory Numbers - Permits a customer to have many listed directory numbers.

Music-On-Hold - Provides a system wide music-on-hold capability. All calls placed on hold will be connected to a customer-provided music source.

Music-On-Queue - Uniform Call Distribution (UCD) - Allows calls placed in an incoming UCD call queue to be connected to a customer-provided music source after the call delay announcement.

Network Speed Dialing - Allows a customer to have a system shared list of 1000 numbers. This Speed Dialing List is Company changeable only.

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CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II<sup>R</sup> Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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C. CENTREX SERVICE (Cont'd)

4. Intellipath II Digital Centrex Service (Cont'd)

c. Feature Definitions (Cont'd)

Night Service -

- Fixed - Calls that are normally routed to the attendant during the day are routed to predesignated locations at night.
- Flexible - Allows the attendant to program the night service routes for each Incoming Call Identification (ICI) classification assigned to the customer group.
- Trunk Answer From Any Station (TAAS) - Allows any station in the customer group to answer an incoming call by dialing a code. The code is dialed when the TAAS alerting device sounds.

Position Busy - Allows the attendant to make the console unavailable to additional queued calls.

Remote Access - Permits selected outside callers to dial from the exchange network directly into the customer's system and gain access to Intellipath II facilities without attendant assistance. Each remote access feature allows one call to be completed at a time.

Remote Access – Permits selected outside callers to dial from the exchange network directly into the customer's system and gain access to Intellipath II facilities without attendant assistance. Each remote access feature allows one call to be completed at a time.

Remote Access to Call Forwarding - Provides an Intellipath II line with the capability of changing a call forwarding arrangement from a dual tone multifrequency telephone, e.g., TOUCH-TONE, outside the Intellipath II group. Authorization codes are required to effect such change.

Secrecy - Allows the attendant to talk to a called party without the calling party hearing the conversation. When the attendant releases from the call, the source and the destination are connected.

Serial Call - Allows an attendant to extend a call to more than one station.

Six-Way Conference - Allows a station line user to establish a conference call consisting of more than three conferees (maximum six) without the assistance of the attendant.

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### CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II<sup>R</sup> Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

C. CENTREX SERVICE (Cont'd)

4. Intellipath II Digital Centrex Service (Cont'd)

c. Feature Definitions (Cont'd)

Speed Dialing - Permits a station line user to dial selected numbers by using fewer digits than normally required. This is accomplished through the assignment of abbreviated codes to frequently called numbers. The Speed Dialing List is customer-changeable.

- Attendant - Allows an attendant to dial frequently dialed numbers by depressing a speed dial key and dialing one or two digits instead of all digits in the number.
- Group - Allows shared use of a speed dialing list. A control station will add, change or delete telephone numbers from the list for the group.

Six-Way Conference - Allows a station line user to establish a conference call consisting of more than three conferees (maximum six) without the assistance of the attendant.

Speed Dialing - Permits a station line user to dial selected numbers by using fewer digits than normally required. This is accomplished through the assignment of abbreviated codes to frequently called numbers. The Speed Dialing List is customer-changeable.

- Attendant - Allows an attendant to dial frequently dialed numbers by depressing a speed dial key and dialing one or two digits instead of all digits in the number.
- Group - Allows shared use of a speed dialing list. A control station will add, change or delete telephone numbers from the list for the group.
- Individual - Allows a station line user to add, change or delete telephone numbers from a list. The list is dedicated to the individual station line user.

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Effective December 31, 2021, Station Message Detail Recording (SMDR) has been withdrawn from this Product Guide, and Verizon will no longer provide this service as of that date.

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CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II<sup>R</sup> Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

- C. CENTREX SERVICE (Cont'd)
  - 4. Intellipath II Digital Centrex Service (Cont'd)
    - c. Feature Definitions (Cont'd)

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Station-to-Station Calling - Allows customer group stations to complete calls to other stations without the assistance of an attendant.

Three-Way Calling - Allows a station line user to add a third party to an existing conversation.

Through Dialing - Allows the attendant to select the trunk facility for a station in the same customer group and send dial tone to the station user. The station user then dials the called number.

Tie Line Access - Allows a station user to gain access to tie lines and leased channels.

Time of Day Network Class of Service Routing - Provides the capability for mapping normal Class-of-Service (COS) values into new values based on the time of day (or day of week or year).

Traffic Measurements - Provides operational measurements for data link consoles on an individual attendant console basis. The data includes: total duration of answered calls, total duration of originated calls, total duration of position busy.

Trunk Group Busy Indication - Allows for the displaying of trunk group status on the attendant console.

Effective December 31, 2021, Station Message Detail Recording (SMDR) has been withdrawn from this Product Guide, and Verizon will no longer provide this service as of that date.

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CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II<sup>R</sup> Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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C. CENTREX SERVICE (Cont'd)

4. Intellipath II Digital Centrex Service (Cont'd)

c. Feature Definitions (Cont'd)

Trunk Verification from a Station Line - Permits a designated line user to access one trunk at a time from a selected trunk group in order to verify a busy condition, perform maintenance tests or preempt for a priority call.

Uniform Call Distribution - Allows for an even distribution of incoming calls, over a group of stations called a UCD group. When all the answering agents are busy, the incoming calls are queued and the callers receive an audible ringback. When the delay interval exceeds the customer delay threshold, a recorded announcement advising of the delay may be provided.

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

Uniform Numbering Plan - Enables an Intellipath II customer to have a uniform numbering plan among multiple switches via private facilities, by using a seven digit dialing plan compromised of RNX and extension.

Virtual Number - Is a telephone number associated with an electronic telephone station, which the station line user may use to place a call over the exchange network. The number does not require the assignment of line equipment or outside plant facilities.

Virtual Private Network - Is a feature available to Intellipath II customers that have multiple Intellipath II service locations served out of two or more central office switching entities. The feature provides these customers with the ability to dial all their Intellipath service locations via four, five, or seven digit station-to-station dialing.

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## CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II<sup>R</sup> Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

### C. CENTREX SERVICE (Cont'd)

4. Intellipath II Digital Centrex Service (Cont'd)
  - c. Feature Definitions (Cont'd)

Wild Key Card - Permits an attendant to use the wild card key to activate special features not directly available through a feature key on the console. Any special feature normally available through the use of a feature key may be activated through the wild card key, with the exception of Incoming Call Identification.

#### (1) Feature Detail – Customer System Administration

Customer System Administration (CSA) is an Intellipath II optional feature and is offered to customers where facilities permit. CSA allows customers to make certain changes in the Intellipath II line and feature arrangements on all lines in the system.

Using CSA, the customer has the capability of changing or rearranging any Intellipath II standard feature. In addition, the customer had the capability of changing or rearranging only the following Intellipath II optional features:

Attendant Related Features available with a data link console  
Authorization Codes  
Automatic Route Selection-Basic and Deluxe  
Electronic Telephone Service Features\*  
Six Way Conference  
Time of Day Network Class of Service Routing

The customer can make these changes by accessing Company facilities through a customer-provided dial-up data terminal. The data terminal must consist of the following:

- A keyboard display, 300 or 1200 baud, asynchronous full duplex operation, 24 line 80-column upper-lower case ASCII characters and continuous scrolling with VT emulation.

At the customer's option, a printer port equipped with a receive-only printer 80-column asynchronous, 300, 1200 baud or buffered and equipped with an upper-lower case ASCII character set may be used.

The customer may interchange the telephone numbers associated with Intellipath II lines within the customer's Intellipath II system. It is the customer's responsibility to provide and change station designation strips. The customer can activate or deactivate service on all Intellipath II lines compatible with CSA.

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CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II<sup>R</sup> Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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C. CENTREX SERVICE (Cont'd)

4. Intellipath II Digital Centrex Service (Cont'd)

c. Feature Definitions (Cont'd)

(1) Feature Detail – Customer System Administration (Cont'd)

When a line is deactivated, it may be equipped to receive intercom calls. The customer may not originate a call on such a line. Monthly billing continues on those lines which have been deactivated. A Company service order is required to change the billing status on a line

(2) Feature Detail - Line Treatments

(a) Standard Treatments for Intellipath II Lines and Tie Line Terminals

Treatment denotes permission or denial with respect to outgoing and incoming capabilities of Intellipath II lines or tie line terminals. Standard Treatments provide for the following capabilities:

- Intellipath II Line Treatments - Outgoing Capability

Lines may have dial access to:

"AO"-- All Intellipath II Lines, Non-Universal Non-Switching and Switching Tie Lines, Optional Equipment.

"A1"-- "AO" plus Attendant, Semi-Universal Non-Switching and Switching Tie Lines.

"A2"-- "A1" plus Universal Toll Restricted Non-Switching and Switching Tie Lines, Central Office Toll Diverted Trunks, Foreign Exchange Toll Diverted Trunks, Network Access Terminals, Dedicated Inward WATS Toll-Free Service.

"A3"-- "A2" (excluding Central Office Toll Diverted Trunks) plus Universal Toll Allowed Non-Switching and Switching Tie Lines, Central Office Toll Allowed Trunks, Foreign Exchange Toll Allowed Trunks, Outward WATS.

"A4"-- "A3" plus all Access Codes.

"A7"-- Discrete to Hotline.

"A8"-- "A2" (excluding - 411, 555, and 976 Access Codes.)

"A9"-- "A3" (excluding - 411, 555, 700, 900, and 976 Access Codes.)

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CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II<sup>R</sup> Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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C. CENTREX SERVICE (Cont'd)

4. Intellipath II Digital Centrex Service (Cont'd)

c. Feature Definitions (Cont'd)

(2) Feature Detail - Line Treatments

(a) Standard Treatments for Intellipath II Lines and Tie Line Terminals (Cont'd)

• Intellipath II Line Treatments - Outgoing Capability

Lines may have dial access to: (Cont'd)

"A10"-- "A2" (excluding 976 Access Code)

"A11"-- "A3" (excluding 700, 900 and 976 Access Codes)

• Intellipath II Line Treatments - Incoming Capability

Lines may be dial accessed by:

"R"-- All Intellipath II Lines, Non-Universal Non-Switching and Switching Tie Lines.

"N"-- "R" plus Attendant, Semi-Universal Non-Switching and Switching Tie Lines, Universal Toll Diverted and Toll Allowed Non-Switching and Switching Tie Lines, DID from General Exchange System, Network Access Terminals.

• Tie Line Terminal Treatments - Outgoing Capability

Tie Line Terminals may have dial access to:

"BO"-- (Non-Switching)--All Intellipath II Lines, Optional Equipment.

"B1"-- (Non-Switching)--Attendant, All Intellipath II Lines (except AOR), Optional Equipment.

"B2"-- (Switching)--"B1" plus Central Office Toll Diverted Trunks, Foreign Exchange Toll Diverted Trunks

"B3"-- (Switching)--"B2" (except Central Office Toll Diverted Trunks) plus Central Office Toll Allowed Trunks, Foreign Exchange Toll Allowed Trunks, Outward WATS.

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CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II<sup>R</sup> Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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C. CENTREX SERVICE (Cont'd)

4. Intellipath II Digital Centrex Service (Cont'd)

c. Feature Definitions (Cont'd)

(2) Feature Detail - Line Treatments

(a) Standard Treatments for Intellipath II Lines and Tie Line Terminals (Cont'd)

• Tie Line Terminal Treatments - Outgoing Capability (Cont'd)

- "B6"-- (Switching)--All Intellipath II Lines, Non-Universal Switching Tie Lines, Optional Equipment.
- "B7"-- (Switching)--Attendant, All Intellipath II Lines, Semi-Universal Switching Tie Lines, Optional Equipment.
- "B8"-- (Switching)--"B7" plus Universal Toll Diverted Switching Tie Lines, Central Office Toll Diverted Trunks, Foreign Exchange Toll Diverted Trunks, Network Access Terminal.
- "B9"-- (Switching)--"B8" (excluding Central Office Toll Diverted Trunks) plus Universal Toll Allowed Switching Tie Lines, Central Office Toll Allowed Trunks, Foreign Exchange Toll Allowed Trunks, Outward WATS.
- "BD"-- Used only when service in outgoing direction is to be denied.

• Tie Line Terminal Treatments - Incoming Capability

Tie Line Terminals may be dial accessed by:

- "0"-- (Non-Switching)--All Intellipath II Lines.
- "1"-- (Non-Switching)--Attendant, Intellipath II Lines A1 to A4 and N.
- "2"-- (Non-Switching)--Attendant, Intellipath II Lines A2 to A4 and N.
- "3"-- (Non-Switching)--Attendant, Intellipath II Lines A3 to A4 and N.
- "6"-- (Switching)--All Intellipath II Lines, Non-Universal Switching Tie Lines.
- "7"-- (Switching)--Attendant, Intellipath II Lines A1 to A4 and N, Semi-Universal Switching Tie Lines, Universal Toll Diverted Switching Tie Lines, Universal Toll Allowed Switching Tie Lines.
- "8"-- Lines A2 to A4 and N, Universal Toll Diverted Switching Tie Lines, Universal Toll Allowed Switching Tie Lines.
- "9"-- (Switching)--Attendant, Intellipath II Lines A3 to A4 and N, Universal Toll Allowed Switching Tie Lines.
- "D"-- Used only when service in the incoming Direction is to be denied.

(b) Line Treatments - Supplemental

Supplemental Treatments are features that provide incoming and outgoing dial access controls on Intellipath II Lines and Tie Lines that are not provided under Standard Line Treatments. They are provided subject to the availability of facilities. Supplemental Treatment is not available for "A7" Hotline Treatment.

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CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II<sup>R</sup> Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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C. CENTREX SERVICE (Cont'd)

4. Intellipath II Digital Centrex Service (Cont'd)

c. Feature Definitions (Cont'd)

(2) Feature Detail - Line Treatments

(c) Line Treatments – Data Switching 56 kbps

Intellipath II Lines equipped with Data Switching 56 kbps must be arranged for “AOR” line treatment.

d. Terms and Conditions Note: For disaster recovery and diverse routing for Intellipath II Digital Centrex Service see Paragraph J of this Section.

(1) Intellipath II service is provided to customers with 5 or more lines. This service is furnished subject to the availability of facilities. The Company will determine the type of central office switch. In those cases where the Company determines that additional equipment must be provided on the customer's premises, the customer will be required to furnish the suitable space and environmental conditions as determined by the Company.

(2) The Intellipath II line rates and mileage increments for customers with 5-99 lines apply as specified in e.(1), e.(3) and e.(4) following.

The Intellipath II line rates and mileage increments for customers with 100 or more lines who have ordered the service prior to December 1, 1989 apply as specified in e.(2), with the exception of Pkg. VIII, e.(3) and e.(4) following.

An Intellipath II price for a customer with 100 or more lines who orders the full service, port only, or a combination of the full service and ports, will be determined on a customer specific pricing basis, using incremental costs.

A customer may request the addition of Intellipath II features to their existing Intellipath II service. The customer may have those features priced out on a customer specific price basis provided: (1) the features requested are available in the customer's serving central office, (2) the incremental revenue which would have been billed to the customer for the additional features if calculated at Product Guide rates would have exceeded \$180,000 per year and, (3) the customer has a minimum of 36 months of service remaining in its term commitment when the features are installed.

With the exception of the customer specific price, all other rates, charges, terms and conditions, specified herein, continue to apply.

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CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II<sup>R</sup> Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N)  
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C. CENTREX SERVICE (Cont'd)

4. Intellipath II Digital Centrex Service (Cont'd)

d. Terms and Conditions Note: For disaster recovery and diverse routing for Intellipath II Digital Centrex Service see Paragraph J of this Section. (Cont'd)

- (3) One directory listing is provided without charge for each Intellipath II system.
- (4) The rate for Intellipath II lines and features covered under a monthly term commitment plan is guaranteed against Company-initiated changes and will apply for the length of the term commitment, except as provided in Paragraph e.(19) following. The minimum term commitment is 12 months.
- (5) The customer can have a combination of full service (Intellipath II Digital Centrex Service) and port service (Intellipath II Digital Centrex Port Services from PSC NY No. 15—COMMUNICATIONS, Section 12). For rate applications associated with volume discounts, the full service and port service shall be considered separately with the count starting from one line for each type of service.
- (6) (a) For customers with less than 100 lines, if the service is terminated in whole or in part by the customer after installation of the service but prior to the completion of the term commitment, the customer shall be obligated to pay the remaining payments, i.e., monthly rate times the remaining months of the term commitment selected except as provided in Paragraphs C.4.d.(21), C.4.e.(11)(b)3., C.4.e.(12)(d), C.4.e.(16) and C.4.e.(17) of this Section.

For customers with 100 or more lines, except as provided in Paragraphs C.4.d.(21), C.4.e.(11)(a)2., C.4.e.(11)(b)3., C.4.e.(12)(d), C.4.e.(16) and C.4.e.(17) of this Section, if the service is terminated in whole or in part by the customer after installation of the service but prior to the completion of the term commitment, the customer shall be obligated to pay a termination charge for each line disconnected. The termination charge shall be calculated as follows: the Monthly Recurring Line Rate (without the CEAC and EUCL) will be multiplied by the remaining months in the term commitment. This total will be reduced to account for the time value of money with the interest rate set forth in Part B, Section 18 of this Product Guide. The Company shall review interest rates twice per calendar year. Upon such review the Company shall change the interest rate to be within 0.125% of the then-current yield of the 30-year Treasury Bond.

- (b) The customer subscribing to authorization codes pursuant to NYNEX Wide Area Centrex Service and who therefore terminates authorization codes as an optional feature in this Product Guide shall not pay termination charges for termination of this feature.

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CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II<sup>R</sup> Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

C. CENTREX SERVICE (Cont'd)

4. Intellipath II Digital Centrex Service (Cont'd)

d. Terms and Conditions (Cont'd)

- (7) The monthly rate from this section of the Product Guide will apply for full service Intellipath II Digital Centrex Service or the monthly rate from PSC NY No. 15—COMMUNICATIONS, Section 12 of this Product Guide will apply if the terminations are associated with Intellipath II Digital Centrex Port Service.
- (8) If the customer converts the service in whole or in part from a full service to a port service prior to the completion of the term commitment, the customer shall be obligated to pay the remaining payments for the outside plant facilities, i.e., the monthly equivalent link amount times the remaining months of the term commitment.
- (9) For conversions of Intellipath II Digital Centrex Port Service to Intellipath II Digital Centrex Service, no termination charges will be applied.
- (10) The prepayment of charges in no way constitutes a purchase of the equipment, and the Company retains full ownership of all equipment covered by the prepayment.
- (11) Intellipath II station lines may be terminated in a customer-provided PBX system. Such lines may be either ground start\* or loop start and may have any standard treatment. Transmission quality over Intellipath II lines of this type is not guaranteed. Additional transmission improvements requested by the customer will be provided by the Company at charges based on cost.
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- (13) When using Call Forwarding and Call Transfer, the Intellipath II service customer is responsible for the payment of the Product Guide station-to-station charge for each call connected over the exchange system between the Intellipath II service and the telephone at which the call is answered. The charge applies to each call answered, including the call establishing the Call Forwarding mode and collect and person-to-person calls which are refused at the answering telephone.
- (14) Intellipath II service is connected to the Company's network in accordance with the terms and conditions set forth in Section 1 of this Product Guide.
- (15) Unless specifically exempted, this service is subject to all general terms and conditions applicable to the provision of service by the Company as stated elsewhere in this Product Guide.

\* Ground start may not be provided over fiber facilities and is only available where suitable facilities exist.

Effective December 31, 2021, Station Message Detail Recording (SMDR) has been withdrawn from this Product Guide, and Verizon will no longer provide this service as of that date.

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CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II<sup>R</sup> Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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C. CENTREX SERVICE (Cont'd)

4. Intellipath II Digital Centrex Service (Cont'd)

d. Terms and Conditions (Cont'd)

(16) Automatic Advance Routing is only available to customers who have Automatic Route Selection (ARS) and Uniform Numbering Plans. The customer will determine if the calls are to be routed via ARS patterns or directly to the exchange network.

(17) The ARS-Basic feature has a maximum of 4 patterns. Time of Day Routing and Expensive Route Warning Tone can only be provided with ARS-Deluxe.

(18) Centralized Attendant Service (CAS) requires the main location to be an Intellipath II System. The CAS satellite location must be a suitably equipped PBX, Centrex or Intellipath II System arranged for switched loop operation. Foreign Exchange, CCSA, ETN and WATS calls will not be routed to the satellite location via an RLT, but must be terminated at the location where the RLT originates. Transmission is not guaranteed on RLTs where the satellite location is outside the Local Access Transport Area.

(19) Intellipath II numbers may be reserved, subject to availability, at the customer's request, at the monthly rate specified in e.(9) following for Number Reservation.

Number reservations may not exceed 200% of the customer's total number of lines in service. These numbers may be activated at any time, at the then prevailing rate and charges for Intellipath II lines and virtual numbers specified in e.(1) - e.(5) following, subject to the availability of facilities.

Reserved numbers are not included in the count of Intellipath II lines when determining the size of a line rate package.

(20) A virtual number may have all the feature capabilities of an Intellipath II line except INTELLISMART Service features. However, a virtual number does not require the assignment of central office line equipment or outside plant facilities and is only associated with an electronic telephone station.

A virtual number may be converted to an Intellipath II line at any time prior to the expiration of the term commitment, subject to the availability of facilities. No termination charge applies to such conversion.

Virtual numbers are not included in the count of Intellipath II lines when determining the size of a line rate package. The End User Common Line Charge and Exchange Access Charge do not apply to virtual numbers.

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CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II<sup>R</sup> Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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C. CENTREX SERVICE (Cont'd)

4. Intellipath II Digital Centrex Service (Cont'd)

d. Terms and Conditions (Cont'd)

- (21) Trunk verification from a station line requires the establishment of a supplemental line treatment.
- (22) When using the Traffic Measurement feature, the measurements will be displayed on suitably equipped customer-provided equipment.
- (23) INTELLISMART Services are available to customers subscribing to Intellipath II Digital Centrex Service where facilities are available, including Common Channel Signaling 7 (CCS7). In addition, the customer and the other party involved in the call must either be served from the same central office switch, or served from different central office switches which are linked by facilities that can send the parties' telephone numbers between these offices.
- (24) INTELLISMART Services will be offered on a subscription basis only.
- (25) Call Trace will be billed only when the attempt to trace and record the calling telephone number is successful. The results of a successful trace will only be provided to legally constituted authorities with proper authorization.
- (26) If a call originates in an area where Call ID is not deployed, (and in certain other cases, e.g. operator assisted and calling card calls), the called party's display unit will show an indicator instead of the calling number. If the calling party has chosen to prevent the transmission of the calling number, as described in Part B, Section 2.D of this Product Guide, through the use of Per Call Restrict or All-Call Restrict, the called party's display unit will indicate the use of the number restrict features, generally, by displaying the word Private or the letter P.
- (27) Busy Redial cannot be activated to lines that are call forwarded.
- (28) INTELLISMART Service may not work on telephone calls transmitted over multi-frequency tie lines, various pair gain devices or other peripheral equipment.
- (29) Caller ID is not compatible with Multiple Call Arrangements on Multiple Appearance Directory Number (MADN).

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CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II<sup>R</sup> Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

(N)  
(N)

C. CENTREX SERVICE (Cont'd)

4. Intellipath II Digital Centrex Service (Cont'd)

d. Terms and Conditions (Cont'd)

- (30) A Caller ID subscriber's telephone station receiving a call which has been transferred or forwarded may display the telephone number of the transferred or forwarded telephone lines instead of the originating call number.
- (31) Busy Redial and Call Trace will not be provided on attendant consoles and will be assigned only to the Primary Number of a MADN group.
- (32) The Company will not be liable for any economic harm, personal injury, invasion of any right of privacy of any person, or any other harm, loss or injury, caused or claimed to be caused, directly or indirectly, by the Company's delivery or failure to deliver the telephone number of a calling party. Additional limitation of liability provisions are contained in Part A, Section 1 of this Product Guide.
- (33) The use of the Number Restriction Option will prevent the display of the calling party's telephone number on calls originating from Intellipath II telephone line.
- (34) When a Virtual Private Network is provided the customer's specified locations, all calls between those locations will be routed through a Simulated Facilities Group (SFG), which will replicate a private line. The SFG will allow a set maximum number of calls at any given time to be routed over the SFG. At the customer's request, calls in excess of this maximum will either be blocked or will be routed onto the public switch network.

Calls routed between locations are treated as Station-to-Station calls and are not charged regular message rate usage. Calls which are routed over the normal public switch network will be billed regular rates.

(35) Waiver of Charges

- (a) The Company reserves the right to waive nonrecurring charges at any time in order to promote the sale of INTELLISMART Service.
- (b) Terms and conditions in effect on this waiver are listed in the Attachment to this Section.
- (c) Each waiver will be in effect for a maximum period of 90 days.
- (d) Appropriate notification of the waiver will be made to customers.

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CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II<sup>R</sup> Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N)  
(N)

C. CENTREX SERVICE (Cont'd)

4. Intellipath II Digital Centrex Service (Cont'd)

d. Terms and Conditions (Cont'd)

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

e. Rates and Charges

For Rates and Charges, see Part B, Section 18 of this Product Guide.

The rates and charges apply for a fixed period of time from 12 months to 120 months. The customer is required to pay the monthly rate for the number of months in the term commitment selected. Certain line related features are offered on a month-to-month basis only. If the customer decides to discontinue service before the end of the selected term commitment, a termination charge will apply, as specified in Paragraph d.(6) preceding.

(1) Line Rates Applicable to Customers with 5-99 Lines

The rates include standard line features and the first mile or fraction thereof of the distance between the customer's local serving central office and the location of the Intellipath II service. When that distance is greater than one mile, a mileage increment also applies. When the Intellipath II line extends between different central office building areas, the interoffice mileage rates will apply, in addition to other rates, as appropriate. The rates shown in Package A apply to initial line installations and subsequent line additions. When line additions exceed the 99-line maximum, provisions specified in Paragraph C.4.e.(12)(d) following apply.

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CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II<sup>R</sup> Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

(N)  
(N)

C. CENTREX SERVICE (Cont'd)

4. Intellipath II Digital Centrex Service (Cont'd)

e. Rates and Charges (Cont'd)

(2) Line Rates Applicable to Customers with 100 or More Lines Who Have Signed Service Agreements Prior to December 1, 1989\*

The rates include standard line features and the first 1/2 mile or fraction thereof of the distance between the customer's local serving central office and the location of the Intellipath II service. When that distance is greater than 1/2 mile, a mileage increment following will also apply.

When the Intellipath II line extends between different central office building areas, the interoffice mileage schedule will apply in addition to other rates as appropriate. The customer must select the lowest line size package for the number of lines requested at the time of initial installation (Packages I-VII) or on a subsequent basis (Packages I-VIII). However, Package VIII must be selected for additions up to 99 lines. Any lines remaining in a selected package are not to be considered available for additions.

\*Note: (1) For customers with 100 or more lines who order the service on or after December 1, 1989, the Intellipath II price will be determined on a customer specific pricing basis, using incremental costs. Refer to Paragraph C.4.e.(15)(b) following for application of rates for customers with expired Intellipath II agreements.

(2) For new customers with 100 or more lines, a factor of growth and/ or reduction in line size, not to exceed 20% of the total lines subscribed to at cutover, may be included in the customer specific price when requested. A customer may not exercise a reduction option which would result in less than 100 billable lines.

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CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II<sup>R</sup> Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N)  
(N)

C. CENTREX SERVICE (Cont'd)

4. Intellipath II Digital Centrex Service (Cont'd)

e. Rates and Charges (Cont'd)

- (3) Mileage Increments
- (4) Mileage Charges
- (5) Data Related and System Related Optional Features
- (6) Attendant Related Optional Features associated with a Data Link Console
- (7) Attendant Related Optional Features associated with a Non-Data Link Console
- (8) Electronic Telephone Service Optional Features\*
- (9) Line Related Optional Features
- (10) Optional Lump Sum Payments

The customer has the option of making a partial lump sum payment (PLSP) or total lump sum payment (TLSP) at the time of installation or at any other time during the service period selected.

For partial payments, the sum payable will be a minimum of \$10,000.00 and may be increased in increments of \$10,000.00. The partial payment will reduce the Intellipath II monthly rate per line by the monthly annuity amount per line of the lump sum payment. The partial lump sum payment will be determined on a customer specific pricing basis.

The total lump sum payment will be determined on a customer specific pricing basis.

\* Effective February 1, 2016, Intellipath II Digital Centrex Service Electronic Telephone Service Features are no longer available to new subscribers. Existing subscribers as of February 1, 2016, may continue to make moves, additions and changes at existing locations only, but cannot establish service at new locations.

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CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II<sup>R</sup> Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

(N)  
(N)

C. CENTREX SERVICE (Cont'd)

4. Intellipath II Digital Centrex Service (Cont'd)

e. Rates and Charges (Cont'd)

(11)Conversions

(a) Customers who subscribe to rate stabilized or non-rate stabilized Centrex systems served from other than digital central office equipment may convert their system to Intellipath II service under the following conditions:

1. A rewire charge applies per line as specified in Part B, Section 13 of this Product Guide for conversion of the existing system to an Intellipath II system of the same size. Service Connection Charges as specified in Section 12 of this Product Guide and other applicable nonrecurring charges apply for all station lines and features added at the time of conversion.
2. For rate stabilized systems, the customer must select a term commitment equal to or longer than the time remaining in the present plan. The minimum term commitment is 12 months.
3. To account for the reuse of outside plant facilities, termination charges in this instance will be reduced by 50% for services which are converted to an Intellipath II system.

(b) When an Intellipath II Digital Centrex Service customer with a payment option other than month-to-month, upgrades to any of the services listed below under a term commitment of equal or greater revenue value than the remaining value of the current Centrex term commitment, termination charges will not apply. The 'revenue value' of a term commitment means the minimum amount that the customer would be required to pay the Company pursuant to the commitment over the entire term of the commitment (or over the remainder of the term, if the commitment period has already begun).

- Flexpath Digital PBX Service
- Superpath<sup>®</sup> 1.5 Megabit/Sec Service
- ISDN Primary Service
- Superpath<sup>®</sup> Optical 45 Megabit/Sec Service
- High Capacity 44.736 mbps Service (FCC #11)
- Intellilight SONET (FCC #11)
- Frame Relay (DPS#1/FCC#20)

The order for the new service and the order for the disconnection of the Centrex system must be received by the Company at the same time.

Appropriate nonrecurring charges apply for the replacement service.

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CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II<sup>R</sup> Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

(N)  
(N)

C. CENTREX SERVICE (Cont'd)

4. Intellipath II Digital Centrex Service (Cont'd)

e. Rates and Charges (Cont'd)

(12) Subsequent Additions

- (a) After initially subscribing to Intellipath II service with a particular number of lines and set of features and for a selected term commitment, a customer may add lines or features by placing an order with the Company.
- (b) A customer ordering additional lines must specify the number of lines and the features and must select a term commitment. The term commitment for the additional lines may be from 12 to 120 months and may end before or after the term commitment for the lines in the initial subscription. Customers with 5-99 lines shall pay Package A rates. Customers with 100 or more lines who later add up to 99 lines shall pay Package VIII rates; and customers who later add 100 or more lines will have the rates for those additional lines determined on a customer specific pricing basis.
- (c) A customer ordering additional features for existing lines must specify the features and must select a term commitment. The term commitment for the additional features may be from 12 to 120 months, provided however that the term commitment for the additional features does not extend beyond the end of the term commitment for the existing lines. The rates and charges for the additional features shall be those in effect at the time the order is placed.
- (d) Customers in the 5-99 line category whose line growth exceeds 99 lines have the option to:
  - pay for all lines in excess of 99, under the 5-99 line rate schedule in effect at the time of addition;
  - or
  - pay for all lines installed, including those to be added, on a customer specific pricing basis. If the customer chooses this option: no termination charge applies to the old 5-99 line term commitment; the customer must select, for all lines in service, a new term commitment that may not end before the old 5-99 line term commitment; and all rates, terms and conditions applicable to customers with 100 or more lines apply.

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CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II<sup>R</sup> Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

(N)  
(N)

C. CENTREX SERVICE (Cont'd)

4. Intellipath II Digital Centrex Service (Cont'd)

e. Rates and Charges (Cont'd)

(13)Change of Customer

(a) Complete Assignment

At the sole discretion, and with the written permission of the Company, and with no lapse or change in service or equipment, the obligation to pay the remaining monthly rates of the selected term commitment period may be assigned to another customer for a fee of \$519.10, to be paid by the new customer. This fee covers the Company's administrative expenses. In addition to assuming the responsibility to pay the monthly rates for the remainder of the selected term commitment period, the new customer assumes the conditions applicable to the offering at the time of assignment.

(b) Partial Assignment

At the sole discretion, and with the written permission of the Company and with no lapse or change in service, equipment or facilities, the customer may assign a portion of lines in service to a new customer on the same premises as the original customer. This assignment must be made in groups of 100 numbers. After the partial assignment, the monthly recurring charges to the original customer and the new customer and all other terms and conditions of the service remain the same as before the partial assignment. The administrative costs and all other non-recurring costs associated with the partial assignment will be calculated on a customer specific pricing basis and will be billed to the new customer.

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CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II<sup>R</sup> Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

(N)  
(N)

C. CENTREX SERVICE (Cont'd)

4. Intellipath II Digital Centrex Service (Cont'd)  
e. Rates and Charges (Cont'd)

(14) Increase in Length of Term Commitment

Subsequent to the establishment of service furnished under a selected term commitment and prior to the completion of that period, the existing term commitment may be replaced by another term commitment (minimum 12 month extension) at the prevailing rates specified in Paragraphs C.4.e.(1) or C.4.e.(2) preceding, subject to the following conditions:

- (a) No credit will be given for payments made during the formerly selected term commitment. However, nonrecurring charges will not be reapplied.
- (b) The term commitment begins with the date requested.
- (c) No termination charge applies for an increase in the length of the term commitment provided that the customer does not decrease the number of lines in service. Otherwise, a termination charge applies for the former term commitment.
- (d) A record order charge applies as specified in Part B, Section 12 of this Product Guide for an increase in the length of the term commitment.

(15) Renewal Options

The customer has the following renewal options:

- (a) Prior to completion of the current term commitment, the customer may select any term commitment offered, provided the new term commitment equals or exceeds the remaining number of months on the original commitment with no decrease in the number of lines.
- (b) If the customer does not elect an additional term commitment and does not request discontinuance of service, service will be continued at the customer's current monthly rate for a maximum of 12 additional months. If the customer wishes to continue service after the additional 12 months, the customer's monthly rate will be the "Up to 12 Months" Package VIII rate for customers with 100 lines or more or the 12-months rate for customers with 5-99 lines (See Part B, Section 18 of this Product Guide).
- (c) A record order charge applies as specified in Part B, Section 12 of this Product Guide for the renewal option.

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CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II<sup>R</sup> Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

(N)  
(N)

C. CENTREX SERVICE (Cont'd)

4. Intellipath II Digital Centrex Service (Cont'd)

e. Rates and Charges (Cont'd)

(16)Relocation of Lines

A customer will be permitted to relocate all or part of his lines to another location served by the Company, or any other Verizon Telephone operating company, provided that the relocation does not result in less than 5 lines at any one location, subject to the availability of facilities. A relocation will not be considered a termination of service. A relocation charge will apply based on costs incurred by the Company. The line rate at the new location will be determined on a customer specific pricing basis using incremental costs. A Relocation of Lines may be combined with a Conversion according to the provisions as specified in Section C.4.e.11(d) preceding.

(17)Deletion of Lines

When developing a customer specific pricing proposal for a new customer, with 1000 lines or more, who intends to subscribe to a service period of at least five years in duration, the Company may offer the customer the option to delete all or part of the service. Lines deleted by the customer under a deletion option, agreed upon prior to cutover, are not subject to termination charges as specified in d.(6) preceding. Deleted lines and associated features are subject to deletion charges, and the deletion charge will be stated in the service agreement. Customers will not be permitted to delete the entire service until at least 60 months of the service period has expired. The deletion option will be at specific intervals of time, for specific amounts of lines and will be stated in the service agreement.

(18)Non-Recurring Charges

Service Connection Charges (SCC), as specified in Section 12 of this Product Guide, apply to the installation of Intellipath II Service lines on a month-to-month basis. SCCs do not apply to the initial installation of lines under a term-commitment.

Non-recurring charges apply for the preparation and entry of translations that activate, change or rearrange features. These charges apply in addition to other applicable non-recurring charges and one or more may apply at the same time.

For Non-recurring Charges, See Part B, Section 18 of this Product Guide.

- # For details covering the waiver of Service Connection Charges for the connection of Intellipath II lines, see Part Section 12.A.5.8 of this Product Guide. Eligible customers are those who subscribe to: (1) Package A Product Guide rates; (2) Package VII Product Guide rates, or; (3) Port only Product Guide rates incremental costs.

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CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new Intellipath II<sup>R</sup> Digital Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

(N)  
(N)

C. CENTREX SERVICE (Cont'd)

4. Intellipath II Digital Centrex Service (Cont'd)

e. Rates and Charges (Cont'd)

(19)Service Periods From 121 Months through 180 Months

When subscribing to Intellipath II service for 1000 lines or more, the customer may subscribe for a service period of up to 180 months. If the customer subscribes to Intellipath II service for 121 months or more, the Company may adjust the customer specific price based upon the following review.

In the ninth year of the service period, the Company will review the forecasted Consumer Price Index for Urban Wage Earners and Clerical Workers in the New York Metropolitan Region for the 121st month through the end of the service period ("Forecasted CPI-W"). The Company shall calculate an average annual Forecasted CPI-W and compare the average annual Forecasted CPI-W to the inflation rate used by the Company to develop the initial customer specific price. If the average annual Forecasted CPI-W is greater or less than the inflation rate used to develop the customer specific price by more than fifty (50) basis points, the initial customer specific price shall be adjusted on a customer specific basis to reflect the change in the inflation rate. The new customer specific price shall be effective as of the 121st month of the service period and shall remain in effect for the remainder of the service period.

Upon notification to the customer of the new customer specific price, the customer shall have the option of either continuing Intellipath II service at the new customer specific price, or terminating service after the 120th month subject to termination charges based upon the initial customer specific price. If the customer elects to terminate Intellipath II service, the customer shall so notify the Company in writing no later than thirty (30) days from the date the customer was informed of the new customer specific price. Failure by the customer to provide such written notification to the Company in a timely manner shall be deemed to be acceptance of the new customer specific price.

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CENTREX AND PBX SERVICES

C. CENTREX SERVICE (Cont'd)

5. Reserved for Future Use

(C)

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(D)

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Effective December 31, 2021, Station Message Detail Recording (SMDR) has been withdrawn from this Product Guide, and Verizon will no longer provide this service as of that date.

(C)

(C)

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CENTREX AND PBX SERVICES

C. CENTREX SERVICE (Cont'd)

5. Reserved for Future (Cont'd)

(C)

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(D)

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6. Centrex Customer Rearrangement System

a. General

Centrex Customer Rearrangement System (CCRS) is an optional feature which allows a customer to participate in the administration of a Centrex system by making certain changes in the Centrex line and feature arrangements without the issuance of a Company service order. CCRS is available to Intellipath II Digital Centrex Service and Centrex III Service customers served from DMS100 and 5ESS switching vehicles subject to the availability of facilities.

A customer may make such changes on all lines in the system, except those lines specified in Paragraph C.6.c(3). The customer can make these changes by accessing Company facilities through a customer-provided dial-up data terminal. The data terminal must consist of the following:

- A keyboard display, 300, 1200, 2400, 4800 or 9600 baud, asynchronous full duplex operation, 24 line 80-column upper-lower case ASCII characters and continuous scrolling with VT emulation.

At the customer's option, a printer port equipped with a receive-only printer 80-column asynchronous, 300, 1200 baud or buffered and equipped with an upper-lower case ASCII character set may be used.

A change message which is received by the Company by 4:00 P.M. on any business day will normally become effective by 8:30 A.M. on the following business day. All normal or emergency functions of the central office will have priority over the execution of customer change requests.

CCRS provides a means for a customer to maintain and produce a directory of Centrex line telephone numbers showing the per line feature inventory for customer verification of features.

Effective December 31, 2021, Station Message Detail Recording (SMDR) has been withdrawn from this Product Guide, and Verizon will no longer provide this service as of that date.

(C)

(C)

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CENTREX AND PBX SERVICES

C. CENTREX SERVICE (Cont'd)

6. Centrex Customer Rearrangement System (Cont'd)

b. CCRS Capabilities

CCRS consists of three basic functions: data entry, inquiry and print requests.

(1) Data Entry

The following data entry functions are available:

- Change Centrex features associated with station lines
- Interchange telephone numbers
- Activate/Deactivate service on station lines
  - The customer can activate or deactivate service on all lines compatible with CCRS.
  - When a line is given deactivated status, it is only equipped to receive intercom calls. The customer may not originate a call on such a line. Monthly billing continues on those lines which have been given deactivated status. NOTE: A Company service order is required to change the billing status on a line.
- Add, change and delete hunting groups (only available in DMS100)
- Add, change and delete authorization code information (only available in DMS100)

(2) Inquiry

The customer is able to query the database for the following types of information. In addition, the customer can view but, cannot change the contents of the database.

- Line and feature arrangements, current or pending on a station line
- Pending telephone number changes
- The number of station lines matching or not matching a particular search description (e.g., having a particular feature)
- Selected Company entered information affecting station lines
- Selected hunting information on station lines
- Current and pending status of authorization codes (only available in DMS100)

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CENTREX AND PBX SERVICES

C. CENTREX SERVICE (Cont'd)

6. Centrex Customer Rearrangement System (Cont'd)

b. CCRS Capabilities (Cont'd)

(3) Print Requests

The customer may request a printout of the following:

- Line and feature arrangements for a span of station lines
- Pending changes for station lines and authorization codes
- Speed dial groups and the station lines that can share these groups
- Call pickup groups and the station lines that are in these groups
- Authorization codes sorted in a variety of ways (e.g., authorization codes, personal identification code, or status of the authorization code)
- Telephone numbers for specific station line features.

c. Terms and Conditions

- (1) The customer may transmit up to 100 transaction change messages a day. Only one transaction change message is required for all feature changes made on a line; except, however, three transaction change messages are required to interchange two Centrex line numbers.
- (2) Availability of CCRS access may be limited by use by other CCRS customers.
- (3) CCRS will not operate to make changes in line and feature arrangements for:
  - Attendant lines
  - Centrex Local Area Network
  - Make busy arrangements
  - Multi-line hunt groups
  - Night service arrangements
  - Spare numbers within a customer group
  - Certain special hardware/software configurations
  - Stop Hunt Arrangements

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CENTREX AND PBX SERVICES

C. CENTREX SERVICE (Cont'd)

6. Centrex Customer Rearrangement System (Cont'd)

c. Terms and Conditions (Cont'd)

- (4) The monthly rate for the CCRS feature covered under a service period plan is guaranteed against Company-initiated change and will apply for the selected service period. The minimum service period is 12 months.
- (5) If service is terminated in whole or in part by the customer after installation of the service but prior to completion of the service period, the customer shall be obligated to pay the remaining payments, i.e., the monthly charge times the remaining months of the service period selected.

$$\text{Termination} = \text{Remaining} \times \text{Monthly} \\ \text{Charge} \qquad \text{Months} \qquad \text{Charge}$$

- (6) No termination charge applies at the time of conversion of lines from the Customer System Administration (CSA) feature (Intellipath II service) to CCRS, provided that the customer selects a CCRS service period that is equal to or longer than the time remaining under the CSA service period.
- (7) A customer may change the length of the selected service period subsequent to the establishment of service and prior to the completion of that period, by replacing the existing service period with another service period at the prevailing rates, subject to the following conditions:
- No credit will be given for payments made during the formerly selected period. However, nonrecurring charges will not be reapplied.
  - The new service period begins with the date requested.
  - No termination charge applies for a change in the length of the service period, provided that the customer selects a new service period equal to or longer than the time remaining under the former service period. Otherwise, a termination charge applies for the former service period.
  - A record order charge applies as specified in Part B, Section 12 of this Product Guide for a change in the length of the service period.

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CENTREX AND PBX SERVICES

C. CENTREX SERVICE (Cont'd)

6. Centrex Customer Rearrangement System (Cont'd)

c. Terms and Conditions (Cont'd)

(8) The customer has the following renewal options:

- Prior to completion of the current service period, the customer may select any service period offered. The rates in effect for new customers at the time the renewal is effective will apply. The customer will be charged the then-prevailing rate for the newly selected service period, commencing the day following completion of the prior service period.
- If the customer does not elect an additional service period and does not request discontinuance of service, service will be continued at the monthly rate currently in effect for the twelve month service period and will be subject to all prevailing terms and conditions of the offering. Payment of such monthly rates shall constitute the customer's acceptance of the continued service.
- A record order charge applies as specified in Part B, Section 18 of this Product Guide for the renewal option.

d. Rates and Charges

For Rates and Charges, see Part B, Section 18 of this Product Guide.

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CENTREX AND PBX SERVICES

C. CENTREX SERVICE (Cont'd)

7. Wire Center Number Retention (WCNR)

a. General

Wire Center Number Retention (WCNR) Service is an optional feature which forwards calls from a telephone number that a subscriber wishes to retain, to a Centrex, Intellipath I or Intellipath II number within the same or another Verizon New York Inc. Central Office Switch in the same Wire Center.

Wire Center Number Retention subscribers can convert existing Individual Message Business or existing Auxiliary Line service to Wire Center Number Retention Service. Wire Center Number Retention is not provided with Foreign Exchange Service.

b. Terms and Conditions

- (1) Wire Center Number Retention is not available with Foreign Exchange Service.
- (2) Wire Center Number Retention subscribers are permitted to convert to or from Individual Message Business or Auxiliary Line Service at standard Service Connection Charges as identified in Part B, Section 12 of this Product Guide.
- (3) Subscribers must subscribe to an equal or greater number of Centrex, Intellipath I or Intellipath II lines as the number of Wire Center Number Retention terminating numbers. Only one forwarding number is permitted per number retained.
- (4) Wire Center Number Retention cannot be served from tandem equipment.
- (5) Upon receipt of a bona fide request for WCNR service for PBX service, such arrangements will be offered under the same rate structure that governs WCNR for Centrex service.
- (6) Wire Center Number Retention is an incoming service only and offered in analog and digital Central Offices where facilities permit.
- (7) Identification of the originating telephone number is not provided to the Wire Center Number Retention subscriber.

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CENTREX AND PBX SERVICES

C. CENTREX SERVICE (Cont'd)

7. Wire Center Number Retention (WCNR) (Cont'd)

b. Terms and Conditions (Cont'd)

(8) Transmission may not be satisfactory on all calls. Wire Center Number Retention is not suitable for the transmission of data.

(9) The minimum charge for Wire Center Number Retention service is the monthly rate for one month, plus the appropriate Service Connection Charges as identified in Part B, Section 12 of this Product Guide.

(10) Wire Center Number Retention Service is offered either on an intra-switch or inter-switch basis.

(11) Originating charges for the call to the Wire Center Number Retention line shall be paid by the calling party.

(12) Verizon New York Inc. reserves the right not to offer WCNR service if significant demand should lead to area code exhaust.

c. Rates and Charges

For Rates and Charges, see Part B, Section 18 of this Product Guide.

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CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new NYNEX Digital Centrex Plus systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N)  
(N)

C. CENTREX SERVICE (Cont'd)

8. NYNEX Digital Centrex Plus Service

a. General

NYNEX Digital Centrex Plus Service (Centrex Plus Service) is a message rate business service. Centrex Plus Service provides controlling switching equipment from suitably equipped Company digital central office facilities.

Centrex Plus Service is available with two configurations: Dial 9 and Assume Dial 9. Centrex Plus Service with Assume Dial 9 is also referred to as CustoPAK.

Centrex Plus Service consists of standard features which are included on all lines in the system. Optional features are furnished subject to the availability of facilities.

One directory listing is provided without charge for each Centrex Plus system.

All Centrex Plus lines within a Centrex Plus system must be billed to the same line number, with a single bill being rendered by the Company.

Centrex Plus with Dial 9 service is available to new customers on 12 to 36 month term pricing options only. Direct Inward Dialing, Direct Outward Dialing and Station-to-Station Dialing features must be activated on all lines subscribing to Centrex Plus with Dial 9. A customer may choose to activate any or all of the remaining standard features, specified in b. following, on a per line basis.

Centrex Plus with Assume Dial 9 Service is available with month-to-month, 2-year and 3-year term pricing options. These options include Centrex Plus Service standard features except Station-to-Station Dialing, which is replaced by a modified Direct Outward Dialing (appropriate local usage charges apply). Optional features may be selected from Centrex Plus Service, subject to the availability of facilities and the type of serving Central Office digital switch. Centrex Plus Service Paragraph C.8.e, following is applicable with the following exceptions: Paragraph C.8.e.3 Station-to-Station Dialing is not available with Centrex Plus with Assume Dial 9 and Paragraph C.8.e.5 UCD features and Intellismart features must be selected from the Intellipath II optional feature list. All non-recurring charges are due upon receipt of the initial bill.

Lines under a term commitment in each Centrex Plus with Dial 9 system, regardless of when ordered, are billed at the same rate and are coterminous with the expiration date of the system's term commitment.

Lines under a term commitment in each Centrex Plus with Assume Dial 9 system, regardless of when ordered, are billed at the same rate and are coterminous with the expiration date of the system's term commitment.

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CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new NYNEX Digital Centrex Plus systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

C. CENTREX SERVICE (Cont'd)

8. NYNEX Digital Centrex Plus Service (Cont'd)

b. Standard Features\*

All lines in the system are equipped with the following standard features:

- |                                     |                                |
|-------------------------------------|--------------------------------|
| • Billable Calls Itemized (AIOD)    | • Direct Outward Dialing       |
| • Call Forwarding – Busy Line       | • Hunting                      |
| • Call forwarding – Does Not Answer | • Line Treatments              |
| • Call forwarding - Variable        | • Station-to-Station Dialing   |
| • Call Hold                         | • Three-Way Conference Calling |
| • Call Pick-Up Group(s)             |                                |
| • Call Transfer – All Calls         |                                |
| • Direct Inward Dialing             |                                |

c. Optional Features\*

The optional features which follow are furnished subject to the availability of facilities:

- |                                   |                                    |
|-----------------------------------|------------------------------------|
| • Automatic Callback – Intragroup | • Inside/ Outside Ringing          |
| • Call Waiting Terminating paths) | • Multipath Call Forwarding (1 - 5 |
| • Customer Moves and Changes      | • Speed Dialing                    |
| • Directed Call Pickup -          | Individual 30 – Number List        |
| with barge –in                    |                                    |
| (originating)                     |                                    |
| without barge-in                  |                                    |
| (originating)                     |                                    |
|                                   | • Trunk Answer Any Line            |

Centrex Plus customers may also subscribe to features offered on an optional basis through the Intellipath II Digital Centrex Service, if the same or a similar feature is not available through the Centrex Plus Service. For specific Intellipath II features and applicable rates and charges, see Paragraph C.4 of this section.

When and if the optional feature subscribed to through the Intellipath II service becomes available through the Centrex Plus Service, the customer will have the choice of transferring to the Centrex Plus equivalent feature at prevailing rates or discontinuing the feature.

\* Available only where technically feasible and features may not be available in all serving areas.

Effective December 31, 2021, Station Message Detail Recording (SMDR) has been withdrawn from this Product Guide, and Verizon will no longer provide this service as of that date.

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CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new NYNEX Digital Centrex Plus systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

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C. CENTREX SERVICE (Cont'd)

8. NYNEX Digital Centrex Plus Service (Cont'd)

d. Feature Definitions

Automatic Callback - Intragroup - Enables a line user calling a busy line within the system to be automatically connected to the called line when the line becomes idle.

Billable Calls Itemized (AIOD) - Provides for recording and identifying of Company billed outward direct dialed and operator assisted long distance calls on a per line basis.

Call Forwarding - Busy Line - Provides for the forwarding of all calls attempting to terminate at a busy line to be forwarded to a preselected line within a customer system or outside the system.

Call Forwarding - Does Not Answer - Provides for the forwarding of all calls attempting to terminate at a line which is not answered within a set number of rings to be forwarded to a preselected line within a customer system or outside the system.

Call Forwarding - Variable - When activated at a line by a customer, provides for the forwarding of all calls attempting to terminate at that line to another customer specified line within a customer's system or outside the system.

Call Hold - Enables a line user to place a call on hold for any length of time provided that neither party goes off hook. Code access activated.

Call Pick-Up Group(s) - Enables a line within a Centrex Plus system Pick-Up Group to answer incoming calls to another line within the same Pick-Up Group by dialing a code. One or more Call Pick-Up Groups may be established.

Call Transfer - All Calls - Allows a line user to transfer any established call to another line inside or outside the customer group without the assistance of an attendant. This feature also utilizes the switchhook to put a caller on consultation hold.

Call Waiting Terminating - Permits a customer to receive an audible tone which will indicate an incoming call is waiting, if the called line is busy.

- ° Cancel Call Waiting - Permits a Call Waiting customer to inhibit the call waiting operation for one call through the use of a cancel call waiting code.

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CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new NYNEX Digital Centrex Plus systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

(N)  
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C. CENTREX SERVICE (Cont'd)

8. NYNEX Digital Centrex Plus Service (Cont'd)

d. Feature Definitions (Cont'd)

Customer Moves and Changes – Provides customers with the ability to prepare, schedule and implement all under their control, certain feature changes and configurations of their NYNEX Digital Centrex Plus Service from the customer's computer terminal.

Direct Inward Dialing (DID) - Allows incoming calls from the local exchange and long distance network to reach an individual line or group of lines in the system without the assistance of an attendant.

Direct Outward Dialing (DOD) - Permits lines of the system to gain access to the local exchange and long distance network without the assistance of an attendant by dialing an access code (dial 9 for intergroup calls).

Directed Call Pickup

- With barge-in - Permits a line user to answer a call ringing on another line in the Centrex group by dialing a code. If the called line has already been answered, the initiating line may barge-in to the answered call and be connected to a three-way call.
- Without barge-in - Permits a line user to answer a call ringing on another line in the Centrex group by dialing a code.

Hunting - Permits the routing of calls to an idle line in a prearranged group, when the called line is busy. The hunting is either circular or series. The hunt starts with the number dialed.

Inside/Outside Ringing - Provides a unique pattern of ringing to permit the line user to distinguish between intragroup and DID calls.

Line Treatments - The Company at the customer's request will allow or deny individual line features. The treatments can be arranged to control all calls originating or terminating on lines and tie trunks. (For feature detail on Line Treatments, see Paragraph C.4.c.(2) of this section).

Multipath Call Forwarding (1 - 5 paths) – This feature allows the station user to forward simultaneous messages over one line to a destination.

Speed Dialing - Individual 30-Number List - Allows a line user to call a pre-designated seven or ten-digit telephone number by dialing a valid two digit dialing code. The customer-changeable speed dialing list furnished contains 30 codes.

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CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new NYNEX Digital Centrex Plus systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

- C. CENTREX SERVICE (Cont'd)  
8. NYNEX Digital Centrex Plus Service (Cont'd)  
d. Feature Definitions (Cont'd)

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Station-to-Station Dialing - Enables individual line users in the system to directly dial other lines using abbreviated dialing (normally 4 digits) in the same system without the assistance of an attendant.

Three-Way Conference Calling - Enables a line user to establish voice connection involving the user and two other parties. The line user, by switchhook operation is able to place an existing call on hold and call the telephone number of a third party, thereby effecting a three-way conference call.

Trunk Answer Any Line - Permits any line user within a group to dial a code and be connected to an incoming call to the listed directory number of the system.

Effective December 31, 2021, Station Message Detail Recording (SMDR) has been withdrawn from this Product Guide, and Verizon will no longer provide this service as of that date.

(C)  
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CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new NYNEX Digital Centrex Plus systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N)  
(N)

C. CENTREX SERVICE (Cont'd)

8. NYNEX Digital Centrex Plus Service (Cont'd)

e. Terms and Conditions

- (1) Centrex Plus Service is provided to customers subject to the availability of facilities.
- (2) Centrex Plus may be either ground start\* or loop start and may have any standard treatment. Transmission quality over ground start\* lines is not guaranteed. Additional transmission improvements requested by the customer will be provided by the Company at charges based on cost.
- (3) Centrex Plus service equips all lines in the system with all the standard features shown in b. preceding. Customers subscribing to this service are required to pay the monthly rate for service as specified in Part B, Section 18 whether or not all standard features are activated at initial installation. A non-recurring charge, as specified in Part B, Section 18 of this Product Guide, will apply when a customer elects to activate any standard feature subsequent to initial installation.
- (4) A customer may elect to subscribe to the Centrex Plus optional features specified in Paragraph C.8.c. preceding, at initial installation or subsequent to initial installation, subject to the applicable non-recurring charge specified in Part B, Section 18.
- (5) Centrex Plus customers may also subscribe to features offered on an optional basis through Intellipath II Digital Centrex Service, if the same or a similar feature is not available through Centrex Plus Service. For specific Intellipath II features and applicable rates and charges, see Paragraph C.4 of this Section.

When and if the optional feature subscribed to through the Intellipath II service becomes available through Centrex Plus Service, the customer will have the choice of transferring to the Centrex Plus equivalent feature at prevailing rates or discontinuing the feature.

- (6) The monthly rate for Centrex Plus Service with Dial 9 and Centrex Plus Service with Assume Dial 9, except as noted in the month-to-month option described in Paragraph C.8 of this Section, is covered by a term commitment and is guaranteed against Company-initiated change for the duration of the term commitment. The minimum term commitment plan is 12 months for Centrex Plus with Dial 9 and 24 months for Centrex Plus with Assume Dial 9.

\* Ground start may not be provided over fiber facilities and is only available where suitable facilities exist.

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CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new NYNEX Digital Centrex Plus systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

(N)  
(N)

C. CENTREX SERVICE (Cont'd)

8. NYNEX Digital Centrex Plus Service (Cont'd)

e. Terms and Conditions (Cont'd)

(7) If a customer terminates the service in whole or in part prior to the completion of the customer's chosen term commitment, the customer will pay the termination liability except as specified in Paragraph C.8.e.(8) following. The termination liability is calculated as follows:

- (a) Termination liability for Centrex Plus with Dial 9 will equal the difference between the monthly rate the customer paid per line during each month the customer subscribed to the service and the monthly rate that would have been applicable for the period during which the customer subscribed to the service.

Sample calculation:

If the customer subscribed to an 88 month service period term commitment and terminated service after 24 months, the termination liability would be calculated based on the difference between the rate that the customer paid, (this is a rate equivalent to the 85 to 120 month rate) and the rate applicable to what would have been paid if the customer had known originally that (s)he only wanted to keep the service for 24 months. The 24 month rate is the rate equivalent to the 13-36 month rate. For each month that the customer "under paid" the Company, the customer owes the Company the difference between what should have been paid and what was paid.

- (b) Termination liability for Centrex Plus with Assume Dial 9

For customers who subscribed to or renewed their lines to the 36-month term, termination liability would equal the difference between the 3-year rate and the month-to-month rate for those months that the customer had the system in service.

For customers who subscribe to or renew their existing lines to the 24-month term. When a customer disconnects or terminates its Centrex Plus with Assume Dial 9 service prior to the expiration date, an early termination charge will apply. The amount of the early termination charge will be 35% of the monthly recurring charge(s) (MRC), excluding any promotional discounts, for the line(s) being terminated multiplied by the remainder of the term in months. The remainder of the term will be the number of days left in the 24-month term divided by 30. If a Centrex Plus with Assume Dial 9 customer on a two-year term disconnects or terminates its Centrex Plus with Assume Dial 9 service within 30 days following installation of the service, the termination charge will be the non-recurring and recurring charges for the period of time the service was provided; termination liability will be waived.

All Centrex Plus with Assume Dial 9 lines within the same account must be under the same term plan - either 24 months or 36 months. .

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CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new NYNEX Digital Centrex Plus systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N)  
(N)

C. CENTREX SERVICE (Cont'd)

8. NYNEX Digital Centrex Plus Service (Cont'd)

e. Terms and Conditions (Cont'd)

- (8) Centrex Plus with Dial 9 and Centrex Plus with Assume Dial 9 customers under a term commitment may elect to add lines to an existing system at any time. These lines must be added at the same rate as the original lines in the system. All lines added will be coterminous with the original term commitment. Termination liability will be applicable for all lines added subject to Paragraph 8.e.(7) preceding. Month-to-month billed lines have a minimum term commitment of one month.

(9) End of Term Options

End of Term Options for Centrex Plus with Dial 9:

For customers who subscribed to or renewed their lines to a Centrex Plus with Dial 9 term, upon expiration of the term commitment plan, a customer must select a new term commitment plan or the rates applicable will be those offered under the Centrex Plus with Assume Dial 9 month-to-month rate.

End of Term Options for Centrex Plus with Assume Dial 9:

For customers who subscribed to or renewed their lines to the Centrex Plus with Assume Dial 9 36-month term, upon expiration of the term commitment plan, a customer must select a new term commitment plan or the rates applicable will be those offered under the month-to-month rate.

For customers who subscribed to or renewed their lines to the Centrex Plus with Assume Dial 9 24-month term, upon expiration of the term commitment plan, customers will have the following end of term options:

- (a) The plan will automatically renew for another 24-month term. The monthly rate will be adjusted to the prevailing plan rate in effect at the time of renewal. The customer may contact the Company anytime within the period beginning 30 days before the end of a term and ending 60 days after the term auto renews to opt out of the plan without incurring a termination liability. The plan will not automatically renew if the customer or the Company contacts the other to cancel within sixty (60) days before the renewal date.
- (b) The customer may call to arrange for termination of the service or convert to a month-to-month service.
- (10) The Company reserves the right to offer additional packaged features for Centrex Plus.
- (11) Customers are required to keep 50% or more of their assigned telephone numbers working, in order to retain them. The Company will notify customers annually if the quantity of working numbers drops below 50% of their assigned numbers, so that action can be initiated by the customer to increase their number of assigned numbers working, or by Verizon to reclaim numbers. Telephone numbers working periodically for regular intervals of time, such as those assigned to student residences, are considered "working at all times" to the extent that they work for a minimum of 90 non-consecutive days during each calendar year in which they are assigned to the customer.

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CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new NYNEX Digital Centrex Plus systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N)  
(N)

C. CENTREX SERVICE (Cont'd)

8. NYNEX Digital Centrex Plus Service (Cont'd)

f. Rates and Charges

For Rates and Charges, see Part B, Section 18 of this Product Guide.

(1) Change of Customer

At the sole discretion and with the written permission of the Company, the obligation to pay the remaining monthly rates of the selected term commitment may be assigned to another customer at the same location. A service charge applies, as specified in Part B, Section 18 of this Product Guide, and is payable by the new customer. In addition to assuming the responsibility to pay the monthly rates for the remainder of the selected term commitment, the new customer assumes the conditions applicable to Centrex Plus at the time of the assignment. A request for a transfer of service between the customers at the same time as a request for a relocation of service is permitted.

(2) Relocation of Service

A customer, except those under an Individual Case Billing Arrangement, will be permitted to relocate all or part of his lines to another location served by the Company, or any other Verizon Telephone operating company, subject to the availability of facilities, without incurring termination charges. The number of lines in service at the new location must be greater than or equal to the number of lines in service at the former location. The term commitment plan will be moved with the service.

Term commitment plan billing must continue unchanged or a new plan equal to or greater than both remaining lines in service and months in the term commitment plan may be elected. In addition, a service charge, a new line installation charge or line conversion charge may apply. A Relocation of Service may be combined with a Conversion as specified in Paragraph 8.f.(3)(d) following.

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CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new NYNEX Digital Centrex Plus systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N)  
(N)

C. CENTREX SERVICE (Cont'd)

8. NYNEX Digital Centrex Plus Service (Cont'd)

f. Rates and Charges (Cont'd)

(3) Conversions of Service

- (a) An existing Centrex service customer with less than 100 lines may convert to Centrex Plus service with no termination liability provided that the new Centrex Plus service is equal to or greater than the current lines in service and the new term commitment be a minimum of 12 months plus the remaining months in the current Centrex term commitment not to exceed 36 months.. (T)
- (b) An existing Centrex Plus service customer may convert to Intellipath II service with no termination liability providing that the new Intellipath II term commitment equal to or greater than the number of lines currently in service and the new term commitment is equal to or greater than the remaining months in the current Centrex Plus commitment. (T)
- (c) For provisions pertaining to upgrade of service, see Part A, Section 1.J.19 of this Product Guide. (T)

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CENTREX AND PBX SERVICES

Subject to requirements relating to 911 access, effective November 1, 2019, all new NYNEX Digital Centrex Plus systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN).

(N)  
(N)

C. CENTREX SERVICE (Cont'd)

8. NYNEX Digital Centrex Plus Service (Cont'd)

f. Rates and Charges (Cont'd)

(4) Non-Recurring Charges

Service Connection Charges (SCC), as specified in Part B, Section 18 of this Product Guide, apply to the installation of Digital Centrex Plus with Assume Dial 9 Service lines under the month-to-month option. SCCs do not apply to the initial installation of Centrex Plus with Dial 9 and Centrex Plus with Assume Dial 9 Service (CustoPAK) lines on a term-commitment basis, with the exception of the Service Order Charge. However, if the service is disconnected in whole or in part or if the term commitment is terminated within one year of the initial installation, the applicable SCCs will be billed to the customer at the time of disconnect or termination of the term commitment.

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CENTREX AND PBX SERVICES

C. CENTREX SERVICE (Cont'd)

9. NYNEX Wide Area Centrex Service

a. General

NYNEX Wide Area Centrex Service (Wide Area Centrex) is a local exchange service available from suitably equipped digital central offices. This service is only available to customers subscribing to any combination of Intellipath II Digital Centrex Service and NYNEX Digital Centrex Plus Service, and it enables multiple customer locations served by different central offices switches to interact as though they were part of the same centrex system. Customer locations for a particular Wide Area Centrex arrangement can be in more than one LATA.

Wide Area Centrex uses the public switched network to provide capabilities as if the customer were served by a single switching system. In addition, two or more Wide Area Centrex customers will have the option to establish a Shared Wide Area service arrangement whereby the customers share one or more Wide Area Centrex features such that those features are utilized as if they were part of a single centrex system.

Pricing for Wide Area Centrex will be on an Individual Case Basis (ICB).

b. Features

(1) Basic Feature Package:

Interlocation Intercom

Customized Dialing Plan-Select one of the following dialing options per line:

- Extension Dialing
- 5-to-7-Digit Location Code Dialing
- Private Intercom Dialing

Originating Call Screening - any combination of the following options:

Called Number Restriction  
Calling Station Restriction  
Authorization Codes

(2) Optional Features

Community-of-Interest Routing  
Off-Net Extension Dialing  
Time of Day/Day of Week Feature Activation

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CENTREX AND PBX SERVICES

C. CENTREX SERVICE (Cont'd)

9. NYNEX Wide Area Centrex Service (Cont'd)

c. Feature Definitions

Advanced Intelligent Network - is a distributed network architecture that allows a centralized database to send call processing commands to the central office switch via the Common Channel Signalling (CCS) network.

Authorization Codes - allows the customer to override routing and screening conditions.

Called Number Restriction - allows calls to be blocked to specific calling areas or telephone numbers as identified by the customer.

Calling Station Restriction - allows the customer to select different Called Number Restrictions for different stations.

Community-Of-Interest Routing - allows the customer to determine to which telephone number a call is routed based on customer-defined digits that are dialed from a select group of stations.

Customized Dialing Plan - allows the customer to define a uniform numbering plan for On-Net Calls. This feature is comprised of the following options: Extension Dialing, 5 to 7 Digit Location Code Dialing and Private Intercom Dialing.

Extension Dialing - allows the customer to define a uniform numbering plan for On-Net Calls where the 4 digits correspond to the last 4 digits of the North American Numbering Plan (NANP) numbering assignments.

5 to 7 Digit Location Dialing - allows the customer to establish a 5, 6, or 7 digit numbering plan where the last four digits correspond to NANP number assignments and the remaining digits are specified by the customer.

Interlocation Intercom - allows intraLATA On-Net Calls between customer locations served by different central office switches to be routed over normal public switched facilities as a virtual private network.

Off-Net Calls - are calls from customer stations with Wide Area Centrex to stations not served by the same Wide Area Centrex service, or by a Shared Wide Area Centrex service arrangement.

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CENTREX AND PBX SERVICES

C. CENTREX SERVICE (Cont'd)

9. NYNEX Wide Area Centrex Service (Cont'd)

c. Feature Definitions (Cont'd)

Off-Net Extension Dialing - allows calls to be placed to customer-specific off-net stations from on-net stations via the Customized Dialing Plan option chosen by the customer.

On-Net Calls - are calls between customer stations equipped with Wide Area Centrex, or with Shared Wide Area Centrex service arrangement.

Originating Call Screening - allows the customer to select restrictions, and override these restrictions for calls placed to specific calling areas or telephone numbers. This feature is comprised of the following options: Called Number Restriction, Calling Station Restriction, and Authorization Codes.

Private Intercom Dialing - allows the customer to establish a numbering plan for On-Net Calls whereby all telephone numbers are 2 to 7 digits regardless of the NANP number assignment.

Shared Wide Area Centrex Service - allows two or more Wide Area Centrex customers to share a Wide Area Centrex arrangement such that service features are utilized as if they were part of the same Centrex system.

Time of Day/Day of Week Feature Activation - allows the customer to deactivate a selected Calling Number Restriction or selected Authorization Codes at a given location at a pre-specified Time of Day/Day of Week, and reactivate the same feature at the same location at another pre-specified Time of Day/Day of Week.

d. Terms and Conditions

- (1) Wide Area Centrex is a local exchange service offered as a supplement to Intellipath II Digital Centrex Service and NYNEX Digital Centrex Plus Service
- (2) For each Intellipath II Digital Centrex or NYNEX Digital Centrex Plus location, the customer must subscribe to and maintain the minimum number of lines required under the respective Product Guide. The customer may subscribe to Wide Area Centrex for any number of its Intellipath II and/ or Centrex Plus Lines.
- (3) Customer locations for a particular Wide Area Centrex Service arrangement can be in more than one LATA. IntraLATA calling between customer locations shall be via Interlocation Intercom. For multi-LATA arrangements, the customer is responsible for selecting the interLATA carrier(s) to transport inter-LATA traffic.

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CENTREX AND PBX SERVICES

C. CENTREX SERVICE (Cont'd)

9. NYNEX Wide Area Centrex Service (Cont'd)

d. Terms and Conditions (Cont'd)

- (4) For Intellipath II Digital Centrex or NYNEX Digital Centrex Plus lines equipped with ISDN Basic Service, the basic and optional features of Wide Area Centrex will only be provided where suitable ISDN Basic Service facilities are available.
- (5) A customer cannot share service features with another customer which does not subscribe to Wide Area Centrex. A customer with Wide Area Centrex can share service features with another customer who subscribes to Wide Area Centrex. Customers who want to establish a shared Wide Area Centrex Service arrangement must subscribe to compatible features. Each customer in a shared service arrangement will be billed separately for its respective Wide Area Centrex.
- (6) The maximum service period at each customer location for the Basic Feature Package and Optional Features will be co-terminus with the service period associated with the underlying Intellipath II or Centrex Plus Service. The minimum service period for the Basic Feature Package will be 1 year. The minimum service period for the Optional Features will be 6 months.
- (7) The customer may add, delete or change its mix of options within the Basic Feature Package without incurring a change in the monthly ICB rate or incurring a termination charge. However, non-recurring charges may apply.
- (8) The customer may add Wide Area Centrex to its lines of Intellipath II Digital Centrex Service and NYNEX Digital Centrex Plus Service at any time during the service period; provided, however, such additions may change the monthly charge for the service and non-recurring charges may apply.
- (9) Before the selected service period begins, the customer must select one of the Customized Dialing Plan options for each Intellipath II Digital Centrex and NYNEX Digital Centrex Plus line. The customer can select only one option for each line.
- (10) A customer may not choose the Extension Dialing Option if two or more of the customer's stations have the same 4-digits at the end of their respective NANP assignments. If the customer does not want to take a number change, the customer must subscribe to 5-to-7-Digit Location Code Dialing or Private Intercom Dialing.

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CENTREX AND PBX SERVICES

C. CENTREX SERVICE (Cont'd)

9. NYNEX Wide Area Centrex Service (Cont'd)

d. Terms and Conditions (Cont'd)

(11) Before the selected service period begins, the customer may select new or additional Authorization Codes to be used with Wide Area Centrex. An Authorization Code provided under this Product Guide cannot replicate an authorization code selected under the Intellipath II Digital Centrex Product Guide. All Authorization Codes associated with this Product Guide must be five digits.

(12) Wide Area Centrex Service is furnished subject to the availability of facilities and is only provided from central offices equipped to handle an interface with the Advanced Intelligent Network database.

(13) Except as provided above, if Wide Area Centrex is terminated in whole or in part by the customer after the installation of the service but prior to the completion of the service period, the customer shall be obligated to pay the remaining payments; i.e., monthly rate times the remaining months of the selected service period. Termination charges do not apply if the customer subscribes to an equal number of Wide Area Centrex lines provided at a different location where facilities and technology exist to provide the service.

Termination charges do not apply for a change in the length of the service period provided the customer (i) selects a new service period equal to or greater than the remaining number of months in the former service period, and (ii) does not decrease the number of Wide Area Centrex lines. If there is less than twelve months remaining in the former service period, the customer must select a service period of twelve months or longer.

(14) Wide Area Centrex is subject to all general terms and conditions applicable to the provision of service by the Company as specified in Part A, Section 1 of this Product Guide.

e. Rates and Charges

Rates and Charges for Wide Area Centrex, including the Customized Dialing Plan, Originating Call Screening, and all Optional Features, shall be determined on an individual case basis (ICB) using incremental costs.

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CENTREX AND PBX SERVICES

C. CENTREX SERVICE (Cont'd)

10. Digital Centrex Features

a. General

Digital Centrex features are available to all digital Centrex services provided by the Company, subject to the Terms and Conditions listed below. These features are in addition to those already specified in individual digital Centrex services.

b. Terms and Conditions

(1) Digital Centrex features are provided on equipment and facilities selected by the Company. These features are provided from central offices equipped to furnish such service, and are furnished subject to the availability of suitable facilities.

(2) Specific provisions for each feature are included with the description of that feature.

c. Description

Anonymous Call Rejection routes calls made to the subscriber to an uninterruptible announcement if the calling party's number is marked private. The subscriber is not alerted to the call. Calls for which the calling party number is not available, or are not marked as private, are delivered to the subscriber. Anonymous Call Rejection can be activated to reject calls marked private, even if Calling Number Delivery is not assigned to the user.

Directed Call Park is similar to Call Park except, that Directed Call Park allows a station line to park a call against any number in the system. The parked call can be retrieved from any station by dialing a feature code and the line number against which the call is parked.

\*69

Allows a customer to obtain information about the last incoming call when the service is activated by dialing \*69. Upon dialing \*69, the telephone number associated with the last incoming call is announced if it is available from the network and the calling party has not blocked the calling information. Depending on the serving central office, the date and time of the call may also be announced. The announced telephone number does not always identify the calling party and, in some cases, cannot be used to return the call automatically or by manual dial back.

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CENTREX AND PBX SERVICES

C. CENTREX SERVICE (Cont'd)

10. Digital Centrex Features (Cont'd)

\*69 (Cont'd)

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

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

Depending on the customer's serving central office and/or class of service, the service may only provide the opportunity to return the call automatically. In such cases, upon dialing \*69, the service will attempt to return the customer's last incoming call. Per activation customers with the call-return-only service are charged upon dialing \*69, regardless of whether the call is completed to the calling party.

d. Rates and Charges

For Rates and Charges currently in effect, see Part B, Section 18 of this Product Guide.

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CENTREX AND PBX SERVICES

- C. CENTREX SERVICE (Cont'd)  
11. Reserved for Future Use

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Effective December 31, 2021, Station Message Detail Recording (SMDR) has been withdrawn from this Product Guide, and Verizon will no longer provide this service as of that date.

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CENTREX AND PBX SERVICES

C. CENTREX SERVICE (Cont'd)

11.Reserved for Future Use (Cont'd)

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Effective December 31, 2021, Station Message Detail Recording (SMDR) has been withdrawn from this Product Guide, and Verizon will no longer provide this service as of that date.

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CENTREX AND PBX SERVICES

C. CENTREX SERVICE (Cont'd)

12. Customer Moves and Changes (CMAC)

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

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a. General

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

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CENTREX AND PBX SERVICES

C. CENTREX SERVICE (Cont'd)

12. Customer Moves and Changes (CMAC) (Cont'd)

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

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b. Terms and Conditions

- (1) CMAC is available to either existing or new Intelliipath II Digital Centrex Service and NYNEX Digital Centrex Plus Service customers.
- (2) CMAC will be furnished only from offices that are technically capable of and equipped for providing the service.
- (3) Customers will have 24-hour access to the CMAC system except when restricted during maintenance windows. Customers are permitted unlimited sessions on the system; however, after a period of inactivity, the system will terminate the session.
- (4) Some of the lines in a customer's Intelliipath II Digital Centrex Service and NYNEX Digital Centrex Plus Service system cannot or should not be rearranged. The Company will specify the unchangeable lines. The customer may have the Company designate other lines as unchangeable. Changes to these lines will be made through the Company's existing service order procedures.
- (5) CMAC service is provided per customer Intelliipath II Digital Centrex Service and NYNEX Digital Centrex Plus Service system.
- (6) All normal or emergency functions of the central office switch processor will have priority over execution of CMAC requests. The Company assumes no responsibility for change requests delayed by priority central office switch processor functions.
- (7) The Company reserves the right to inhibit CMAC service in the event of a service-affecting condition to the central office or affiliated operating support system.
- (8) The Company reserves the right to bill appropriate charges should the customer-initiated changes require corrective action by the Company.
- (9) Customers requesting CMAC service for over 200 lines will be priced under an Individual Case Basis (ICB) arrangement.

c. Rates and Charges

For Rates and Charges, see Part B, Section 18 of this Product Guide.

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CENTREX AND PBX SERVICES

D. AUTOMATIC METER READING SERVICE

1. General

Automatic Meter Reading Service (AMRS) consists of central office equipment which provides an alternating current (AC) transmission path between a utility's computer terminal and the meter on a customer's premises via the exchange network. The central office facilities are comprised of Meter Reading Equipment, Connecting Arrangements and Remote Call Forwarding (RCF) Service. The connection of exchange lines at the utility's premises and their customer's premises are made through suitable interface equipment. AMRS uses central office equipment to provide a utility with access to a subscriber's telephone line without ringing or interfering with the subscriber's use of the telephone.

2. Terms and Conditions

The following Terms and Conditions apply in addition to the General Terms and Conditions in Part A, Section 1 of this Product Guide.

- a. AMRS is an offering available to electric, gas and water utilities or their agents.
- b. AMRS Service is offered where facilities permit.
- c. Customers of a utility using AMRS are required to have exchange service.
- d. Utilities are required to identify Meter Interface Units as owned by them by affixing the name of the utility and the utilities phone number to the unit.
- e. It is the responsibility of the utility to obtain customers telephone numbers.
- f. Verizon is not responsible for meter reading content, accuracy or completeness.
- g. Negotiations for interconnection of the utility's meter reading equipment to the subscriber's telephone line is the responsibility of the utility.
- h. The utility is responsible for providing terminal equipment (transponder and meter encoder) for AMRS.

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CENTREX AND PBX SERVICES

D. AUTOMATIC METER READING SERVICE (Cont'd)

2. Terms and Conditions (Cont'd)

- i. AMRS is limited to the boundaries of the local serving central office. Meter Reading Equipment is required in each central office for each utility requiring AMRS.
- j. RCF Service is required with AMRS and can only be used to access AMRS within its own LATA.
- k. The number of Connecting Arrangements required to serve a central office is determined by the number of switching entities within a central office requiring AMRS.
- l. A twelve month minimum recurring charge applies for Meter Reading Equipment and Connecting Arrangements in each central office district. Cancellation or termination of service prior to twelve months of service will result in a termination charge equal to the remaining initial twelve month period. If cancellation takes place prior to the implementation of service, an installation charge and a twelve month recurring charge applies for the associated Meter Reading Equipment and Connecting Arrangements.

3. Rates and Charges

For Rates and Charges, see Part B, Section 18 of this Product Guide.

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CENTREX AND PBX SERVICES

E. SIMPLIFIED MESSAGE DESK INTERFACE

(As of September 11, 1989, Simplified Message Desk Interface will only be offered to existing subscribers. Additions and rearrangements are permitted provided facilities are available. Upgrades from Simplified Message Desk Interface to Simplified Message Desk Interface II are permitted if control and switching equipment in the central office switch is not changed.)

1. General

The Message Desk Service provides for the answering of a client's telephone line at a message desk service center. The message desk service center must subscribe to a hunt group with queueing per line and automatic message link equipment. This permits clients whose lines must be equipped with call forwarding to be directed to the message desk service center. The message desk service center receives the following information:

- the call number
- the type of call forwarding or a direct call indication
- the calling number, if within the same central office control group
- the message desk terminal numbers.

The Simplified Message Desk Interface feature provides the customer with the ability to offer Customer Voice Store and Forward and Message Desk Services. If the facility is a Voice Store and Forward Service, the information may be used to activate a recorded announcement, allowing the caller to leave a recorded message, and place and store the message for the called party. If it is a Message Desk Service, this same information may be used by the customer's attendant, who answers the call and provides client specific information to the calling party, i.e., client's name, location, who else is accepting the client's calls and whether the line is busy.

2. Terms and Conditions

- a. Simplified Message Desk Interface (Automatic Message Link) is available to both Centrex and exchange line customers and is only available from a 1A ESS central office equipped with a Generic Program 1AESS 7.10, or later program.
- b. Customers providing message desk service must have a hunt group with queueing.
- c. Customers must provide a 202T type data set or a compatible or equivalent set in order to transmit and receive the necessary data between central office and customer premises.

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CENTREX AND PBX SERVICES

E. SIMPLIFIED MESSAGE DESK INTERFACE (Cont'd)

(As of September 11, 1989, Simplified Message Desk Interface will only be offered to existing subscribers. Additions and rearrangements are permitted provided facilities are available. Upgrades from Simplified Message Desk Interface to Simplified Message Desk Interface II are permitted if control and switching equipment in the central office switch is not changed.)

2. Terms and Conditions (Cont'd)

- d. Customers are responsible for providing message desk equipment on their premises.
- e. The message desk center's clients must have their exchange service equipped with Call Forwarding.
- f. Attendant equipment served by trunk circuits cannot be used with a Simplified Message Desk Interface.
- g. The customer and client must be served from the same central office entity.

3. Rates and Charges

For Rates and Charges, see Part B, Section 18 of this Product Guide.

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CENTREX AND PBX SERVICES

F. SIMPLIFIED MESSAGE DESK INTERFACE II

1. General

Simplified Message Desk Interface II enables a customer to connect a customer provided system via a data link to a central office switch which serves its clients. The customer is a telemessaging or voice messaging provider. The client is an end user who uses the customer's telemessaging or voice messaging service. Clients may access the customer directly or through Call Forwarding, Call Forwarding Busy Line, Call Forwarding Don't Answer or Call Forwarding Busy Line Don't Answer. When a call is placed to a client, the data link simultaneously transmits the following information:

- the called number (client's telephone number)
- the calling number, if it originated from within the same central office switch
- the type of call forwarding or a direct call indication.

An audible Message Waiting Indication may be activated or deactivated by the customer via Simplified Message Desk Interface II to indicate to the client that a message has been taken. When Message Waiting Indication is activated, the client receives an audible stutter dial tone for approximately two seconds when their receiver is lifted.

Optional Feature

Inter-Switch Voice Messaging (ISVM) – Available to both Centrex and business main telephone exchange service customers as an optional enhancement to Simplified Message Desk Interface II. The combination of Simplified Message Desk Interface II and ISVM enables voice mail and call answering capabilities to be extended to customers via intra- and inter-switch connectivity, thereby allowing the Company to serve any customer within a Local Access Transport Area (LATA).

2. Terms and Conditions

- a. Simplified Message Desk Interface II is available, where facilities permit, from 5ESS and DMS-100 central offices.
- b. Simplified Message Desk Interface II is available at speeds of 1200 bits per second or higher where facilities permit.
- c. The customer and the customer's clients must reside in the same central office switch.
- d. A client may subscribe to Call Forwarding, Call Forwarding Busy Line, Call Forwarding Don't Answer or Call Forwarding Busy Line Don't Answer. Call Forwarding and/or Call Forwarding Busy Line, Call Forwarding Don't Answer or Call Forwarding Busy Line Don't Answer rates, charges and provisions, as specified in Part B, Sections 18 respectively of this Product Guide, apply.

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CENTREX AND PBX SERVICES

F. SIMPLIFIED MESSAGE DESK INTERFACE II (Cont'd)

2. Terms and Conditions (Cont'd)

- e. Either the customer or a client may order Message Waiting Indication in offices where Message Waiting Indication is available.
- f. The customer must subscribe to a compatible incoming service group (hunt group) or Uniform Call Distribution and Queueing to connect to an Input-Output Processor Channel which identifies the data link for a particular customer's message facility.
- g. The customer must provide attendant answering equipment when the messaging facility is a message desk service center.
- h. The customer must provide compatible modems for the transmission of data and a controller device to interface with the central office data link which carries the calling information. The modems and controller device must comply with Telcordia Technical Reference GR-283.
- i. ISVM Optional Feature
  - (1) Offered subject to the availability of both Simplified Message Desk Interface II and ISVM facilities.
  - (2) Offered as an optional enhancement to Simplified Message Desk Interface II and, as such, all of the applicable provisions pertaining to Simplified Message Desk Interface II apply.
  - (3) The Company will determine which central office and transmission facilities are used to provide service.
  - (4) Customers are entirely responsible for the compatibility of their terminating equipment to handle calls and call-related data.
  - (5) Signaling, control and data communication protocols are defined by the Company and the Company retains the right to change these protocols.
  - (6) Customers subscribing to ISVM must also subscribe to Simplified Message Desk Interface II.

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CENTREX AND PBX SERVICES

F. SIMPLIFIED MESSAGE DESK INTERFACE II (Cont'd)

2. Terms and Conditions (Cont'd)

j. ISVM Optional Feature

- (7) Available to compatible and suitably-equipped Centrex customers.
- (8) The Company assumes no liability for the loss of stored messages or other information attributed to a failure of its facilities and equipment.
- (9) The integrity of the customer's database information is solely the responsibility of the customer. The Company assumes no liability for any errors, misdirected calls or misdirected message waiting indications resulting from problems with the customer's database. The Company will bill time and material charges to the customer as a result of involvement required to correct a condition on a subscriber's line as a result of the customer's incorrect database information.
- (10) Customers are not authorized to sell, offer for telemarketing purposes or other unauthorized purposes a list of telephone numbers acquired or compiled by using this service.

3. Rates and Charges

For Rates and Charges, see Part B, Section 18 of this Product Guide.

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CENTREX AND PBX SERVICES

G. EXTENDED BASIC REFERRAL

1. General

Extended Basic Referral is a service designed to provide line for line intercept of calls to disconnected Centrex, Intellipath, Flexpath and Direct Inward Dialing (DID) Service numbers.

2. Terms and Conditions

- a. Extended Basic Referral is available only to Centrex, Intellipath, Flexpath and DID Service customers served by stored program control central offices, and is offered subject to the availability of facilities and numbers.
- b. Extended Basic Referral is subject to a one-month minimum service period.
- c. The customer has the option of selecting Extended Basic Referral for an initial period of one to six months. After the expiration of the initial period and providing that central office facilities and numbers are available, the customer has a one-time option to request an extension of time not to exceed six months.
- d. The Extended Basic Referral intercept message and format is designed by Verizon New York Inc. Requests for special announcements will not be accepted.
- e. Extended Basic Referral is provided as an alternative to Automated Intercept Service (A.I.S.). The Company will continue to provide main number only intercept (A.I.S.), at no charge for sixty (60) days, to customers who desire such service.

4. Rates and Charges

For Rates and Charges, see Part B, Section 18 of this Product Guide.

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## CENTREX AND PBX SERVICES

### H. EMERGENCY CUSTOMER ANNOUNCEMENT SERVICE

#### 1. General

Emergency Customer Announcement Service (ECAS) is designated to provide a pre-stored, customer specific announcement to be activated by the Company in the event of a failure in the local loop, normal wire center, or customer premises. The announcement may not be more than 18 seconds long and will give the customer's name, address, a statement that the customer is experiencing technical difficulties with the telephone service, and will provide an alternate telephone number for the caller to dial.

This service does not apply to a failure that occurs in the alternate wire center or coterminously in the normal and alternate wire centers. It is available to subscribers of Centrex, Intellipath II<sup>R</sup> Digital Centrex, Flexpath Digital PBX, and Direct-Inward-Dial Services.

#### Local Loop Option

Local Loop Option provides routing from the normal wire center to the announcement in case of a failure in the local loop or at the customer premises. The customer will designate those numbers that are to be covered by this service. These numbers are to be designated in ranges of blocks of 100 numbers. In the event of a failure in the local loop or at the customer premises, the incoming traffic associated with the designated numbers will be directed to the customer's pre-recorded announcement.

#### Alternate Wire Center Option

Alternate Wire Center Option provides routing from an alternate wire center to the customer announcement in case of a failure at the customer's normal wire center. The customer shall designate those numbers covered by this service. These numbers are to be designated in ranges of blocks of 100 numbers. In the event of a failure at the customer's normal wire center, the incoming traffic associated with the designated numbers will be directed to an alternate wire center selected by the Company. This traffic will then be directed to the customer's pre-recorded announcement.

The customer will be given an access code, which can be utilized to verify the announcement. For each verification call made, the charge specified in Part B, Section 18 of this Product Guide will apply.

<sup>R</sup>Registered Service Mark of NYNEX LLC

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CENTREX AND PBX SERVICES

H. EMERGENCY CUSTOMER ANNOUNCEMENT SERVICE (Cont'd)

2. Explanation of Terms

Alternate Wire Center

The Company designated building facility which is not the customer's normal wire center.

Failure

A failure constitutes the total loss of Company service on the customer premises, at the normal wire center, or over the normal loop facilities between the normal wire center and the customer premises. A failure is identified by the customer and verified by the Company.

Normal Wire Center

The Company designated building facility where customer lines are connected to switching equipment for connection to other lines and trunks.

3. Terms and Conditions

- a. ECAS is furnished subject to the availability of facilities and is only available within the New York Metropolitan LATA.
- b. The service is subject to all general Terms and Conditions applicable to the provision of service by the Company as specified in Part A, Section 1 of this Product Guide.
- c. The Company reserves the right to designate alternate wire centers.
- d. The minimum service period is twelve months and the maximum is sixty months. The Company guarantees the rates for the customer elected service period against Company initiated changes for the duration of the service period. Additional blocks of 100 numbers and their associated announcements can be added during the service period at the rates in effect at the time the addition is ordered. Customers may have only one service period at a time. Multiple service periods are not permitted.
- e. If the service is terminated in whole or in part by the customer after installation of the service but prior to the completion of the service period, the customer shall be obligated to pay the remaining periods, i.e., monthly rate for each option selected times the remaining months of the service period.
- f. The customer numbers subscribed to in the ECAS must be in ranges of blocks of 100 numbers for both the Local Loop and Alternate Wire Center options.

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CENTREX AND PBX SERVICES

H. EMERGENCY CUSTOMER ANNOUNCEMENT SERVICE (Cont'd)

3. Terms and Conditions (Cont'd)

- g. The content of the announcement is limited to the customer's name, address, a statement that the customer is experiencing technical difficulties with the telephone service, and the alternate telephone number the caller may dial.
- h. The Company will provide a model script, however, the customer is responsible for the preparation and recording of all emergency announcements. Each announcement shall be no more than 18 seconds long, and the customer shall bear sole responsibility for the quality of speech or sound of the recording.
- i. The Company reserves the right to review the content of the customer's recorded announcement, and the reject the announcement if it fails to comply with the conditions contained herein. The Company assumes no liability for the content, quality, or defects in the recording of such announcements.
- j. The Company shall not be liable for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment.
- k. The customer shall hold the Company harmless against all claims and any fines, damages or other penalties, arising out of the act or omission of the customer or of the calling party. The customer shall indemnify aggrieved parties where any fines, damages or other penalties result.

4. Rates and Charges

For rates and charges, see Part B, Section 18 of this Product Guide.

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CENTREX AND PBX SERVICES

I. HOTLINE VIRTUAL PRIVATE LINE SERVICE

(This service is furnished on existing installations only. Additions and rearrangements are permitted provided facilities are available. Moves on the same premises are permitted.)

1. General

HotLine Virtual Private Line Service is a switched service which utilizes facilities, switches and programmed intelligence of the public network to create a closed network to simulate private lines.

HotLine service provides for the automatic dialing of a preselected HotLine station when an off-hook condition is indicated.

HotLine service employs network components, such as switches and interoffice trunks, which may be shared with other HotLine service subscribers. This service cannot be used to place or receive calls over the public switched network.

HotLine service is available in the following Manhattan central office serving areas:

- |                      |                      |
|----------------------|----------------------|
| (1) Broad Street     | (5) East 37th Street |
| (2) West Street      | (6) West 42nd Street |
| (3) East 56th Street | (7) West 50th Street |
| (4) West 36th Street |                      |

2. Definition of Terms

HotLine Virtual Private Line - is the physical connection providing HotLine service from a designated central office and the initial appearance of the circuit on the customer's premises.

Bridged HotLine Virtual Private Line - is an additional appearance of a HotLine station line.

STATION LINES

- ° Hot Line - is a station line which will be restricted from receiving or placing calls through the public exchange network. When the customer goes off hook, the line automatically dials a predetermined line within the HotLine Virtual Private Line Network.
- ° Global Access Line - is a station line which will be restricted to call completions within the HotLine Virtual Private Line Network and will be capable of calling any HotLine station line.
- ° Overflow Line - is a station line, which will not be provisioned for the placement of any calls. either on a dialing or programmed dialing basis. Lines are for the termination of calls either on an overflow basis or from a Global Access Line.

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CENTREX AND PBX SERVICES

I. HOTLINE VIRTUAL PRIVATE LINE SERVICE (Cont'd)

(This service is furnished on existing installations only. Additions and rearrangements are permitted provided facilities are available. Moves on the same premises are permitted.)

3. Features

(a) Standard Features

- Call Forwarding
  - ° Busy Line
  - ° Don't Answer
- Call Pick-up

(b) Optional Features

- Customer System Administration
  - ° Secondary CSA Access Port
- Priority Calling
- Station Message Detail Recording
  - ° Magnetic Tape
  - ° To Premises

4. Feature Definitions

Call Forwarding

- ° Busy Line - Permits the called customer to redirect calls from a busy station line to a predetermined station line in a customer group.
- ° Don't Answer - Provides for forwarding of incoming calls to a predetermined station line inside the customer's virtual private line group when the called station line does not answer within a customer selected prescribed time.

Call Pick-up - Allows a station line to answer incoming calls to another station line within a defined call pick-up group. Call pick-up is provided on individual station lines within a customer group.

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CENTREX AND PBX SERVICES

I. HOTLINE VIRTUAL PRIVATE LINE SERVICE (Cont'd)

(This service is furnished on existing installations only. Additions and rearrangements are permitted provided facilities are available. Moves on the same premises are permitted.)

4. Feature Definitions (Cont'd)

Customer System Administration

Customer System Administration (CSA) is offered to customers where facilities permit. CSA allows customers to make certain changes in their HotLine station lines within their system.

Using CSA, the customer has the ability of changing or rearranging any HotLine standard feature. In addition, changes can be made in Priority Calling and Station Message Detail Recording.

The customer can make changes by accessing Company facilities through a customer provided dial-up data terminal. The data terminal must consist of the following:

- A keyboard display, 1200 to 9600 baud, asynchronous full duplex operation, 24 line, 80-column upper/lower case ASCII characters and continuous scrolling with VT-100 emulation.

The customer may interchange the telephone numbers associated with HotLine station lines within the customer's HotLine system, on a serving central office basis. It is the customer's responsibility to provide and change station designation strips. The customer can activate or deactivate service on all HotLine station lines compatible with CSA.

When a station line is deactivated, the customer may not originate a call on that line. Monthly billing continues on those lines which have been deactivated. A Company service order is required to change the billing status on a line.

- ° Secondary CSA Access Port - Allows the customer simultaneous access to the CSA system via an additional dial-up terminal.

Priority Calling - Allows the customer to designate specific station lines as priority lines within the customer group. These lines are classified as essential lines within the virtual private line switching network.

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Effective December 31, 2021, Station Message Detail Recording (SMDR) has been withdrawn from this Product Guide, and Verizon will no longer provide this service as of that date.

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CENTREX AND PBX SERVICES

I. HOTLINE VIRTUAL PRIVATE LINE SERVICE (Cont'd)

(This service is furnished on existing installations only. Additions and rearrangements are permitted provided facilities are available. Moves on the same premises are permitted.)

5. Terms and Conditions

- a. A customer must subscribe to a minimum of two (2) HotLine station lines, which are furnished subject to the availability of facilities. The Company will determine the type of central office switch that will serve HotLine service.

In those cases where the Company determines that additional network equipment is required at the customer's location to provide service, the customer will be required to furnish suitable space and environmental conditions as determined by the Company.

- b. Directory listings will not be provided for HotLine service.
- c. HotLine service is subject to a minimum service period of six months.
- d. HotLine station lines may be terminated in a customer-provided PBX system. Such lines may be either ground start\* or loop start. Transmission quality over HotLine lines of this type is not guaranteed. Additional transmission improvements requested by the customer will be provided by the Company at charges based on cost.
- e. (D)
- f. The initial call duration period will be thirty (30) seconds, and the additional usage will be in six (6) second increments.
- g. Unless specifically exempted, this service is subject to all general Terms and Conditions applicable to the provisions of service by the Company, as stated elsewhere in the Product Guide.

\* Ground start may not be provided over fiber facilities and is only available where suitable facilities exist.

Effective December 31, 2021, Station Message Detail Recording (SMDR) has been withdrawn from this Product Guide, and Verizon will no longer provide this service as of that date.

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CENTREX AND PBX SERVICES

I. HOTLINE VIRTUAL PRIVATE LINE SERVICE (Cont'd)

(This service is furnished on existing installations only. Additions and rearrangements are permitted provided facilities are available. Moves on the same premises are permitted.)

6. Rates and Charges

The rates and charges shown in Part B, Section 18.3.I apply for HotLine service, in addition to the appropriate service connection charges specified in Part B, Section 18 of this Product Guide.

a. Mileage Charges

b. Usage Rates

The initial call duration period will be thirty (30) seconds, and the additional usage will be in six (6) second increments.

Each usage category, i.e., intra-office and inter-office, is rated and billed separately. Within each usage category, the hours of usage are applied cumulatively and are rounded up to the nearest one-sixth (1/6) of an hour.

In addition, the per hour usage rates shown in Part B, Section 18 of this Product Guide apply for all hours of the day of the week, including holidays.

c. Conversions

For conversions of existing private lines to HotLine service, a rewire charge applies, per line, as specified in Part B, Section 18 of this Product Guide. Service connection charges as specified in Part B, Section 18 of this Product Guide and other applicable non-recurring charges apply for all station lines and features added at the time of conversion.

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CENTREX AND PBX SERVICES

J. CENTREX/ INTELLIPATH II<sup>R</sup> DIGITAL CENTREX DISASTER RECOVERY SERVICE

1. General

Centrex/Intellipath II<sup>R</sup> Digital Centrex Disaster Recovery Service provides route diversity and various degrees of survivability in the event of a failure in the wire center and/or loop. The degree of survivability is determined by the facilities subscribed to by the customer. This service requires a minimum of 100 lines between the customer premises and the alternate wire center and does not apply to a failure that occurs coterminously in the normal and alternate wire centers.

Centrex/Intellipath II Digital Centrex Disaster Recovery Service provides customers with Intellipath II service provided over a diverse route to an alternate wire center selected by the Company. Centrex/Intellipath II Digital Centrex Disaster Recovery Service provides Loop to an Alternate Wire Center Option, Interoffice Wire Center Option and Alternate Wire Center Option.

Wherever diverse facilities exist, the Company will endeavor not to use passageways, conduits, cable vaults, building entrances or routes common to customer's normal service. Intellipath II lines served by the alternate wire center will not be routed through the customer's normal serving wire center.

Centrex/Intellipath II Digital Centrex Disaster Recovery Service does not provide feature portability between Intellipath II Service served by the normal and alternate wire centers. Customers who desire abbreviated dialing and intercom calling among Intellipath II lines served by the normal and alternate wire centers may order tie lines between the normal and alternate wire centers.

a. LOOP TO AN ALTERNATE WIRE CENTER OPTION (OPTION 1)

Loop to an Alternate Wire Center Option provides protection in the event of a failure in the normal wire center or the loop between the normal wire center and the customer premises. Loop to an Alternate Wire Center Option provides Intellipath II Digital Centrex Service as described in Paragraph C.4. of this Section. This option provides diverse routing to an alternate wire center designated by the Company.

Normal Operations

Centrex/Intellipath II Disaster Recovery Service ordered from the alternate wire center will be separate and independent from the Intellipath II Service, other Company provided service(s) or service provided by another carrier ordered from the normal wire center and will have a different NXX.

<sup>R</sup> Registered Service Mark of Verizon Communications Inc.

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CENTREX AND PBX SERVICES

J. CENTREX/ INTELLIPATH II DIGITAL CENTREX DISASTER RECOVERY SERVICE (Cont'd)

1. General (Cont'd)

a. (Cont'd)

Disaster Operations

In the event of a failure at the normal wire center or in the loop between the normal wire center and the customer premises, lines served from the alternate wire center will continue to operate. Lines served from the normal wire center (and the tie line(s)) will be out of service.

b. Interoffice Wire Center Option (Option 2)

Interoffice Wire Center Option provides protection in the event of a failure in the loop between the customer premises and the normal serving wire center. Interoffice Wire Center Option customers will obtain Centrex or Intellipath II Service from the normal wire center and Intellipath II service from an alternate wire center designated by the Company. Intellipath II lines served by the normal and alternate wire centers will have numbers within the same NXX, residing at the normal wire center. Each Intellipath II line served by the alternate wire center will have a second, alternate wire center number against which outgoing calls will be billed with the NXX residing at the alternate wire center. Lines served by the alternate wire center may receive calls on the alternate wire center numbers as well as the normal wire center numbers. Charges for lines served by the alternate wire center will be billed to the alternate wire center numbers.

Normal Operations

During normal operations, all incoming calls to lines with numbers residing at the normal wire center will be directed to the normal wire center. Incoming calls to the normal wire center that have been designated by the customer for completion at the alternate wire center will be forwarded across a tandem tie line to the alternate wire center for completion at the customer premises. The tandem tie line(s) linking the two wire centers will be sized based on customer specifications for the amount of traffic to be handled. Incoming calls to the alternate wire center numbers will be provisioned directly through the alternate wire center. Outgoing calls from lines served by the normal wire center will be provisioned through the normal wire center. Outgoing calls from lines served by the alternate wire center will be provisioned through the alternate wire center.

Disaster Operations

In the event of failure in the loop between the normal wire center and the customer premises, incoming calls to Intellipath II lines served by the alternate wire center will continue to be forwarded across the tandem tie line to the alternate wire center for completion at the customer premises. Lines served by the normal wire center will be out of service. Outgoing calls from the alternate wire center and incoming calls to alternate wire center numbers will be unaffected

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CENTREX AND PBX SERVICES

J. CENTREX/ INTELLIPATH II DIGITAL CENTREX DISASTER RECOVERY SERVICE (Cont'd)

1. General (Cont'd)

c. ALTERNATE WIRE CENTER OPTION (OPTION 3)

Alternate Wire Center Option provides protection against failures in the normal wire center and against failures in the loop between the customer premises and the normal wire center. Alternate Wire Center Option customers will obtain Centrex or Intellipath II Service from the normal wire center and Intellipath II Service from an alternate wire center designated by the Company. Centrex or Intellipath II lines served by the alternate wire center will have numbers within the same NXX. The NXX will reside at the normal wire center.

Each Intellipath II line served by the alternate wire center has a second, alternate wire center number for incoming and outgoing calls. The NXX for the second alternate wire center number will reside at the alternate wire center. Lines served by the alternate wire center may receive calls on the alternate wire center numbers as well as on the normal wire center numbers. Outgoing calls made on lines served by the alternate wire center will be billed to the alternate wire center number.

Normal Operations

During normal operations all incoming calls to lines with numbers residing at the normal wire center will be directed to the normal wire center. Incoming calls to the normal wire center that have been designated by the customer for completion at the alternate wire center will be forwarded across a tandem tie line to the alternate wire center for completion at the customer premises. The tandem tie line(s) linking the two wire centers will be sized based on customer specifications for the amount of traffic to be handled. Incoming calls to the alternate wire center numbers will be provisioned directly through the alternate wire center. Outgoing calls from lines served by the normal wire center will be provisioned through the normal wire center. Outgoing calls from lines served by the alternate wire center will be provisioned through the alternate wire center.

Disaster Operations

In the event of failure in the loop between the normal wire center and the customer premises, incoming calls to Intellipath II lines served by the alternate wire center will continue to be forwarded across the tandem tie line to the alternate wire center for completion at the customer premises. Lines served by the normal wire center will be out of service. Outgoing calls from the alternate wire center and incoming calls to the alternate wire center numbers will be unaffected.

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CENTREX AND PBX SERVICES

J. CENTREX/ INTELLIPATH II DIGITAL CENTREX DISASTER RECOVERY SERVICE (Cont'd)

1. General (Cont'd)

c. ALTERNATE WIRE CENTER OPTION (OPTION 3) (Cont'd)

In the event of a failure in the normal wire center, the Company will reroute incoming normal wire center calls to the alternate wire center. This will allow all Intellipath II lines served from the alternate wire center to continue to receive incoming calls on their normal and alternate wire center numbers. The number of incoming calls completed may vary based upon the capacity and availability of facilities at the alternate wire center at the time of the failure. Incoming calls to all other lines in the NXX residing at the normal wire center will be screened and blocked at the alternate wire center and forwarded to a standard network announcement. Outgoing calls from the alternate wire center will be unaffected.

2. Explanation of Terms

Alternate Wire Center

The Company designated building facility which is not the customer's normal wire center to which calls are completed.

Blocking

The calling party is not connected to the called party.

Failure

A failure constitutes the total loss of Centrex or Intellipath II Digital Centrex Service over the normal loop facilities between the normal wire center and the customer premises or the total loss of the normal wire center. The existence of a failure is determined by the Company.

Normal Wire Center

The Company designated building facility where customer lines are connected to switching equipment to be connected to other lines and trunks.

Tandem Tie Line

A Centrex or Intellipath II tie line that connects the customer's service between the normal and alternate wire centers.

Traffic

The amount of activity during a given period of time over a circuit, line, or group of lines, or the amount of messages handled by a data communications switch.

Trunk

A telephone communications channel between two switching systems. The term "switching system" includes central office types, toll switching systems and PBXs.

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CENTREX AND PBX SERVICES

J. CENTREX/ INTELLIPATH II DIGITAL CENTREX DISASTER RECOVERY SERVICE (Cont'd)

3. Terms and Conditions

- a. Centrex / Intellipath II Digital Centrex Disaster Recovery Service is furnished subject to the availability of facilities and is only available within a LATA.
- b. This service is subject to all general Terms and Conditions applicable to the provision of service by the Company, as specified in Part A, Section 1 of this Product Guide.
- c. In those cases where the Company determines that additional equipment must be provided on the customer's premises, the customer will be required to furnish the suitable space and environmental conditions as determined by the Company at no cost to the Company.
- d. The Company reserves the right to designate the alternate wire center.
- e. All subscribers to this service will receive a negotiated provisioning interval. In cases where required fiber and electronics equipment are not available, special construction charges may apply.
- f. Termination liabilities, as stated in Paragraph C.4.d (5) of this Section, will apply, where applicable for the termination of any Centrex/ Intellipath II Digital Centrex Disaster Recovery Service lines in the alternate wire center.
- g. Centrex/ Intellipath II Digital Centrex Disaster Recovery Service prices will be determined on a customer specific pricing basis using incremental costs.
- h. Customers must order a minimum of 100 Intellipath II lines between the customer premises and the alternate wire center.
- i. A tandem tie line is required between the normal and alternate wire centers for Options 2 and 3 and must be a minimum of 1.544 Mbps trunks comprised of 24 channels. This can be used for the provisioning of optional tie lines(s).
- j. Option 1 is subject to all general Terms and Conditions applicable to Intellipath II Digital Centrex Service as specified in Paragraph C.4.d of this Section.

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CENTREX AND PBX SERVICES

J. CENTREX/ INTELLIPATH II DIGITAL CENTREX DISASTER RECOVERY SERVICE (Cont'd)

3. Terms and Conditions (Cont'd)

- k. Intellipath II lines served by the alternate wire center have a separate and distinct Intellipath II feature package from any Centrex or Intellipath II lines served by the normal wire center. A separate feature package for Intellipath II lines served by the alternate wire center must be ordered out of the alternate wire center and will reside there.
- l. For Option 1, lines from the alternate wire center will have alternate wire center numbers. For Options 2 and 3, lines must be ordered and consecutively numbered in blocks of 100 numbers. For Options 2 and 3, the Company shall assign the same last four digits to both the alternate and normal wire center numbers where available. Options 2 and 3 are not available if matching numbers do not exist.

4. Rates and Charges

Centrex/Intellipath II Digital Centrex Disaster Recovery Service prices are to be determined on a customer specific pricing basis using incremental costs.

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CENTREX AND PBX SERVICES

K. CONNECTING ARRANGEMENTS FOR SUBSCRIBER-PROVIDED COMMUNICATIONS SYSTEMS

Except as otherwise provided in Part A, Section 1 Paragraph C.1.-7. of this Product Guide, installations of new connecting arrangements, were not made after July 1, 1980. Treatment with respect to grandfathered installations which include such connecting arrangements is covered in Part A, Section 1 Paragraph C.1.-3b. of this Product Guide.

1. Rates and Charges for Connecting Arrangements

a. Connecting Arrangements PFB and PFC

Description

Each of these arrangements transfers a Central Office trunk from a customer-provided dial PBX system to a Company-provided telephone during periods of commercial power failure. When a commercial power failure occurs, the trunks will be transferred automatically to Company-provided telephones. Any calls in progress will be disconnected.

Upon restoral of commercial power, the Central Office trunk will be returned to the customer-provided PBX system. When the Connecting Arrangement PFB is used, any call in progress will be disconnected. When the Connecting Arrangement PFC is used, restoral will be delayed until any call in progress has been terminated in the normal manner.

Terms and Conditions

- (1) These arrangements are applicable when Protective Connecting Arrangements CD7, CD8, CD9 or CDH are connected to the associated trunks.
- (2) One PFB or PFC is required for each Central Office trunk to be equipped.
- (3) Only single line telephones will be provided.

Rates and Charges

For Rates and Charges, see Part B, Section 18 of this Product Guide.