Centrex Central Office Service II

On or after August 10, 2026, Verizon will withdraw all Centrex Central Office Services, Centrex CustoFlex 2100 Services, Digital Centrex (Dial 9), Basic Centrex Services, Centrex Central Office Service at Educational Institutions (Student Centrex), Attendant Console Services and Centrex Extend 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) (N)

Centrex Central Office (Centrex CO) Service consists of dial switching equipment and special intercity facility terminals located on Telephone Company premises interconnected with customer-provided stations on the customer's premises to provide intercommunication among the customer-provided stations and network access and the intercity facilities. The amount of network access will be determined based on the customer-specified number of simultaneous network accesses. This service offering requires special central office equipment and is provided only where such central office equipment is available.

A. GLOSSARY OF TERMS

Add-On Conference - All Calls. A station user may establish a 3-way conversation by holding an in-progress call, through operation of the switchhook, and then dial another call. By again operating the switchhook, the station user can connect the two calls.

Associated Systems. Centrex Systems connected to a Centrex system by tie lines are Associated Systems and considered as separate systems and are billed as such.

Attendant Lines. Attendant lines are used to terminate the main listed number group and provide other normal attendant functions where consoles are not provided. These lines also terminate incoming FX and Toll Free Service traffic, if desired by the customer, and have the ability to complete calls on such lines to stations of the system. Attendant lines are furnished with improved transfer capability, which disables the consultation hold feature.

Attendant Service. Incoming calls to the main listed number are answered by an attendant, who may complete the call to the desired station utilizing a console or attendant telephone set (partial attendant service). An unrestricted or partially restricted station user may dial the attendant over attendant lines to secure assistance in the completion of an outgoing call. Consoles are normally located at the main location. Consoles may be arranged for call distribution so that incoming calls will be routed to any available attendant, and for switched loop operation so that the attendant position is released after the call has been established.

Attendant Conference. Interconnection by the attendant permits five on-premises station lines or four on-premises station lines and one central office dial tone line or tie line to conference. This service feature is provided only when consoles or switchboards are provided for attendant service.

Centrex Central Office Service

A. GLOSSARY OF TERMS (Cont'd)

Authorization Codes. Permits a Centrex station user to dial a code which overrides the Facilities Restriction Level (FRL) associated with that Centrex Intercommunication line or incoming tie line (Main, Satellite or Tributary PBX user). The Centrex requests dialing of the authorization code when the default FRL (i.e., the FRL associated with the station line or incoming tie line) has insufficient privileges to complete the call. The authorization code is also inspected for validity as a security check. The Authorization Code may be recorded in the Station Message Detail Recording to Premises (SMDR-P)* record of call.

Automatic Callback Calling. This feature permits an originating Centrex Line user who attempts an intercommunication call to a busy Centrex Line, to automatically be connected to that line when both called and calling lines become idle by dialing an activation code. Automatic Callback Calling will only operate for intercommunication calls between Centrex Lines of the same Centrex System. This feature can be cancelled by the originating station user dialing a deactivation code.

A called or calling Centrex Line is permitted only one Automatic Callback Calling request pending at a time. A request for Automatic Callback Calling will remain active for a period of up to 30 minutes unless completed or deactivated sooner.

This feature is only available from a properly equipped Central Office.

Automatic Route Selection (ARS)-Basic. Automatic Route Selection-Basic is a Centrex optional feature that provides automatic selection of WATS, foreign exchange, compatible Private Line facilities and prearranged alternate routing of direct-out-dialed calls placed from Centrex unrestricted station lines and compatible Private Lines served from an individual Centrex system. The Automatic Route Selection feature is designed to direct intercity calls to the most economical available route as determined by the subscriber's preselected choice. Automatic Route Selection-Basic is available with final routing to the Message Telecommunications Service Network and with final routing to overflow tone. Compatible Private Lines used for 10-digit off-net calling may be included as a facility to be selected by ARS-Basic provided these lines can accommodate senderized operation and uniform numbering consistent with the MTS network.

* Effective December 31, 2021, Station Message Detail Recording (SMDR) and Station Message Detail Recording to Premises are hereby canceled and withdrawn and no longer available. (C) (C)

Centrex Central Office Service

A. GLOSSARY OF TERMS (Cont'd)

Automatic Route Selection-Deluxe (ARS-D). Provides automatic routing of outgoing calls over alternative customer facilities based on the call destination. The Centrex station user or attendant dials a facilities access code, (e.g., "level 8") followed by a 10-digit DDD number. The Centrex routes the call over the first available special dial tone line facility (such as WATS, FX, or other similar facility equipped to accept a DDD-like number), checking in a customer-specified order. DDD overflow may be included as a final route and the More Expensive Route Tone may be provided at the customer's option. When such routing is used, the Facilities Restriction Level (FRL) associated with the call is transmitted to the distant Centrex as a Traveling Class Mark.

When ARS-D is provided in conjunction with UN/AAR, routes may include compatible Private Lines to a distant Centrex or PBX system equipped with an ARS-D like capability for subsequent access to the MTS network.

Incoming tie lines from subtending locations (i.e., Main, Satellite or Tributary PBXs) may be arranged to have automatic access to ARS; this permits station users at these PBXs to dial just a single access code to use the ARS feature at the Centrex.

With Time of Day Routing - permits selection of first choice and alternate routes for off-network calls to vary, depending on which of up to three sets of ARS routing patterns is in effect. This permits the customer to take advantage of variations in long distance calling rates or traffic patterns as a function of time. Both Automatic and Manual controls of ARS routing pattern selections are provided.

Bridged Line Termination. (See Station Line)

Call Diverting. Centrex service can be arranged so that toll calls dialed from preselected unrestricted or partially restricted Centrex station lines are routed to either a tone signal or the console attendant.

Call Forwarding - Busy Line[1]. A fixed arrangement which routes incoming calls to another specified line of the system if the intended line is in use. (C)

Call Forwarding - Busy Line and Don't Answer. A fixed arrangement which routes incoming calls to another specified line of the system. Lines arranged for both Call Forwarding - Busy Line and Call Forwarding - Don't Answer, must forward to the same designated line for both types of Call Forwarding.

Call Forwarding - Don't Answer[1]. A fixed arrangement which routes incoming calls to another specified line of the system if the intended line is unanswered, after approximately three ringing cycles. This feature is not provided on lines of a UCD group with queuing. (C)

[1] Effective August 21, 2016, Call Forwarding – Busy Line and Call Forwarding – Don't Answer are grandfathered for business customers and no longer available to new customers. Moves, additions or changes to subscribers' existing service are not permitted. Call Forwarding – Busy Line and Call Forwarding – Don't Answer for business customers continue to be available for resale until October 17, 2016, on which date the foregoing grandfather terms shall be effective for resale. (N) | | (N)

Centrex Central Office Service

A. GLOSSARY OF TERMS (Cont'd)

Call Forwarding - Variable. An arrangement which permits a station user to have incoming calls automatically transferred to another line of the system, or to a line outside the system, for temporary periods. The feature is activated by dialing a code, followed by the line number to which calls are to be forwarded. The feature is deactivated by dialing another code.

Call Hold. An arrangement which permits an in-progress call to be held for extended periods or in order that another incoming call on another line may be answered.

Call Pickup. An arrangement which permits any line of a pickup group to answer incoming calls intended for any other line of the same pickup group. Call Pickup is not available on lines of a UCD group with queuing.

Call Transfer - Attendant. A call to a station line may be transferred to another station line on the same system with the assistance of an attendant. The attendant is signaled by the station user initiating the transfer through switchhook operation. This service feature is provided only when console or switchboards are provided for attendant service. Call Transfer - Attendant may be provided as an alternative to Call Transfer - Individual on other Centrex CO systems.

Call Transfer - Individual - All Calls. A station user may transfer a call to another station line of the system, or to the attendant, by operating the switchhook and dialing the intended line. Calls may be transferred only to other Centrex lines of the system.

Call Waiting - Originating. An arrangement in which calls to lines of the system which are in use, originated by the lines so equipped, are "announced" by a short burst of tone (audible only to the called party) and automatically completed upon termination of the in-progress call, or if the in-progress call is placed on Call Hold by the called party.

Call Waiting - Terminating. An arrangement in which incoming calls on lines already in use are "announced" by a short burst of tone (audible only to the called party) and automatically completed upon termination of the in-progress call, or if the in-progress call is placed on Call Hold. Call Waiting - Terminating can be provided on an intragroup mode (calls originated outside the system) or All Calls mode (all intended calls).

Centrex Central Office Service

A. GLOSSARY OF TERMS (Cont'd)

Centrex Classes of Service. A preselected arrangement which permits a particular station line group and/or tie line group access to a designated Centrex facility (tie line, WATS line, each pattern of call diverting, etc.) or group of such facilities.

Unrestricted station line class of service has the capability to make calls to and receive calls from the exchange network, other station lines of the same system or tie lines associated with the same system. Other station line classes of service (Partially Restricted), which can originate calls to the exchange and message toll network, are rated as unrestricted station lines, even though subject to some restrictions such as access to the network only through an operator, or restriction from access to tie lines or other trunk groups available to other station lines.

Fully Restricted station line class of service is limited to inter-communication calls only and cannot reach the attendant or be connected for inward or outward central office service.

Seven Centrex station line and/or tie line classes of service are provided as standard on all Centrex C.O. Systems served from electronic central offices. Additional Centrex classes of service may be provided at additional charges.

Verizon Centrex Extend Service Uses the public switched network to provide capabilities and features typically offered by a private network. Interlocation transport through public network or private dedicated facilities will be provided to end users connected to the network via a Centrex, Private Branch Exchange, button telephone set or an Individual Dial Tone Line. End user access via the appropriate abbreviated dialing plan will operate across the network as if the customer was being served by a single switch.

Centrex Line Termination. - (See Station Line)

Centrex Line. A single Centrex line provides network access and Centrex Intercommunication (Intercom) service purchased from the Guide for Detariffed Services - Competitive. For the application of channel charges, Centrex lines include tie lines between switching locations of the same Centrex system or different Centrex systems of the same customer, station lines between the stations and switching locations, and network access to exchange and message toll service.

Centrex Systems. A Centrex system consists of dial switching equipment, attendant positions (if provided) and stations connected by Centrex lines. Each Centrex system will have a number of simultaneous network accesses equal to the customer-specified amount of simultaneous network accesses. A system includes only those stations whose inward exchange and toll service is through the customer's main switching location via a single Central Office code (NNX).

Centrex Central Office Service

A. GLOSSARY OF TERMS (Cont'd)

Circular Hunting. Circular Hunting permits the completion of a call to any other line of a designated group of lines, which is referred to as a hunting group, whether higher or lower numbered, and regardless of which line in the group was originally dialed.

Common Switching Equipment. Equipment which is located in the serving central office and which provides network access, intercommunication and the basic features associated with the system.

Conference Service. (see Add On Conference or Attendant Conference)

Connected Premises. (see Premises)

Consultation Hold - All Calls. A station user may hold an in-progress call by operation of the switchhook. The station user is automatically returned to the original call upon completion of the second call.

Customer Administration and Control. This Electronic Tandem Switching (ETS) feature is provided by one of two optional peripheral arrangements - the Customer Administration Center (CAC) and the Local Customer Administration Terminal (LCAT). The descriptions below cover the functional capabilities of these features. Both the CAC and LCAT arrangements require customer-provided equipment.

Customer Administration Center (CAC) permits the customer to administer Electronic Tandem switching features and to obtain traffic measurements and recent facility assurance data from one or more switching locations. A customer-provided interactive user terminal provides inputs/outputs. The following features may optionally be provided: Facilities Administration and Control, Traffic Data to Customer (pollable) and Facilities Assurance Reports.

Local Customer Administration Terminal (LCAT) is a simplified alternative to the CAC furnished through a customer-provided compatible 300 Baud terminal. With this terminal the customer has access to an ETS CTX for the purpose of performing administration of Electronic Tandem Switching capabilities. The following features may optionally be provided: Facilities Administration and Control, Traffic Data to Customer (pollable) and Facilities Assurance Reports.

Customer Traffic Record Feature (CTRF). This feature collects traffic data on a Centrex customer's facility groups, attendants, queues and selected optional features.

Centrex Central Office Service

A. GLOSSARY OF TERMS (Cont'd)

Deluxe Queuing. This ETS feature permits Centrex station users to be placed in a queue whenever all routes for completing a particular call are busy. The queue may be a Ringback Queue (RBQ), in which case the user goes on hook and is called back when a dial tone line becomes available or an Off-hook Queue (OHQ), in which case the user remains off-hook and is connected to a dial tone line when it becomes available. Stations at an ETS Centrex may be designated either Ringback or Off-hook queuers.

Stations at Main, Satellite and Tributary PBXs are limited to Off-hook Queuing.

The customer can select one of two options:

- All OHQ from ETS Centrex stations and tie lines from subtending locations.
- Combined: RBQ from ETS Centrex stations and OHQ on tie lines from subtending locations.

Dial Call Waiting - Selective. This feature provides an equipped Centrex station line with the ability to selectively invoke the call waiting tone on a busy station within the Centrex system. Upon encountering a busy condition, the originating station line dials the DCW access code followed by the station number of the busy station. The originating station line hears an audible ringing. The busy station is alerted with a burst of tone audible only to that station user. The tone is repeated once, ten seconds later, if the incoming call has not been answered.

Certain features of the busy station line are inhibited by activation of the DCW feature, i.e., Call Forwarding and hunting arrangements.

This feature is available to customers with Centrex C.O. service only.

Direct Inward Dialing (DID). Incoming calls from the exchange or toll network may be dialed directly to completion to unrestricted stations without the help of an attendant.

Direct Outward Dialing (DOD). Outward central office calls are initiated by direct dialing from unrestricted dial telephones.

Directed Call Pick-up. This feature provides the ability for a call directed to a station line to be answered by any other station user by dialing a code number followed by the station line number. Only one of two arrangements, per system, is permitted.

Barge-In. If the call has already been answered, a burst of tone is applied to alert the answering party of the impending presence of a third party. The third party is then bridged into the existing connection.

Non Barge-In. If the call has already been answered, the station user who dialed the access code receives a busy tone.

A. GLOSSARY OF TERMS (Cont'd)

Discrete Identification. Incoming FX and Toll Free Service calls can be distinctly routed to terminate on a Centrex line or group of lines other
than the main listed number group.

Inside/Outside Ringing and Distinctive Call Waiting Tone. The Inside/Outside Ringing feature identifies the source of incoming calls to idle Centrex station lines by unique ringing patterns. The Distinctive Call Waiting Tone identifies the source of incoming calls to busy Centrex station lines.

There are three classes of ringing as follows:

CLASS	IDENTIFIES INCOMING CALL SOURCE
A	- Intercommunication
B	- Direct inward dialed local & toll - Attendant completed - Compatible Private Line facilities
C	- Dial Call Waiting-Selective - Call Waiting-Originating - Night Service Arrangement (for Centrex Systems, equipped with 51A Consoles)

This feature is only available from a properly equipped central office.

Facilities Administration and Control. This feature is provided in
connection with and under the control of the CAC and LCAT. The customer can administer the assignment of parameters which determine user calling privileges, such as Authorization Codes and associated FRLs. Manual control (override) of Time of Day Routing is provided. Activation and deactivation of trunk group queues is also provided.

Facilities Assurance Reports. This feature is provided in connection with and under the control of the CAC and LCAT. The customer can obtain two sets of Automatic Circuit Assurance data related to individual facilities.

- All dial tone lines not accessed during the preceding two hours.
- All dial tone lines in a constantly off-hook condition during the same two hour period.

This information can be used by the customer to help identify potentially faulty facilities.

Centrex Central Office Service

A. GLOSSARY OF TERMS (Cont'd)

Facilities Restriction Level (FRL). This feature which is associated with each Authorization Code, each station at an ETS Centrex System and each incoming tie line group for subtending PBXs, determines both the types of calls and types of facilities within the privileges of the associated user. The Facilities Restriction Level (FRL) is used in routing calls via Automatic Route Selection - Deluxe. When the FRL is transmitted over a tie line to a distant ETS Centrex equipped with ARS-Deluxe, it is called a Traveling Class Mark (TCM). Up to 8 FLRs may be provided.

Controlled Alternate Facilities Restriction Level is provided only in conjunction with the Customer Administration and Control feature. Facilities Restriction Levels (FRLs) associated with stations, incoming Private Lines and Authorization Codes may be upgraded or downgraded in accordance with the predetermined alternative set of FRLs.

Generic Feature Programs. Centrex Optional Features are incorporated into Central Office feature programs. Central Offices must be equipped with specified programs to make such features available.

Incoming FX/Toll Free Service Access Arrangement. Incoming calls on FX and/or Toll Free Service lines can be terminated on an attendant console, attendant lines (where a console is not provided) and non-attendant lines. Incoming calls terminated in this manner may be transferred to other unrestricted Centrex lines of the system.

Incoming Tie Line Access Arrangement. Incoming tie lines may be arranged to permit selection of a line on the system, or another tie line (tandem tie line operation) or FX line.

Intercept.

Calls to Disconnected or Unassigned Station Line Numbers

Station to Station Calls. A standard arrangement that provides a common message for all Centrex systems served from the same central office.

DID Calls

Standard Arrangement. Calls can be routed to the customer's attendant and be treated as completed calls, or calls can be routed to an automatic announcement machine (where facilities permit) that provides a standard message for all Centrex systems served from the same central office and not be treated as completed calls.

Optional Arrangement. Individual station line referrals can be obtained for disconnected numbers as described in Section 5A of the Guide for Detariffed Services - Discretionary.

Calls to Disconnected Centrex Systems Only calls to the main listed Centrex number will be intercepted and referred at no additional charge. Individual station line referrals can be obtained as shown in Section 5A of the Guide for Detariffed Services -Discretionary.

Centrex Central Office Service

A. GLOSSARY OF TERMS (Cont'd)

Intercept. (Cont'd)

Calls to Disconnected or Unassigned Station Line Numbers (Cont'd)

DID Calls (Cont'd)

IOD. (See Station Identification)

Level Access Arrangement. Station users may access tie lines, FX lines or WATS lines by dialing a designated code (level).

Line Answer - Any Station. This is the standard night service arrangement for Basic Centrex Central Office Service II and/or equivalent service. This feature is provided only with console operation. When the attendant equipment night service feature is activated, any unrestricted station user at the main location can answer incoming calls indialed to the attendant by dialing a prearranged code. After the incoming call is answered it may be transferred to another station in the same manner as described under Call Transfer - Individual - All Calls.

Main Location. The customer's principal service location and that where switchboards, consoles or attendant telephones are usually located.

Main Dial Switching Equipment. The switching equipment with which the customer's attendant positions are directly associated is designated as the main switching equipment.

Message Detail Recording. Message Detail Recording is an arrangement to produce a record of originating intercity calls placed by Centrex Station, Attendant and compatible Private Line users over foreign exchange lines, WATS, compatible Private Lines and/or the Message Telecommunications Service (Toll) network. (C)

Night Answering Service. This is the standard night service arrangement provided with Centrex Service. A customer-provided key telephone can be located on the same premises as the attendant positions with facilities to permit the receipt of three simultaneous calls. Such night service may be activated by an appropriate control arrangement at the attendant position.

Centrex Central Office Service

A. GLOSSARY OF TERMS (Cont'd)

Outgoing Queuing on WATS. This feature enables call attempts to be held in queue for a designated WATS facility when all associated facilities are in use. The call is completed without further dialing when a WATS facility becomes available. If no facility becomes available before a predetermined queue time limit expires, the call is advanced to a preselected option. The calling station must remain off-hook to retain a call in queue.

Partially Restricted Station Line. (See Centrex Classes of Service)

Pickup Group. A group of lines may be arranged so that any line of the group has access to incoming calls directed to any other station line of the group, through the use of the Call Pickup feature. A fully restricted station line cannot be made a part of a Pickup Group.

Premises. All continuous property occupied by the customer under lease, ownership or other legal right is considered to be a single premises. Continuous property of the customer intersected by a public thoroughfare may be considered a connected premises where regular engineering practices of the Company do not require the use of passageways across such public thoroughfare in which to place its facilities or where the customer provides such needed passageways. This definition applies to this Guide for Detariffed Services -Competitive section only.

Power Failure Transfer. The connection of certain predetermined station lines to central office trunk lines provides emergency service in the event of a power failure.

Released Link Operation. An arrangement which facilitates the provision of attendant service to an associated Centrex system. Incoming calls to the main listed number of the associated system are routed via tie lines to the attendant, who may then perform normal attendant functions on the call. When the call is completed to a station line of the associated Centrex system, the tie line is released from the connection and available for other calls.

Restricted Station Line. (See Centrex Classes of Service)

Routing Control. Directs Centrex-originated calls, made to destinations outside the Centrex system, to alternative private or public facilities to provide efficiencies in traffic handling.

Speed Dialing - Customer Changeable. Allows station users to dial 1- or 2-digit codes to reach frequently called Centrex station lines or outside telephone numbers except International DDD calls. Individual lists can be changed by the station line to which that list is assigned. Group lists are changeable via a designated station line within each group.

Station Line. A main station line (Centrex Line Termination) is the primary or first termination of a Centrex line to which a particular Centrex line number is assigned. A Main Station Line consists of network access and Centrex Intercommunication service. A bridged line termination is an additional termination assigned to the same number as a main station.

Centrex Central Office Service

A. GLOSSARY OF TERMS (Cont'd)

Station Line. (Cont'd)

Bridged Line Terminations may be associated with either an unrestricted, partially restricted or fully restricted station line and are usually provided only at the same location as the station line with which they are associated. Any bridged line termination provided at a location different from that of the associated station line is rated as a main station line.

Station Line Hunting. (See also Circular Hunting and Call Forwarding – Busy Line[1]) Station lines arranged in groups so that calls to a busy line in a group will be completed to another line in the group which is not busy.

Station Identification. An itemized list of toll calls are associated on the bill with the number of each originating station line.

Station Message Detail Recording* to Premises (q-P). SMDR to Premises provides a record of calls involving stations and/or selected facilities which use the ETS features ARS-Deluxe or UN/AAR. Both originating and terminating calls can be recorded.

The FRL value in effect and the user's Authorization Code (if entered) are included in the SMDR* record for originating ETS Centrex stations and tie lines.

SMDR* to Premises output is available only via recording equipment located on the customer's premises.

Account Codes are included with SMDR*-P allowing a customer to identify the calling party without affecting the routing of the call. An account code may be 4 to 9 digits in length with the first digit uniform for all codes.

Station-to-Station Calling. Calls are made to other stations of the same System by dialing the (usually 4 digit) station line number.

System Control. This is an optional feature for UCD group lines. Operation of a customer-provided key will remove from one to twenty Centrex lines from the UCD group by preventing these lines from receiving incoming calls.

System Speed Dialing. This arrangement permits placing of calls by unrestricted station lines to a repertory of frequently called numbers by dialing an abbreviated access code and a speed dialing code. Station lines of a multi-line hunting group are limited to accessing a common speed dialing list. The System Speed Dialing feature is not applicable fi the Centrex main station line is equipped with the Customer Changeable Speed Dialing – 30 Code List.

* Effective December 31, 2021, Station Message Detail Recording (SMDR) is hereby canceled and withdrawn and no longer available. (C) (C)

1 Effective August 21, 2016, Call Forwarding – Busy Line is grandfathered for business customers and no longer available to new customers. Moves, additions or changes to subscribers' existing service are not permitted. Call Forwarding – Busy Line for business customers continues to be available for resale until October 17, 2016, on which date the foregoing grandfather terms shall be effective for resale.

Centrex Central Office Service

A. GLOSSARY OF TERMS (Cont'd)

Traffic Data to Customer (Pollable). This feature provides reports to the customer (via CAC and/or LCAT) containing various traffic measurements relating to specified dial tone line groups and queues. Daily or hourly measurements can be obtained. Reported quantities include PEG, CCS usage, overflow and for queues, number of abandons, and number of queue timeouts. Facility Assurance Reports are also provided.

Transfer. (See Call Transfer-Attendant, Call Transfer-Individual-All Calls, Power Failure Transfer)

Traveling Class Marks. Permits the ARS-Deluxe feature at a distant ETS Centrex to determine the best available facility consistent with the user's calling privileges. When Automatic Route Selection-Deluxe chooses a tie line route to a distant ETS Centrex or compatible PBX, the Traveling Class Mark (TCM) is sent over the tie line. The TCM is equivalent to the Facilities Restriction Level.

Ultra Forward®. Centrex **Ultra Forward** is a feature which allows Centrex and Centrex **CustoPAK** customers to activate, deactivate, or change their call forwarding arrangement from a remote location. This feature is provided by means of the Telephone Company's compatible electronic type switching equipment where adequate facilities are available.

Uniform Call Distribution. This feature provides for an even distribution of incoming calls to all available lines of a predesignated group of lines which is referred to as a UCD group.

Uniform Numbering/Automatic Alternate Routing (UN/AAR). This feature permits calls from stations and incoming tie lines associated with an ETS Centrex to be placed over tie lines using a uniform dialing plan. The user dials an access code, followed by a 7-digit number which uniquely identifies each customer station. The number consists of a 3-digit Location Code and 4-digit Station Code. (Reduced plans of 4, 5 or 6 digits are also possible). Station users at tributary PBXs may use the same plan with the exception of an additional access code. The feature provides the number translation and supervision necessary to route the call. When the same access code(s) is followed by a 10-digit DDD number, the off-network call is automatically routed via the Automatic Route Selection-Deluxe feature.

Automatic Alternate Routing. This optional feature provides automatic routing of tie line calls over up to four alternate tie line groups. The customer may specify a maximum of 180 UN/AAR routing patterns which are lists of facility choices for routing "on-net" calls.

Automatic Overflow to DDD. This optional feature provides for the call to be routed via the MTS network, to the exchange number of the called location, when DID is provided at the destination PBX and all tie line routes are busy. The last four digits of the DID station number and the uniform number must be the same.

Centrex Central Office Service

B. GENERAL REGULATIONS

1. PROVISION OF AND CENTREX OPTIONAL FEATURES

Centrex service consists of network access and Centrex Intercommunication (Intercom) service. The amount of network access provided, per Centrex system, is equal to the customer-specified number of simultaneous network accesses. This service requires special central office equipment and is only furnished from the central offices where such equipment is available. Network access and Centrex Intercom service cannot be purchased separately since they are provided via the same physical facility. Centrex optional features are furnished only to the extent that facilities in these central offices permit. Where it is feasible to extend Centrex C.O. service to central office districts other than the serving Centrex central office, additional charges, as determined by the Telephone Company, may apply for the provision of certain features.

2. OPERATING

All operating at the customer's premises is performed at the expense of the customer and in conformity with the rules and regulations established by the Telephone Company to maintain a proper standard of service.

3. PERMISSIBLE INTERCONNECTIONS

Centrex station and tie lines confined to one premises or extending to another premises of the same customer may be connected for exchange service, if they are also interconnected with each other, or interconnected with station and tie lines extending to the premises of another customer. Centrex station lines may not be terminated as access lines in another switching system where the sole purpose is for exchange service. Station lines and tie lines connected with a Centrex system and extending to the premises of another customer may not be connected for exchange service. Calls over such lines also may not be connected to other station or tie lines which extend to the premises of another customer.

The term "premises of the same customer" includes premises occupied by an agent or representative of the customer or a controlled or controlling partnership or corporation.

4. CENTREX MILEAGE

Station Mileage - The following monthly station mileage charges shall apply for stations at locations more than one airline mile from the normal serving central office for that location:

Centrex Central Office Service

B. GENERAL REGULATIONS (Cont'd)

4. CENTREX MILEAGE (Cont'd)

Line Size Category	Standard Monthly Station Mileage Charge
2 -20	None
21 -100	None
101 -299	**
300+	**

** Standard monthly station mileage charges are as specified in Section 18.C.1.

In addition, channel charges as shown in P.S.C.-Del.-No. 36, or the Guide to Detariffed Services - Discretionary or Competitive, apply to provide all Centrex lines in central offices and exchanges other than that which houses the main switching equipment.

5. CONSOLES - EXCESS CABLING

One hundred route feet of cable to the attendant equipment from the cable frame on the same premises is included in the basic charges. Additional cable is subject to charges based on cost.

6. POWER SUPPLY

All power required in connection with attendant equipment or other equipment on the customer's premises associated with a Centrex system is provided by the customer, at a voltage of approximately 110 or 220 volts either D.C. or A.C. The customer extends power leads to a point designated by the Telephone Company and provides necessary outlets.

7. SPACE

Sufficient suitable space shall be provided by the customer, at his expense, to place the required attendant and distributing equipment on the customer's premises.

8. REGULATIONS PERTAINING TO THE APPLICATION OF CENTREX STATION LINE CHARGES

The exchange in which the customer's main switching equipment is normally located determines the rates for all station lines of a Centrex system. The local service area for a Centrex system is the same as that for exchange service in the central office normally serving the customer's main location.

The Centrex main station line charge includes network access and Intercommunication (Intercom) capabilities at rates as specified in Section 18.C. following. The amount of network access, per Centrex system, is equal to the customer-specified number of simultaneous network accesses.

Centrex Central Office Service

B. GENERAL REGULATIONS (Cont'd)

8. REGULATIONS PERTAINING TO THE APPLICATION OF CENTREX STATION LINE CHARGES (Cont'd)

Where a Centrex main station line terminates in a customer-provided Key telephone system, the Centrex line termination charge applies.

Charges specified in the Guide for Detariffed Services - Competitive or other Sections of the Telephone Company's Tariffs, as appropriate, apply for Centrex station lines.

Centrex Line Cost charges specified in the Verizon Telephone Companies' Tariff F.C.C. No. 1. in which Verizon Delaware Inc. is a concurring Carrier, apply per main station line and off-premises bridged main station lines and are included in the total rates for Centrex Service.

A Line Cost Charge Adjustment is also assessed and applied monthly per Centrex system according to the number of simultaneous network access lines, based on the customer's specifications, multiplied by the current Centrex Line Cost Charge as specified in the Verizon Telephone Companies' Tariff F.C.C. No. 1. This Adjustment is in addition to the monthly rates for Dial Tone Lines and off-premises bridged main stations.

9. SUSPENSION OF SERVICE

Suspension of Centrex Service at the customer's request is not provided.

10. RATING OF MESSAGE TOLL CALLS

All inward and outward calls, handled via the Centrex System, are rated as terminating or originating at the location of the main switching equipment. However, calls over non-Centrex foreign exchange dial tone lines are rated to or from the central office to which the dial tone lines are connected. Station identification and billing is not provided under the Centrex Service offering for calls placed over foreign exchange dial tone lines.

Identification by tie line groups of toll calls placed over tie lines from branch exchange systems of the same customer and terminating in the main Centrex switching equipment will be provided. Calls will be rated as originating at the location of the main switching equipment of the Centrex system.

The features Call Transfer, Three-Way Calling, Call Forwarding Busy[1], Call Forwarding Don't Answer[1] and Call Forwarding Variable may generate local or long distance usage charges. If generated, these charges are the responsibility of the customer. (C)

11. GENERIC FEATURE PROGRAM UPDATES

The Telephone Company's obligation to provide Centrex Optional Features is contingent upon its ability to provide the necessary Generic Program updates without unreasonable expense.

[1] Effective August 21, 2016, Call Forwarding Busy and Call Forwarding – Don't Answer are grandfathered for business customers and no longer available to new customers. Moves, additions or changes to subscribers' existing service are not permitted. Call Forwarding Busy and Call Forwarding – Don't Answer for business customers continue to be available for resale until October 17, 2016, on which date the foregoing grandfather terms shall be effective for resale. (N) | | (N)

Centrex Central Office Service

B. GENERAL REGULATIONS (Cont'd)

12. TERM COMMITMENT PERIODS

Except as specified in Section 18B, the customer may subscribe to Centrex service for any term commitment period from 12 months to 120 months. The standard rates, as specified in Section 18.C., are grouped into the following Pricing Option Term Commitment period categories:

No Term Commitment Period
12- 36 Months
37- 84 Months
85-120 Months

13. TERM COMMITMENT EFFECTIVE DATE

For all existing Centrex systems and for new Centrex systems, the option effective date is the date the service is installed.

14. RATE STABILITY

The 12-36 month Pricing Option Term Commitment period shall be rate stabilized. The Telephone Company agrees not to initiate any rate increases throughout the entire term commitment period. The remaining Pricing Option Term Commitment periods, 37-84 months and 85-120 months, may be subject to rate adjustments, not to exceed 50% of the annual increase in the U.S. Bureau of Labor Statistics Consumer Price Index for All Urban Consumers (CPI-U) for the immediately preceding 12 months.

15. MINIMUM LINE GUARANTEE

For customers with Pricing Option Term Commitments, eighty percent (80%) of the number of lines in service on the effective date of the Centrex service will constitute the minimum line guarantee for the Centrex service.

Should a customer fall below its minimum line guarantee, the customer will be subject to a charge equal to the standard monthly line rate, as specified in Section 18.C., for each Centrex main station line below the minimum line guarantee.

At no time shall the minimum line guarantee drop below the minimum number of Centrex main station lines required to provide the standard rates specified in Section 18.C. (For example, customers receiving 21-100 monthly line rate shall not have a minimum line guarantee below 21 lines.)

Centrex Central Office Service

B. GENERAL REGULATIONS (Cont'd)

16. TERMINATION CHARGES

Should a customer disconnect the entire Centrex service prior to the end of its specified term commitment period, the customer will be subject to a termination charge equal to the minimum line guarantee, as calculated in 15. preceding, times thirty-five percent (35%) times the number of months remaining in the term commitment period.

Termination charges shall not apply until a customer's entire Centrex system is disconnected.

Termination charges shall not apply for the standard Common Equipment monthly rates, as specified in Section 18.C, should a customer prematurely disconnect its entire Centrex service.

Termination charges shall not apply should a customer:

(1) move within the same central office district, or

(2) move to another central office district and keep the same or greater number of Centrex main station lines for at least the same number of months as that remaining on its existing Centrex service. Should the customer move to another central office district and fail to maintain its minimum line guarantee, as specified in 13. preceding, a customer will be subject to an up-front termination charge equal to thirty-five percent (35%) of the monthly line rate, as specified in Section 18.C., times the number of months remaining in the existing Centrex service for each line below the minimum line guarantee. Otherwise, should a customer fail to establish the new Centrex service for as long as that remaining on the existing service, a customer will be subject to an up-front termination charge equal to the minimum line guarantee times thirty-five percent (35%) of the monthly line rate times the difference between the number of months remaining on the existing Centrex service and the term commitment length of the new Centrex service.

17. OTHER SERVICES

Other equipment and services requested by Centrex customers and compatible with this service will be furnished in accordance with regulations and at the rates specified in the applicable Sections of the Tariffs and Guide for Detariffed Services - Competitive of the Telephone Company.

Centrex Central Office Service

B. GENERAL REGULATIONS (Cont'd)

18. DIRECTORY LISTINGS

One free White page directory listing is provided with all Centrex systems. Additional directory listings may be furnished at the charges set forth in P.S.C.-Del.-No. 1, Section 5. A note following the main service listing may be provided without additional charge calling attention to the fact that stations may be dialed directly if the number is known.

19. CUSTOM CONTRACTS

Custom contracts for Centrex C.O. Service, described in Sections 18C and 18D, may be offered, at rates and terms set forth below, to customers who: (a) are billed annually a minimum revenue for Centrex Service or subscribe to a minimum number of Centrex lines of Centrex Service as determined by the Telephone Company or will have such billings or lines as a result of entering into a Custom Contract schedule under the Guide for Detariffed Services - Competitive; and (b) have demonstrated to the satisfaction of the Telephone Company that they are considering competitive alternatives to Centrex C.O. Service II.

Under this paragraph and the preceding paragraph of the Guide for Detariffed Services - Competitive, the Telephone Company may offer customized packages of the services described in Section 18C and 18D and payment terms which are designed to individual customer requirements. Service packages, payment terms including Termination Liability, and rates for such packages will be determined by the Telephone Company and will be set forth in a separate schedule between the Telephone Company and the qualifying customer.

The per-line contract rates for such service packages will range from the price floor which includes, among other things, the forward looking incremental costs for Intercom per line, to a price ceiling, represented by the rates set forth in Sections 18C and 18D.

Further, the specific Custom Contract schedule will require that the proposed customers subscribe to a customer-specific minimum number of lines throughout the life of the Custom Contract schedule. Should the number of lines fall below that amount, the customers agree to pay for no less than the minimum line requirement. The customers' ability to add lines during the contract period will be regulated by their specific Custom Contract schedule.

Centrex Central Office Service

C. BASIC OFFERING

1. BASIC CENTREX C.O. SERVICE

Basic Centrex C.O. service is provided where facilities are available and consists of the following features:

Add-On Conference - All Calls
Attendant Consoles
Automatic Callback Calling
Call Forwarding - Busy Line[1]
Call Forwarding - Busy Line and Don't Answer
Call Forwarding - Don't Answer[1]
Call Forwarding - Variable
Call Hold
Call Pickup
Call Transfer - Individual - All Calls
Call Waiting - Originating
Call Waiting - Terminating
Consultation Hold - All Calls
Dial Call Waiting - Selective
Direct Inward Dialing
Direct Outward Dialing
Directed Call Pickup - Barge-In or Non Barge-In (C)
Inside/Outside Ringing and Distinctive Call Waiting Tone
Intercept to Attendant or Common Recorded Announcement (C)
Line Answer from Any Station (where console is furnished)
Station Line Hunting
Station Line Identification
Station-to--Station Calling
System Speed Dialing
Touch-Tone

Optional features are also available at the rates shown in Paragraph D.

For dial or manual access arrangements, Foreign Exchange mileage charges apply, but no local channel charge is applicable.

For identification per Compatible Private Line group of toll calls placed over Compatible Private Lines, the monthly rate and non-recurring service charges for an unrestricted main station line apply per Compatible Private Line group so arranged.

Private Line Termination (terminal) charges apply to all Compatible Private Lines extended to both other Centrex and non-Centrex locations of the same customer.

Incoming access from FX and Toll Free Service lines is furnished on attendant consoles where provided. Access may also be provided to designated attendant and nonattendant Centrex lines.

Other charges specified in the Guide for Detariffed Services - Competitive and other Sections of the Telephone Company's Tariffs apply, as appropriate, in addition to the following rates and charges.

[1] Effective August 21, 2016, Call Forwarding – Busy Line and Call Forwarding – Don't Answer are grandfathered for business customers and no longer available to new customers. Moves, additions or changes to subscribers' existing service are not permitted. Call Forwarding – Busy Line and Call Forwarding – Don't Answer for business customers continues to be available for resale until October 17, 2016, on which date the foregoing grandfather terms shall be effective for resale. (N)

Centrex Central Office Service

C. BASIC OFFERING (Cont'd)

1. BASIC CENTREX C.O. SERVICE (Cont'd)

The charges are as follows:

	Standard Nonrecurring Service Charge	Standard Monthly Rate
Centrex Common Equipment, per system: (1)		
Up to 20 intercom and network access lines	$200.00	None
21-100 intercom and network access lines	500.00	None
101-299 intercom and network access lines	600.00	$100.00
Over 300 intercom and network access lines	600.00	100.00

	Standard Nonrecurring Service Charge	Standard Monthly Rate
SYSTEMS WITH:		
2 to 20 intercommunication and network access lines, each	$50.00	$31.93(2)
21-100 intercommunication and network access lines, each	50.00	23.93(2)
101-299 intercommunication and network access lines, each	50.00	14.93(3)
Over 300 intercommunication and network access lines, each	50.00	13.93(3)
Bridged intercommunication and network access lines	-	(4)

NOTES:

(1) Only one Nonrecurring Service Charge applies when a Centrex system is initially installed. Nonrecurring charges do not apply to changes in system main station line capacity.

(2) Common Equipment recurring charges and station mileage charges are not applicable.

(3) Line sizes beyond 1 mile from the Central Office are subject to rates for station mileage charges as stated in the Guide for Detariffed Services - Competitive.

(4) Bridged intercommunication lines at a different premises from the associated main station are charged for as main station lines.

Centrex Central Office Service

C. BASIC OFFERING (Cont'd)

1. BASIC CENTREX C.O. SERVICE (Cont'd)

	Standard Nonrecurring Service Charge	Standard Monthly Rate
PRICING OPTIONS TERM COMMITMENTS FOR 2-20 AND 21-100 LINE SYSTEMS		
- 12 to 36 Months		
Systems with: 2 to 20 intercommunication and network access lines, each.....		$30.43(1)(2)
21-100 intercommunication and network access lines, each.....		22.43(1)(2)
- 37 to 84 Months		
Systems with: 2 to 20 intercommunication and network access lines, each.....		28.93(2)
21-100 intercommunication and network access lines, each.....		20.93(2)
- 85 to 120 Months		
Systems with: 2 to 20 intercommunication and network access lines, each.....		27.43(2)
21-100 intercommunication and network access lines, each.....		18.78(2)

NOTES:

(1) The Telephone Company agrees not to initiate any increases in the Main Station Line monthly rate for a period of 12-36 months.
(2) Common Equipment recurring charges and station mileage charges are not applicable.

Centrex Central Office Service

C. BASIC OFFERING (Cont'd)

1. BASIC CENTREX C.O. SERVICE (Cont'd)

Station Mileage Charges addressed here apply to all customers with 101-299 lines or 300+ lines.

	Standard Monthly Rate
Station mileage charges:	
For each Centrex line located beyond one airline mile from the local serving central office:	
-Per quarter mile for each Centrex line located between 5-13 quarters (inclusive) from the local serving Central Office	$ 1.35
-For each Centrex line located beyond 13 quarters from the serving central office, a fixed Mileage rate is applicable	13.50

	Standard Nonrecurring Service Charge	Standard Monthly Rate
Discrete Identification of incoming FX and Toll Free Service lines per group of lines arranged	$25.00 (1)	$25.00 (2)
FACILITY TERMINATIONS		
FX TERMINATIONS		
Dial or Manual Access Arrangement, per FX line accessed	50.00	25.50

NOTES:

(1) This charge does not apply if this feature is installed at the same time as the FX or Toll Free Service line is installed.

(2) The charges for a Centrex main station line apply per line arranged, in addition to this charge.

Centrex Central Office Service

C. BASIC OFFERING (Cont'd)

1. BASIC CENTREX C.O. SERVICE (Cont'd)

FACILITY TERMINATIONS (Cont'd)

	Standard Nonrecurring Service Charge	Standard Monthly Rate
PRIVATE LINE TERMINATIONS (TIE LINES AND ACCESS LINES) (1) (2)		
Basic Private Line Termination (BPLT) is used for connection to a distant switching system that requires a cut-through (dial- through) mode of operation		
per line terminating in the Centrex system (one way incoming) (one way outgoing) (two way)	$50.00	$34.00
Advanced Private Line Termination (APLT) is used for connection to a distant switching system that requires automatic identification of the calling line and a cut-through (dial-through) mode of operation		
per line terminating in the Centrex system	50.00	78.00(3)
Basic Senderized Private Line Termi- nation (BSPLT) is used for connection to a distant switching system that requires a senderized (store and forward) mode of operation		
per line terminating in the Centrex system	50.00	30.50

NOTES:

(1) Changes and rearrangements in the functional operation of the facility termination may be made without incurring any termination liabilities.
(2) Tie line channel charges apply in addition to termination liabilities.
(3) A service establishment charge of $160.00 applies only once to each Centrex customer when an Advanced Private Line Termination (APLT) is provided for the first time.

Centrex Central Office Service

C. BASIC OFFERING (Cont'd)

1. BASIC CENTREX C.O. SERVICE (Cont'd)

MISCELLANEOUS CHARGES

A Feature Processing Service Charge applies for each service order required to execute a customer's request for any change, i.e., add, drop, change or rearrange features of existing Centrex lines. A Feature Processing Service Charge shall also apply for each service order required to execute a customer's request to change the number of network accesses.

	Standard Nonrecurring Charge
Feature Processing Service Charge, each	$65.00

In addition to the Feature Processing Service Charge, a charge of $1.00 per line applies for changing the appearances of existing lines in all Centrex Central Office systems appearing in both Sections 18C and 18D of the Guide for Detariffed Services - Competitive, at the customer's request.

A change of line appearance includes:

- changes in telephone numbers
- changes from one pattern of restriction to another
- change unrestricted to restricted or vice versa
- changes in hunting arrangements
- adding features
- dropping features
- changing features
- any combination thereof when the work is performed at the same time on the same line.

BULK PARTIAL DISCONNECTION/RECONNECTION CHARGE OPTION FOR EDUCATIONAL INSTITUTIONS (CENTREX ADMINISTRATIVE LINES AT STUDENT LIVING QUARTERS)

In lieu of product/service line connection charges, a nonrecurring charge of $10.00 will apply for each station line disconnected and reconnected under conditions of this option, when this charge is less than the applicable product/service charges.

To qualify for treatment under this bulk partial disconnection/reconnection charge option, customers must announce their intention to participate when requesting the disconnection, station lines must be part of an educational institution's administrative or student Centrex system and must serve the students in their living quarters,

Centrex Central Office Service II

C. BASIC OFFERING (Cont'd)

1. BASIC CENTREX C.O. SERVICE (Cont'd)

BULK PARTIAL DISCONNECTION/RECONNECTION CHARGE OPTION FOR EDUCATIONAL INSTITUTIONS (CENTREX ADMINISTRATIVE LINES AT STUDENT LIVING QUARTERS) (Cont'd)

under ownership or control of the institution, and must be disconnected on a group basis for no longer than a maximum of 120 consecutive calendar days within a 12-month period. The stations must be reconnected within this 120-day period. A full product/service line connection charge will apply to station lines reconnected after this period. One hundred (100) or more Centrex station lines constitute a group for this purpose. For station lines which are bulk disconnected/reconnected, line swapping via the Centrex Customer Change Feature is not permitted. To initiate line swapping, Telephone Company service orders are required and appropriate charges apply.

Centrex station lines may be disconnected as part of one group and reconnected as part of another group provided that all station lines of a group are ordered, disconnected or reconnected at one time and meet the above conditions. No referral service will be provided on station lines disconnected on this basis.

The bulk partial disconnect/reconnect charge will apply at the time the affected station lines are reconnected. No monthly rate will be applicable for station lines included under this arrangement while disconnected.

Each station line disconnected under the bulk partial disconnect/reconnect charge will be reconnected in whatever status (unrestricted or restricted) the customer requests. However, if the change of a feature, telephone number or location (i.e., requiring a different demarcation point) is requested, regular product/service charges as covered in this or other Sections of the Guide for Detariffed Services or any Telephone Company Tariffs will apply. Station lines reconnected individually will be charged for at prevailing rates.

2. CENTREX CENTRAL OFFICE SERVICE II AT EDUCATIONAL INSTITUTIONS (STUDENT CENTREX)

If an educational institution is furnished Centrex service for its administrative telephones, service may be provided by means of the same system to students and employees residing at the institution. Such service will be provided only at locations within living quarters which are designated by the institution and are acceptable to the Telephone Company, in buildings or portions thereof which are under the institution's ownership or control.

Except as provided below, the educational institution shall be responsible for payment of charges for this service and may prorate such charge to students, if it desires.

Centrex Central Office Service II

C. BASIC OFFERING (Cont'd)

2. CENTREX CENTRAL OFFICE SERVICE II AT EDUCATIONAL INSTITUTIONS (STUDENT CENTREX) (Cont'd)

The following regulations pertain to systems which are used jointly by the administration and students of the same educational institution and for which separate billing of student toll usage is desired:

In the case of Centrex service provided to students and employees of an educational institution within living quarters of the institution, such students and/or employees in each living quarters shall be jointly and severally liable to the Telephone Company for all toll and local usage charges chargeable to the telephone number or numbers assigned to such living quarters. Billing for such charges may be by apartment or room number, or other convenient means, rather than by name. The educational institution shall be liable to the Telephone Company for all other charges for such Centrex service. Such Centrex service for students and employees residing at an educational institution will be provided only after the establishment with the educational institution, students, and employees of billing collection procedures satisfactory to the Telephone Company.

The educational institution will obtain from each individual residing in living quarters designated to receive such Centrex service a signed written undertaking, satisfactory to the Telephone Company, to the effect that such individual will be liable for charges for toll and local usage in connection with such service as hereinabove provided. In the event of failure to obtain such an undertaking, the institution, in addition to the individual resident, shall be liable to the Telephone Company for such charges. In billing such charges, the Telephone Company may rely upon information furnished by the institution as to the names and addresses of the residents of any such living quarters.

A student Centrex station line may be located only in residential quarters. Such a station line may not be located in an entryway, common hallway, activity room, club room, dining hall, classroom, laboratory, or other similar location, nor may it be used as the main or house telephone service of a dormitory or fraternity house. Bridged intercommunication lines may be located only in the same living quarters as the main student Centrex station line.

The educational institution may charge individuals provided with student Centrex service in amounts not exceeding the monthly and nonrecurring charges stated in the Guide for Detariffed Services-Competitive.

Centrex Central Office Service II

C. BASIC OFFERING (Cont'd)

2. CENTREX CENTRAL OFFICE SERVICE II AT EDUCATIONAL INSTITUTIONS (STUDENT CENTREX) (Cont'd)

Student Centrex station lines may not be suspended. However, student stations may be disconnected when not in use and, if the customer requests, the station will not be removed. When such stations are placed back in service, charges based upon reconnecting stations will apply. However, Student Centrex lines are eligible for Bulk Disconnection/Reconnection as described in C.1. preceding. No referral service will be provided on stations disconnected on this basis.

An employee of the institution who otherwise qualifies under the terms and conditions of the Guide for Detariffed Services - Competitive may be provided Centrex service on the same basis as a student.

Access from a student Centrex station line is permitted only to the Centrex system serving the student Centrex station line and the regular local exchanges and message toll networks.

Student Centrex service may be restricted from outward or both inward and outward access to the exchange or toll network or may be disconnected, at the option of the Telephone Company, in the event of non-payment of charges due or any other violation of the rules and regulations under which service is furnished.

The telephone number assigned to a student Centrex station line will remain the same as long as the station line remains in the same living quarters, unless the Telephone Company elects to change the number.

The monthly rate for a student Centrex station line is the same as for individual residence Unlimited Usage Package Service for the exchange in which the institution is located. The calling area for a student Centrex station line is the same as for individual residence Unlimited Usage Package Service for the exchange in which the main Centrex service is offered.

Student Centrex station lines located in a central office district other than that which houses the switching equipment for the educational institution's Centrex service are subject to Type 2012 channel charges for Centrex Lines as provided in the Discretionary Price List.

For the application of service charges, Student Centrex station lines are considered to be Centrex station lines.

The rates and regulations applicable to Standard Centrex Service apply to administrative stations.

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES

Translation work is required in the central office to add, drop or change optional features on Centrex Central Office Service II. Charges specified elsewhere in the Guide for Detariffed Services - Competitive or other Sections of P.S.C.-Del.-No. 1. apply, as appropriate, in addition to the following rates and charges.

I. AUTOMATIC ROUTE SELECTION-BASIC

GENERAL

Automatic Route Selection (ARS)-Basic is an optional feature that allows station users over Centrex unrestricted station lines and tie lines, to dial a pre-selected code and automatically select the preferred route subscribed for by a customer, for network calls. Alternate routing to other facilities, subscribed for by the customer, is also provided. This arrangement is available for use with Foreign Exchange, WATS, and compatible Private Line facilities.

Automatic Route Selection-Basic is accessed by dialing a single code (1, 2 and 3 digits) which automatically selects the appropriate route to complete the call. If all facilities in the initial route selected are busy, the call will advance to other routes in the selected pattern. If no route is available, the call will route to the MTS Network or to overflow tone at the customer's option.

Patterns may consist of up to four private routes except when used in conjunction with Outgoing Queuing when the number of permissible routes is diminished to three.

For calls using FX, WATS or compatible Private Line facilities, the routing may be to entire Number Plan Areas (NPA) or to specified central office codes (NNX) within the NPAs designated by the customer. This is referred to as 3-digit and 6-digit translation respectively.

Following are descriptions of certain terms as used in this offering.

Facility

A facility denotes a specific FX, WATS or compatible Private Line circuit.

Route

A route is a group of one or more facilities of the same type used to complete 7- or 10-digit calls between the same points. (A WATS Band 1 and a WATS Band 3 are considered to be two routes).

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

1. AUTOMATIC ROUTE SELECTION-BASIC (Cont'd)

GENERAL (Cont'd)

Pattern

A pattern is a group of routes arranged to be selected in a sequence specified by the customer, for example:

Access Code 9

Pattern #1	Pattern #2
FX	WATS Band 1
WATS Band 1	WATS Band 3
Compatible Private Line	WATS Band 5
DDD	Compatible Private Line
	DDD

Access Code 8

Pattern #3	Pattern #4
WATS Band 1	Compatible Private Line
WATS Band 2	FX
Compatible Private Line	WATS Band 2
Overflow Tone	WATS Band 3
	Overflow Tone

REGULATIONS

Preferred routes and patterns are specified by the customer. The number of patterns available to a customer is determined by the type and variety of facilities to which the customer subscribes.

Compatible Private Lines may be included as a facility to be selected by ARS-BASIC provided these lines can accommodate senderized operation and uniform numbering consistent with the MTS Network.

The customer must subscribe to a sufficient number of facilities which, in the judgment of the Telephone Company, provide an adequate level of service so as to avoid interfering with the service of others or preventing others from making or receiving calls over their telephone service.

The customer is responsible for notifying the Telephone Company whenever a change in patterns, Number Plan Area and/or central office code is desired.

Exchange telephone repair, service code in the home NPA, i.e., 555, etc., and Toll Free Service numbers should not be included in patterns.

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

1. AUTOMATIC ROUTE SELECTION-BASIC (Cont'd)

RATES

All rates and charges specified for Automatic Route Selection-Basic are in addition to the rates and charges for the associated facilities.

	Standard Nonrecurring Service Charge	Standard Monthly Rate
ARS-B Common Equipment	$50.00	$50.00
Route Selection Patterns (1)		
Per Facility Terminated in ARS-B	-	4.00
3-Digit Translation Pattern		
Number Plan Area (NPA) codes or Home NPA central office (NNX) codes only, per pattern	75.00	4.00
6-Digit translation Pattern		
Foreign Number Plan Area (FNPA) and central office (NNX) codes, each NPA translated, per pattern	150.00	11.00
Facility Termination	(2)	(2)

NOTES:

(1) The charges for Route Selection Patterns apply when the ARS-Basic service is initially arranged and for subsequent additions of patterns.

(2) Rates apply as shown in Paragraph C.1. preceding.

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

1. AUTOMATIC ROUTE SELECTION-BASIC (Cont'd)

RATES (Cont'd)

Subsequent Additions And Changes

	Standard Nonrecurring Charge
For additions, deletions or changes of routes in an existing	
- 3-digit Translation pattern, per pattern	$ 75.00
- 6-digit Translation pattern, per NPA, per pattern	150.00
For additions, deletions or changes of NPA or Home NPA central office (NNX) code(s), per pattern (1)	75.00
For additions, deletions or changes of NPA and central office (NNX) code(s), per NPA translated, per pattern (1)	150.00

No ARS charges apply for the addition or deletion of facilities to an existing route.

2. MESSAGE DETAIL RECORDING

Message Detail Recording (MDR) is an arrangement to produce a record of originating intercity calls, placed by Centrex station and compatible Private Line users, over foreign exchange dial tone lines, WATS, compatible Private Lines and/or the Message Telecommunications Service (Toll) network. Message Detail Recording is not provided on direct-out-dialed local calls placed over Centrex outward exchange dial tone lines.

The record of message detail is provided by Centrex station line number in electronic format used by the Telephone Company revenue accounting center. (C) (C)

The detail record includes the calling station number, the called station number, date, time of day, length of call, type facility group used, and for MTS calls, the billing detail.

Provision of message details on WATS, FX and compatible Private Line facilities is not intended or represented to be provision of billing details since no rating or other cost allocation function is furnished on a per-message basis.

Message detail recording is offered either exclusively or in combination with Automatic Route Selection-Basic.

NOTE:
(1) The charges specified for each code addition or change are applicable whether customer- or Telephone Company-initiated.

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

2. MESSAGE DETAIL RECORDING (Cont'd)

Identification of the facility group used is not provided for foreign exchange dial tone lines and Private Line facilities when these facilities are used in ARS-Basic.

In order to identify the originating location of calls originated by tie line users, a station number must be assigned to the tie line group. A maximum of 24 dialed digits can be recorded on the tie line detail record.

A Service Establishment Charge of $660.00 applies only once to each Centrex customer when MDR is provided for the first time on either a tie line or on a Foreign Exchange dial tone line not used in conjunction with Automatic Route Selection.

Rates are as follows:

	Standard Nonrecurring Service Charge	Standard Monthly Rate
MDR Common Equipment	$250.00	$55.00
Per Message, each MDR	-	.02
Per facility equipped for MDR	-	2.00 (1)

NOTE:

(1) See preceding Service Establishment Charge.

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

2. MESSAGE DETAIL RECORDING (Cont'd)

	Standard Nonrecurring Charge
Subsequent to the initial MDR installation, this nonrecurring charge applies when MDR is added to one or more of the customer's facility groups at the same time. The Service Establishment Charge, where appropriate, applies in addition to this nonrecurring charge	$200.00

3. ADDITIONAL CENTREX STATION CLASSES OF SERVICE

For each additional class of service furnished in excess of the allotted number for the particular Centrex serving arrangement.

	Standard Nonrecurring Service Charge	Standard Monthly Rate
Additional Class of Service	$200.00	$50.00

	Standard Nonrecurring Charge
Subsequent additions within the allotted classes of service, changes and rearrangements to existing classes of service	$100.00

4. CIRCULAR HUNTING

Circular Hunting permits the completion of a call to any other line of a designated group of lines, which is referred to as a hunting group, whether higher or lower numbered, and regardless of which line in the group was originally dialed.

The following rates apply:

	Standard Nonrecurring Service Charge	Standard Monthly Rate
Per line equipped for Circular Hunting	$16.00	$8.00

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

5. RELEASED LINK OPERATION

A monthly charge of $50.00 applies for each private line group which is provided on a Released Link Operation basis.

In addition, private line mileage and terminal equipment charges apply.

6. UNIFORM CALL DISTRIBUTION (UCD)

UCD provides an even distribution of incoming message network and intra-Centrex system calls to all available lines of a designated group of lines, which is designated as a UCD group.

The following optional features are also available for use with UCD service:

- System Control

  System Control selectively removes 1 to 20 predetermined lines from a UCD group, by preventing the associated line(s) from receiving incoming calls. Operation of the customer-provided System Control Key does not restrict outward calling ability. This feature will be provided only where existing facilities permit.

- Group Advance

  When all lines of a group are busy, an incoming call can be routed to a designated line outside of the UCD group, but within the Centrex system, with this feature.

- Queuing (UCD/Q)

  UCD/Q permits incoming calls, in excess of available Centrex lines in a UCD group, to be held in the central office. Calls held in this manner will be terminated to a line of the UCD group as it becomes available. The held calls will leave the Queue on a first-in, first-out basis.

  Queue slots may not exceed one slot for each Centrex line in the UCD group, except when Incoming FX/Toll Free Service access arrangements are provided.

  Incoming FX/Toll Free Service access arrangements are permitted to terminate to a UCD group with Queuing. One additional Queue slot is required for each Foreign Exchange and Toll Free Service line terminated in this manner.

  Music on Queue may be provided at the rates shown in Paragraph D.9.
  following.

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

6. UNIFORM CALL DISTRIBUTION (UCD) (Cont'd)

- Standard Delay Announcement (SDA)

  SDA is an option of UCD with Queuing. It consists of a common message informing the calling party of a delay before their call will be processed. SDA does not offer individual subscriber identification.

  The Common Equipment charge includes the provision of four access lines to the SDA from one UCD. The Common Equipment charge will be associated with only one of each subscriber's UCD's. When a subscriber has more than one UCD, located in the same central office, each additional UCD accessing the SDA must have a minimum of four access lines.

  This service will be provided only where existing facilities permit.

- Custom Delay Announcement (CDA)

  CDA is an option of UCD with Queuing. It consists of a message informing the calling party of a delay before their call will be processed. The content of the message is dictated by the customer and recorded by Telephone Company personnel. The Telephone Company reserves the right to regulate the message content.

  The Common Equipment charge includes the provision of four access lines to the CDA from one UCD. The Common Equipment charge will be associated with only one of each subscriber's UCD's. When a subscriber has more than one UCD, located in the same central office, each additional UCD accessing the same SDA must have a minimum of four access lines.

  This service will be provided only where existing facilities permit.

- Calls Waiting

  Calls Waiting consists of individual customer-provided lamps, illuminated after the oldest call in the Queue has been held for a length of time, predetermined by the customer. A maximum of three lamps can be associated per Queue. With the multiple lamp option, the second and/or third lamp(s) will generally indicate a progressively longer period of time than the preceding lamps.

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

6. UNIFORM CALL DISTRIBUTION (UCD) (Cont'd)

Rates are as follows:

	Standard Nonrecurring Service Charge	Standard Monthly Rate
For each line appearing in a UCD group (1)	$ 16.00	$ 10.00
System Control: (2)		
Central Office equipment, per line of each customer-provided Control Key	16.00	5.50
Group Advance, per UCD group arranged (3)	16.00	10.00
UCD/Q		
Common equipment, per UCD group arranged	300.00	150.00
Queue slots, each	16.00	15.00
Recorded Announcements		
Standard Delay Announcement,		
Common Equipment, including four Access Lines	160.00	115.00
Additional Access Lines, each	16.00	10.00

NOTES:

(1) These monthly and Nonrecurring Service Charges apply in addition to the monthly rate and Nonrecurring Service Charges for the Centrex line with which the UCD feature is associated. In addition, the Nonrecurring Service Charge for the UCD feature applies for each occasion that a UCD group is involved in a rearrangement, but is not applicable to existing lines of a group to which additional lines are added.

(2) Rates for a Type 1005 channel from the customer's premises to the central office, as shown in the Discretionary Price List, apply for the control channel for each customer-provided key.

(3) This Nonrecurring Service Charge also applies for each routing change.

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

6. UNIFORM CALL DISTRIBUTION (UCD) (Cont'd)

Rates are as follows: (Cont'd)

	Standard Nonrecurring Service Charge	Standard Monthly Rate
Recorded Announcements (Cont'd)		
Custom Delay Announcement,		
Common Equipment, including four Access Lines (1)	$360.00	$185.00
Additional Access Lines, each	16.00	10.00
Change in Recorded Announcement	50.00	-
Calls Waiting (2)		
Common Equipment, per customer-provided lamp	16.00	2.00
Timing Rearrangement	16.00	-

7. SPEED DIALING - CUSTOMER CHANGEABLE

This arrangement permits placing of calls by unrestricted station lines to a repertory of frequently called numbers by dialing an abbreviated access code and a speed dialing code. Two capacities are available, i.e., a 6-number list and a 30-number list of frequently called numbers. The 6-number list is normally accessed by dialing a single digit access code followed by a 1-digit code. The 30-number list is normally accessed by dialing a 2-digit access code followed by a 2-digit code.

Lists of either capacity may be changed as required by the control station line, by dialing a special change speed dialing list access code, a speed dialing code and the new number to be placed on the list. Telephone numbers, including routing codes, are limited to a maximum of sixteen digits.

Each Centrex station line may access not more than one list of each type. A Centrex system may have a maximum of 100 2-digit speed dialing group lists. No limitation is placed on the number of 1-digit speed dialing group lists available.

NOTES:

(1) A termination liability of $3600.00 applies to CDA. This amount decreases by 1/36 per month of service.

The rates for a Type 1005 channel from the customer's premises to the central office, as shown in the Discretionary Price List, apply for the control channel for each customer-provided lamp.

D. CENTREX OPTIONAL FEATURES (Cont'd)

7. SPEED DIALING - CUSTOMER CHANGEABLE (Cont'd)

Access to 1- and/or 2-digit speed dialing lists is provided to Centrex station lines on an individual line basis except that station lines of a multiline hunting group are limited to accessing a common 1- or 2-digit speed dialing list.

Rates:

	Standard Nonrecurring Service Charge	Standard Monthly Rate
6-Code Capacity -		
Per List	$ 4.00	$1.00
Control Station Line, each	-	.75
Additional line, accessing the list, each	-	.50
30-Code Capacity -		
Per List	10.00	2.50
Control Station Line, each	-	2.00
Additional line, accessing the list, each	-	1.25

8. ELECTRONIC TANDEM SWITCHING (ETS)

Electronic Tandem Switching Service is comprised of the following optional features:

- Automatic Route Selection-Deluxe
- Facilities Restriction Levels (available only with Automatic Route Selection-Deluxe)
- Uniform Numbering/Automatic Alternate Routing (available only with Automatic Route Selection-Deluxe)
- More Expensive Route Tone (available only with Automatic Route Selection-Deluxe)
- Advanced Dialing Plan (Available only with Automatic Route Selection-Deluxe)
- Time of Day Routing
- Authorization Codes
- Deluxe Queuing
- Station Message Detail Recording To Premises*
- Facility Administration and Control
- Traffic Data To Customer (Pollable), including facility assurance reports

Automatic Route Selection-Deluxe (ARS-D). ARS-D is an optional feature that allows station users over Centrex unrestricted station lines and tie lines, to dial a preselected code(s) and automatically select the preferred route subscribed for by a customer, for Message Toll Service (MTS) network or ten-digit off private network dialing plan calls. Alternate routing to other facilities, subscribed for by the customer, is also provided. This arrangement is available for use with Foreign Exchange, WATS, and compatible Private Line facilities.

* Effective December 31, 2021, Station Message Detail Recording (SMDR) and Station Message Detail Recording to Premises are hereby canceled and withdrawn and no longer available. (C) (C)

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

8. ELECTRONIC TANDEM SWITCHING (ETS) (Cont'd)

Automatic Route Selection-Deluxe (ARS-D). (Cont'd)

The final completing route may be the MTS network or, at the option of the customer, the call attempt is routed to overflow tone, which indicates that all facilities are unavailable if a Facilities Restriction Level (FRL) is insufficient to complete the call.

When ARS-D is provided in conjunction with Uniform Numbering/Automatic Alternate Routing (UN/AAR), incoming compatible private line facilities from other Centrex or PBX systems connected directly to the ETS Centrex System may be arranged to have automatic access to the ARS-D and UN/AAR features. When such arrangements are provided, the private line facilities to the ARS-D become "dedicated" private line facilities, and separate private line facilities are required from the distant Centrex or PBX System if access is to be provided to other Centrex functions at the ETS Centrex. In addition, when ARS-D is provided in conjunction with UN/AAR, routes may include private line facilities to a distant Centrex or PBX System equipped with an ARS-D like capability for subsequent access to the MTS network.

The ARS-D feature provides all number translation and supervision necessary to route the call. "More Expensive Route" (MER) Tone is supplied, at the option of the customer, as a function of the route selected for a particular call.

Time of Day Routing

Time of Day (TOD) Routing is an ARS-D or ARS-Basic option which permits preprogrammed selection of alternate routing pattern groups on a time-of-day and day-of-week basis. Manual override Time of Day is available with the Facility Administration and Control feature.

The customer is responsible for notifying the Telephone Company whenever a change in patterns, Number Plan Area and/or central office code is desired.

Each WATS band is treated as a separate route.

Automatic Route Selection-Deluxe (ARS-D). (Cont'd)

All rates and charges specified for ARS-D are in addition to the rates and charges for the associated facilities and facility terminations.

The TOD Routing feature permits a limited number (depending on central office technology) of programmed changes in Pattern Groups per week. When additional ARS-D patterns are required due to TOD changes, rates and charges, as specified in RATES following, apply to each additional pattern.

The Centrex call diverting and restriction features do not function on calls routed via ARS-D.

Facilities Restriction Level (FRL). FRLs are required in connection with ARS-D and are provided on each station and incoming private line facility to determine both the types of calls and types of facilities within the privileges of the associated user. When the FRL is transmitted over a private line facility to a distant compatible PBX or Centrex system equipped with ARS-D (for call screening at the distant point), it is identified as a Traveling Class Mark (TCM).

D. CENTREX OPTIONAL FEATURES (Cont'd)

8. ELECTRONIC TANDEM SWITCHING (ETS) (Cont'd)

FRLs are only furnished in association with ARS-D.

The maximum number of Facilities Restriction Levels available for each ETS Centrex system may vary according to available facilities.

All station lines and incoming private line facility terminations with access to ARS-D must be equipped with FRL.

Authorization Codes - Authorization Codes are an FRL option which provides for a station user to dial a code which overrides the FRL associated with that station line or incoming tie line. The ETS Centrex requests dialing of the authorization code when the FRL associated with a station line or incoming tie line has insufficient privileges to complete the call. The Authorization Code is also inspected for validity as a security check. The Authorization Code is recorded in the SMDR-P* record of the call when the SMDR-P* feature is provided.

Authorization Codes for each customer must consist of a uniform number of digits.

Customer implementation of change of Authorization Codes or associated Facilities Restriction Level require the Facilities Administration and Control Feature.

Deluxe Queuing. Deluxe Queuing permits station users to be placed in a queue whenever the first choice route for completing a particular call is already in use. Two queuing arrangements are available:

- A Ring-back Queue (RBQ), in which case the calling station goes on-hook and is called back when a facility becomes available.

- An Off-hook Queue (OHQ), in which case the calling station remains off-hook and is held in queue until a facility becomes available.

Calls held in queue beyond a predetermined time limit will be removed from the queue and be routed, at the option of the customer, via either subsequent route choices or to overflow tone.

Calls held in queue with OHQ must be equipped for either a Recorded Announcement or Music.

The text and announcement provided with the Recorded Announcement option will be provided by the Telephone Company.

The music for the Music on Queue option must be provided by the customer.

The Music on Queue option requires a Type 6011 channel between the central office and the customer-provided music source at the customer premises. This feature is available only with OHQ.

The customer must specify the length of time a call is held in queue (threshold time limit) before overflowing to subsequent routes or to overflow tone.

Incoming private line facilities can be arranged for OHQ only.

Centrex stations can be provided either with RBQ or OHQ.

* Effective December 31, 2021, Station Message Detail Recording (SMDR) and Station Message Detail Recording to Premises (SMDR-P) are hereby canceled and withdrawn and no longer available. (C) | (C)

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

8. ELECTRONIC TANDEM SWITCHING (ETS) (Cont'd)

Station Message Detail Recording to Premises (SMDR-P)*. SMDR-P* provides a record, on equipment located at the customer's premises, of calls originating from Centrex station lines to locations outside of the same Centrex System. Facility groups may also be designated as requiring originating and/or terminating records.

Account Codes are a SMDR-P* option which permit a station user to dial a series of digits (code) which will appear in the SMDR-P* record for that particular call. The Account Code can be used by the customer for account or project identification. Adding an Account Code to a call, where arrangements have been made to provide this capability, is at the discretion of the station user. Each customer's Account Codes must contain the same number of digits and must not conflict with on-network code assignments.

SMDR-P* is not represented to be a provision of billing detail.

SMDR-P* is offered either exclusively or in combination with Automatic Route Selection (Deluxe or Basic).

Outgoing Queuing on WATS cannot be provided in combination with SMDR-P*.

Processing of message detail information (SMDR)* by the Telephone Company revenue accounting center is not provided with this arrangement.

The customer must designate all station lines in a customer group and/or selected facility groups on which SMDR-P* originating and terminating records are to be provided.

Additions or deletions of SMDR-P* recording are provided only via Telephone Company service orders.

Where SMDR-P* is provided, a detailed record may be made for each completed call. At the option of the customer, arrangements can be made to provide records of calls attempted as well as calls completed.

SMDR-P* includes the recording of Account Codes and Authorization Codes where these optional features are provided.

Facilities Administration and Control. Facilities Administration and Control permits customer control of parameters which determine user calling privileges, i.e., Authorization Codes and associated FRL. In addition, FRL associated with stations, tie lines and Authorization Codes may be collectively upgraded or downgraded by invoking a predetermined set of FRL's identified as Controlled Alternate FRL's. Manual control (override) of TOD Pattern Groups and activation or deactivation of queuing is also provided.

* Effective December 31, 2021, Station Message Detail Recording (SMDR) and Station Message Detail Recording to Premises (SMDR-P) are hereby canceled and withdrawn and no longer available. (C) | (C)

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

8. ELECTRONIC TANDEM SWITCHING (ETS) (Cont'd)

Traffic Data to Customer (Pollable). Traffic Data To Customer (Pollable) permits the customer to poll the switching equipment on a daily or hourly basis to obtain certain traffic measurements. Customer-provided equipment is required to record the traffic data.

Facility Assurance Reports (FAR) provides the customer the ability to obtain automatic circuit assurance data via the same equipment utilized to record traffic data. FAR includes, for example, the identity of facilities not accessed or facilities constantly off hook during a specified period of time.

Uniform Numbering/Automatic Alternate Routing (UN/AAR). UN/AAR permits station users to place calls via tie lines using a uniform dialing plan. The user dials an access code, followed by a seven-digit number which uniquely identifies a specific on-network station line. The number consists of a three-digit location code and a four-digit station line code. (When the same access code is followed by a ten-digit exchange number, the call is routed via the ARS-D feature.) The feature provides the number translation and supervision necessary to route the call.

AAR provides automatic routing of on-network calls to alternate private line facility routes when primary tie line routes are busy.

The customer must specify the first choice route and each subsequent route to each Centrex or PBX System involved.

The customer must notify the Telephone Company when any change in route or routing is desired.

Automatic Overflow to DDD provides completion of on-network calls via the MTS network when all primary and alternate tie line routes are busy.

Where calls are routed via the MTS network, the rates and charges specified for Automatic Overflow to DDD, PBX Exchange Dial Tone lines, and toll messages are applicable.

MoreExpensive Route Tone (MER). MER is a tone which indicates that a more expensive route has been selected by the ARS-D feature, at the option of the customer, as a function of the route selected for a particular call.

Advanced Dialing Plan (ADP). The Advanced Dialing Plan (ADP) feature enables an ARS-D customer to dial a single access code to place calls outside the Centrex system. This feature may only be used by customers with the Telephone Company network dialing plan. ADP does not support the
dialing of 101XXXX.

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

8. ELECTRONIC TANDEM SWITCHING (ETS) (Cont'd)

Rates are as follows:

	Standard Service Establishment Charge	Standard Nonrecurring Service Charge	Standard Monthly Rate
Automatic Route Selection-Deluxe (ARS-D)			
Common equipment per access code (per Centrex system) Route selection patterns (1)	$5900.00	$2100.00	$200.00
NPA code only (3-digit translation), per pattern	-	150.00	-
NPA and central office codes (6-digit translation), each NPA translated, per pattern	-	250.00	-

No charges apply for the addition or deletion of facilities to an existing route.

	Standard Service Establishment Charge	Standard Nonrecurring Service Charge	Standard Monthly Rate
TOD Routing			
Each additional pattern group required	-	$500.00	$20.00

NOTE:

(1) The charges for Route Selection Patterns apply when the ARS-D service is initially arranged and for subsequent additions of patterns.

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

8. ELECTRONIC TANDEM SWITCHING (ETS) (Cont'd)

Rates are as follows: (Cont'd)

	Standard Service Establishment Charge	Standard Nonrecurring Service Charge	Standard Monthly Rate
Automatic Route Selection-Deluxe (ARS-D) (Cont'd)			
Additions and Changes			
Additions, deletions or changes of routes, asso-ciated FRLs or MER tone application in existing patterns, per pattern	-	$ 80.00	-
Additions or changes in NPA or central office code routing, per code, per pattern group affected (1)	-	80.00	-
Additions, deletions or changes in Time-of-Day Routing intervals	-	80.00	-
No charges apply for the addition or deletion of facilities to an existing route.			
Facility Restriction Level (FRL)			
Per Centrex station, incoming or two-way tie line termi-nation accessing ARS-D (2)	-	10.00	-
Authorization Codes			
Common equipment	$3000.00	1500.00	$200.00

NOTES:

(1) The charges specified for each code addition or change is applicable whether customer- or Company-initiated.
(2) On installations, additions or rearrangements FRLs may be provided a common level (default value) on groups of Centrex lines at a Product Service Charge of $10.00 per group of lines arranged.

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

8. ELECTRONIC TANDEM SWITCHING (ETS) (Cont'd)

Rates are as follows: (Cont'd)

	Standard Service Establishment Charge	Standard Nonrecurring Service Charge	Standard Monthly Rate
Facility Restriction Level (FRL) (Cont'd)			
Changes			
Changes in FRL per station or tie line termination, each	-	$35.00	-
Change in a single Authorization Code and/or associated FRL, each	-	25.00	-
Deluxe Queuing			
Common equipment per Centrex System	$1500.00	300.00	-
Queue slots			
Off-hook queue slot with:			
Recorded announcement, each (1)	-	50.00	$50.00
Music, each (2)	-	70.00	50.00

NOTES:

(1) In addition, Recorded Announcement Equipment shown elsewhere in the Guide for Detariffed Services - Competitive is required.

(2) In addition, Music on Queue shown elsewhere in this Section of the Guide for Detariffed Services - Competitive is required.

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

8. ELECTRONIC TANDEM SWITCHING (ETS) (Cont'd)

Rates are as follows: (Cont'd)

	Standard Service Establishment Charge	Standard Nonrecurring Service Charge	Standard Monthly Rate
Deluxe Queuing (Cont'd)			
Queue slots (Cont'd)			
Ring-back queue slots, each	-	-	$ 10.00
Changes			
Change from RBQ to OHQ or vice versa, per queue	-	$ 65.00	-
Change in the quantity of queue slots, per queue	-	65.00	-
Change in queue threshold time limit, per queue	-	65.00	-
Change in post-queue routing from subsequent routes to tone or vice versa, per queue	-	65.00	-
Station Message Detail Recording to Premises (SMDR-P)* (1)			
Central office equipment (2)			
Common equipment, each	$5900.00	900.00	650.00

NOTES:

(1) Account Codes are available with the initial installation of SMDR-P* at no additional charge.

(2) In addition, a customer-provided modem capable of operating at 2400 bits per second, on the customer's premises, and a Type 3002 channel are required.

* Effective December 31, 2021, Station Message Detail Recording (SMDR) and Station Message Detail Recording to Premises (SMDR-P) are hereby canceled and withdrawn and no longer available. (C) | (C)

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

8. ELECTRONIC TANDEM SWITCHING (ETS) (Cont'd)

Rates are as follows: (Cont'd)

	Standard Service Establishment Charge	Standard Nonrecurring Service Charge	Standard Monthly Rate
Station Message Detail Recording to Premises (SMDR-P)* (1) (Cont'd)			
Additions and Changes			
Account Codes-change in number of account code digits, per system	-	$25.00	-
SMDR-P* records-change from recording completed calls only to all calls attempted or vice versa, per system	-	25.00	-
Change in status of all station lines in ETS Centrex customer group or individual facility from "records-not-required" to "records-required"	-	25.00	-

NOTE:

(1) Account Codes are available with the initial installation of SMDR-P* at no additional charge.

* Effective December 31, 2021, Station Message Detail Recording (SMDR) and Station Message Detail Recording to Premises (SMDR-P) are hereby canceled and withdrawn and no longer available. (C) | (C)

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

8. ELECTRONIC TANDEM SWITCHING (ETS) (Cont'd)

Rates are as follows: (Cont'd)

	Standard Service Establishment Charge	Standard Nonrecurring Service Charge	Standard Monthly Rate
Uniform Numbering/Automatic Alternate Routing (UN/AAR)			
Common equipment	$3000.00	$1500.00	$400.00
Route selection patterns (1)			
Per facility for Auto-matic Overflow to DDD (2)	-	30.00	-

NOTES:

(1) The charges for Route Selection Patterns apply when the UN/AAR service is initially arranged and for subsequent additions of patterns.

(2) Rates for dial tone lines apply, as appropriate, for each dedicated overflow line provided.

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

8. ELECTRONIC TANDEM SWITCHING (ETS) (Cont'd)

Rates are as follows: (Cont'd)

	Standard Service Establishment Charge	Standard Nonrecurring Service Charge	Standard Monthly Rate
Uniform Numbering/Automatic Alternate Routing (UN/AAR) (Cont'd)			
Additions and Changes			
Additions, deletions or changes of routes or associated FRL's in existing patterns, per pattern	-	$ 55.00	-
Additions or changes in "on-network" location code routing, per code	-	105.00	-

No charges apply for the addition or deletion of facilities to an existing route.

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

8. ELECTRONIC TANDEM SWITCHING (ETS) (Cont'd)

Rates are as follows: (Cont'd)

	Standard Service Establishment Charge	Standard Nonrecurring Service Charge	Standard Monthly Rate
Customer Administration and Control			
Central office equipment			
Common equipment, each (1)	$5900.00	$1900.00	$450.00
Facilities Administration and Control common equip-ment, each	5900.00	300.00	100.00
Traffic Data to Customer (Pollable)			
Common equipment	5900.00	150.00	200.00
Per queue equipped	-	100.00	2.50
Per facility group equipped	-	100.00	6.00
Premises Equipment			

Customer-provided equipment compatible with the serving central office common equipment is required on the customer's premises. In addition, a customer-provided modem and a Dial Tone Line (See Note #2) at the appropriate Tariff rate are required. This Dial Tone Line (See Note #2) is in addition to a Dial Tone Line (See Note #2) required for the central office equipment.

NOTE:

(1) In addition, a customer-provided modem and a Dial Tone Line (See Note #2) are required at the appropriate Tariff rate. Only one central office common equipment is required in connection with the furnishing of either or both Facilities Administration and Control and Traffic Data to Customer (Pollable).
(2) If the customer chooses to use a Centrex Line, then access to the exchange network is applicable as specified in the Guide for Detariffed Services - Competitive, Section 18C and Section 18D, whichever is applicable.

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

9. MUSIC ON QUEUE

Music on queue is an option for use with any type of queuing with the exception of the Centrex Attendant Console. A Type 6011 channel, between the Centrex serving central office and the customer-provided music source at the customer's premises and a music connection arrangement are required at the rates specified in the Discretionary Price List.

RATES

	Standard Nonrecurring Service Charge	Standard Monthly Rate
Common equipment, each	$100.00	$125.00

10. OUTGOING QUEUING ON WATS

Outgoing Queuing on WATS is an optional feature that enables station users, by dialing the appropriate access code, to have their call held in queue, if all facilities that would normally be used to complete the call are in use. The call is completed, without any further dialing, when a WATS facility becomes available or, upon expiration of the predetermined time-in-queue threshold, is advanced to a preselected option. The calling station must remain off-hook to retain the call in queue. This feature cannot be accessed from two-way tie lines or a data link console.

Outgoing Queuing on WATS is only provided for Outward WATS simulated facilities groups either level-accessed or accessed through Automatic Route Selection-Basic (ARS-B). When used in conjunction with ARS-B, all facilities in the pattern will be scanned for an available route before the call will queue on the designated WATS facility. The maximum number of permissible routes in ARS-B is reduced to three when Outgoing Queuing is provided. Outgoing Queuing is not available in conjunction with ETS.

The customer determines time-in-queue thresholds. When the threshold time expires, the call may interflow to a higher-numbered WATS band queue, complete via the toll network or route to overflow tone. These options are available on a station class-of-service basis. In addition, these options may be provided in conjunction with specific outward WATS access codes on non-ARS-B Centrex systems. Appropriate class-of-service charges apply for station class-of-service rearrangements necessitated by the addition of Outgoing Queuing.

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

10. OUTGOING QUEUING ON WATS (Cont'd)

Interflow between WATS facilities queues may be controlled by the attendant by the use of customer-provided inhibit inflow or inhibit outflow keys. The inhibit inflow key prohibits the particular WATS band from accepting calls originated for a lower-numbered WATS band. The customer-provided inhibit outflow key prohibits calls from interflowing to a higher-numbered WATS band. When the inhibit outflow key is operated, the time-in-queue threshold feature is deactivated for existing calls in queue. These calls will remain in queue indefinitely until an idle facility associated with the queue becomes available or the call attempt is abandoned.

Interflow between WATS bands, in conjunction with ARS-B, preempts normal pattern selection in ARS-B.

During the time in queue, the customer may select the standard offering of silence or the options of a recorded announcement or customer-provided music source.

Priority calling may be provided on an individual-station basis. Priority calls are placed in queues ahead of non-priority calls. Priority calls cannot supplant non-priority calls when the queue is full.

Outgoing Queuing on WATS cannot be provided in combination with Station Message Detail Recording to Premises*. (C)

Rates are as follows:

A standard Service Establishment charge of $725.00 applies for the initial provision of the Outgoing Queuing feature on a Centrex system.

	Standard Nonrecurring Service Charge	Standard Monthly Rate
Common equipment, each	$550.00	$85.00
Queue, each	580.00	8.00
Queue Slot, each	-	30.00
Priority Queuing, per station line	5.00	-
Common Equipment for Inhibit Inflow Arrangement, each (1)	230.00	4.00
Common Equipment for Inhibit Outflow Arrangement, each (1)	230.00	4.00

NOTE:

(1) A customer-provided control key and a Type 1005 channel, at rates specified in the Discretionary Price List, are required for each inhibit inflow or inhibit outflow arrangement.

* Effective September 8, 2021, Station Message Detail Recording (SMDR) and Station Message Detail Recording to Premises (SMDR-P) will no longer be available to new customers. Additions, rearrangements, partial disconnects and moves of service are not permitted. (N) (N)

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

10. OUTGOING QUEUING ON WATS (Cont'd)

Rates are as follows: (Cont'd)

Recorded Announcement (1)
Music on Queue (1)

Subsequent to the initial installation, the following nonrecurring charges apply for each addition, deletion, change and/or rearrangement.

	Standard Nonrecurring Service Charge
Quantity of Queue Slots	$150.00
Queue Threshold Time Limit	150.00
Inhibit Inflow Arrangement	75.00
Inhibit Outflow Arrangement	75.00
Overflow Arrangement	80.00
Priority, per station	5.00

To change from silence to music or recorded announcement, applicable charges for the installation of the respective service apply.

11. ATTENDANT CONTROL OF FACILITIES (ACOF)

Attendant Control of Facilities (ACOF) provides the attendant the ability, by operating a customer-provided key, to temporarily deny station dial access to any selected private facility access code or group of access codes.

The rates are as follows:

	Standard Nonrecurring Service Charge	Standard Monthly Rate
Central Office Control Equipment, per Arrangement	$30.00	$4.85

A Type 1005 channel is required for each customer-provided key. Rates for the channel related to the key are found in the Discretionary Price List.

NOTE:

(1) Rates appear in Paragraphs D.6 and D.9 preceding.

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

12. CUSTOMER TRAFFIC RECORD FEATURE (CTRF)

The Customer Traffic Record Feature (CTRF) provides for the collection of traffic data which is associated with the Centrex customer's attendants, private facility groups, simulated facility groups, queues and other miscellaneous counts, in the central office. This information is transmitted to the customer's premises over a dedicated channel where it may be printed on a teletypewriter or similar compatible device provided by the customer.

Within the limitations of this optional feature offering, the customer may specify the time interval and format of the CTRF informational reports. The time interval schedule includes both the days of the week and the hours during the day when the informational printout is to occur. Printouts may occur only on the hour, quarter hours, or half hour with a minimum report interval of one-half hour.

Automatic Circuit Assurance is an optional feature of CTRF and provides an informational report called Non-Usage Line Scan report or Locked-up Line Scan report on specific lines within a specified facility group(s) (except those lines provided through simulated facilities) which have been continuously idle or busy for the two hours preceding the printing of the report.

When requested, this report is transmitted to the customer via the associated CTRF dedicated facility and terminal every two hours at 15 minutes after the hour.

The rates are as follows:

	Standard Nonrecurring Service Charge	Standard Monthly Rate
Common Equipment, each (1)	$500.00	$225.00
Per line of traffic measurement transmitted at a maximum of one hour intervals, each (2)	5.00	3.25

NOTES:

(1) Dependent upon the serving central office, traffic measurement information will be transmitted from the central office to the customer's premises via a Type 1006 teletypewriter or Type 3002 channel and received by customer-provided equipment.

(2) A line of traffic measurement information is defined as a pre-programmed configuration of informational characters in the format agreed upon by the customer and the Telephone Company.

* Registered Trademark of AT&T Co.

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

12. CUSTOMER TRAFFIC RECORD FEATURE (CTRF) (Cont'd)

The rates are as follows: (Cont'd)

	Standard Nonrecurring Service Charge	Standard Monthly Rate
Per line of traffic measurement transmitted at a maximum of half-hour intervals, each (1)	$ 5.00	$ 5.50
Automatic Circuit Assurance Report Common Equipment, each (2)	150.00	10.00

Subsequent Additions, Changes and Rearrangements

	Standard Nonrecurring Service Charge
Add, change or rearrange printout format, per occasion	$75.00
Change or rearrange printout time schedule, per occasion (3)	20.00
Addition of a circuit to Circuit Assurance Report, per occasion	10.00

NOTES:

(1) A line of traffic measurement information is defined as a pre-programmed configuration of informational characters in the format agreed upon by the customer and the Telephone Company.

(2) The customer may inhibit the printing of the Circuit Assurance Report by use of a customer-provided control key located at his premises. A Type 1005 channel between the customer's premises and the central office is required at rates shown in the Discretionary Price List.

(3) This charge applies in lieu of the nonrecurring service charge for each line of traffic measurement at half-hour or one hour intervals when changing from one time interval to the other.

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

13. DIAL STATION CONFERENCE (DSC)

The Dial Station Conference feature provides any equipped unrestricted station line or non-data link attendant line with the ability to establish a conference call of up to six parties including the originator. This feature is activated by dialing the DSC access code to seize the conference circuit. The conference is then established by placing the appropriate number of calls and operating the switchhook after each call is answered. At least one Centrex station line must remain participant for the duration of the conference call.

The rates are as follows:

	Standard Nonrecurring Service Charge	Standard Monthly Rate
Common Equipment per 6-port conference circuit	$200.00	$100.00

14. ABBREVIATED DIALING

This feature enables stations within a Centrex system to dial a code(s) to reach predesignated station lines or internal facilities such as dial dictation equipment, paging, etc. Abbreviated Dialing allows a station user to dial a mixture of differing length access codes to reach similar or different facilities within the same Centrex system (Example: access code 42 and station numbers 425 and 4256 may be used on the same system).

This feature is only available from a properly equipped central office.

The rates are as follows:

	Standard Nonrecurring Service Charge	Standard Monthly Rate
Dialing Code, to add or change, each	$150.00	$25.00

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

15. CUSTOMER-CONTROLLED STATION RESTRICTION

This feature permits the customer to change the status of individual Centrex station lines or groups of Centrex station lines to one or any combination of the following types of call restrictions:

- Incoming Call Restriction prevents individual or groups of selected Centrex station lines from receiving any direct inward dialed calls. When activated, the restricted calls can be routed to the Centrex attendant, a predetermined station line, or an optional recorded intercept announcement.

- Outgoing Call Restriction prevents individual or groups of selected Centrex station lines from completing a call outside the Centrex system. When activated, restricted calls will be routed to a reorder tone.

- Station-to-Station Call Restriction prevents individual or groups of selected Centrex station lines from receiving intercommunication calls within the Centrex system. When activated, restricted calls are routed to the Centrex Common Intercept Announcement.

- Total Restriction prevents individual or groups of selected Centrex station lines from making or receiving any calls. When activated, restricted calls are routed to a reorder tone, the attendant, an optional recorded intercept announcement or a predesignated station line as appropriate.

- Attendant Emergency Override allows the Centrex attendant to override the incoming call restriction imposed upon a station.

Stations to be restricted can be assigned to a minimum of one and a maximum of eight Line Configuration Packages (LCP). Each LCP consists of a prearranged combination of the various restrictions as they are to apply to selected stations or groups of stations. Only one LCP can be in effect at any one time.

A 90A Customer Premises System (90A CPS) consisting of a Control Unit, Inquiry and Display Console and an optional Paper Tape Printer, is used for changes and to display or print the status of the lines. Restrictions may also be changed from the attendant console or from designated Touch-Tone Centrex station lines. This feature also allows the Centrex attendant to override the termination call restriction imposed upon a station.

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

15. CUSTOMER-CONTROLLED STATION RESTRICTION (Cont'd)

Initial training of the customer in the use of the Customer Controlled Station Restriction feature is included at no additional charge at the time the feature is installed. Any customer training required after the initial training is at the option of the customer, and a Subsequent Training charge will be applied.

	Standard Nonrecurring Service Charge	Standard Monthly Rate	Standard Service Establishment Charge
Common Equipment, each	$1,000.00	$55.00	$1,100.00 (1)
Station line, arranged for restriction, each	7.00	.50	-
Control Equipment for each Centrex station line or console arranged to control station restrictions, each	60.00	2.00	-
Intercept Announcement for Restrictions	(2)	(2)	-

	Standard Nonrecurring Service Charge
Subsequent translation changes, additions or deletions to a Line Configuration Package, each occasion	$200.00
Subsequent Customer Training charge applies per each occasion following initial establishment of the system	50.00
Subsequent change of faceplate/trim panel of Inquiry and Control Console, each occasion	50.00

NOTES:

(1) Only applies once per customer Centrex system regardless of the number of Common Equipment(s) utilized.

(2) Use rates and charges for Delay Announcement (Standard and Custom) as provided under the Uniform Call Distribution feature shown elsewhere in the Guide for Detariffed Services - Competitive.

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

16. SELECTIVE CUSTOMER CONTROL OF FACILITIES

This feature permits a customer to control access to a particular facility group (or simulated facility group) through activation and deactivation of a customer-provided key. One customer-provided key is associated with each facility group. All traffic, regardless of the source, is denied access to the affected facility group once Selected Customer Control of Facilities is activated. When the facility group is part of an Automatic Route Selection pattern, calls will automatically route to the next facility group in the routing pattern. If there is no alternate route, the caller will receive a reorder tone.

This feature is only available in a properly equipped central office.

The rates are as follows:

	Standard Nonrecurring Service Charge	Standard Monthly Rate	Standard Establishment Charge
Common Equipment, per system	$200.00	$10.00	$350.00
Per Facility Group to which access is desired (1)	15.00	8.00	-

	Standard Nonrecurring Service Charge
Subsequent additions or changes, per occasion	$120.00

NOTE:

(1) In addition, the rates for one Type 1005 channel, measured between the location of the customer-provided control key and the Centrex serving central office, as shown in the Discretionary Price List.

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

17. FLEXIBLE INCOMING CALL RESTRICTION

This feature provides the ability to temporarily route incoming calls directed to selected Centrex station lines or group(s) of station lines, other station lines of the same system, the attendant, or an optional recorded intercept announcement. This feature is activated by a customer-provided control key located at the attendant position, selected station(s), or other customer-designated locations.

Flexible Incoming Call Restriction, when activated, overrides all individual station line terminating features of the stations being restricted.

This feature also provides attendant emergency override to allow an attendant to override the termination restriction imposed upon a station.

This feature is only available from a properly equipped central office.

The rates are as follows:

	Standard Nonrecurring Service Charge	Standard Monthly Rate
Common Equipment for each group of stations, under the control of a customer-provided key, each (1)	$120.00	$10.00
Station line to be restricted, each	- (2)	.50
Intercept Announcement for Restriction	- (3)	(3)

NOTES:

(1) In addition, the rates for one Type 1005 channel, measured between the location of the customer-provided control key and the Centrex serving central office, as shown in the Discretionary Price List apply.

(2) Subsequent to the initial installation, the Feature Processing Service Charge is applicable.

(3) Use rates and charges for Delay Announcement (Standard and Custom) as provided under the Uniform Call Distribution feature shown elsewhere in this Section of the Guide for Detariffed Services - Competitive.

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

18. CENTREX CUSTOMER CHANGE FEATURE (CCCF)

GENERAL DESCRIPTION

CCCF permits a Centrex Central Office Service II customer to access a portion of the Centrex system program to make certain requests for line and feature activations/deactivations, changes, displays and verifications. Customer-provided equipment (terminal, printer, etc.) located on the customer's premises are used to interact with CCCF.

The customers' CCCF requests to their Centrex program are transmitted between the terminal and the serving CCCF database via the exchange network on a dial-up/dial-back basis to a predetermined telephone number. The electrical, mechanical and functional specifications for the interface to the customer-provided equipment are available from the Telephone Company upon request.

REGULATIONS

All lines of the Centrex system must be equipped for CCCF capability with the exception of the following types of lines for which CCCF cannot be provided:

(D)

- Lines in a multi-line hunt group
- Lines terminated on the attendant position
- Lines equipped with a special hardware configuration (e.g., ground start, make busy or stop hunt arrangements, registers, etc.)

Residence-rated student lines may be equipped for CCCF activate and deactivate capability only.

If the Centrex system has the Electronic Tandem Switching (ETS) feature, all lines or group(s) of lines equipped for CCCF capability require a Facility Restriction Level (FRL) at rates and charges shown in this Section of the Guide for Detariffed Services - Competitive.

Customers are not permitted to change **CLASS**^{sm} Calling Service features via the CCCF service.

A log-on identification code will be assigned by the Telephone Company. The customer must provide an alpha-numeric password to the Telephone Company. These codes are used to identify authorized users. The customer is solely responsible for the administration and security of the password.

Effective May 29, 2015, REACT Alarm Transport Service formerly contained in this section, is hereby canceled and withdrawn and no longer available. (C) (C)

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

18. CENTREX CUSTOMER CHANGE FEATURE (CCCF) (Cont'd)

REGULATIONS (Cont'd)

The Telephone Company reserves the right to interrupt CCCF service in the event of a service-affecting condition to the central office or affiliated operating support system.

CCCF users may incur a busy condition on occasion when attempting to access the system.

Centrex customers are permitted unlimited time on the system; however, after a period of inactivity, the Telephone Company will discontinue the transmission.

The Telephone Company will provide hourly release intervals where technical abilities permit.

CCCF also requires that the customer subscribe to one dial tone line type facility for the dial-up/dial-back arrangement. Appropriate tariff rates and charges apply for this service.

This service is only furnished from central offices where equipment needed to provide this service is available.

TRAINING

Initial training of two customer employees in the use of the feature is included at the time CCCF is placed in service. Training of additional employees or customer-requested training subsequent to the initial training session will be on a time/occasion basis.

Subsequent Software Administration of CCCF by the Telephone Company at the customer's request will be charged on a time/occasion basis.

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

18. CENTREX CUSTOMER CHANGE FEATURE (CCCF) (Cont'd)

RATES

	Standard Product/Service Charge	Standard Monthly Rate
Common Equipment, per system (1) (2)		
- 1 - 200 lines	$ 900.00 (3)	$100.00
- 201 - 500 lines	900.00 (3)	150.00
- 501 - 1000 lines	2200.00 (3)	210.00
- 1001 lines and above	2200.00 (3)	325.00
Subsequent Training/Software Administration - First hour	170.00	-
Each additional 1/4 hour	10.50	-
Customer-Requested Identification/ Password Change	130.00	-

NOTES:

(1) Common Equipment line size refers to the total number of lines per Centrex system.

(2) Applies in addition to applicable Centrex Feature Processing Service Charge and Feature Change Charge per line as shown in this Section of the Guide for Detariffed Services - Competitive.

(3) The Product/Service Charge applies when CCCF is initially installed. The charge does not apply as monthly rates change due to growth.

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

19. AUTOMATIC MESSAGE LINK (AML)

GENERAL DESCRIPTION

The Automatic Message Link (AML) feature enables customer-provided Voice Store and Forward (VSF) and Simplified Message Desk (SMD) systems to automatically interact and connect with Centrex C.O. Service via a data link.

Within the Centrex system, AML is identified as a special multi-line hunt group with a dedicated data link. Multi-line hunt groups may share a data link. The data link terminates in a customer-provided modem at the customer's premises. This modem must conform to the Electronic Industries Association (EIA) standard RS232C interface requirements and must:

- operate at 1200 baud speed,
- operate in a half- or full-duplex, asynchronous mode,
- use even parity error detection and standard ASCII code.

When a Centrex system is equipped for AML and a call is placed to a Centrex line equipped with Call Forwarding - Don't Answer[1], Busy Line[1] and/or Variable and is subsequently transferred to a customer's messaging system or a call is directly placed to a messaging system, the data link simultaneously transmits the following information: (C)

- the called number,
- the type of Call Forwarding or direct call indication,
- the calling number, if within the Centrex system,
- the message system and message desk terminal numbers.

This information may then be used by the VSF system to activate a recorded announcement, allow the caller to leave a message simply by speaking, and place and store the message in the called party's "mailbox". This same information may be used by the live attendant on a SMD system to identify the called party, provide unique, source-related responses to the caller, and store the caller's message.

The customer-provided messaging system may be directly accessed to input new instructions or to retrieve messages. AML provides a message waiting indicator (stutter tone) which can be activated, if provided, by the messaging system.

Additional options available to the multi-line hunt group of Centrex lines include but are not limited to Uniform Call Distribution, Queuing, Recorded Announcements, Make Busy, at rates specified in other Sections of the Guide for Detariffed Services - Competitive.

[1] Effective August 21, 2016, Call Forwarding –Don’t Answer and Call Forwarding – Busy Line are grandfathered for business customers and no longer available to new customers. Moves, additions or changes to subscribers’ existing service are not permitted. Call Forwarding – Don’t Answer and Call Forwarding – Busy Line continue to be available for resale until October 17, 2016, on which date the foregoing grandfather terms shall be effective for resale. (N) | | (N)

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

19. AUTOMATIC MESSAGE LINK (AML) (Cont'd)

REGULATIONS

The customer has the responsibility for determining the quantity of Centrex lines in the multi-line hunt group based on anticipated traffic and call handling capabilities of the customer's messaging system. The customer must contract for an adequate number of multi-line hunt group lines and related customer-provided premises equipment to permit the use of service without injurious effect on general telephone service.

RATES	Standard Product/Service Charge	Standard Monthly Rate
Common Equipment per data-link (1)	$3,500.00	$250.00

20. CENTREX AUTOMATIC CALL DISTRIBUTION (ACD)

a. Centrex Automatic Call Distribution Service is a Centrex optional feature which provides equitable distribution of large volumes of incoming calls to available call answering positions of the customer (agent positions) served by the system. The switching function and distribution of calls is performed in a Telephone Company central office. Centrex ACD Service is provided only from specially equipped stored program control central office switches which provide Centrex ACD Service and other Centrex features on an integrated basis. The Standard Features described in the Guide for Detariffed Services - Competitive are included with this service.

Centrex ACD Service can also provide an optional data stream of call events to a compatible customer-provided computer. The customer can use the computer to prepare management information reports. This feature also enables the customer to reassign agents to different ACD splits (groups) within the same Centrex ACD system and to modify their ACD system parameters (i.e., number of calls in queue) using various customer-changeable programmed instructions to the Centrex ACD system.

A Centrex ACD system consists of agent and supervisor positions that share common central office equipment and a common ACD central office identification.

NOTE:
(1) In addition, Tariff rates apply for one Special Services channel (for each AML data link) to the customer's modem from the central office and for the Centrex lines in the multi-line hunt group accessing the customer's messaging system.

A Feature Processing Service Charge, as shown in Paragraph C.1 preceding, applies when adding or deleting the message waiting indicator.

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

20. CENTREX AUTOMATIC CALL DISTRIBUTION (ACD) (Cont'd)

b. FEATURES

Standard Features

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

Optional Features

Additional Secondary Directory Numbers
Management Information Data Stream
Queue Slots (in excess of 30% of ACD positions)

c. FEATURE DEFINITIONS

Abandoned Call Clearing - provides for the removal of a call when a caller abandons either while in an agent queue or after the call is presented to an agent position.

ACD Directory Numbers - provides unique directory numbers used to receive incoming ACD calls.

D. CENTREX OPTIONAL FEATURES (Cont'd)

20. CENTREX AUTOMATIC CALL DISTRIBUTION (ACD) (Cont'd)

c. FEATURE DEFINITIONS (Cont'd)

Agent Key - provides the supervisor with the capability to call a specific agent.

Agent Log In/Log Out - allows the end user to assign a digital code to each individual member of an ACD group that would be used as an identification code.

Answer Agent - permits the supervisor to answer calls from agents.

Answer Emergency - supplies an emergency indication to a supervisor and optionally an automatic conference when an agent activates an emergency key.

Automatic Overflow - allows the customer to specify both the maximum number of calls that can be queued and a maximum anticipated waiting time before newly arriving calls will be sent to a customer-specified route instead of being placed in queue.

Call Delay Announcement - provides announcements to callers such as the status of a call (in queue, all positions busy, etc.) when the delay exceeds a customer-specified threshold. This feature may not be used by customer to store, playback and/or forward messages relating to a customer's internal business.

Call Source Identification - provides for the display of the origin identification of the incoming call at the agent's position.

Call Supervisor - allows the agent to contact the supervisor quickly by depressing a single button.

Call Transfer/Three Way Calling to ACD - allows the agent to transfer calls to another ACD agent. Agents equipped with this feature can also establish calls involving three or more parties.

Called Number Display - Provides a display of the directory number dialed to agents using sets with display.

Display Queue Status - allows a supervisor using a set with display to view the current load status statistics for an ACD split (group).

Emergency Alert - allows the agent to immediately conference a supervisor by depressing a single button. The supervisor will also receive an indication that the agent has an emergency.

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

20. CENTREX AUTOMATIC CALL DISTRIBUTION (ACD) (Cont'd)

c. FEATURE DEFINITIONS (Cont'd)

Incoming Call Queue - allows incoming calls to be placed in a queue when all agents are busy.

Make Set Busy - allows agents to make their positions not available to receive a new ACD or non ACD call.

Management Information Data Stream - provides raw call processing data to a customer provided management information system in a format determined by the Telephone Company. Provides customer change (reconfiguration) capability enabling customers to reconfigure their system parameters to handle incoming traffic loads.

Multi Stage Queue Status Display - allows ACD agents and supervisors to quickly and easily determine the length of time calls are held in queue before being answered.

Night Service - allows the customer to route all new incoming calls to a customer-specified destination (a night announcement, another ACD group, an external directory number, etc.). Night Announcements inform callers that the call cannot be completed and to call back at a later time. Night Announcements may not be used by customer to store, playback and/or forward messages relating to a customer's internal business.

Night Service Control - provides the ability to activate Night Service for one or more agent splits (groups) within the same customer system.

Not Ready - allows agents to make their positions not available to receive new ACD calls. This allows agents to follow up on transactions without being interrupted by the next call.

Position Status Display - provides basic management information and status of agent positions to administrative personnel.

Queue Slots - a central office facility whereby incoming calls are held waiting the availability of an ACD position.

Queue Status - audits incoming call queues to detect overflow. A customer indicator remains on until the audit determines that the calls for that agent group have resumed normal queuing.

Service Supervising - allows the supervisor to establish a listen-only path to an agent and incoming/outgoing call. Service Supervising shall be used by customer only in the ordinary course of its business for lawful business purposes to listen to non-personal, business calls. Customer shall notify its agents that Service Supervising has been installed and that calls may be listened to by Supervisory employees of customer.

Customer must comply with all Federal and State laws and regulations applicable to use of Service Supervising. Customer shall indemnify, defend and hold harmless Telephone Company and its agents, servants and employees, against any and all claims, demands, liabilities, losses, judgements, fines, penalties and expenses, arising out of or resulting from the failure of customer or its agents, servants or employees to comply with Federal and State laws and regulations applicable to use of Service Supervising.

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

20. CENTREX AUTOMATIC CALL DISTRIBUTION (ACD) (Cont'd)

c. FEATURE DEFINITIONS (Cont'd)

Service Supervising (Cont'd)

Note: Customers may subscribe to dial tone lines, Centrex or other services which are not subject to Service Supervising under appropriate sections of the Telephone Company's Tariffs. Centrex ACD Service customers shall advise their employees to use these services when making or receiving calls which the employees do not wish to be subject to Service Supervising.

Zip Tone - provides a short burst of tone sound to alert the agent that an incoming call will be immediately connected.

d. REGULATIONS

(1) Centrex ACD is an optional feature of Centrex. Customers must provide compatible premises equipment.

(2) Centrex ACD is available under various payment plan options. Multiple payment plans per customer are permitted.

(3) Payment plans are available on a month-to-month basis or for periods of 12 to 36, or 37 to 60 months in either high up-front/low monthly or low up-front/high monthly options.

(4) The month-to-month minimum period is one month.

(5) A customer must subscribe to and maintain a minimum of ten ACD service positions per Centrex ACD system.

(6) The price of Centrex ACD is varied based on the number of ACD service positions. Prices are determined on a sliding scale. Prices for customers apply to all ACD service positions (agents, supervisors or other positions associated with the ACD system) as the quantity of ACD positions pass defined price discount levels.

(7) Customers receive 30% queuing based on the total number of ACD service positions. Additional queuing will be available at rates and charges specified in this Guide.

(8) Optional Centrex ACD features are only available on a month-to-month basis.

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

20. CENTREX AUTOMATIC CALL DISTRIBUTION (ACD) (Cont'd)

d. REGULATIONS (Cont'd)

(9) If Centrex ACD customers under an existing payment plan contract move or upgrade their service and retain the same or greater number of Centrex ACD service positions, Centrex ACD termination liability will not apply as long as the customer signs and fulfills the terms of the new payment plan contract of the same or greater duration. However, the customer must still pay the nonrecurring charges applicable to the installation of the service. Centrex ACD termination liability charges will apply to customers who terminate or disconnect service before expiration of an existing payment plan contract or who cancel a payment plan contract before expiration of its term.

Centrex ACD termination charges will be determined as follows:

Average number of ACD service positions (based on a review of actual ACD service positions in service on the second workday in February of each year) multiplied by the applicable payment plan contract multiplied by 80% multiplied by the remaining months of the payment plan contract.

(10) Minimum Line Requirement applies to ACD customers. In each month of the contract, the customer must pay for no less than 85% of the largest number of ACD positions in service during the contract.

(11) Suspension of Centrex ACD service is not permitted. If service is disconnected for nonpayment, termination liability charges as described in the Guide for Detariffed Services - Competitive apply.

(12) Centrex ACD Termination Liability charges do not apply for: 1) a change in the length of the payment plan, provided the customer selects a new service period equal to or longer than the former service period and for the same or greater number of Centrex ACD service positions; or 2) for moves within the same central office serving area.

(13) Centrex Main Station Line Termination Liability applies for Centrex Main Station Lines as stated in the appropriate sections of the Guide for Detariffed Services - Competitive.

(14) Upon expiration of the payment plan contract period, customers may continue their service with either a month-to-month or 12-36 month payment plan at the prevailing monthly rate at that time. Customers choosing a 12-36 month extension must pay a one-time service continuation charge identified in the Guide for Detariffed Services-Competitive.

(15) Nonrecurring charges apply when converting from a month-to-month to a 12-36 or 37-60 month payment plan.

(16) The following Call Status announcements are provided with basic Centrex ACD service and are up to 15 seconds in length per announcement:

- 1 initial Call Delay Announcement per Customer ACD system,
- 1 secondary Call Delay Announcement per Customer ACD system,
- 1 Night Service Announcement per Customer ACD system.

Additional announcements can be purchased at rates identified in the Guide for Detariffed Services - Competitive.

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

20. CENTREX AUTOMATIC CALL DISTRIBUTION (ACD) (Cont'd)

d. REGULATIONS (Cont'd)

(17) Cancellation of a payment plan contract is effective upon receipt by the Telephone Company of written notification from the customer 30 days prior to cancellation, termination or disconnection. The customer agrees to pay the premature termination liability charges as specified in the Guide for Detariffed Services - Competitive as if service had been disconnected or terminated on the date such notification was received.

(18) Centrex ACD service requires special Central Office Equipment and will only be provided where facilities permit.

(19) Applicable rates will apply for all listed directory numbers associated with this service.

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

20. CENTREX AUTOMATIC CALL DISTRIBUTION (ACD) (Cont'd)

e. RATES AND CHARGES

Centrex ACD Service is available under three different payment plans. The customer may subscribe to ACD positions on a month-to-month basis, under a "High Up-Front/Low Monthly" payment plan contract or a "Low Up-Front/High Monthly" payment plan contract.

Payment plan contracts may be for 12 to 60 months with an option for continuation at the end of the payment plan period.

Applicable rates are:

(1) Payment Plans, per ACD System

(a) MONTH TO MONTH

	Standard Monthly Rate	Standard Product/Service Charge
ACD Service per ACD position	$50.00	$150.00

(b) HIGH UP-FRONT/LOW MONTHLY OPTION

	MONTHS 12-36	MONTHS 37-60
ACD Service per ACD position		
Standard Product/Service Charge	$600.00	$600.00

	Standard Monthly Rate (1)	
up to 100 positions	$10.00	$8.50
up to 199 positions	9.75	8.35
up to 299 positions	9.50	8.15
up to 399 positions	9.25	8.00
More than 399 positions	9.00	7.75

NOTE:

(1) The rate for the largest number of ACD positions in service per ACD system applies to all positions in the customer's ACD system.

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

20. CENTREX AUTOMATIC CALL DISTRIBUTION (ACD) (Cont'd)

e. RATES AND CHARGES (Cont'd)

(1) PAYMENT PLANS (Cont'd)

(c) LOW UP-FRONT/HIGH MONTHLY OPTION

	MONTHS	
	12-36	37-60
ACD Service per ACD position		
Standard Product/Service Charge	$50.00	$50.00
	Standard Monthly Rate (1)	
up to 100 positions	$27.00	$26.00
up to 199 positions	26.00	25.00
up to 299 positions	25.00	24.00
up to 399 positions	24.00	23.00
More than 399 positions	23.00	22.00

(2) CENTREX ACD OPTIONAL FEATURES

	Standard Monthly Rate	Standard Product/Service Charge
Management Information System, Raw Data, per ACD System (Max of 400 ACD Service positions per 1 MIS system) (2)	$100.00	$200.00

NOTES:

(1) The rate for the largest number of ACD positions in service per ACD system applies to all ACD positions in the customer's ACD system.
(2) A suitable 9600 baud, full-duplex channel as determined by the Telephone Company is required for this service. Rates can be found in the appropriate section of the appropriate Telephone Company Tariff.

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

20. CENTREX AUTOMATIC CALL DISTRIBUTION (ACD) (Cont'd)

e. RATES AND CHARGES (Cont'd)

(2) CENTREX ACD OPTIONAL FEATURES (Cont'd)

	Standard Monthly Rate	Standard Product/Service Charge
Queue Slots (in excess of 30% of ACD positions), per slot	$ 3.00	$15.00
Additional Secondary Directory Numbers, per Number	3.00	25.00

(3) SERVICE CONTINUATION - Upon expiration of an existing Centrex ACD payment plan contract, the customer may add another 12-36 month term. Service may be continued under these terms only once. The following one-time charges will apply.

	Standard Product/Service Charge, per system	Standard Product/Service Charge, per agent
Extend an existing payment plan for an additional 12-36 months	$100.00	$50.00

(4) A Feature Processing Service charge as shown in the Guide for Detariffed Services - Competitive will apply if the customer requests the Telephone Company to rearrange or change ACD service positions within the same Centrex ACD system.

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

22. ROUTING CONTROL

DESCRIPTION

Routing Control

Routing Control directs Centrex-originated calls, made to destinations outside the Centrex System, to alternative private or public facilities to provide efficiencies in traffic handling. Up to three alternative routes, Primary Route, Alternate Route and Second Alternate Route, may be specified by the customer.

Time-of-Day Routing

Time-of-Day Routing permits the preprogrammed selection of the Primary Route, Alternate Route and Second Alternate Route to vary based on the time of day or day of week.

Example of a Routing Control Matrix

Destination	Time	Day	Default	Primary	Alternate	2nd Alt.
				Route #	Route #	Route #
466-XXXX	1	A	Block	1234	5678	2345
703-974-XXXX	2	B		3456	7890	9876
900-XXX-XXXX			Block			

TIME	DAY
1 08:00-17:00	A M-F
2 09:00-12:00	B TU

REGULATIONS

Routing Control

Routing Control is available on outgoing calls only. The traffic routing choices are provided by and the responsibility of the customer.

Up to three alternative routes can be specified for a call: the Primary Route, Alternate Route and Second Alternate Route.

Time-of-day and day-of-week variances in the Routing Control are provided by and are the responsibility of the customer.

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

22. ROUTING CONTROL (Cont'd)

RATES

Per Centrex System

	Standard Product/ Service Charge	Standard Monthly Rate
1 to 49 Centrex Intercommunication and Network Access Lines		
month to month	$500.00	$ 29.00
12-36 months	500.00	28.00
37-60 months	500.00	27.00
61-96 months	00.00	26.00
97-120 months	00.00	25.00
50 to 199 Centrex Intercommunication and Network Access Lines		
month to month	500.00	95.00
12-36 months	500.00	90.00
37-60 months	500.00	85.00
61-96 months	500.00	80.00
97-120 months	500.00	75.00
200 to 399 Centrex Intercommunication and Network Access Lines		
month to month	500.00	90.00
12-36 months	500.00	180.00
37-60 months	500.00	170.00
61-96 months	500.00	160.00
97-120 months	500.00	150.00
400 or more Centrex Intercommunication and Network Access Lines		
month to month	500.00	400.00
12-36 months	500.00	375.00
37-60 months	500.00	350.00
61-96 months	500.00	325.00
97-120 months	500.00	300.00
Time-of-Day Routing	30.00	-
Additions, Changes and Deletions to Routing Control	30.00	-

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

23. CALL FORWARDING-BUSY LINE-OUTSIDE[1] (1) (C)

A fixed arrangement which routes incoming calls to another specified line outside the system if the intended line is in use. With this arrangement, more than one station line can forward to a common station line. Call Forwarding-Busy Line-Outside is available only where facilities permit.

The following rates apply: (2)

	Standard Monthly Rate
Call Forwarding-Busy Line[1]-Outside, per Intercommunication and Network Access line	$ 0.05
Call Forwarding-Busy Line[1]-Outside, per system (3)	
Up to 20 Intercommunication and Network Access lines	0.70
21 to 50 Intercommunication and Network Access lines	1.55
51 to 100 Intercommunication and Network Access lines	3.55
101 to 500 Intercommunication and Network Access lines	25.00
More than 500 Intercommunication and Network Access lines	65.00

24. CALL FORWARDING-BUSY LINE AND DON'T ANSWER-OUTSIDE (1)

A fixed arrangement which routes incoming calls to another specified line outside the system. Lines arranged for both Call Forwarding-Busy Line-Outside and Call Forwarding Don't Answer-Outside must forward to the same designated line for both types of call forwarding. Call Forwarding-Busy Line and Don't Answer-Outside is available where facilities permit.

The following rates apply: (2)

	Standard Monthly Rate
Call Forwarding-Busy Line and Don't Answer-Outside, per Intercommunication and Network Access line	$ 0.05
Call Forwarding-Busy Line and Don't Answer-Outside, per system (3)	
Up to 20 Intercommunication and Network Access lines	0.70
21 to 50 Intercommunication and Network Access lines	1.55
51 to 100 Intercommunication and Network Access lines	3.55
101 to 500 Intercommunication and Network Access lines	25.00
More than 500 Intercommunication and Network Access lines	65.00

NOTES:
(1) The Feature Processing Charge applies whenever this service is added or deleted or when the call forward number is changed at the customer's request.
(2) Local and Toll usage will be charged to the Centrex Customer of Record, where applicable.
(3) Per System charges are based on the total number of intercommunication and network access lines in the system, not the number of lines equipped with the feature.

[1] Effective August 21, 2016, Call Forwarding – Busy Line is grandfathered for business customers and no longer available to new customers. Moves, additions or changes to subscribers' existing service are not permitted. Call Forwarding – Busy Line for business customers continues to be available for resale until October 17, 2016, on which date the foregoing grandfather terms shall be effective for resale. (N) | | (N)

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

25. CALL FORWARDING-DON'T ANSWER-OUTSIDE[1] (1) (C)

A fixed arrangement which routes incoming calls to another specified line outside the system if the intended line is unanswered, after approximately three ringing cycles. This feature is not provided on lines of a UCD group with queuing. Call Forwarding-Don't Answer-Outside is available only where facilities permit.

The following rates apply: (2)

Standard

	Monthly Rate
Call Forwarding-Don't Answer-Outside, per Intercommunication and Network Access line	$ 0.05
Call Forwarding-Don't Answer-Outside, per system (3)	
Up to 20 Intercommunication and Network Access lines	0.70
21 to 50 Intercommunication and Network Access lines	1.55
51 to 100 Intercommunication and Network Access lines	3.55
101 to 500 Intercommunication and Network Access lines	25.00
More than 500 Intercommunication and Network Access lines	65.00

26. CALL TRANSFER-INDIVIDUAL-ALL CALLS-OUTSIDE (1)

A station user may transfer any call to another station line of the system, the attendant or a station line outside the system by operating the switchhook and dialing the intended line. On systems where All Calls is not provided, only DID calls can be transferred. Call Transfer-Individual-All Calls is available, per line, where facilities permit.

The following rates apply: (2)

	Standard Monthly Rate
Call Transfer-Individual-All Calls-Outside, per Intercommunication and Network Access line	$ 0.05
Call Transfer-Individual-All Calls-Outside, per system (3)	
Up to 20 Intercommunication and Network Access lines	0.70
21 to 50 Intercommunication and Network Access lines	1.55
51 to 100 Intercommunication and Network Access lines	3.55
101 to 500 Intercommunication and Network Access lines	25.00
More than 500 Intercommunication and Network Access lines	65.00

NOTES:
(1) The Feature Processing Charge applies whenever this service is added or deleted or when the call forward number is changed at the customer's request.
(2) Local and Toll usage will be charged to the Centrex Customer of Record, where applicable.
(3) Per System charges are based on the total number of intercommunication and network access lines in the system, not the number of lines equipped with the feature.

[1] Effective August 21, 2016, Call Forwarding – Don't Answer are grandfathered for business customers and no longer available to new customers. Moves, additions or changes to subscribers' existing service are not permitted. Call Forwarding – Don't Answer for business customers continues to be available for resale until October 17, 2016, on which date the foregoing grandfather terms shall be effective for resale. (N) | | (N)

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

27. CENTREX **CLASS**sm SERVICE FEATURES

A. DESCRIPTION

Centrex **CLASS**

Service is comprised of a group of features which allow customers to effectively manage call flow. These features employ a dedicated signaling network between central offices that forwards the calling party's telephone number to the central office that serves the called party. The telephone number of the calling party is held in the signaling network's memory, therefore, allowing the customer to use a variety of calling options. The features work only on calls that originate from and terminate in central offices that are connected by this signaling network. These features, except Call Trace, are offered on a monthly subscription basis only. Call Trace is offered on a usage basis only.

Busy Redial

Busy Redial allows a calling party to automatically redial the last number dialed. If the called line is busy, notification of activation is received and a 30-minute queuing process begins. The signaling network will periodically test the busy/idle status and automatically complete the call when both lines are idle.

*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. This feature is offered on a monthly subscription or per activation basis.

If possible, the service may also allow a customer to return the call automatically by dialing “1”. *69 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.

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. Additional charges associated with calls returned using *69 will apply. If an incoming call is marked private (by per call or line blocking) a customer cannot return the call or get the telephone number announcement to that caller. No charges for the service will apply in this case.

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)
27. CENTREX **CLASS**sm SERVICE FEATURES (Cont'd)
A. DESCRIPTION (Cont'd)

Priority Call

Priority Call provides one distinctive audible signal to the called customer when a call arrives from one of up to six prespecified telephone numbers. Through an interactive dialing sequence, the customer creates a screening list of six telephone numbers in the central offices connected by the signaling network. This list can only be created from a Centrex line within the signaling network for numbers within the signaling network. When a call arrives from one of the prespecified telephone numbers, the Priority Call rings distinctively. If the called customer subscribes to Call Waiting-Originating, and the call arrives while the line is busy, the Call Waiting tone has a distinctive pattern. For calls from a dial tone line within multi-line hunting, the distinctive signal is only produced when the main telephone number has been entered in the screening list.

Select Call Forwarding

Select Call Forwarding allows the called customer to select a maximum of six telephone numbers for forwarding to a designated telephone number. The customer activates this service by dialing a code to create a screening list in the central offices connected by the signaling network via an interactive dialing sequence. This list can only be created from, and for, telephone numbers located in appropriately equipped offices. Only calls from those telephone numbers in the screening list may be forwarded to the designated telephone number. The designated telephone number is not restricted to the signaling network. However, certain restrictions as to the designated telephone number may apply. For calls from a line within multiline hunting, the call is selectively forwarded only where the main telephone number has been entered in the screening list.

Call Block

Call Block gives the called customer the ability to prevent future calls from specific telephone numbers within the signaling network and can be activated after receipt of an unwanted call or after entering a telephone number from which the called party does not wish to receive future calls. To activate the service, the Call Block customer regains dial tone and dials a code, which creates a screening list for a maximum of six numbers. This list can only be created from, and for, telephone numbers within the signaling network. Further calls to the Call Block customer from telephone numbers in the screening list are connected to an announcement stating that the called party is not accepting calls. For calls from a line within multiline hunting, the call is blocked only where the main telephone number has been entered in the screening list.

Caller ID - Number Only[1] (C)

Caller ID - Number Only service enables the display of the incoming calling telephone number to a customer-provided display unit attached to the customer's telephone line for non-blocked calls, subject to technical and other limitations including the availability of the number for forwarding. The calling telephone number will be forwarded from the terminating central office and typically delivered by the second ring.

The telephone numbers which will not be forwarded to the customer will include those associated with calls from outside of the signaling network and calls where the calling number has been suppressed. If the call originates from a telephone which is not located in an appropriately equipped office, the Caller ID - Number Only subscriber will receive a message indicating the unavailability of a calling telephone number.

[1] Effective August 21, 2016, Caller ID – Number Only is grandfathered for business customers and no longer available to new customers. Moves, additions or changes to subscribers' existing service are not permitted. Caller ID – Number Only for business customers continues to be available for resale until October 17, 2016, on which date the foregoing grandfather terms shall be effective for resale. (N) | | (N)

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

27. CENTREX **CLASS**sm SERVICE FEATURES (Cont'd)

A. DESCRIPTION (Cont'd)

Anonymous Call Rejection

Anonymous Call Rejection (ACR) is an arrangement that allows a called party to reject calls from parties that have used blocking to prevent the display of their telephone numbers and associated main listed names on outgoing calls to Caller ID - Number Only/Caller ID subscribers. When ACR is activated, these incoming calls will be routed to an announcement which tells the calling parties that the called party will not accept calls from callers who have suppressed their telephone numbers. The calling parties will be instructed to hang up and place the calls again, without blocking their number, if they wish to reach the called party. When a call is rejected, the ACR customer's telephone will not ring and no indication will appear on the Caller ID display unit.

Caller ID - Number Only[1] (Cont'd) (C)

The calling party can prevent the Caller ID - Number Only subscriber from seeing the calling telephone number display by blocking caller identification information. Certain calling parties can request that the display of the calling telephone number be automatically prevented for all calls originating from their lines. The provisions for these customers are explained in Section 1 of P.S.C.-Del.-No. 1. When the calling party uses these blocking features, the Caller ID - Number Only subscriber will receive an indication on the display unit that the calling telephone number has been suppressed.

Caller ID

Caller ID is an optional service which, in addition to providing the same capabilities as Caller ID - Number Only[1], allows a customer to see the main listed name associated with the telephone number of incoming calls. The name and telephone number of the caller may not be displayed for every incoming call. "Out of Area," "Unavailable," the calling party's state name, or a similar message may appear for certain calls, including (i) calls made through certain networks, (ii) operator-assisted calls, calls from toll-free numbers, calling card calls, and international calls, (iii) when phone number or caller name information is not made available to Verizon, (iv) for certain telephone numbers for which Verizon does not purchase Caller ID information, and (v) for other technical reasons. In addition, "Private," "Anonymous" or a similar message may appear when the caller has blocked caller identification information. (C)

Caller ID may also, as facilities permit, provide a customer with Anonymous Call Rejection, the feature that provides the ability to reject calls from callers who have chosen to block the passage of their telephone numbers and associated main listed name on outgoing calls.

Caller ID Service is available to customers by monthly subscription only, which provides unlimited use of the service.

Where facilities permit, a Centrex customer who subscribes to both Caller ID and Call Waiting-Terminating may order Call Waiting ID with Name. Call Waiting ID with Name allows a Caller ID 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. As described above, the name and/or telephone number of the caller may not be displayed for every second incoming call. Call Waiting ID with Name may require additional equipment.

[1] Effective August 21, 2016, Caller ID – Number Only is grandfathered for business customers and no longer available to new customers. Moves, additions or changes to subscribers' existing service are not permitted. Caller ID – Number Only for business customers continues to be available for resale until October 17, 2016, on which date the foregoing grandfather terms shall be effective for resale. (N) | | (N)

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

27. CENTREX CLASS SERVICE FEATURES (Cont'd)

A. DESCRIPTION (Cont'd)

Anonymous Call Rejection (Cont'd)

When ACR is installed on a customer's line, it is deactivated. Upon activating the feature, ACR customers hear an announcement informing them that callers who block their numbers will receive a recording saying that blocked calls are not accepted. When customers deactivate ACR, they hear an announcement informing them that callers who block their numbers can now reach them.

ACR is available to Centrex line customers by monthly subscription. It is provided without charge to Caller ID - Number Only/Caller ID subscribers.

Per Call Blocking

Per Call Blocking is a standard feature available to all Centrex customers' calling lines. The calling party can prevent the number for appearing on the called party's Caller ID display unit by dialing a special code prior to placing each call. When the calling party activates this blocking feature, the called party will notice that a privacy indicator, instead of the telephone number, will appear on the Caller ID display unit unless ACR is activated.

Call Trace

Call Trace allows a called party within the signaling network to initiate an automatic trace of the last call received if that call originated from within the signaling network. Call Trace is available on a usage basis only. After receiving the call which is to be traced, the customer dials a code and the traced telephone number is automatically sent to the Telephone Company. The customer using Call Trace is required to contact the Telephone Company for further action. The customer originating the trace will not receive the traced telephone number. The results of a trace will be furnished only to legally constituted authorities upon proper requiest by them.

B. GENERAL TERMS

Activation

Involves dialing a code from the customer's line and originating the corresponding feature. This action is followed by a message confirming correct execution.

Deactiviation

Involves dialing a code from the customer's line and turning off the corresponding service. No charges are associated with deactivating Anonymous Call Rejection.

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

27. CENTREX CLASS SERVICE FEATURES (Cont'd)

B. GENERAL TERMS (Cont'd)

Firest Silent Interval of Ringing

The delivery of the Calling number to the called party first physically appears between the first and second ring. If the called party answers on the first ring, the calling number will not display.

Inter active Dialing Sequence

Relates to the dialing activities performed by a customer while programming a feature for use. The dialing activities are termed interactive because the customer's actual dialing functions are in response to messages provided by the central office.

C. REGULATIONS

(1) CLASS Services require special central office equipment and are furnished only from central offices where facilities are available, as determined by the Telephone Company.

(2) CLASS

Services are available to customers who have technically compatible features and premises equipment. The Telephone Company is not responsible for the compatibility of products and services provided by outside vendors.

(3) The Telephone Company reserves the right to restrict or otherwise limit CLASS features where, in the Telephone Company's assessment, (a) the feature(s) may create a potential incompatibility, or (b) provisioning of the feature(s) would require establishment of new or additional Company procedures.

(4) A CLASS customer may use all available CLASS features under the following conditions:

- When the CLASS customer and the other party involved in the call are served by the same central office, even if the other party does not subscribe to CLASS Services.

- When the CLASS customer and the other party involved in the call are served from different central offices which are linked by the dedicated signaling network that can transport the calling number, even if the other party does not subscribe to CLASS Services.

(5) The services can be activated by either dial-pulse (rotary) or Touch-Tone Centrex line service.

(6) CLASS features are available individually or as a feature package to Centrex customers on a subscription basis only, except for Call Trace, which is available per activation.

(7) CLASS Feature Packages are only available from central offices where all features are available.

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

27. CENTREX **CLASS** SERVICE FEATURES (Cont'd)

D. RATES[1] (Cont'd)

The following rates apply:

	Standard Product/Service Charge[2]	Standard Monthly Rate	
Busy Redial, per line	$10.00	$1.50	
*69, per line	10.00	1.50	
Priority Call, per line	10.00	1.50	
Select Call Forwarding, per line	10.00	1.50	
Call Block, per line	10.00	1.50	
CLASS Feature Package (includes Busy Redial, *69, Priority Call, Select Call Forwarding and Call Block)			
1 to 10 lines equipped, each	25.00	4.00	
11 to 50 lines equipped, each	25.00	3.00	
51 or more lines equipped, each	25.00	2.00	
Caller ID - Number Only[3] (including Anonymous Call Rejection) per line			(C)
1 to 10 lines equipped, each	10.00	6.50	
11 to 50 lines equipped, each	10.00	5.00	
51 or more lines equipped, each	10.00	2.00	
Caller ID (including Anonymous Call Rejection) per line			
1 to 10 lines equipped, each	10.00	7.50	
11 to 50 lines equipped, each	10.00	5.75	
51 or more lines equipped, each	10.00	2.50	
Anonymous Call Rejection per line, stand alone	10.00	3.00	
		Standard Per Activation	
Call Trace[2], per activation	10.00	1.00	

NOTES:

[1] Centrex Feature Change Charges apply to Centrex **CLASS** Service features.

[2] The Product/Service Charges apply per line, per order regardless of the number of services being established or changed. If the **CLASS** Feature Package is purchased, that Product/Service Charge will be applicable.

[3] Effective August 21, 2016, Caller ID – Number Only is grandfathered for business customers and no longer available to new customers. Moves, additions or changes to subscribers' existing service are not permitted. Caller ID – Number Only for business customers continues to be available for resale until October 17, 2016, on which date the foregoing grandfather terms shall be effective for resale. (N) | | (N)

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

28. **ULTRA FORWARD®**

A. Description

Ultra Forward is a feature which allows Centrex and Centrex **CustoPAK** customers to activate, deactivate, or change their call forwarding arrangement from a remote location. This feature is provided by means of the Telephone Company's compatible electronic type switching equipment where adequate facilities are available.

B. Regulations

Ultra Forward provides Centrex customers with a remote access call forwarding-variable arrangement. **Ultra Forward** can be accessed from any tone type signaling capable telephone.

Customers dial a remote access directory number and are then guided by voice messages to enter their Centrex number equipped with the **Ultra Forward** feature, a Personal Identification Number (PIN), and the number to which calls will be forwarded.

Calls forwarded by this feature are subject to local and long distance message charges and are the responsibility of the customer.

This feature contemplates that normal transmission performance quality cannot be guaranteed on forwarded calls.

A PIN will be used as a security measure to ensure an authorized user is accessing the feature.

When **Ultra Forward** is active, it will override all other Verizon central office-based call forwarding arrangements.

The remote access capability may experience occasional interruptions in service. Verizon is not liable for damages if, for any reason, the feature is inoperable.

C. Rate Schedule

	Standard Product/Service Charge(1)	Standard Monthly Rate	USOC
Ultra Forward			
per line equipped	$10.00	$6.00	FRC

Note:

(1) No charge if installed initially with the Centrex line.

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

29. GROUND START PROVISIONING

Ground Start Provisioning is a method of signaling on customer lines in which one side of the two-wire line is momentarily grounded to get dial tone.

The Telephone Company assumes no liability for the limitations of CPE equipment-feature signaling due to the operation and transmission facts for Ground Start Provisioning.

Ground Start Provisioning is offered where facilities permit.

	Standard Nonrecurring Charge	Standard Monthly Rate
Ground Start Provisioning per Centrex line equipped	(1)	$5.00

30. PRI CENTREX INTERCOM CAPABILITY

A. Description

PRI Centrex Intercom Capability provides intercom capability on B Channels of an **IntelliLinQ** PRI Arrangement and other digital Centrex within the same subscriber network. This feature provides the capability to communicate on a private facility basis, as a tie-line, between Centrex systems served from different central offices. When Centrex Intercom connects a Centrex system to customer premises equipment, it may provide private facilities or it may permit the two systems to share local exchange access.

When the PRI Intercom Capability option is augmented with Centrex features to integrate Centrex service with Voice Over Internet Protocol (VOIP) applications, an additional PRI Intercom - VOIP NRC charge is required as defined in the Rates Section of this tariff. PRI's that only require the Intercom functionality do not require an addition NRC charge.

B. Provisions

Intercom calls between an **IntelliLinQ** PRI and a Centrex do not incur usage charges. Calls to telephone numbers outside of the Centrex system without Intercom capability will incur usage charges.

This service provides the capability to communicate on a private facility basis from a Centrex to customer premises equipment.

If eleven or more channels are purchased on one PRI, the package rate for the entire PRI applies.

The availability of this offering and the number of "B" channels is dependent on the capability of the serving central office.

Note:
(1) No charge if installed initially with the system; if installed subsequent to the installation of the system, a standard $65.00 Features Processing charge per order applies, plus a standard $1.00 charge per line equipped.

Centrex Central Office Service II

D. CENTREX OPTIONAL FEATURES (Cont'd)

30. PRI CENTREX INTERCOM CAPABILITY

C. Rates

	Standard Product/Service Charge[1]	Standard Monthly Rate
PRI Centrex Intercom Capability, per B channel equipped [1]	--	$20.00
Package rate for eleven or more Centrex Intercom channels, per PRI arrangement	--	200.00
PRI Intercom - VOIP Capability Package, per 100 station numbers or fraction thereof	$300.00 [2]	--

1 No NRC applies if this feature is provided at the time of the initial **IntelliLinQ** PRI installation. If this feature is added subsequent to the initial **IntelliLinQ** PRI installation, a PRI Reconfiguration Charge - Change Charge for a line group applies as specified for **IntelliLinQ** PRI service.

2 When the PRI Intercom Capability option is provisioned to integrate the Centrex features and VOIP applications, an additional PRI Intercom NRC charge applies. This rate does not apply for applications that use only Intercom functionality between a PRI and a Centrex. The PRI Intercom - VOIP Capability Package NRC applies to all rate plan options.

Centrex Central Office Service II

E. ATTENDANT CONSOLE SERVICE

1. DIGITAL CENTREX ATTENDANT CONSOLE SERVICE

Digital Compatible Console Interconnect (1) - Provides central office interaction with customer-provided Digital Compatible (not ISDN) Attendant Consoles. This service is required per console, and allows the Attendant Console to answer calls placed to a specific number, dial "0" calls from within the customer group, intercept calls and station don't answer recalls. The attendant can also originate calls and complete incoming calls.

REGULATIONS

This service requires three Attendant Access Lines per Attendant Console. These Access Lines are rated the same as Centrex main station lines shown elsewhere in the Guide for Detariffed Services -Competitive.

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

Customers are responsible for providing in writing the information required by the Telephone Company to perform the necessary central office software changes associated with user-defined keys.

The availability of all offered features is dependent on feature interaction and customer-selected station equipment.

STANDARD FEATURES

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

NOTE:

(1) Does not include console, central office to customer premises facilities, or any special conditioning which may be required.

Centrex Central Office Service II

E. ATTENDANT CONSOLE SERVICE

1. DIGITAL CENTREX ATTENDANT CONSOLE SERVICE (Cont'd)

STANDARD FEATURES (Cont'd)

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

DESCRIPTION OF STANDARD FEATURES

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

Automatic Recall - Enables attendant to transfer calls to stations. When a recall timer expires, the unanswered transferred call is queued for an attendant console. The attendant can then retransfer the call or release it.

Autodial - Allows attendant to dial frequently called numbers by depressing the autodial feature key, which can be programmed by the Attendant to dial that number. Each Autodial key can have only one number assigned to it at a time, but the console can have as many as 42 feature keys set up as Autodial keys. Depressing the key/button has the same result as dialing the number manually.

Console Release - Allows attendant to transfer a call via special services facilities, then release the call after the dialing is completed and before the transfer of the digits dialed to the special service facility is completed. This allows the attendant to release one call in order to handle another call quickly.

Console Test - Allows attendant or maintenance person to test the functional operations of a console. The attendant can test the working condition of the lamps, the keys on the console, and hardware components that affect the console such as memory, etc.

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

Centrex Central Office Service II

E. ATTENDANT CONSOLE SERVICE

1. DIGITAL CENTREX ATTENDANT CONSOLE SERVICE (Cont'd)

DESCRIPTION OF STANDARD FEATURES (Cont'd)

Call Transfer - Allows a call transferred by a station user to the attendant (by either depressing the switchhook or dialing zero) to be queued on a first-in, first-out basis.

Delayed Operation - Allows attendant to place a call for a calling station user while that station user waits on-hook. When the called station answers, the attendant can recall the calling station user by depressing the signal source key.

Flexible Console Alerting - Alerts attendant to a call requiring special attention by an alert tone that is sent through the headset, not the console speaker.

Interposition Calls and Transfer - Allows attendant to call and speak to another attendant and to transfer a call to another attendant.

Lockout - Restricts attendant from reentering a call in progress unless recalled by a station user or by automatic recall.

Multiple-Listed Directory Number - Allows a customer to have many Listed Directory Numbers. To handle this efficiently, each number has a unique Incoming Call Identification (ICI) Lamp which enables the attendant to answer appropriately.

Night Service - Choice of:

Fixed - Calls that are normally routed to an attendant during the day are routed to predesignated locations for night service. The predesignated route can be an individual directory number or a hunt group.

Flexible - Allows attendant to program the night service routes for each Incoming Call Identification Classification assigned to the Centrex group.

Position Busy - Allows a member of an Attendant UCD group to make the console unavailable to additional calls from queue.

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

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

Centrex Central Office Service II

E. ATTENDANT CONSOLE SERVICE

1. DIGITAL CENTREX ATTENDANT CONSOLE SERVICE (Cont'd)

DESCRIPTION OF STANDARD FEATURES (Cont'd)

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

Through Dialing - Allows attendant to select a trunk facility for a station and send dial tone to that station user. This feature is used to override station restrictions in the group.

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

Wild Card Key - Allows special feature access not directly available through a feature key on the console.

ENHANCED FEATURES

Attendant Call Park
Attendant Camp-on
Attendant Loudspeaker Paging Access
Attendant Message Waiting
Attendant Speed Call List
Display of Incoming Queued Calls with Key
Notification of Priority Queued Calls
Station Busy Verification
Trunk Group Access Control
Trunk Busy Verification

Enhanced Console Feature Package - Package of features that provides enhanced attendant service. The activation and operation of these features depend on the type of Attendant Console purchased by the customer. These features are available individually or as a package. No credit is given on the package rate for features that are not applicable to the customer's station equipment or are not selected by the customer.

DESCRIPTION OF ENHANCED FEATURES

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

Centrex Central Office Service II

E. ATTENDANT CONSOLE SERVICE (Cont'd)

1. DIGITAL CENTREX ATTENDANT CONSOLE SERVICE (Cont'd)

DESCRIPTION OF ENHANCED FEATURES (Cont'd)

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

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

Attendant Message Waiting - Allows the Attendant Console to be used as the message center: to receive and record messages for calls forwarded to the message center, convey messages to called stations on request, and activate/deactivate message waiting for Centrex station users.

Attendant Speed Dialing List (Up to 70 Numbers) - Enables attendant to dial frequently called numbers by pressing a speed-call key and dialing one or two digits instead of all digits in the number. The console may also have one short Speed Dialing list and be a user of either a long speed dialing list or a system Speed Dialing list as provided elsewhere in the Guide for Detariffed Services - Competitive. Therefore, a console can gain access to three lists. Each list must be assigned to a separate speed-call key.

Display of Incoming Queued Calls with Key - Provides a visual indication of the number of calls queued to be answered.

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

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

Trunk Group Access Control - Provides special keys to serve as a common interface for Trunk Group Busy Indication and Trunk Group Access Control for all trunk groups allocated to the customer group. These two functions can be assigned to a Wild Card Key on the console.

Trunk Busy Verification - Allows attendant to determine whether trunks are busy or idle. When busy, the attendant can barge in to request the stations hang up, in order to place a more important call.

Centrex Central Office Service II

E. ATTENDANT CONSOLE SERVICE (Cont'd)

1. DIGITAL CENTREX ATTENDANT CONSOLE SERVICE (Cont'd)

RATES

The following rates apply:

	Standard Product/Service Charge	Standard Monthly Rate
Digital Compatible Console Interconnect, per console (1)	$110.00	$230.00
Standard Feature Package (one required per seven consoles)	110.00	30.00
Enhanced Features, each:		
Attendant Call Park	28.00	.50
Attendant Camp On	28.00	13.00
Attendant Loudspeaker Paging Access	28.00	10.00
Attendant Message Waiting, per console	28.00	15.00
Attendant Speed Call List, per List	28.00	.75
Display of Incoming Queued Calls With Key	28.00	2.00
Notification of Priority Queued Calls	28.00	.75
Station Busy Verification	28.00	1.25
Trunk Group Access Control, per trunk group	28.00	1.00
Trunk Busy Verification	28.00	.75
Enhanced Console Feature Package (2)	70.00	35.00
Changing Central Office software associated with feature/station access keys (per key)	20.00	-

NOTES:

(1) All rates and charges for the Digital Compatible Console Interconnect are in addition to the rates and charges for any other features and services shown elsewhere in the Guide for Detariffed Services -Competitive and Telephone Company Tariffs.
(2) The package rate includes one of each feature. Should the customer require additional appearances of some features, these features must be selected on an individual basis.

Centrex Central Office Service II

E. ATTENDANT CONSOLE SERVICE (Cont'd)

2. 50B CUSTOMER PREMISES SYSTEM (50B CPS)
(New Additions Furnished Only to Extent of Existing Stock)

The 50B CPS, also referred to as the 50B Console, works in conjunction with small and medium size Basic Centrex C.O. Service, served from a properly equipped central office, to provide attendant service.

Three types of attendant 50B Console models are offered.

- Multibutton Electronic Telephone Console (30-button unit)

- Electronic Console with Alphanumeric Display

- Electronic Console with Alphanumeric Display, Direct Station Selection and Busy Lamp Feature

Each Console includes a Control Unit equipped for termination of attendant access lines. The attendant access line(s) provides an interface between the customer's serving central office and the 50B Console(s).

The following features are available with the 50B Consoles:

STANDARD FEATURES

Alphanumeric Incoming Call Identification - The source of an incoming call appears on the eight-digit alphanumeric display on the Electronic
Console (LDN, Toll Free Service, FX, etc.).

Customer-Dialed Account Recording (CDAR) - Customers who subscribe to CDAR may utilize the alphanumeric display of the Electronic Consoles to allow editing of customer account and telephone numbers. The attendant can verify the CDAR number before processing a call.

Dial Tone Detection - Automatic circuitry of the 50B CPS detects dial tone and reduces attendant interaction when using the DSS feature or splitting the calling party from the call.

Last Number Dialed - If the Electronic Console's attendant cannot complete a call, the system will retain the called number. At some time later, the attendant can push a single button on the console which will automatically redial the number.

Centrex Central Office Service II

E. ATTENDANT CONSOLE SERVICE (Cont'd)

2. 50B CUSTOMER PREMISES SYSTEM (50B CPS) (Cont'd) (New Additions Furnished Only to Extent of Existing Stock)

STANDARD FEATURES (Cont'd)

Multiple Call Supervision Lamps - The Electronic Consoles utilize an incoming call identification field consisting of five lamps per loop to indicate the status of the call such as answer, ring, camp-on, attendant and hold.

Real Time Clock - The alphanumeric display on the Electronic Console will show the time of day when it is not displaying traffic information.

Repertory Dialing - Buttons are reserved on the Electronic Consoles for dialing frequently called numbers. In addition, these buttons can be programmed with specific line group access codes.

Timed Reminders* - The attendant is alerted within 30 seconds of a held call, camped-on call, waiting call or unanswered call handled at the console position.

Traffic Measurements - The Electronic Console's alphanumeric display can be used by the attendant to display the number of calls handled and average work time per Console.

OPTIONAL FEATURES

Attendant Camp-on - Allows the Electronic Console attendant to call a busy station within the Centrex system and "camp-on" the called line until it becomes available. This feature is provided by subscribing to "Call Waiting - Originating," as shown elsewhere in this Section of the Guide for Detariffed Services - Competitive, on each attendant access line.

Attendant Conference - To initiate a conference, the attendant dials a special access code to reserve a six-port conference circuit and adds on conferees. This feature is provided by subscribing to the "Dial Station Conference" feature as shown elsewhere in this Section of the Guide for Detariffed Services - Competitive.

Busy Lamp Feature For Up To 1800 Lines - The Electronic Console may have up to 1800 lines of DSS/BLF. DSS is on a system basis, BLF is on an individual-line basis.

Calls-Waiting Indication - Each Electronic Console attendant position is equipped with a visual signal to indicate calls are waiting to be answered.

* Only those features marked with an asterisk are available with the Multibutton Electronic Telephone Console.

Centrex Central Office Service II

E. ATTENDANT CONSOLE SERVICE (Cont'd)

2. 50B CUSTOMER PREMISES SYSTEM (50B CPS) (Cont'd) (New Additions Furnished Only to Extent of Existing Stock)

OPTIONAL FEATURES (Cont'd)

Line Group Busy Indication* - A visual signal is provided on the attendant position when all lines in a group are busy. Each console of a system is typically arranged identically, but can be different depending on group access assignments.

Optional Cabinet - An optional cabinet can be used to stack up to four units (Control or Scanner Units) of a multiple unit system.

Position Busy* - In a multiposition 50B CPS arrangement, unattended or inoperative console positions generate a busy signal to the central office so calls will not be directed to the position. A position-busy button is provided for attendant control, and a lamp indicates the busy state. This feature is only available for multiposition arrangements.

Queuing Of Incoming Calls - Provides the ability to queue a maximum of 10 incoming calls per Electronic Console attendant position. In addition to the queuing provided with the 50B CPS, customers utilizing more than one Electronic Console may subscribe to UCD queuing and other UCD features as shown elsewhere in this Section of the Guide for Detariffed Services - Competitive. When both type of queues are provided (50B CPS or UCD), incoming calls will only receive the queuing treatment of the type of queue to which the call has been directed.

REGULATIONS

All consoles on a system must be of the same type and are only provided with Touch-Tone dials. A maximum of four Electronic Consoles equipped with DSS/BLF, or as many as 16 Multibutton Electronic Telephones or Electronic Consoles without DSS/BLF may be provided on a system. Consoles are provided with tone ringer, volume and on-off controls, and an attendant headset.

Centrex station lines equipped for DSS must be in consecutive 100 station number groups (e.g., 3000-3099) and can, at the customer's option, be equipped for BLF on an individual basis.

Consoles equipped with the DSS/BLF feature require a BLF Scanner Unit(s) and Scanner Line Circuit Pack(s).

* Only those features marked with an asterisk are available with the Multibutton Electronic Telephone Console.

Centrex Central Office Service II

E. ATTENDANT CONSOLE SERVICE (Cont'd)

2. 50B CUSTOMER PREMISES SYSTEM (50B CPS) (Cont'd)
(New Additions Furnished Only to Extent of Existing Stock)

REGULATIONS (Cont'd)

BLF Scanner Unit - One required for each group of 300 Centrex station lines monitored for busy line indication. A maximum of six Scanner Units are required for 1800 station lines. Each Scanner Unit is equipped with two Scanner Line Circuit Packs to provide busy lamp terminations for 50 Centrex lines. The unit may be freestanding on a table, on a shelf (mounted by the customer), or stacked in a cabinet.

Scanner Line Circuit Pack - One required for each group of 25 consecutive Centrex station lines equipped for the Busy Lamp Feature. A maximum of 72 Circuit Packs can be provided with six Scanner Units (each Scanner Unit comes equipped with 2 Circuit Packs) to scan 1800 Centrex station lines. A maximum of ten additional Scanner Line Circuit Packs may be provided with each Scanner Unit.

A maximum of four Group Busy Indicators may be provided per console.

Consoles, Control Units and Scanner Units must be located in the same building on a customer's premises.

The Busy Lamp feature may only be provided on Centrex station lines that have an appearance of the line (station or distribution frame) in the same building in which the 50B CPS equipment is located.

The 50B Console must be located within 100 route feet of the Control Unit, the Control Unit within 100 route feet of the Scanner Unit and the Scanner Unit within 100 route feet of the primary terminations of the Centrex station lines. When any of these distances are exceeded, charges based on cost would apply for the additional cabling required.

APPLICATION OF CHARGES

Attendant Access Lines are required between the serving Centrex central office and the 50B Console to complete incoming calls for directory listed numbers, attendant "O" lines, FX, WATS, Toll Free Service and compatible Private Line facilities. Attendant Lines are billed at the same rate as a main unrestricted Centrex station line and must be equipped for Touch-Tone service.

Centrex Central Office Service II

E. ATTENDANT CONSOLE SERVICE (Cont'd)

2. 50B CUSTOMER PREMISES SYSTEM (50B CPS) (Cont'd) (New Additions Furnished Only to Extent of Existing Stock)

APPLICATION OF CHARGES (Cont'd)

The rates for the 50B CPS are in addition to all other applicable Centrex Central Office rates. Charges as shown elsewhere in the Guide for Detariffed Services - Competitive or other Sections of P.S.C.-Del.-No. 1 also apply, as appropriate.

Centrex Termination Charges as shown in Paragraph B.12 do not apply to the 50B CPS.

If uniform call distribution and/or queuing is desired, the Uniform Call Distribution feature's rates and charges are applicable.

RATES

Service Establishment Charge

A standard Service Establishment Charge of $1,600.00 is applicable for each 50B CPS, which is due and payable when service is established.

Nonrecurring Service Charges and Monthly Rates

	Standard Nonrecurring Service Charge	Standard Monthly Rate
50B Consoles		
Each of the following Consoles includes a Control Unit for the termination of eight attendant access lines		
Multibutton Electronic Telephone Console, each	$510.00	$170.00
Electronic Console with Alphanumeric Display, each	625.00	265.00
Electronic Console with Alphanumeric Display and DSS/BLF, each	625.00	280.00
Console Line Circuit Pack, provides for termi-nation of four additional attendant access lines, maximum two per console, each	35.00	15.00

Centrex Central Office Service II

E. ATTENDANT CONSOLE SERVICE (Cont'd)

2. 50B CUSTOMER PREMISES SYSTEM (50B CPS) (Cont'd) (New Additions Furnished Only to Extent of Existing Stock)

RATES (Cont'd)

Nonrecurring Service Charges and Monthly Rates (Cont'd)

	Standard Nonrecurring Service Charge	Standard Monthly Rate
Attendant Access Line, maximum 16 per console, each	(1)	(1)
BLF Scanner Unit (includes busy lamp termination for 50 Centrex station lines), each	$300.00	$65.00
Scanner Line Circuit Pack (provides busy lamp termination of 25 additional Centrex station lines), each	-	12.00
Optional Equipment Cabinet for Control and Scanner Units, each	70.00	24.00
Circuit Group Busy Indication Common Equipment, per circuit group, each (2)	30.00	10.00
Per Group Busy Lamp, each	20.00	3.00
Position Busy, per Console, each (2)	25.00	4.00
Fixed Night Service, per system	-	1.00

NOTES:

(1) Rated the same as an unrestricted Centrex Station Line.
(2) One Type 1005 Local Channel, as shown in Section 11 of the Guide for Detariffed Services - Discretionary, is required between the Centrex serving central office and the location of the console for each group of circuits on which a busy indication is furnished and for each console on which a Position Busy feature is provided.

Centrex Central Office Service II

E. ATTENDANT CONSOLE SERVICE (Cont'd)

2. 50B CUSTOMER PREMISES SYSTEM (50B CPS) (Cont'd)
(New Additions Furnished Only to Extent of Existing Stock)

RATES (Cont'd)

	Standard Nonrecurring Service Charge
Nonrecurring Service Charges and Monthly Rates (Cont'd)	
Subsequent Equipment Addition or Inmove Charge	
When inmoving Consoles or adding equipment such as Consoles, Console Line Circuit Packs, Scanner Units and Scanner Line Circuit Packs to an existing system, an Equipment Addition or Inmove Charge applies on a per-occasion basis, in addition to the nonrecurring service charge for the equipment.	
Equipment Addition or Inmove Charge, per occasion	$700.00
Changes of Faceplate or Trim Panel	50.00
Subsequent Customer Console Training Charge, applies per each occasion following initial establishment of 50B CPS.	105.00

Centrex Central Office Service II

E. ATTENDANT CONSOLE SERVICE (Cont'd)

3. ATTENDANT/STATION LINE CALL THROUGH TESTING SERVICE

DESCRIPTION

The Attendant/Station Line Call Through Testing Service is a Centrex Central Office offering which allows the customer to perform call through test(s) on specific facilities in various facilities group(s) including Centrex main station line Busy Verification.

Call Through Testing is performed by dialing a sequence of testing access codes assigned by the Telephone Company.

The service includes the following features:

Attendant Call Through Testing (ACTT) - permits an attendant served by a data link console to verify the operation of various facilities;

Station Call Through Testing (SCTT) - permits an attendant served by a 50B Console or a predesignated main station line to verify the operation of their private facilities only;

Busy Verification Trunk (BVT) - permits a customer to verify busy conditions, verify the operational status of a busy condition or preempt an in-progress private facility call;

Busy Verification Line (BVL) - permits a customer to verify busy conditions, verify the operational status of a busy condition or preempt an in-progress Centrex main station line call.

REGULATIONS

The ACTT and BVT/BVL and the SCTT and BVT features are only furnished from central offices where equipment needed to provide these features is available.

The Centrex main station line predesignated as the line from which testing can be performed must be arranged with an attendant class of service.

The following facilities are capable of being tested: Private Lines and Outgoing Foreign Exchange Lines. Centrex main station line Busy Verification testing is available with a data link console only.

BVT/BVL are only available in conjunction with ACTT. BVT can also be available in conjunction with SCTT.

Centrex Central Office Service II

E. ATTENDANT CONSOLE SERVICE (Cont'd)

3. ATTENDANT/STATION LINE CALL THROUGH TESTING SERVICE (Cont'd)

RATES

	Standard Product/Service Charge	Standard Monthly Rate
Attendant Console (data link)		
ACTT		
per Centrex system	$ 225.00 (1)	-
ACTT/BVT		
per Centrex system	225.00 (1)	-
ACTT/BVT/BVL		
per Centrex system	225.00 (1)	-
50B Attendant Access Line and/or Main Station Line		
SCTT		
per Centrex system	1,000.00 (2)	$25.00
SCTT/BVT		
per Centrex system	1,000.00 (2)	35.00
Nonrecurring Charges		
To add or delete capabilities to/from an existing feature	225.00	-

NOTES:

(1) The Product/Service charge is not applicable when installed at the time of the initial installation of the data link console.

(2) The appropriate Product/Service Charge as shown in D.14. preceding will apply. In addition, a Feature Processing Service Charge and a Feature Processing Change Charge, as shown in C.1. preceding, are also applicable.

Centrex Central Office Service II

E. ATTENDANT CONSOLE SERVICE (Cont'd)

4. CONSOLE COMMON EQUIPMENT (51A)
(New Installations Furnished Only to Extent of Existing Stock)

RATES

Charges specified in this or other Sections of the Guide for Detariffed Services - Competitive, as well as P.S.C.-Del.-No. 1 apply, as appropriate, in addition to the following rates and charges:

	Standard Product/Service Charge	Standard Monthly Rate
Consoles:		
Common Equipment - one required for up to four consoles	$1,000.00	$275.00
Consoles, each	500.00	225.00

Centrex Central Office Service II

F. DIGITAL CENTREX SERVICE (2) (N)

Digital Centrex Service is comprised of enhanced features and feature groups and will be provided at the customer's option where digital technology is available and facilities permit.

All rates and charges for Digital Centrex Service are in addition to the rates and charges for all other applicable features and services shown in the Guide for Detariffed Services - Competitive and other Sections of P.S.C.-Del.-No. 1.

Customers who move their Centrex C.O. Service to upgrade to Digital Centrex Service technology must pay the applicable nonrecurring charges for the installation of Centrex C.O. Service. Customers whose present central office is upgraded to a digital central office at the discretion of the Telephone Company will not be liable for nonrecurring charges for reinstallation of Centrex C.O. Service.

1. ENHANCED STATION SERVICE

GENERAL

Enhanced Station Service features may be selected either individually or as part of a feature package, on a per-line basis. Feature availability is dependent on the type of station equipment (Basic Set, Business Set, Business Set with Display Capability) provided by the customer.

Basic Set Features

Automatic Line (1)
Call Park
Call Waiting Ringback
Directed Call Park
Executive Busy Override with Exempt Option
Last Number Redial
Station Message Waiting with Stutter Tone
Station Message Waiting with Associated Lamp(1)

Business Set Interconnect - Allows a customer-provided, digital compatible electronic telephone set (not ISDN) to work with digital central office switching equipment. Software-assignable keys and modular add-on units allow users to customize the set with the features that best suit their particular needs.

Display Set Interconnect - Allows a customer-provided, digital compatible electronic telephone set with Display Unit (not ISDN) to operate with digital central office switching equipment. Software-assignable keys and modular add-on units allow users to customize the set with the features that best suit their particular needs.

NOTE:
(1) Not part of Basic Set Feature Package.
(2) Effective November 1, 2019, all new Digital Centrex Service systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N) (N)

F. DIGITAL CENTREX SERVICE (1) (Cont'd) (N)

1. ENHANCED STATION SERVICE (Cont'd)

GENERAL (Cont'd)

Display Set Interconnect (Cont'd)

The following display features are included as part of Display Set Interconnect, where compatible with customer-provided equipment and when associated features have been selected:

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

Business Set/Display Set Features

Automatic Answerback
Automatic Dial Line
Automatic Line
Call Park
Call Waiting Ringback
Directed Call Park
Executive Busy Override with Exempt Option
Group Intercom
Intercom
Key Short Hunt
Last Number Redial
Last Number Redial/Set
Make Set Busy
Make Set Busy Except Group Intercom
Originating/Terminating Line Select
Query Busy Station
Station Message Waiting

DESCRIPTION OF FEATURES

Automatic Answerback - (Available only on Business/Display Sets) -Allows incoming calls to the primary number of the set to be automatically answered after four seconds. Conversation takes place through a hands-free unit. When the calling party hangs up, the call is automatically disconnected.

NOTE: (N)
(1) Effective November 1, 2019, all new Digital Centrex Service systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N)

F. DIGITAL CENTREX SERVICE (1) (Cont'd) (N)

1. ENHANCED STATION SERVICE (Cont'd)

DESCRIPTION OF FEATURES (Cont'd)

Automatic Dial Line - (Available only on Business/Display Sets) - Allows a station user to call a frequently dialed number by pressing the assigned feature key. Although the feature is assigned to the key through the Service Order system, the user is permitted to change the assigned number stored against the feature key.

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

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

Call Waiting Ringback - IntraCentrex Only - Certain conditions prevent a called party with the Call Waiting Terminating feature from getting a Call Waiting tone, such as another call already waiting or when the called station has activated call forwarding. The Call Waiting Ringback feature will allow the caller to hear a distinctive ringing if the called party is hearing the call waiting tone. This allows the caller to wait for the called party to answer. Available only in **CLASS**-equipped central offices.

Directed Call Park - Allows a Centrex station user to park a call against any Centrex station directory number appearance. Stations may be required to enter a security code to retrieve the call if desired.

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

Executive Busy Override shall be used by customer, or persons authorized by customer, only in the ordinary course of its business for lawful business purposes. A person using Executive Busy Override shall, upon being connected to a call, immediately notify the other parties to the call that he/she has been connected to the call. If any other party to the call states that he/she objects to the person using Executive Busy Override being connected to the call, the person using Executive Busy Override shall immediately terminate his/her connection to the call.

NOTE: (N)
(1) Effective November 1, 2019, all new Digital Centrex Service systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N)

Centrex Central Office Service II

F. DIGITAL CENTREX SERVICE (1) (Cont'd) (N)

1. ENHANCED STATION SERVICE (Cont'd)

DESCRIPTION OF FEATURES (Cont'd)

Executive Busy Override (EBO) (Cont'd)

Customer shall notify the agents, servants and employees, and other persons placing calls from stations on its Centrex System, that Executive Busy Override has been installed and that calls may be accessed by another station.

Customer, and other persons using Executive Busy Override, must comply with all Federal and State laws and regulations applicable to use of Executive Busy Override. Customer shall indemnify, defend and hold harmless the Telephone Company and its agents, servants and employees, against any and all claims, demands, liabilities, losses, judgements, fines, penalties and expenses, arising out of or resulting from the failure of the customer or its agents, servants or employees, or other persons using Executive Busy Override, to comply with Federal and State laws and regulations applicable to use of Executive Busy Override.

Override Exempt (EBX) - An option of EBO that specifies that the line cannot have override activated against it.

Group Intercom - (Available only on Business/Display Sets) - Enables a Business/Display Set user to access a member of a predesignated subgroup by using abbreviated dialing. The subgroup may consist of both basic sets and Business/Display sets. The call will terminate on the Group Intercom button on the dialed Business/Display set. Subgroups may have a maximum of either 10 members, 100 members, or 1000 members. A Business/Display Set may be a member of more than one group; however, each subgroup must be represented by its own feature key.

Intercom - (Available only on Business/Display Sets) - Allows a Business/Display set user to directly terminate on a predesignated telephone by depressing an access key. If no directory numbers are active on the set, audible ringing is given. The called party may choose to answer by pressing the Intercom key or, after a two-second delay, an automatic connection is made. If any numbers are active, a tone is given in place of ringing, and no automatic connection is made.

Key Short Hunt - (Available only on Business/Display Sets) - Permits incoming calls to a station to hunt over the directory number appearances on that station in search of an idle appearance on which to terminate. The appearances may be either standard directory numbers or Multiple Appearance Directory Numbers (MADNs) and can include all of or a subset of the numbers.

Last Number Redial - Enables a subscriber to redial the last called number (up to 24 digits) by depressing a single key or by dialing an access code rather than redialing the entire number.

Last Number Redial - Set - (Available only on Business/Display Sets) - A Business/Display set may have this feature, instead of Last Number Redial, that redials the last called number from any Directory Number on the set.

Make Set Busy - (Available only on Business/Display Sets) - Allows directory number appearances to be made busy to incoming calls. The made-busy set is still able to originate calls from any directory number appearance on the set or to program features. Multiple-Appearance Directory Number group members and Call Termination Features, such as Call Waiting, Camp-on and Busy Override will not be made busy.

NOTE: (N)
(1) Effective November 1, 2019, all new Digital Centrex Service systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N)

Centrex Central Office Service II

F. DIGITAL CENTREX SERVICE (1) (Cont'd) (N)

1. ENHANCED STATION SERVICE (Cont'd)

DESCRIPTION OF FEATURES (Cont'd)

Make Set Busy Except Group Intercom - (Available only on Business/Display Sets) - Allows the Business/Display set user to continue to receive Group Intercom calls over the speaker when the Make Set Busy feature is activated. Without this feature, Group Intercom calls receive a busy tone or other designated treatment (such as Call Forwarding).

Originating/Terminating Line Select - (Available only on Business/Display Sets) - Allows line selection options for originating and terminating calls. No Line Select requires the user to manually select the originating or terminating line.

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

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

Query Busy Station - (Available only on Business/Display Sets) - Allows the busy/idle status of a set to be monitored and the querying set alerted when that set becomes idle. The monitored set can be a Business/Display set or a basic set. Groups of up to 128 Business/Display sets can query the status of one designated station. Up to eight simultaneous requests to monitor the same station are supported. When the station becomes idle, the lamp associated with the Query Busy Station key will flash, and an optional buzz tone may be provided.

Station Message Waiting - Permits a Centrex station user to dial a code to retrieve messages from the Message Control Station which has activated the Station Message Waiting Service. An illuminated lamp on a customer-provided telephone set, a lamp associated with the Message Waiting key on a Business/Display set, or stutter dial tone indicates that there is a message for the station user. Attendant Message Waiting at rates specified in the Guide for Detariffed Services - Competitive is required with Station Message Waiting. The message Control Station may be a console or a designated Business/Display Set.

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

DISPLAY FEATURES - (Available only on Business Sets with Display capability as part of the Display Set Interconnect)

Blind Transfer Recall Identification - An alphanumeric message providing the intra-Centrex calling party's directory number on the top line of the display and a Blind Transfer Recall message on the lower line of the display. Associated feature: Blind Transfer Recall, which is a System feature.

NOTE: (N)
(1) Effective November 1, 2019, all new Digital Centrex Service systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N)

F. DIGITAL CENTREX SERVICE (1) (Cont'd) (N)

1. ENHANCED STATION SERVICE (Cont'd)

DESCRIPTION OF FEATURES (Cont'd)

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

Call Park Recall Identification - The user is alerted by a flashing directory number key and the display of a recall message. If the Inside/Outside Ringing option is assigned to the customer group, the call will have an inside/outside ring. If the set uses a PRK/DCPK key, the key will also flash to indicate a recalled Call Park. Associated features: Call Park or Directed Call Park, which are Station features, and Call Park Recall Identification, which is a System feature.

DISPLAY FEATURES - (Available only on Business Sets with Display capability as part of the Display Set Interconnect) (Cont'd)

Display Called Number - On a Business Set equipped with the optional 32-character alphanumeric LCD, the Display Called Number feature provides the user with visual feedback concerning the called number during the origination, termination, programming, and feature-activation operations. The upper line of the display reflects the condition of the call, and the lower line of the two-line display displays the digits as they are dialed.

Display Calling Number - When an incoming call is received, this feature provides the Business Set user with visual feedback concerning the calling number. Only intra-Centrex calls will be displayed.

Enhanced Call Forward Display - Available for business sets which have 2-line x 24 character displays, and 2-line x 16-character displays. On the top line, the name and directory number of the called or intra-Centrex calling party are displayed. If the name and directory number do not both fit on the top line, only the name is displayed. On the bottom line, the redirected name and directory number are displayed.

Feature Display - Provides a visual display of user-entered data and intra-Centrex incoming call information during the use of other Centrex features.

REGULATIONS

The package rate includes one of each feature. No credit is given on the package rate for features that are not applicable to the customer's station equipment or are not selected by the customer. Should the customer require additional appearances of some features, these features must be selected on an individual basis.

Business Sets and Business Sets with Display Capability (Business/ Display Sets) require special hardware in the central office. This hardware (interconnect) provides both the voice signals and feature control signaling information simultaneously on a single pair of wires using two separate frequency bands. It does not provide service for ISDN electronic sets.

Customers with Business/Display sets must provide in writing the information required by the Telephone Company to perform the necessary software changes associated with user-defined keys.

NOTE: (N)
(1) Effective November 1, 2019, all new Digital Centrex Service systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N)

Centrex Central Office Service II

F. DIGITAL CENTREX SERVICE (5) (Cont'd) (N)

1. ENHANCED STATION SERVICE (Cont'd)

RATES

The following rates apply:

Basic Set

	Standard Product/ Service Charge	Standard Monthly Rate
Basic Set Features, each:		
Call Park	$15.00	$ .25
Call Waiting Ringback (1)	15.00	.25
Directed Call Park	15.00	.25
Executive Busy Override with Exempt Option	15.00	.25
Last Number Redial	15.00	.25
Station Message Waiting with Stutter Tone (2)	15.00	1.25
Basic Set Feature Package: (3)	75.00	1.75
Additional Features:		
Automatic Line	15.00	.25
Station Message Waiting with Associated Lamp (2)(4)	15.00	2.50
Station Message Waiting with Associated Lamp (2) (separate from above Feature Package)	15.00	3.65

NOTES:

(1) Requires Inside/Outside Ringing and Call Waiting Terminating features.
(2) In addition, appropriate C.O. to CPE facilities at tariff rates should be applied, or the Attendant Message Waiting feature shown elsewhere in the Guide for Detariffed Services - Competitive and P.S.C.-Del.-No. 1 is required.
(3) The monthly rate for the Feature Package is discounted, and prepayment options are available for customers with Provision I and II Pricing Options from Section 18B. See details in this Section.
(4) May only be used instead of Station Message Waiting with Stutter Tone as part of the Feature Package - Monthly rate applies in addition to Feature Package rate. The standard Product/Service Charge does not apply when ordering Feature Package at the same time on the same line.
(5) Effective November 1, 2019, all new Digital Service Centrex systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N) (N)

Centrex Central Office Service II

. DIGITAL CENTREX SERVICE (5) (Cont'd) (N)

1. ENHANCED STATION SERVICE (Cont'd)

RATES (Cont'd)

Business Set/Display Set

	Standard Product/ Service Charge	Standard Monthly Rate
Business Set Interconnect, per Business Set (1)(2)(4)	$35.00	$2.50
Display Set Interconnect per Display Set (1)(2)(4) (Includes Display Features, where available, at no additional charge)	35.00	3.50
Business Set/Display Set Features, each:		
Automatic Answerback	15.00	.25
Automatic Dial Line	15.00	.25
Automatic Line	15.00	.25
Call Park	15.00	.25
Call Waiting Ringback (3)	15.00	.25
Directed Call Park	15.00	.25
Executive Busy Override with Exempt Option	15.00	.25
Group Intercom	15.00	.25
Intercom	15.00	.25
Key Short Hunt	15.00	.25
Last Number Redial	15.00	.25
Last Number Redial/Set	15.00	.25
Make Set Busy	15.00	.25
Make Set Busy Except Group Intercom	15.00	.25
Orig/Term Line Select	15.00	.25
Query Busy Station	15.00	.25
Station Message Waiting	15.00	1.25
Business Set/Display Set Feature Package:	75.00	2.25

NOTES:

(1) The standard monthly rate for Business Set and Display Set Interconnect is discounted and available for prepayment for customers with Provision I and II Pricing Options from Section 18B. See details in this Section.
(2) Does not include CPE hardware or Electronic Business Sets.
(3) Requires Inside/Outside Ringing and Call Waiting Terminating features.
(4) All rates are in addition to the Centrex Main Station Line rate.
(5)Effective November 1, 2019, all new Digital Centrex Service systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N) (N)

Centrex Central Office Service II

F. DIGITAL CENTREX SERVICE (1)(Cont'd) (N)

1. ENHANCED STATION SERVICE (Cont'd)

RATES (Cont'd)

	Standard Product/Service Charge	Standard Monthly Rate
Additional Features:		
Attendant Message Waiting feature on a Business/Display Set	$28.00	$15.00
Special Work Charges:		
Adding Display Service to existing Business Set	20.00	
Changing from Business Set/ Display Set service to Main Station Line	30.00	-
Changing Central Office software associated with feature or station access keys (per key)	10.00	-

PRICING OPTION DISCOUNT

Customers who choose or already have Pricing Option term commitments from Section 18D, either Provision I or Provision II, will get discounted monthly rates on the following features, based on the length of their Pricing Option.

	Standard 3-6 Year Discounted Feature Term Commitment	Standard 7-10 Year Term Commitment
Basic Set Feature Package	$1.65	$1.50
Business Set Interconnect	2.40	2.25
Display Set Interconnect	3.40	3.25

No additional termination liability applies, based on this discount, should the customer disconnect service.

NOTE:
(1) Effective November 1, 2019, all new Digital Centrex Service systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N) | (N)

Centrex Central Office Service II

F. DIGITAL CENTREX SERVICE (1) (Cont'd) (N)

1. ENHANCED STATION SERVICE (Cont'd)

RATES (Cont'd)

PREPAYMENT OPTION

A prepayment option, at a discounted rate to be determined by the Telephone Company, is available to customers who have Pricing Option term commitments from Section 18D, either Provision I or Provision II. Prepayment capability is available for the length or remainder of the term commitment period.

These features may be prepaid in groups of 20 or more features at a time. Where less than 20 are added, they must be added at monthly rates shown elsewhere in this Section of the Guide for Detariffed Services - Competitive. Customers may choose to not prepay all of these features on their system.

Should customers disconnect service before the end of their option period, the prepaid amount will not be refunded. No termination liability applies to these features.

When a customer has prepaid Component A and selects a new payment plan prior to completion of the prepaid plan period, the Telephone Company will determine the adjustment to the charges applicable under the new payment plan.

Discounted Feature	Standard Prepayment Amount (Component A)	Standard Remaining Monthly Amount 3-6 Year Term Commitment (Component B)	Standard Remaining Monthly Amount 7-10 Year Term Commitment (Component B)
Basic Set Feature Package	$1.00	$ .65	$ .50
Business Set Interconnect	1.50	.90	.75
Display Set Interconnect	2.00	1.40	1.25

NOTE: (N)
(1) Effective November 1, 2019, all new Digital Centrex Service systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N)

F. DIGITAL CENTREX SERVICE (1) (Cont'd) (N)

2. LINE APPEARANCES

GENERAL

Each Centrex station on the customer's premises must have its own Centrex main station line, at rates shown elsewhere in the Guide for Detariffed Services - Competitive.

On a Business/Display Set, this main station line is called the Primary Directory Number, and it must be located on the first button of the set. The following additional line appearances are available:

Secondary Centrex Line - Additional Centrex line with its own directory number appearing on the same set with a Primary Directory Number. These are not shared appearances; they do not appear on any other sets, nor do they appear more than once on the same set.

Multiple Appearance Directory Number (MADN) - Groups of two or more Centrex line appearances that require a unique relationship, which is provided by utilizing the same telephone directory number for all appearances. They do not appear more than once on the same set.

The first appearance of the MADN directory number on a set is designated as the primary MADN member; all other appearances of the same directory number are the secondary MADN members.

A MADN group can be configured in either Single Call Arrangement (SCA) or Multiple Call Arrangement (MCA).

Single Call Arrangement (SCA) - Although the same directory number appears on, and may be used by, more than one set, only one call will be originated or terminated on the directory number at any given time. Once a member has access to the MADN number, the lamps of the other members are turned on to indicate busy.

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

NOTE: (N)
(1) Effective November 1, 2019, all new Digital Centrex Service systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N)

Centrex Central Office Service II

F. DIGITAL CENTREX SERVICE (1) (Cont'd) (N)

2. LINE APPEARANCES (Cont'd)

GENERAL (Cont'd)

The following features are provided with MADNs:

Privacy Release Option (Available only on Single Call Arrangement) - Allows a station user to establish a conference call among Single Call Arrangement members and an external party. The station user activates Privacy Release by pressing the privacy release key or dialing an access code.

MADN Ring Forward - (Available only on a Single Call Arrangement) - Provides the following ringing options:

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

Secondary MADN Call Forward - Specified secondary MADN members, as well as primary members, may activate and deactivate Call Forwarding from basic or business sets.

REGULATIONS

A maximum of 15 MADN members are permitted in a MADN group.

Disconnect of the Primary Directory Number will constitute the disconnect of the station. Disconnect of a primary MADN member requires that another member be designated as the primary member.

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

The Centrex Main Station Line of one basic set may be a member of a MADN group. This station line must be designated as the primary MADN member.

RATES

The following rates apply:

	Standard Product/Service Charge	Standard Monthly Rate
Secondary Centrex Line, each	$15.00	$3.00
Multiple Appearance Directory Numbers, each appearance		
Single Call Arrangement, each	20.00	1.50
Multiple Call Arrangement, each	20.00	4.00

NOTE: (N)
(1) Effective November 1, 2019, all new Digital Centrex Service systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N)

F. DIGITAL CENTREX SERVICE (1) (Cont'd) (N)

3. OPTIONAL FEATURES

The following four features are provided through an interface circuit to customer-provided equipment:

Loudspeaker Paging Access (LSP) - Allows dial access to customer-provided loudspeaker paging equipment. The paged party can be connected to a calling party by dialing an access code from any station within the paging group that has the appropriate access treatment. A Centrex system may have more than one paging group; however, a different access code is required for each group.

LSP is activated when a Centrex attendant or station user dials a predetermined access code(s). If multiple paging groups are provided, each group within the customer location is assigned an associated access code. The access code associated with the paging group that the calling party desires to page is selected to activate the LSP. If the LSP Interface Circuit(s) is busy, reorder/overflow tone is returned.

When the LSP answer option is provided, the page may be answered from any station within the paging group.

To answer LSP, the paged party goes off-hook at a station within the paging group and dials the answer code assigned by the Telephone Company. The paging groups are defined by the customer's dialing plan by prohibiting or allowing answer codes for the paging equipment at the customer premises. When the answer code is dialed, a talking path is completed between the calling and paged parties, and the paging station is idled. The calling and paged parties are now connected over a path independent of the LSP Interface Circuit.

Dial Dictation Access - Permits access to and control of customer-owned dictation equipment by dialing an access code assigned by the Telephone Company. After the dictation machine is accessed, the customer controls the machine by dialing control digits.

NOTE: (N)
(1) Effective November 1, 2019, all new Digital Centrex Service systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N)

Centrex Central Office Service II

F. DIGITAL CENTREX SERVICE (3) (Cont'd) (N)

3. OPTIONAL FEATURES (Cont'd)

Code Calling Access - Permits access to and control of customer-owned signaling devices (bells, gongs, horns, etc.) by dialing an access code. The customer then dials a called-party code which will activate a signaling device that will initiate a coded signal corresponding to the called-party code. The called party, upon recognizing the signal, can then be connected to the calling party by dialing an answering code from a Centrex line.

Radio Paging Access - Permits Centrex line access to customer-provided radio paging equipment. The Radio Paging Access feature may be arranged to accept and transmit rotary dial pulses, Touch-Tone type signals, or both. If the Radio Paging interface circuit is in use, busy tone is returned.

The rates are as follows:

	Standard Product/Service Charge	Standard Monthly Rate
Loudspeaker Paging Interface Circuit, each (1)	$30.00	$29.00
Dial Dictation Interface Circuit, each (2)	30.00	22.00
Code Calling Interface Circuit, each (1)	30.00	29.00
Radio Paging Interface Circuit, each (1)	30.00	29.00

NOTES:

(1) In addition, a voice grade channel is required as shown in Section 11 of the Guide for Detariffed Services - Discretionary.

(2) In addition, a voice grade channel is required (and a metallic channel for Dictation Access when the Make Busy option is requested), as shown in Section 11 of the Guide for Detariffed Services - Discretionary.

(3) Effective November 1, 2019, all new Digital Centrex Service systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N) (N)

Centrex Central Office Service II

F. DIGITAL CENTREX SERVICE (1) (Cont'd) (N)

3. OPTIONAL FEATURES (Cont'd)

Blind Transfer Recall - Enables a user to transfer a call to another party without waiting for the party to answer. If the other party does not answer the transferred call within a specific time-out period, the call returns to the set from which it was transferred. The caller does not encounter a busy and does not have to redial the called number to leave a message. Calls that are transferred to a station that has any type of Call Forwarding activated are not recalled. This is a system feature.

The following rates apply:

	Standard Product/Service Charge	Standard Monthly Rate
Blind Transfer Recall	$30.00	$2.00

International Direct Distance Dialing Via Automatic Route Selection (IDDD/ARS) - Allows Centrex customers to use their Automatic Route Selection for the fastest and most economical connections to their private network routing for international operations. This feature is incremental to Automatic Route Selection.

The following rates apply:

	Standard Product/Service Charge	Standard Monthly Rate
IDDD/ARS Routing	$100.00	$2.00

Nonrecurring Charges do not apply if this feature is installed at the same time as the ARS.

Music on Hold - Provides a continuous broadcast of music to callers who are waiting for connection to a called party. Music on Hold can be applied in conjunction with these Centrex features:

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

This feature does not apply to Business Set Hold or Autohold. The rate is per Centrex group and assumes a customer-provided music source. Apply appropriate rate for trunks, circuits, or other facilities needed to connect Customer-Provided Equipment to the central office.

(N)
NOTE:
(1) Effective November 1, 2019, all new Digital Centrex Service systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N)

Centrex Central Office Service II

F. DIGITAL CENTREX SERVICE (1) (Cont'd) (N)

3. OPTIONAL FEATURES (Cont'd)

Music On Hold (Cont'd)

The following rates apply:

	Standard Product/Service Charge	Standard Monthly Rate
Music on Hold	$30.00	$25.00

Business Set Music On Hold - This feature extends the music-on-hold capability to calls that terminate on Business/Display sets. This feature is optional on a per-set basis.

The following rates apply:

	Standard Product/Service Charge	Standard Monthly Rate
Business Set Music On Hold	$30.00	$75.00

Direct Inward System Access (DISA) - Enables a user to dial an access number from a remote central office. The DISA serving office answers the call after one ring and provides a stutter dial tone to prompt the user to enter an authorization code. The user dials the authorization code and receives steady dial tone as a prompt to dial the destination address.

Does not include facilities from the central office to the customer premises. Apply appropriate rates for trunks, circuits or other facilities needed to connect Customer-Provided Equipment to the central office. Charges apply per DISA Arrangement.

NOTE: (N)
(1) Effective November 1, 2019, all new Digital Centrex Service systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N)

F. DIGITAL CENTREX SERVICE (1) (Cont'd) (N)

3. OPTIONAL FEATURES (Cont'd)

DISA Optional Third Dial Tone - If the DISA user dials an access code after receiving the steady dial tone (and if the Centrex system dialing plan normally provides dial tone at this point), this feature will provide the user with another dial tone. Charges apply per DISA Arrangement.

The following rates apply:

	Standard Product/Service Charge	Standard Monthly Rate
Direct Inward System Access	$30.00	$ 2.00
Optional 3rd Dial Tone	30.00	13.00

Night Service - The following alternative method may be used to provide Night Service on consoles or Business/Display sets used as consoles in place of Fixed or Flexible Night Service:

Alerting Device - An incoming call activates a customer-provided alerting device (i.e., a bell or buzzer). Any station in the customer group may answer the incoming call by dialing a code. (Also known as Trunk Answer Any Station feature.) Apply appropriate rates for facilities when appropriate to connect Customer-Provided Equipment to the central office.

The following rates apply:

	Standard Product/Service Charge	Standard Monthly Rate
Night Service to Alerting Device	$30.00	$ 1.00

NOTE: (N)
(1) Effective November 1, 2019, all new Digital Centrex Service systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N)

F. DIGITAL CENTREX SERVICE (1) (Cont'd) (N)

3. OPTIONAL FEATURES (Cont'd)

Call Park Recall Identification - Enables a station user to distinguish Call Park (PRK) or Directed Call Park (DCPK) recalls from other types of calls. This capability allows the user to respond appropriately. It is provided on a System basis at no additional charge. Call Park Recall ID is an option for customers with Call Park or Directed Call Park. Depending on the type of set and features, users are recalled in the following ways:

1. Flashing PRK/DCPK key, flashing directory number key, Distinctive Ring, and display of Call Park Recall.

2. Same as above with no display if not available on set.

3. Same as above with no Flashing PRK/DCPK key if Call Park feature is accessed through dialed code.

4. Distinctive Ring for sets without display or PRK/DCPK key.

NOTE: (N)
(1) Effective November 1, 2019, all new Digital Centrex Service systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N)

Centrex Central Office Service

F. DIGITAL CENTREX SERVICE (2) (Cont'd) (N)

4. CONFERENCE ARRANGEMENTS

Station-Controlled Conference - Provides any equipped Centrex Main Station Line with the ability to establish a conference call without the assistance of the attendant. The conferees can include lines in the same Centrex group, lines from outside the Centrex, and stations reached through trunks.

A conference code is used to establish the conference and add conferees. A release code is used to drop a conferee from the conference call.

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

A maximum of seven bridges can be assigned to Station-Controlled Conference. These bridges allow the following number of members; (1) six, (2) ten, (3) fourteen, (4) eighteen, (5) twenty-two, (6) twenty-six, and (7) thirty.

The following rates apply: (1)

	Standard Product/Service Charge	Standard Monthly Rate
Primary Bridge	$30.00	$28.00
Additional Bridges, each (maximum of 6 additional)	30.00	30.00

Preset Conference - Allows a predesignated station user or Console Attendant to originate a conference call with up to 25 conferees (which includes the conference originator).

Dialing the conference number initiates simultaneous ringing of the preselected conferees. A preselected, second-choice number may be rung to locate the conferee, if the conferee does not answer at the first number after a specified time.

NOTE:

(1) These rates apply per conference arrangement.
(2) Effective November 1, 2019, all new Digital Centrex Service systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N) (N)

F. DIGITAL CENTREX SERVICE (2) (Cont'd) (N)

4. CONFERENCE ARRANGEMENTS (Cont'd)

Preset Conference (Cont'd)

An additional Centrex Main Station line is required for this service. Centrex Intercommunication and Network Access line rates will apply.

A maximum of five bridges can be assigned to Preset Conference. These bridges allow the following number of members; (1) six, (2) ten, (3) fifteen, (4) twenty, and (5) twenty-five.

The following rates apply: (1)

	Standard Product/Service Charge	Standard Monthly Rate
Primary Bridge	$30.00	$28.00
Additional Bridges, each (maximum of 4 additional)	30.00	30.00
Add Conferees Within Level	30.00	

Attendant-Controlled Conference - Allows the attendant to establish a conference call and release it from the console.

The attendant establishes a two-way call between the person requesting the conference and the destination. The attendant then operates the conference key which moves the call to a primary conference bridge. Activation of the conference key enables the attendant to add additional conferees. The attendant may talk privately to each conferee as they are called. To add the last conferee, the attendant operates the hold key. By pressing the release key the call is released from the loop and the console.

A maximum of seven bridges can be assigned to Attendant-Controlled Conference. These bridges allow the following number of members; (1) six, (2) ten, (3) fourteen, (4) eighteen, (5) twenty-two, (6) twenty-six, and (7) thirty.

NOTE:

(1) These rates apply per conference arrangement.
(2) Effective November 1, 2019, all new Digita Centrex Service systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N) (N)

F. DIGITAL CENTREX SERVICE (2) (Cont'd) (N)

4. CONFERENCE ARRANGEMENTS (Cont'd)

Attendant-Controlled Conference (Cont'd)

The following rates apply: (1)

	Standard Product/Service Charge	Standard Monthly Rate
Primary Bridge	$30.00	$28.00
Additional Bridges, each (maximum of 6 additional)	30.00	30.00

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

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

A maximum of seven bridges can be assigned to Meet-Me Conference. These bridges allow the following number of members; (1) six, (2) ten, (3) fourteen, (4) eighteen, (5) twenty-two, (6) twenty-six, and (7) thirty. Each conference directory number constitutes a Primary Bridge. Additional bridges may serve more than one Meet-Me Conference.

The following rates apply: (1)

	Standard Product/Service Charge	Standard Monthly Rate
Primary Bridge	$30.00	$28.00
Additional Bridges, each (maximum of 6 additional)	30.00	30.00

NOTE:

(1) These rates apply per conference arrangement. (N)
(2) Effective November 1, 2019, all new Digital Centrex Service systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N)

Centrex Central Office Service

G. CENTREX **INTELLILINQ**-BRI

Centrex Verizon **IntelliLinQ**SM-BRI is an optional service arrangement for use with Centrex. **IntelliLinQ**-BRI uses the Basic Rate Interface (BRI) arrangement of the Integrated Services Digital Network (ISDN). The regulations, rates and charges contained herein are in addition to the applicable Centrex service arrangements specified elsewhere in the Administrative Guidelines.

1. REGULATIONS

a. Explanation of Terms

Basic Rate Interface Service – **IntelliLinQ** Basic Rate Interface (BRI) Service provides ISDN capabilities from an ISDN-equipped switch in the central office. BRI Service consists of two "B" Channels and one "D" Channel (2B+D) which are defined as:

B Channel - The B Channel is a 64 kilobit per second (kbps) channel used for information transfer between users. The B Channel may be used in conjunction with circuit switching service.

D Channel - The D Channel is a 16 kilobit per second packet-switched channel that carries signaling and control for the B Channels and also supports customer packet traffic at speeds up to 9.6 kbps.

Channelized Transport - Channelized transport facilities refer to the combination of B "Beta" Channels and their associated D "Data" Channels to provide integrated telecommunication services.

Circuit Switching - A switching technique in which an entire circuit or, in a digital switch equipped for ISDN, a specific selection of time slots is dedicated to a given call.

Featured Voice **IntelliLinQ**-BRI Access - Featured Voice **IntelliLinQ** BRI uses only one B Channel of the ISDN architecture.

In addition to providing voice access, it also provides the customers with the Electronic Key Features described in B.5. following.

Integrated Services Digital Network - Integrated Services Digital Network (ISDN) is part of an evolving end-to-end digital telecommunications network architecture. This architecture provides for the simultaneous access, transmission and switching of voice, data and image services via channelized transport facilities over a limited number of standard user-network interfaces. The ISDN architecture consists of digital switching systems which connect intraswitch Basic Rate Interface lines to their serving central office.

Centrex Central Office Service

G. CENTREX **INTELLILINQ**-BRI (Cont'd)

1. REGULATIONS (Cont'd)

a. Explanation of Terms (Cont'd)

IntelliLinQ-BRI - **IntelliLinQ**-BRI is an optional service arrangement which can be used in conjunction with a customer's Centrex service. It uses the ISDN architecture to provide the customer with the capabilities of simultaneous access, transmission and switching of voice, data and image services via channelized transport. In addition, **IntelliLinQ**-BRI provides the customer with the service capabilities, Electronic Key Features and Packet Data Features as respectively described in G.1.c., G.2.a. and G.2.b. following.

Intercom Group - Enables a customer to terminate, via abbreviated dialing, on a member of a predesignated group.

Multiple Access **IntelliLinQ**-BRI - Multiple Access **IntelliLinQ**-BRI utilizes both B Channels of the ISDN architecture for either voice or circuit-switched data. This service also applies when only one B Channel is utilized for circuit-switched data.

Network Interface - The ISDN Basic Rate Interface is the two-wire physical network interface between a switch equipped with ISDN and the network termination (NT1). The NT1 is customer premises equipment (CPE) which is necessary for terminating a telephone circuit or facility at the customer premise. The NT1 located at the customer premises must be compatible with the network interface.

Packet Switching - A switching technique in which packets of data are individually addressed and combined on a transmission path with other addressed packets. The maximum packet transmission rate for Basic Rate Interface is 9.6 kbps on the D-Channel.

X.25 - X.25 is the CCITT (Consultative Committee on International Telephone and Telegraph) recommended and internationally accepted standard for connecting computers to packet-switched networks.

b. Customers subscribing to Centrex **IntelliLinQ**-BRI must comply with the ISDN Basic Rate Interface specifications established by the Telephone Company.

c. Service Capabilities

Customers can configure Centrex **IntelliLinQ**-BRI using the following service capabilities:

(1) Featured Voice on the B Channel(s).

(2) Circuit-switched data on the B Channel(s) at speeds up to 64 kbps.

(3) Packet-switched data on the D Channel at speeds up to 9.6 kbps.

G. CENTREX **INTELLILINQ**-BRI (Cont'd)

1. REGULATIONS (Cont'd)

d. Conditions

This service is offered subject to the following conditions:

(1) Toll charges will apply when calls are made outside of the Local Exchange Area.

(2) Packet calls within a customer's Centrex Group require 7-digit dialing.

(3) ISDN-compatible terminal equipment is required for proper operation. It is the customer's responsibility to obtain such equipment.

(4) ISDN charges are in addition to existing Centrex charges.

(5) The customer must be served out of an office which has the necessary facilities to provide ISDN. In addition, the customer's service location must be within the distance limitations as determined before installation of the service in the sole judgment and discretion of the Telephone Company. When a customer requests ISDN and requires the installation of additional facilities due to exceeding the distance limitation determined by the Telephone Company and where, in the judgment of the Telephone Company, it is practical to provide such facilities, the customer will be charged an installation charge, based on the cost of providing the necessary additional facilities, in addition to the rates and charges specified in G.3. following. The charges for any additional facilities required will be computed on an individual case basis.

(6) Electronic key feature availability is dependant on the facilities providing the service. No credit is given on the package rate for features where facilities and appropriate digital technology are not available.

(7) With exception of Multiple Call Appearance and Shared Call Appearances for a Directory Number, rates and charges for Centrex **IntelliLinQ**-BRI service provide for single appearances of Electronic Key Features on the same channel. If the customer desires multiple appearances of the same Electronic Key feature other than Multiple Call Appearance or Shared Call Appearances for a Directory Number on the same channel, rates and charges as specified in P.S.C.-Del.-No. 1 will apply for all appearances other than the first appearance.

Centrex Central Office Service

G. CENTREX **INTELLILINQ**-BRI (Cont'd)

1. REGULATIONS (Cont'd)

d. Conditions (Cont'd)

(8) The Guide for Detariffed Services - Competitive does not apply to the transmission of packet data on the B Channel and require either circuit-switched voice and/or data on one of the B Channels. Packet data on the B Channel will be provided on an individual case basis.

(9) Centrex **IntelliLinQ**-BRI service does not preclude Centrex customers from making or receiving circuit-switched voice calls from inside or outside either their serving central office or their calling area. Where facilities are available, customers will be able to make and receive Circuit-Switched Data and Packet-Switched Data calls outside of their serving central office.

(10) Calls identified as circuit-switched data will be billed a circuit-switched data usage rates even if the customer's equipment establishes the call as circuit-switched voice service and then transmits 56 Kbps or 64 Kbps circuit switched data.

2. FEATURES

a. Electronic Key Features

Electronic Key provides the customer with the ability to access the following features where available:

Automatic Dial Line
This feature allows a station user to call a frequently dialed number by pressing the assigned feature key.

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

Bridging
Allows the user to bridge onto a currently active call by pressing the active call appearance button on the set and going off-hook and thus establishing a three-way call.

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

Call Waiting Ringback - Intra-Centrex Only
The Call Waiting Ringback feature will allow the caller to hear a distinctive ringing if the called party is hearing the call waiting tone. This allows the caller to wait for the called party to answer.

Delayed and Abbreviated Ringing
Allows the user to be alerted for a predetermined interval before ringing another designated set.

G. CENTREX **INTELLILINQ**-BRI (Cont'd)

2. FEATURES (Cont'd)

a. Electronic Key Features (Cont'd)

Drop
Allows the user to drop the last party added to a conference call. For a two-party call, this will terminate the call.

Executive Busy Override
This feature (EBO) specifies that the line can invoke an override when encountering a busy station. The limitations contained in Section 18, Paragraph F.1. relative to Digital Centrex Service Executive Busy Override are applicable to this feature.

Override Exempt
This feature (EBX) is an option of EBO and specifies that the line cannot have override activated against it by an EBO line.

Feature Function Button
Allows the user to assign certain features to a particular button on their ISDN set. When depressed, the button will activate the assigned feature.

Group Intercom
Enables a Business Set user to terminate on a member of a pre-designated group by using abbreviated dialing.

Hold
Allows the user to place a call on hold.

Individual Calling Line Identification
Allows the user to have access to the directory number of the calling party.

Initiated Priority Calling
Allows a user to initiate a priority call by going off-hook and pressing the Priority Call feature button or dialing the priority calling access code. Provides the caller with the equivalent of Dial Call Waiting.

Inspect for ISDN Terminals
Allows the user to retrieve and display call-related information about any call appearance. The data that can be displayed is call appearance identification, called or calling directory number, and incoming call identifier call type.

Intercom
This feature allows a Business Set user to directly terminate on a predesignated set by pressing the intercom key.

Intercom Alerting
Provides the user with a distinctive ring and/or visual indicator to alert the user of an incoming intercom call.

G. CENTREX **INTELLILINQ**-BRI (Cont'd)

2. FEATURES (Cont'd)

a. Electronic Key Features (Cont'd)

Intercom Functions
Allows the user to emulate a dedicated wire to another station for priority conversations without tying up the station set from active or incoming calls.

Key System Coverage for Analog Lines
Allows an ISDN set to provide call coverage for an analog set.

Manual Exclusion
Allows the user to inhibit other stations from picking up a call on hold or bridging onto a call that is active at that station.

Multiple Call Appearances
Allows the user to have more than one appearance of the directory number assigned to their set.

Originating Priority Calling
Allows the user to have all calls that originate from their set to be priority calls.

Outgoing Called Line Identification for ISDN Sets
Provides a user originating a call with information about the called party and the facility or destination.

Priority Calling Incoming Only
Allows users to have a priority call terminate on their set from an outside call. This call will use the normal intergroup alerting as opposed to priority alerting.

Shared Call Appearances for a Directory Number
Allows a directory number to appear on the terminal of up to 5 users.

Short Hunt
Permits incoming calls to hunt over a set of directory number appearances in search of an idle directory number on which to terminate.

b. X.25 Packet Data Features

Closed User Groups
Allows the user to establish subnetworks within which the members of the closed user group can communicate. Each data terminal in a closed user group can be arranged in one of the following modes:

Centrex Central Office Service

G. CENTREX **INTELLILINQ**-BRI (Cont'd)

2. FEATURES (Cont'd)

b. X.25 Packet Data Features (Cont'd)

Closed User Groups (Cont'd)

Closed User Group with Outgoing Access
The data terminal makes outgoing calls only.

Closed User Group with Incoming Access
The data terminal receives incoming calls only.

Incoming Calls Barred within a Closed User Group
Prohibits a data terminal from terminating an incoming call from other data terminals in the closed user group with which it is associated.

Outgoing Calls Barred within a Closed User Group
Prohibits a data terminal from originating an outgoing call to other data terminals in the closed user group with which it is associated.

Unrestricted Access
The data terminal receives and makes both incoming and outgoing calls.

Fast Select
Allows a sending data terminal to forward up to 128 bytes of data along with the call set-up and clearing packets.

Fast Select Acceptance
Allows the switch to transmit incoming call packets with the fast select facility to a destination terminal that has this feature.

Flow Control Parameter Negotiation
Permits negotiation on a per-call basis of the flow control parameters. Automatically negotiates the maximum packet size and window size for each direction of data transmission.

Hunt Groups
Allows a grouping of access lines such that an incoming packet-switched data call to the hunt group is completed if there is a logical channel on any of the access lines within the hunt group. The Hunt Group cannot span switches.

Incoming Calls Barred
Prohibits a data terminal from terminating an incoming call.

Nonstandard Default Packet Sizes
Allows the user to subscribe to a larger maximum packet size for each direction of communication than the default of 128 octets normally provided. In order to subscribe to this feature, the user must also subscribe to the Flow Control Parameter Negotiation feature.

Centrex Central Office Service

G. CENTREX **INTELLILINQ**-BRI (Cont'd)

2. FEATURES (Cont'd)

b. X.25 Packet Data Features (Cont'd)

Nonstandard Default Window Sizes
Allows the user to subscribe to the different values for outgoing and incoming window sizes than the standard network default. In order to have this capability, the user must also subscribe to the Flow Control Parameter Negotiation feature.

Outgoing Calls Barred
Prohibits a data terminal from originating outgoing virtual calls.

Permanent Virtual Circuit
Allows packet switching to be implemented over a dedicated logical channel without needing call set-up or clearing.

Throughput Class Negotiation
Allows the calling data terminal to request specific throughput classes in the call request packet for both directions of data transmission.

c. Virtual Office ISDN (VOI)

Virtual Office provides the following **IntelliLinQ** BRI services and features for a single monthly rate:

Multiple Access **IntelliLinQ** BRI
Utilizes both B channels of the ISDN architecture for either voice or circuit-switched data and also applies when only one B channel is used for circuit-switched data or alternate voice/data.

Circuit-Switched Data on the B channel(s)
Transmission of data at speeds up to 64 kbps.

Alternate Circuit-Switched Voice and Data on the B channel(s)
Transmission of voice or data at speeds up to 64 kbps with additional call offering, which allows the user's equipment to switch from voice to data calls, when required.

Configuration Group
Associates a button or buttons of an ISDN station to a feature or group of features. Each different terminal button arrangement requires that a different Configuration Group be assigned.

Centrex Central Office Service

G. CENTREX **INTELLILINQ**-BRI (Cont'd)

2. FEATURES (Cont'd)

c. Virtual Office ISDN (VOI) (Cont'd)

Electronic Key Feature Package
The following features are standard with this package.

- Three Call Appearances
- Individual Calling Line Identification
- Hold
- Drop
- Transfer
- Conference
- Call Forwarding Variable
- Unlimited Circuit-Switched Data Local Usage

Conditions:

(1) Customer may have no more than two packages per premise.

(2) The total monthly rate applies whether or not all of the features in the package are activated.

(3) VOI is only available on classes of service that are measured services.

(4) Customer may purchase the package on a month-to-month basis or on a contract basis for one, three, or five years.

(5) Minimum service requirement is one month for month-to-month. For contract rates, the minimum service requirement is determined by the contract.

(6) If a customer under a two-year contract terminates service during the first year of the contract, the customer will pay early termination charges. If the customer terminates service after the twelfth month of service, the customer will not pay termination charges. The customer must contact the Telephone Company prior to the end of the contract period in order to renew the contract for additional periods of time. The customer may renew for two, three or five years. If the customer does not renew before the end of the contract period, the rate will revert to the month-to-month rate.

Centrex Central Office Service

3. RATES

a. Application of Rates

(1) Service Capabilities Charges

(a) Nonrecurring Charge

The Nonrecurring Charge applies per termination for the installation and the move of the **IntelliLinQ**-BRI Access.

(b) Monthly Rate

The monthly rates for ISDN Voice and Data Service Capabilities apply per Service Capability provided.

(c) Centrex **IntelliLinQ**-BRI service allows 10 Configuration Groups to be established at the initial implementation of service. Subsequent additions of Configuration Groups or Configuration Groups beyond the first 10 will incur a nonrecurring charge per Configuration Group.

Centrex Central Office Service

G. CENTREX **INTELLILINQ**-BRI (Cont'd)

3. RATES (Cont'd)

a. Application of Rates (Cont'd)

(2) Change Charge

The Change Charge applies per Centrex **IntelliLinQ**-BRI Service for customer-requested changes to or adding call appearances, adding or changing features in an existing configuration group, adding or changing intercom groups, and adding or changing **IntelliLinQ**-BRI features.

(3) Configuration Group Charge

The Configuration Group Charge applies per configuration group established in excess of 10 groups on the initial establishment of **IntelliLinQ**-BRI and any configuration group requested after the initial establishment of service.

b. Rates and Charges

	Standard Nonrecurring Charge	Standard Monthly Rate
(1) Featured Voice **IntelliLinQ**-BRI Access, per Centrex line (1)	$42.00	$10.00
D Channel Packet Switched Data, per service provided	25.00	9.75 (I)
(2) Multiple Access **IntelliLinQ**-BRI (1)	36.00	6.00
(a) Each Voice service, per service provided	23.00	6.50

NOTE:

(1) **IntelliLinQ**-BRI rates and charges are in addition to other applicable Centrex service arrangement rates and charges as specified in the appropriate intrastate Tariffs and Guide for Detariffed Services - Competitive.

Centrex Central Office Service

G. CENTREX **INTELLILINQ**-BRI (Cont'd)

3. RATES (Cont'd)

b. Rates and Charges (Cont'd)

(2) Multiple Access **IntelliLinQ**-BRI (Cont'd)

	Standard Nonrecurring Charge	Standard Monthly Rate
(b) Circuit-Switched Data Service, per service provided	$ 12.00	$ 8.50
(c) Alternate Circuit-Switched Voice and Data Service, per service provided	23.00	8.50
(d) D Channel Packet-Switched Data, per service provided (2)	25.00	7.75
(e) Circuit Switched Data Usage, per minute or fraction thereof, per B Channel (1)		0.02
(3) Change Charge	11.00	
(4) Configuration Group Charge, per group established beyond the first 10 configuration groups and per group requested after the initial establishment of service	34.00	
(5) Intercom Group, per group established	17.00	
(6) Virtual Office ISDN (VOI) [1]		
Month-to-Month	100.00	72.00 (R)
Optional Payment Plan (OPP)		
24 months	100.00	50.00 (R)
36 months	75.00	50.00
60 months	75.00	47.00

NOTES:
(1) Originating circuit-switched data calls placed outside the Centrex will be charged on a minute-of-use basis.

(2) Originating packet-switched data calls placed outside the Centrex will be charged based on the interstate tariff (Verizon F.C.C. No. 1) or on an individual case basis, as appropriate.

[1] Effective May 18, 2013, Virtual Office ISDN (VOI) is grandfathered and no longer available to new customers. Moves, additions or changes to subscribers' existing service are not permitted.

Centrex Central Office Service

H. CENTREX EXTEND SERVICE

GENERAL

Centrex Extend Service is an optional Centrex Service that allows the users of a Centrex System, having multiple locations and/or Telecommunications Systems, to interact as though they were all located on the same system.

Centrex Extend Service uses the public switched network to provide capabilities and features typically offered by a private network. Interlocation transport through public network or private dedicated facilities will be provided to end users via a Centrex, Private Branch Exchange (PBX), button telephone set, or an Individual Dial Tone Line. End user access via the appropriate abbreviated Dialing Plan will operate across the network as if the customer were being served by a single switch. Basic Centrex Extend Service is comprised of the following features where central office facilities permit:

- Dialing Plan
- Interlocation Intercom Calling

The following optional features are available in addition to the basic Centrex Extend Service package:

- Access to Private Facilities
- Centralized Routing Control
- Access Authorization
- Work-at-Home

Customers who do not subscribe to Centrex Extend Service as of October 16, 1997 under either term or month-to-month pricing plans are not eligible to purchase Centrex Extend Service. Effective January 16, 1998, the Interlocation Intercom charge for month-to-month Centrex Extend customers still eligible to purchase the service will be the tariffed rate for local and IntraLATA calls. Rates for customers under term pricing plans as of October 16, 1997 shall remain in effect for the duration of these plans, but the plans may not be extended or renewed after October 16, 1997. Upon expiration of the term plan, such a Centrex Extend customer may continue to purchase Centrex Extend Service on a month-to-month pricing plan. Each type of customer may add locations after October 16, 1997 and receive the same pricing that applies to their existing locations, subject to the foregoing limitations. Centrex Extend customers who migrate to a substitute Verizon service after October 16, 1997 will not incur Centrex Extend Service termination charges, provided that the term of the new commitment equals or exceeds the prior commitment, and that the quantity or capacity of the new service contract is equal to or greater than that of the existing Centrex Extend Service contract.

Centrex Central Office Service

H. CENTREX EXTEND SERVICE (Cont'd)

DESCRIPTION OF FEATURES

1. Access Authorization

Security for access to specific facilities, to override station restrictions, or to access Centrex Extend Service features can be provided based on the calling number, a Personal Identification Number, or a combination of both.

Personal Identification Numbers

Personal Identification Numbers can vary in length from 2 to 15 digits.

2. Access to Private Facilities

Access to Private Facilities allows Centrex Extend Service equipped lines to reach private facilities (tie lines, WATS lines, etc.) by dialing an abbreviated code of one or more digits. Access is provided to facilities terminated in the same central office as the originator of the Centrex Extend Service call or to facilities terminated in remote central offices of the originator of the call.

3. Centralized Routing Control

Centralized Routing Control directs off-network calls based on the call destination to alternative private or public facilities terminated at a centralized location to provide efficiencies in traffic handling. Access by remote locations is accomplished by dialing an access code. Up to three alternative routes, Primary Route, Alternate Route and Second Alternate Route, may be specified by the customer at the centralized location.

Time-of-Day Routing

Time-of-Day Routing permits the preprogrammed selection of Primary Route, Alternate Route and Second Alternate Route to vary based on the time of day or day of week.

Example of a Routing Control Matrix

Destination	Time	Day	Default	Primary Route #	Alternate Route #	2nd Alt. Route #
466-XXXX	1	A	Block	1234	5678	2345
703-974-XXXX	2	B		3456	7890	9876
900-XXX-XXXX			Block			

TIME	DAY
1 08:00-17:00	A M-F
2 09:00-12:00	B TU

Centrex Central Office Service

H. CENTREX EXTEND SERVICE (Cont'd)

DESCRIPTION OF FEATURES (Cont'd)

4. Dialing Plan

Location Code Dialing Plan

The Location Code dialing plan option has extension numbers consisting of a leading dialed digit(s) indicating a specific customer location. The last four digits of the extension number correspond to the last four digits of the North American Numbering Plan number of the Centrex line. This dialing plan permits duplication of the extensions among locations served by different switches. The customer is not limited to 10,000 stations.

Portable Extension Dialing Plan

The Portable Extension dialing plan option allows an extension number of between 1 to 7 digits that is independent of the North American Numbering Plan number. When a user moves from one location to another, the North American Numbering Plan number will change but the assigned extension number can stay the same. This allows internal callers to reach the user by dialing the same extension number.

Centrex Extend Service dialing plans can be used with public switched network calling or private line networks.

Dialing Plan Numbers

Dialing Plan Numbers are Centrex lines, business dial tone lines (not connected to a PBX or other CPE equipment), or PBX stations that have access to a Location Code or Portable Extension Dialing Plan.

5. Interlocation Intercom

Interlocation Intercom uses the public switched network to complete calls between Centrex Extend Service users of the same customer that are served by different Centrex or PBX systems.

Interlocation Intercom calls can also be completed over a customer's private line network with overflow calls completing over the public switched network.

6. Work-at-Home

Work-at-Home allows a residential telephone of the customer's employee to be converted into a Centrex Extend Service station on a call by call basis. The user dials a telephone number which enables the residential line to operate with Centrex Extend Service features including Dialing Plan and Access Authorization. All business calls will be billed to the employee's Centrex Extend Service line.

Centrex Central Office Service

H. CENTREX EXTEND SERVICE (Cont'd)

REGULATIONS

1. At least one customer location of the Customer of Record must subscribe to and maintain Centrex service during subscription to Centrex Extend Service.

2. The Customer of Record is the customer subscribing to Centrex Extend Service.

3. All Centrex Extend Service equipped lines must terminate at an authorized location of the Customer of Record. Authorized locations include branches, factories, plants, etc., of the Customer of Record or a subsidiary of the Customer of Record.

   The contract lengths for Centrex Extend Service must be the same in all locations.

4. Location Code Dialing Plan, Portable Extension Dialing Plan, Interlocation Intercom, Access to Private Facilities, Centralized Routing Control and Access Authorization are available on a month-to-month basis or for contract periods ranging from 12 to 120 months. In the event that a contract period is elected, the customer is liable for Termination Charges for each and/or any of these features disconnected prior to the end of the subscribed contract period. The termination liability will be calculated in the following manner:

   Fifty percent (50%) x the current effective rate of the unit disconnected x the number of units disconnected x the remaining months in the contract period.

   The termination charges specified above will be waived for customers that disconnect Centrex Extend Service (CES) in order to migrate to another Verizon Service offering provided that the length of commitment to the new service is at least equal to that remaining on the CES contract and the quantity/capacity of the new service is at least equal to that which existed under the CES contract. (T

5. The Centrex Extend Service Customer must subscribe to Interlocation Intercom and a Dialing Plan (Location Code or Portable Extension).

6. The following Basic Centrex CO Service features, as described under Glossary of Terms - Basic Features in this section of the Guide for Detariffed Services - Competitive, will function as described following when subscribing to Centrex Extend Service:

   Automatic Call Back Calling

   Automatic Call Back Calling can only be activated when calling other stations within the same Centrex System.[1]

NOTE:
[1] See General Regulations in this section for the Definition of Centrex System.

Centrex Central Office Service

H. CENTREX EXTEND SERVICE (Cont'd)

REGULATIONS (Cont'd)

Inside/Outside Ringing and Distinctive Call Waiting Tone

Centrex Extend Service users receiving calls from other Centrex Extend Service stations served by a different Centrex System[1] will receive the inside/outside ring and call waiting tone of an outside call.

Line Answer - Any Station

Centrex Lines equipped with Line Answer - Any Station must be in the same Centrex System[1] to activate the feature on calls incoming to the Attendant Console.

System Speed Dialing

One System Speed Dialing list is provided per Centrex System[1]. Centrex Line Stations can only access the System Speed Dialing list of their serving Centrex System[1].

7. Access Authorization

Personal Identification Numbers are administered and assigned by the customer. The customer must supply these numbers to the Telephone Company prior to installation to Centrex Extend Service.

Personal Identification Numbers can vary in length and must be at least two digits long and no longer than 15 digits.

8. Access to Private Facilities

Access can be provided to both one-way and two-way facilities.

Access codes may vary in length from one to eight digits.

9. Centralized Routing Control

Centralized Routing Control is available on off network, outgoing calls only. The traffic routing choices are provided by and the responsibility of the customer. Up to three alternative routes can be specified for a call: Primary Route, Alternate Route and Second Alternate Route.

Time-of-day and day-of-week variances in the Routing Control are provided by and the responsibility of the customer.

One Centrex System of the Centrex Extend customer will be assigned as the main Centralized Routing Control location. Remote access calls to the Centralized Routing Control receive Interlocation Intercom charges. Calls made from the Centrex System of the main centralized routing control location do not receive Interlocation Intercom charges.

NOTE:
[1] See General Regulations in this section for the Definition of Centrex System.

Centrex Central Office Service

H. CENTREX EXTEND SERVICE (Cont'd)

REGULATIONS (Cont'd)

10. Dialing Plans

Location Codes can be one to three digits in length. The first digit of the location code must be numbered one through eight or begin with a star (*) or pound (#) sign.

Portable Extension numbers can be one through seven digits in length. The first digit of the Portable Extension number must be numbered one through eight.

Portable Extension numbers do not need to be the same as the North American Numbering Plan number.

Location Code and Portable Extension dialing plans may not be mixed in the same dialing plan.

All Centrex Extend Service lines must subscribe to a Location Code or Portable Extension dialing plan.

11. Interlocation Intercom

Interlocation Intercom calls will only be connected to Centrex Extend Service equipped lines at authorized locations of the same Customer of Record.

All Centrex Extend Service lines must subscribe to Interlocation Intercom.

Interlocation Intercom Service is available on a flat rate or message rate basis. The Customer of Record may change his/her initial rating selection one time within 60 days of installation with no additional Product/Service Charges.

Effective January 16, 1998, Interlocation Intercom for month-to-month CES customers will be rated as normal local and intraLATA toll calls.

12. Work-at-Home

Work-at-Home may only be equipped on telephone lines of authorized employees of the Centrex Extend Service Customer of Record.

The Centrex Extend Service Work-at-Home option may only be ordered from the Telephone Company by the Centrex Extend Service Customer of Record.

Work-at-Home is available only in locations where facilities permit.

13. All other applicable regulations for Centrex Service II, as specified in the Guide for Detariffed Services - Competitive, apply to Centrex Extend Service.

Centrex Central Office Service

H. CENTREX EXTEND SERVICE (Cont'd)

RATES

	Standard Product/Service Charge	Standard Monthly Rate
Dialing Plan		
Location Code		
Per Dialing Plan		
month to month	$500.00	$125.00
12-36 months	500.00	115.00
37-60 months	500.00	105.00
61-96 months	500.00	95.00
97-120 months	500.00	85.00
Additions or Changes of Location Codes, per location	50.00	-
Addition or Changes to Dialing Plan Numbers		
First Nine Dialing Plan Numbers	50.00	-
Dialing Plan Numbers, ten and over, per number	1.50	-
Portable Intercom Numbers		
Per Dialing Plan		
month to month	500.00	175.00
12-36 months	500.00	162.00
37-60 months	500.00	150.00
61-96 months	500.00	137.00
97-120 months	500.00	125.00
Addition or Charges to Dialing Plan Numbers		
First Nine Dialing Plan Numbers	50.00	-
Dialing Plan Numbers, ten and over, per number	1.50	-

Centrex Central Office Service

H. CENTREX EXTEND SERVICE (Cont'd)

RATES (Cont'd)

Interlocation Intercom

Month to Month (Effective January 16, 1998)

Local Interlocation Intercom calls per call	Usage rates for local business services as specified in P.S.C.-Del.-No. 3A, Section B.2.
IntraLATA Toll Interlocation Intercom calls, per minutes of use	Usage rates for intraLATA toll business service as specified in Guide for Detariffed Services - Competitive, Section 27.

	Standard Product/ Service Charge	Standard Monthly Rate
100 Lines and Under		
Flat Rate Service		
Data Applications	-	I.C.B.[1]
Voice Applications First 40 Messages		
Per Dialing Plan Number		
month to month[2]	-	$ 6.50
12-36 months	-	6.25
37-60 months	-	6.00
61-96 months	-	5.75
97-120 months	-	5.50
Each Message Over 40, Per Message		
month to month[2]	-	.11
12 to 36 months	-	.11
37 to 60 months	-	.10
61 to 96 months	-	.10
97 to 120 months	-	.09
Message Rate Service		
Per Message		
month to month[2]	-	.16
12-36 months	-	.16
37-60 months	-	.15
61-96 months	-	.15
97-120 months	-	.14
Over 100 Lines	-	I.C.B.[1]

NOTES:
1 Individual Case Basis
2 Not available after January 15, 1998

Centrex Central Office Service

H. CENTREX EXTEND SERVICE (Cont'd)

RATES (Cont'd)

	Standard Product/ Service Charge	Standard Monthly Rate
Access to Private Facilities		
Per Access Code		
month to month	$200.00	$ 70.00
12-36 months	200.00	65.00
37-60 months	200.00	60.00
61-96 months	200.00	55.00
97-120 months	200.00	53.00
Subsequent Additions or Changes of Access Codes	50.00	-
Centralized Routing Control		
Per Centralized Routing Control		
month to month	500.00	400.00
12-36 months	500.00	375.00
37-60 months	500.00	350.00
61-96 months	500.00	325.00
97-120 months	500.00	300.00
Time-of-Day Routing	30.00	-
Additions, Changes and Deletions to Routing Control, per route	30.00	-
Work-at-Home[1]		
Per Employee Telephone Line Equipped	25.00	5.00

NOTE:
[1] Work-at-Home will only be installed on telephone lines of authorized employees of the Customer of Record.

Centrex Central Office Service

H. CENTREX EXTEND SERVICE (Cont'd)

RATES (Cont'd)

	Standard Product/ Service Charge	Standard Monthly Rate
Access Authorization		
Personal Identification Numbers		
Per Personal Identification Number	$15.00	-
By Calling Number, per destination		
month to month	30.00	$24.00
12-36 months	30.00	23.00
37-60 months	30.00	22.00
61-96 months	30.00	21.00
97-120 months	30.00	20.00
By Personal Identification Number, per destination		
month to month	30.00	24.00
12-36 months	30.00	23.00
37-60 months	30.00	22.00
61-96 months	30.00	21.00
97-120 months	30.00	20.00
By Calling Number and Personal Identification Number, per destination		
month to month	30.00	24.00
12-36 months	30.00	23.00
37-60 months	30.00	22.00
61-96 months	30.00	21.00
97-120 months	30.00	20.00

Centrex Central Office Service

I. CENTREX **CUSTOPAK**[SM] SERVICE

GENERAL

Centrex **CustoPAK** Service is an optional service furnished by means of the Telephone Company's compatible type switching equipment where adequate facilities are available.

Centrex **CustoPAK** Service includes the facilities necessary for intercommunication between the Centrex **CustoPAK** Service lines within the customer's system and network access. Each Centrex **CustoPAK** service line will have direct network access capability.

GLOSSARY OF TERMS

Call Forwarding - Variable with Reminder Ring - An arrangement which permits a station user to have incoming calls automatically transferred to another line of the system, or to a line outside the system, for temporary periods. The feature is activated by dialing a code, followed by the line number to which calls are forwarded. The feature is deactivated by dialing another code. Reminder Ring provides for a distinctive ringing signal to be provided to the Call Forwarding - Variable line at the time the call is forwarded.

Call Waiting - Terminating with Tone Block - An arrangement in which all incoming calls on lines already in use are "announced" by a short burst of tone (audible only to the called party) and automatically completed upon termination of the in-progress call, or if the in-progress call is placed on Call Hold. Call Waiting - Terminating can be provided in an Intragroup mode (calls originated outside the system) or All Calls mode (all intended calls). Tone Block allows a station user to temporarily deactivate Call Waiting prior to initiating a call or during a call in progress. The Call Waiting will be automatically reactivated when the call, or call attempt, is terminated.

REGULATIONS

1. Centrex **CustoPAK** Service System

   Centrex **CustoPAK** Service lines sharing a common intercommunication arrangement and a primary Directory listing will be considered a Centrex **CustoPAK** Service System. A system may have from one to 30 Centrex **CustoPAK** Service lines. (C) (C)

2. Centrex **CustoPAK** Lines

   Centrex **CustoPAK** lines include the facilities between the customer's station equipment and the Telephone Company switching equipment and provide access to exchange and message toll service.

Centrex Central Office Service

I. CENTREX **CUSTOPAK** SERVICE (Cont'd)

REGULATIONS (Cont'd)

2. Centrex **CustoPAK** Lines (Cont'd)

There are four types of line arrangements which Centrex **CustoPAK** Service customers may select for each of their basic Centrex **CustoPAK** lines. The line arrangements which may be selected are:

Unrestricted - An arrangement that has no restrictions on either incoming or outing calling.

Long Distance Message Restriction - An arrangement which permits a **CustoPAK** basic line user to dial local service area calls but prevents the origination of long distance calls. In addition, this arrangement is available both with and without the capability for "zero" dialing.

Fully Restricted - An arrangement that allows intercom-only calling for the **CustoPAK** basic line user.

700/900/976 Blocking (Originating) - An arrangement which denies the **CustoPAK** basic line user the ability to make outgoing calls to 700/900/976 numbers.

3. Centrex Mileage

No mileage charges apply to Centrex **CustoPAK** lines provided service is from the same Central Office district in which the customer's main switching equipment is located.

4. Transfers from other Centrex Service on Electronic Service Package (ESP)

No service charges, except for the standard Service Order Charge per order, apply for existing lines and features when a customer elects to change from other Centrex Services or ESPs to Centrex **CustoPAK** Service provided they are not moved or changed, and have completed any current revenue guarantees.

5. Incoming Toll Free Service Access Arrangement

Incoming calls on Toll Free Service access lines can be terminated on a Centrex CustoPAK Service System. Incoming calls terminated in this manner may be transferred to other lines of the same Centrex CustoPAK Service System.

6. Off-Premises Lines

Centrex **CustoPAK** Service lines can be provided at a separate customer premise. No mileage charges apply to different lines of the same Centrex **CustoPAK** Service System that are located at different premises but situated within the same wire center serving area.

Centrex Central Office Service

I. CENTREX **CUSTOPAK** SERVICE (Cont'd)

REGULATIONS (Cont'd)

7. Primary/Secondary Location

The primary location of each Centrex **CustoPAK** System is the area served by the wire center in which the Centrex **CustoPAK** System's dial switching equipment is located.

A secondary location is any location other than the primary location.

8. Split Billing Arrangement

Split billing provides Centrex **CustoPAK** customers with multiple bills for their Centrex **CustoPAK** lines.

Each individual billing number will be treated separately, and the station count will be restarted on each separate bill.

The same billing name, without variation, must appear on all separate bills.

Each location or individual billing number may have one or more Centrex **CustoPAK** lines. (C)

Only one free White Page Directory listing is provided per Centrex **CustoPAK** System, regardless of the number of individual billing numbers or number of bills. Additional directory listings may be furnished at rates set forth in the P.S.C.-Del.-No. 1 Tariff, Section 5.

Directory listings for separate, individual billing numbers will be charged at Tariff rates as set forth in P.S.C.-Del.-No. 1, Section 5.

If a 911 or other surcharge is applicable, it will be restarted on the basis of each separate bill.

Interexchange Carrier Plans may be associated with each separate, individually billed account when requested by the customer. However, the accounts will not be bulked for rating purposes.

9. Centrex **CustoPAK** Station Line Charges

The exchange in which the customer's main switching equipment is normally located determines the rates for all station lines of a Centrex **CustoPAK** System. The local service area for a Centrex **CustoPAK** System is the same as that for exchange service in the central office normally serving the customer's main location.

Centrex Central Office Service

I. CENTREX **CUSTOPAK** SERVICE (Cont'd)

REGULATIONS (Cont'd)

9. Centrex **CustoPAK** Station Line Charges (Cont'd)

A single Centrex **CustoPAK** main station line provides both network access and intercommunication (Intercom) capabilities. The standard rates for the **CustoPAK** Service are as specified in Section 1.C. following.

The intercommunication and the network access capabilities of the Centrex **CustoPAK** line cannot be provided separately.

Charges specified in the Guide for Detariffed Services - Competitive or other Sections of the Telephone Company's Tariffs or Guides, as appropriate, apply for Centrex **CustoPAK** station lines.

A Line Cost Charge as specified in the Verizon Telephone Companies' Tariff F.C.C. No. 1 will be assessed per main station line and off-premises bridged main station.

10. Suspension of Service

Suspension of Centrex **CustoPAK** Service at the customer's request is not provided.

11. Intercept

Calls to Disconnected or Unassigned Station Line Numbers

Station to Station Calls - A standard arrangement that provides a common message for all Centrex **CustoPAK** Systems served from the same central office.

DID Calls

Standard Arrangement - Calls can be routed to an automatic announcement (where facilities permit) that provides a standard message for all Centrex **CustoPAK** Systems served from the same central office and not be treated as completed calls.

Centrex Central Office Service

I. CENTREX CUSTOPAK SERVICE (Cont'd)

REGULATIONS (Cont'd)

12. Directory Listings

One free directory listing is provided with all Centrex CustoPAK Systems.

13. Term Commitment Period/Termination Charges

Centrex CustoPAK Service is offered on a month-to-month basis or a three-year term commitment. A one-month minimum revenue guarantee is applicable to the Centrex CustoPAK Service System.

14. Optional Centrex CustoPAK Features

Optional Centrex CustoPAK features are furnished only to the extent that facilities in Telephone Company central offices permit at the standard rates specified following.

15. Central Office Program Updates

The Telephone Company's obligation to provide Centrex CustoPAK Optional Features depends upon the availability of central office program updates.

16. Customer Satisfaction Guarantee

Customers subscribing to this Centrex CustoPAK Service are entitled to a full credit of any charges directly associated with the establishment of the service as well as the monthly charges billed for the service, through the date of disconnect. In addition, customers who are not satisfied with their CustoPAK Service may have their previous Verizon Service reinstalled, at no cost, in accordance with the following terms and conditions:

The customer must request that the Telephone Company disconnect the service within thirty (30) calendar days of installation.

Customers who had no previous service and subsequently elect to have their CustoPAK Service disconnected will be converted by the Telephone Company to Verizon Business Dial Tone Lines or Trunks at no cost to them. Customers will not be permitted to convert to a service which has been "Grandfathered".

The refund of any charges directly associated with the establishment of the service or monthly charges will be applied as a credit to the customer's bill.

Credit refunds will not be available for toll charges incurred, or on 911 and other like surcharges. (C)

Each customer will be entitled to a credit refund, one time per service.

The Customer Satisfaction Guarantee applies to the service as a whole and not the individual features offered with this service.

Centrex Central Office Service

I. CENTREX CUSTOPAK SERVICE (Cont'd)
REGULATIONS (Cont'd)

16. Customer Satisfaction Guarantee (Cont'd)

The Customer Satisfaction Guarantee does not extend to any Customer Provided Equipment (CPE) used in conjunction with this service, nor does it apply to Time and Material charges incurred.

The Customer Satisfaction Guarantee does not apply to the installation of temporary service.

17. CENTREX CUSTOPAK SYSTEM OFFERING

Centrex CustoPAK Service is provided where facilities are available and consists of the following features:

Automatic Callback
Call Forwarding – Busy[2] - All Calls (C)
Call Forwarding - Don't Answer[2] - All Calls (C)
Call Forwarding - Variable - All Calls (with Reminder Ring)
Call Pick-up/Call Hold
Call Restrictions
Call Transfer - All Calls (Inside/Outside)
Call Waiting Originating
Call Waiting Terminating (With Tone Block)
Consultation Hold
Directed Call Pick-up with Barge-In
Directed Call Pick-up without Barge-In
Direct Inward Dialing (DID)
Direct Outward Dialing (DOD)
Inside/Outside Ringing
Intercept
Intercom
Speed Call Short
Station Line Hunting
Three-Way Calling
Touch-Tone

18. Payment Options

Centrex CustoPAK customers may select either a month-to-month, two or a three-year term commitment. The term commitment becomes effective upon ordering the service.[1]

Centrex CustoPAK payment options may be selected by billing account number within a customer's system, except as otherwise stated in split billing arrangements.

A customer selecting the month-to-month option will be obligated to pay for the service for a minimum of one month following the installation of a Centrex CustoPAK line.

[1] Lines subscribed under a 2-year term may not be combined with other voice services or features under a term commitment. Other voice services and features may only be combined with lines on a 2-year term when these other voice services and/or features are purchased on a month-to-month basis.

[2] Effective August 21, 2016, Call Forwarding – Busy and Call Forwarding – Don't Answer are grandfathered for business customers and no longer available to new customers. Moves, additions or changes to subscribers' existing service are not permitted. Call Forwarding – Busy and Call Forwarding – Don't Answer for business customers continue to be available for resale until October 17, 2016, on which date the foregoing grandfather terms shall be effective for resale. (N) | | (N)

Centrex Central Office Service

I. CENTREX CUSTOPAK SERVICE (Cont'd)

REGULATIONS (Cont'd)

19. Adding Lines Under a Term Commitment

Additional Centrex CustoPAK lines may be added to an existing system, up to a maximum of 30, during the term commitment. For customer's subscribing to the two or three-year plan, the term commitment with respect to any additional lines will be coterminous with such two or three-year period.

20. Relocation

Centrex CustoPAK lines may be relocated to different premises without incurring termination charges. The number of CustoPAK lines at the new location must be equal or greater to the lines at the former location.

21. Term Commitment Renewal Options

Plan 1 (terms established or renewed prior to 10/18/14): At the expiration of the Centrex CustoPAK 3-year term, a new term commitment may be established. If a new term commitment is not established, Centrex CustoPAK service will continue to be provided at the applicable month-to-month rate, unless the customer terminates the service.

Plan 2: Customers who subscribe to a 2–year term will automatically renew at the end of the existing term to a new 2–year term with 30 days before the end of a term to 60 days after the term automatically renews to opt out with no early termination charge. (C)

22. Transfer of Term Commitment

With the written permission of the Telephone Company, the obligation to pay the Centrex CustoPAK charges for the remainder of the term commitment may be assigned to another customer, provided there is no change of location, and the new customer assumes all outstanding charges. A standard Transfer Charge of $100.00 is payable by the new customer.

23. Disconnects

Plan 1 (terms established or renewed prior to 10/18/14): Except as provided below, when a Centrex CustoPAK customer under a term commitment disconnects or terminates its Centrex CustoPAK service prior to the expiration of the three-year term commitment, an early termination charge will apply. The charge is equal to the highest number of Centrex CustoPAK lines the customer had in service during any point in the term commitment, multiplied by the difference between the three-year term monthly recurring rate and the applicable month- to-month recurring CustoPAK rate at the time of termination, multiplied by the number of months the service was provided.

If a Centrex CustoPAK customer disconnects or terminates its Centrex CustoPAK service within 60 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.

Plan 2: The charge for a 2-year term plan will be calculated at 35% of the monthly recurring charge(s) for the remainder of the term on a per line basis. If a Centrex CustoPAK customer on a 2-year term disconnects or terminates its Centrex CustoPAK service within 30 days before the end of a term to 60 days after the term automatically renews, the termination liability will be waived. (C)

Centrex Central Office Service

I. CENTREX CUSTOPAK SERVICE (Cont'd)

REGULATIONS (Cont'd)

24. Termination Liability

Early termination charges will not be assessed on Centrex services, when customer changes or upgrades service to an advanced technology, within the Company or its affiliates, under a term commitment provided the following conditions are met:

a. The value of the new term commitment is equal to or greater than the remaining value of the current term commitment,
b. The Company or its affiliates provides both the existing and the new service via tariff, similar documents, commercial agreements or on an individual case basis (ICB), and
c. The order to discontinue the existing service and the order for the new or upgraded service are received by the Company or its affiliates at the same time.

25. Service Charges

The Product/Service Charge and the Feature Processing Service Charge will not apply to the initial installation of CustoPAK lines when installed at tariff rates under a term commitment.

26. Conversion of Service

See P.S.C. –Del. –No. 1, Section 1, Sheet 6, Termination Liability

RATES

	Standard Product/Service Charge	Standard Monthly Rate
Systems with 2 - 30 Intercommunication and Network Access Lines(1), each		
Payment Options		
Month-to-Month Restricted/Unrestricted	$50.00	$54.00 (I)
24-Month [2] Restricted/Unrestricted	50.00	40.00 (I)
36-Month Restricted/Unrestricted	50.00	34.38

NOTE:
(1) In addition, rates and charges as specified for series 2000, type 2012 channels in the Telephone Company's Guide for Detariffed Services - Discretionary, Section 36, apply between the Centrex **CustoPAK** System's serving wire center and the wire center serving the customer's secondary location.
(2) Lines subscribed under a 2-year term may not be combined with other voice services or features under a term commitment. Other voice services and features may only be combined with lines on a 2-year term when these other voice services and/or features are purchased on a month-to-month basis.

Centrex Central Office Service

I. CENTREX **CUSTOPAK** SERVICE (Cont'd)

1. CENTREX **CUSTOPAK** SYSTEM OFFERING (Cont'd)

Miscellaneous Charges

a. Feature Processing Charge

A standard Feature Processing Service Charge applies for each service order required to execute a customer's request for any change, i.e., add, drop, change or rearrange features or existing Centrex **CustoPAK** lines.

	Standard Nonrecurring Charge
Feature Processing Service Charge, each	$65.00

In addition to the Feature Processing Service Charge, a standard charge of $1.00 per line applies for changing the appearances of existing lines in all Centrex **CustoPAK** Systems at the customer's request.

A change of line appearance includes:

- changes in telephone numbers
- changes from one pattern of restriction to another
- change unrestricted to restricted or vice versa
- change in hunting arrangement
- adding features
- changing features
- dropping features
- any combination thereof when the work is performed at the same time on the same line.

2. CENTREX **CUSTOPAK CLASS** SERVICE FEATURES

DESCRIPTION

Centrex **CustoPAK CLASS** Service is comprised of a group of features which allow customers to effectively manage call flow via network-based technology that routes the calling party's telephone number from the central office that serves the called party. The telephone number of the calling party is held in the network's memory, thereby allowing the called party to make use of several calling options, including the ability to return and repeat calls to the originating party without dialing the calling party's number. The services work only on calls that originate from, and terminate to, appropriately equipped offices. These services are offered on a monthly subscription basis only.

I. CENTREX CUSTOPAK SERVICE (Cont'd)

2. CENTREX CUSTOPAK CLASS SERVICE FEATURES (Cont'd)

DESCRIPTION (Cont'd)

Call Block

This service gives the customer the ability to prevent future calls from specific telephone numbers and can be activated after receipt of an unwanted call or by creating a screening list. To activate the service, the Call Block customer regains dial tone and dials a code, which creates a screening list for a maximum of six numbers. Future calls to the Call Block customer from telephone numbers in the screening list are routed to a standard announcement.

Priority Calll

This service provides one distinctive audible signal to the called customer when a call is received from one of up to six prespecified telephone numbers. Through an interactive dialing sequence to the central office switch, the customer creates a screening list of up to six telephone numbers. When a call arrives from one of the prespecified telephone numbers, the Priority Call Service rings distinctively. If the called customer has Call Waiting - Originating activated, and the call arrives while the line is busy, the Call Waiting tone has a distinctive pattern. For calls from a Centrex line or dial tone line with multiline hunting, the distinctive signal is produced for all calls made for the same system when the main telephone number for the system has been entered into the screening list.

Busy Redial

This service allows a calling party to automatically redial the last number dialed. If the called line is busy, notification of activation is received and a 30-minute queuing process begins. The network will periodically test the busy/idle status and automatically complete the call when both lines are idle.

Centrex Central Office Service

I. CENTREX CUSTOPAK SERVICE (Cont'd)
2. CENTREX CUSTOPAK CLASS SERVICE FEATURES (Cont'd)
DESCRIPTION (Cont'd)

*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. This feature is offered on a monthly subscription or per activation basis.

If possible, the service may also allow a customer to return the call automatically by dialing "1". *69 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.

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. Additional charges associated with calls returned using *69 will apply. If an incoming call is marked private (by per call or line blocking) a customer cannot return the call or get the telephone number announcement to that caller. No charges for the service will apply in this case.

Select Call Forwarding

This feature requires that the called party be a Centrex station line equipped with the Centrex Call Forwarding feature.

This feature allows the customer to select up to six telephone numbers and forward incoming calls from those numbers to another telephone number. The customer activates this feature by first activating Call Forwarding and then dialing a code to create a screening list via an interactive dialing sequence.

Call Trace
This feature automatically performs a trace of the last incoming call when activated by the customer.

Caller ID - Number Only[1] (Includes Anonymous Call Rejection) (C)

This feature enables the display of the incoming calling telephone number on a customer-provided display unit that is attached to the customer's telephone line.

Caller ID (Includes Anonymous Call Rejection)
This feature enables the display of incoming calling telephone number and associated main listed names on a customer-provided display unit that is attached to the customer's telephone line.

[1] Effective August 21, 2016, Caller ID – Number Only is grandfathered for business customers and no longer available to new customers. Moves, additions or changes to subscribers' existing service are not permitted. Caller ID – Number Only for business customers continues to be available for resale until October 17, 2016, on which date the foregoing grandfather terms shall be effective for resale. (N) | | (N)

Centrex Central Office Service

I. CENTREX **CUSTOPAK** SERVICE (Cont'd)

2. CENTREX **CUSTOPAK CLASS** SERVICE FEATURES (Cont'd)

DESCRIPTION (Cont'd)

Anonymous Call Rejection (ACR)
Anonymous Call Rejection is a feature included with the Caller ID - Number Only/Caller ID service that allows the called party to reject calls from parties that have used blocking to prevent the display of their telephone number and associated main listed name to Caller ID - Number Only/Caller ID subscribers. ACR is controlled by the customer via an activation and deactivation code. When ACR is activated, all calls that are blocked are routed to a standard announcement.

Per-Call Blocking
The calling party can prevent the number/name from appearing on the called party's Caller ID display unit by dialing a special code prior to placing each call. When the calling party activates this blocking feature, the called party will notice that a privacy indicator, instead of the telephone number/name, will appear on the Caller ID display unit unless ACR is activated.

GENERAL TERMS

Activation
Involves dialing a code from the customer's line and originating the corresponding feature. This action is followed by a message confirming correct execution.

Interactive Dialing Sequence
Relates to the dialing activities performed by a customer while programming a feature for use. The dialing activities are termed interactive because the customer's actual dialing functions are in response to messages provided by the central office software.

REGULATIONS

a. Centrex **CustoPAK CLASS** Service requires special central office equipment and is furnished only from central offices where facilities are available, as determined by the Telephone Company.

b. Centrex **CustoPAK CLASS** features are available to customers who have technically compatible features and premises equipment. The Telephone Company is not responsible for the compatibility of products and services provided by outside vendors. The Telephone Company reserves the right to restrict or otherwise limit Centrex **CustoPAK CLASS** features where, in the Telephone Company's assessment, (a) the feature(s) may create a potential incompatibility, or (b) provisioning of the feature(s) would require establishment of new or additional Telephone Company procedures.

I. CENTREX **CUSTOPAK** SERVICE (Cont'd)

2. CENTREX **CUSTOPAK CLASS** SERVICE FEATURES (Cont'd)

DESCRIPTION (Cont'd)

c. A Centrex **CustoPAK CLASS** customer may use all available features under the following conditions:

- When the **CLASS** customer and the other party involved in the call are served by the same central office, even if the other party does not subscribe to **CLASS**.

- When the **CLASS** customer and the other party involved in the call are served from different central offices which are linked by facilities that can transport the calling number, even if the other party does not subscribe to **CLASS**.

d. The service can be activated by either dial-pulse (rotary) or Touch-Tone Centrex **CustoPAK** line service.

e. **CLASS** features are available individually or as a feature package to Centrex **CustoPAK** customers on a subscription-only basis.

f. **CLASS** Feature Packages are only available from central offices where all features are available.

g. Anonymous Call Rejection is automatically available to all Caller ID - Number Only/Caller ID subscribers at no additional charge. Blocked calls routed to the Anonymous Call Rejection announcement will not be rated as completed calls.

h. There is no charge for Per-Call Blocking.

i. Call Trace is assigned on a per-line or per-system basis and billed at the Guide standard rate following, only when the attempt to trace and record the calling number is successful. If assigned on a per-line basis, the customer must specify which lines will access Call Trace. The results of a successful trace will only be provided to legally constituted authorities with proper authorization. The Telephone Company will not be liable for damages if, for any reason, the attempt is not successful.

Centrex Central Office Service

I. CENTREX **CUSTOPAK** SERVICE (Cont'd)
2. CENTREX **CUSTOPAK CLASS** SERVICE FEATURES (Cont'd)
REGULATIONS (Cont'd)

j. The customer may subscribe to other **CLASS** features individually or as a feature package on a per-line basis. No discounts will be given for non-activated features when the customer subscribes to the **CLASS** feature package.

RATES (1)

	Standard Usage Charge	Standard Per Month	Standard Nonrecurring Charge (2)
Per line equipped:			
1. Call Block	-	$1.50	$10.00
2. Call Trace (3)	$1.15	-	-
3. Priority Call	-	1.50	10.00
4. Busy Redial	-	1.50	10.00
5. *69	-	1.50	10.00
6. Select Call Forwarding	-	1.50	10.00
7. Caller ID - Number Only[1] with Anonymous Call Rejection			
a. When purchased without the **CLASS** Feature Package	-	6.00	10.00
b. When purchased with the **CLASS** Feature Package	-	5.00	10.00
8. Caller ID with Anonymous Call Rejection			
a. When purchased without the **CLASS** Feature Package	-	8.25 (I)	10.00
b. When purchased with the **CLASS** Feature Package	-	7.00 (I)	10.00
9. **CLASS** Feature Package, includes all features except Caller ID - Number Only, Anonymous Call Rejection and Call Trace	-	4.00	10.00

Notes:
(1) Standard Centrex Feature Processing Charges do not apply to Centrex **CustoPAK CLASS** Features.
(2) A standard nonrecurring charge is not applicable if feature is installed initially with the associated **CustoPak** line.
(3) Per trace attempt successfully completed. Limit one activation per attempt.

[1] Effective August 21, 2016, Caller ID – Number Only is grandfathered for business customers and no longer available to new customers. Moves, additions or changes to subscribers' existing service are not permitted. Caller ID – Number Only for business customers continues to be available for resale until October 17, 2016, on which date the foregoing grandfather terms shall be effective for resale.

Centrex Central Office Service

I. CENTREX **CUSTOPAK** SERVICE (Cont'd)

3. CENTREX **CUSTOPAK** DIGITAL STATION FEATURES

GENERAL

Customers who upgrade their service to Centrex **CustoPak** Digital Service technology must pay the applicable nonrecurring charges for the installation of the upgraded service.

Customers whose present central office is upgraded to a Digital Central Office will not be liable for nonrecurring charges for reinstallation of their Centrex **CustoPAK** service in connection with the central office upgrade.

REGULATIONS

All rates and charges for Centrex **CustoPAK** Digital Service are in addition to rates and charges for all other applicable features and services shown in other sections of this Guide.

Station line features may be selected individually or as a feature package on a per-line basis. All rates for these features are in addition to the Centrex **CustoPAK** main station line rate.

The package rate includes one of each feature. Should the customer require additional appearances of some features, these features must be selected on an individual basis.

Centrex **CustoPAK** Digital Non-Button Set Features:

- Call Park
- Directed Call Park
- Executive Busy Override
- Last Number Redial

DESCRIPTION

Call Park - Allows Centrex **CustoPAK** station users to park calls against their own directory number. The parked calls can be retrieved from any station by dialing the feature access code for retrieval and the station line number against which the calls are parked.

Directed Call Park - Allows Centrex **CustoPAK** station users to park a call against any Centrex **CustoPAK** station directory number appearance. Stations may be required to enter a security code to retrieve the call if desired.

Centrex Central Office Service

I. CENTREX **CUSTOPAK** SERVICE (Cont'd)

3. CENTREX **CUSTOPAK** DIGITAL STATION FEATURES (Cont'd)

DESCRIPTION (Cont'd)

Executive Busy Override - Specifies that the line can invoke an override when encountering a busy station. The station user gains access to a busy station by flashing the switchhook on a basic set and dialing a feature access code. A warning tone is emitted and a three-way call connection is established. The station invoking override can then hang up, allowing the prior conversation to continue. The station may also drop the third party from the connection, by flashing the switchhook a second time.

Executive Busy Override shall be used only in the ordinary course of business for lawful business purposes by the customer or persons authorized by the customer. A person using Executive Busy Override shall, upon being connected to a call, immediately notify the other parties of the call that they have been connected to the call. If any other party of the call states that they object to the person using Executive Busy Override being connected to the call, the person using Executive Busy Override shall immediately terminate his connection to the call.

The customer shall notify its agents, servants and employees and other persons placing calls from stations on its Centrex **CustoPAK** system that Executive Busy Override has been installed and that calls may be accessed by another station.

The customer and other persons using Executive Busy Override must comply with all Federal and State laws and regulations applicable for use of Executive Busy Override. The customer shall indemnify, defend and hold harmless the Telephone Company and its agents, servants and employees, against any and all claims, demands, liabilities, losses, judgments, fines, penalties and expenses, arising out of, or resulting from, the failure of the customer, its agents, servants or employees, or other persons using Executive Busy Override, to comply with Federal and State laws and regulations applicable to the use of Executive Busy Override.

Last Number Redial - Enables a subscriber to redial the last called number (up to 24 digits) by dialing an access code rather than the entire number.

Centrex Central Office Service

I. CENTREX **CUSTOPAK** SERVICE (Cont'd)

3. CENTREX **CUSTOPAK** DIGITAL STATION FEATURES (Cont'd)

RATES (2)

Digital Non-button Set Features
(Non-electronic set)

		Standard Per Month	Standard Nonrecurring Charge(1)
1.	Call Park	$ .25	$15.00
2.	Directed Call Park	.25	15.00
3.	Executive Busy Override	.25	15.00
4.	Last Number Redial	.25	15.00
5.	Non-button Set Feature Package (includes features 1-4)	.50	15.00

4. CENTREX **ULTRA FORWARD**®

A. Description

Centrex **UltraForward** is a feature which allows Centrex and Centrex **CustoPAK** customers to activate, deactivate, or change their call forwarding arrangement from a remote location. This feature is provided by means of the Telephone Company's compatible electronic type switching equipment where adequate facilities are available.

B. Regulations

Centrex **Ultra Forward** provides Centrex customers with a remote access call forwarding-variable arrangement. Centrex **UltraForward** can be accessed from any tone type signaling capable telephone.

Customers dial a remote access directory number and are then guided by voice messages to enter their Centrex number equipped with the Centrex **UltraForward** feature, a Personal Identification Number (PIN), and the number to which calls will be forwarded.

NOTES:

(1) A standard nonrecurring charge is not applicable if feature is installed initially with the associated **CustoPAK** line.
(2) Standard Centrex Feature Processing Charges do not apply to Centrex **CustoPAK CLASS** Features.

Centrex Central Office Service

I. CENTREX **CUSTOPAK** SERVICE (Cont'd)

4. CENTREX **ULTRA FORWARD**® (Cont'd)

B. Description (Cont'd)

Calls forwarded by this feature are subject to local and long distance message charges and are the responsibility of the customer.

This feature contemplates that normal transmission performance quality cannot be guaranteed on forwarded calls.

A PIN will be used as a security measure to ensure an authorized user is accessing the feature.

When Centrex **Ultra Forward** is active, it will override all other Verizon central office-based call forwarding arrangements.

Except as specified above, all other terms and conditions as specified The remote access capability may experience occasional interruptions in service. Verizon is not liable for damages if, for any reason, the (T)
feature is inoperable.

C. Rate Schedule

	Standard Product/Service Charge (1)	Standard Monthly Rate	USOC
Centrex **Ultra Forward** per line equipped	$10.00	$6.00	FRC

Note:

(1) No charge if installed initially with the Centrex line.

Centrex Central Office Service

I. CENTREX **CUSTOPAK** SERVICE (Cont'd)

5. Centrex **CustoPAK** With **Rewarding Connections**®[1]* (C)

a. DESCRIPTION

Centrex **CustoPAK** with **Rewarding Connections*** is an account-level discount plan available to Centrex customers who presubscribe all lines on an account to Verizon's IntraLATA Toll Service. The **Rewarding Connections*** discount applies to the Centrex **CustoPAK** recurring monthly line rate. (C) (C)

b. REGULATIONS

This is an account-level discount plan. Provisioning and functions of Centrex **CustoPAK** is not altered in any way.

Customers must presubscribe all Centrex **CustoPAK** and non-**CustoPAK** lines on an account to Verizon's IntraLATA Toll Service. If a customer should presubscribe any line of their account to another IntraLATA toll carrier, the discount for all lines will be discontinued.

Customers with **Rewarding Connections*** may add lines to their Centrex **CustoPAK** system and will receive the same discount per line on the additional lines. (C)

Except as specified above, all other terms and conditions as specified in Section 18C for Centrex **CustoPAK** Service preceding apply.

All other terms and conditions for **Rewarding Connections*** as specified in the Guide For Detariffed Services - Competitive, Section 27 apply. (C)

c. RATES

Participants in the Centrex **CustoPAK** with **Rewarding Connections*** as referenced in the Guide For Detariffed Services - Competitive, Section 27 are eligible for the following additional recurring discounts per line: (C)

Monthly Billing at the Account Level	**Standard Per-Line Discount**
$0.00 - $100.00	$0.00
$100.01 - - $350.00	$1.00
$350.01 - $500.00	$1.50
$500.01 - $1000.00	$2.00
$1000.01+	$3.00

NOTE:
[1] Availability of additional recurring monthly discounts on CustoPAK system lines, a component of the Rewarding Connections Plan, is limited to existing customers of record who maintain the same conditions of service that are in place as of October 20, 2001 at their existing locations only. Effective October 21, 2001, new CustoPAK Rewarding Connections Plan participants will not be eligible for any Rewarding Connections recurring monthly line discount.

* Effective November 15, 2014, **Rewarding Connections** is hereby canceled and withdrawn and no longer available. (N)

Centrex Central Office Service

J. Centrex **CustoFLEX**SM **2100** Service[2] (N)

GENERAL

Centrex **CustoFLEX2100** is a central office service available only to customers who are served by a compatible Central Office (CO), where adequate facilities are available. It consists of CO-based control and switching equipment, which, when used in conjunction with customer-provided stations, offers access to the exchange network and intercommunication among stations. Centrex **CustoFLEX2100** customers may select any of the following features for their **CustoFLEX2100** lines where facilities permit at no additional cost.

1. GLOSSARY OF TERMS

Automatic Callback Calling. This feature permits an originating Centrex **CustoFLEX2100** line user who attempts an intercommunication call to a busy Centrex **CustoFLEX2100** line to automatically be connected to that line when both called and calling lines become idle by dialing an activation code. Automatic Callback Calling will only operate for intercommunication calls between lines of the same system. This feature can be cancelled by the originating station user dialing a deactivation code.

Call Forwarding - Busy Line[1] - All Calls or Outside. This feature can be provisioned in one of two modes: "All calls", which handles calls from both inside or outside the system, or "Outside", which handles calls from outside the system only. It is a fixed arrangement which routes incoming calls to another specified line, either inside or outside the system, if the intended line is in use.

Call Forwarding - Don't Answer[1] - All Calls or Outside. This feature can be provisioned in one of two modes: "All calls", which handles calls from both inside or outside the system, or "Outside", which handles calls from outside the system only. It is a fixed arrangement which routes incoming calls to another specified line, either inside or outside the system, if the intended line is unanswered, after approximately three ringing cycles.

Call Forwarding - Variable w/Reminder Ring. This feature is an arrangement which permits a station user to have incoming calls automatically transferred to another line of the system, or to a line outside the system, for temporary periods. The feature is activated by dialing a code, followed by the line number to which calls are forwarded. The feature is deactivated by dialing another code.

Reminder Ring. Calls directed to a line in the call forward mode will receive a shortened ring before the call is forwarded. This serves as a reminder to station users that their line is in a call forward mode.

Call Hold. This feature is an arrangement which permits an in-progress call to be held for extended periods or in order that another incoming call on another line may be answered.

Call Park. This feature allows a **CustoFLEX2100** station user to park a call against its own telephone number. The parked call can be retrieved from any station by dialing the feature access code for retrieval and the station line number.

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[1] Effective August 21, 2016, Call Forwarding – Busy Line and Call Forwarding – Don't Answer are grandfathered for business customers and no longer available to new customers. Moves, additions or changes to subscribers' existing service are not permitted. Call Forwarding – Busy Line and Call Forwarding – Don't Answer for business customers continue to be available for resale until October 17, 2016, on which date the foregoing grandfather terms shall be effective for resale.

[2] Effective November 1, 2019, all new Centrex CustoFLEX 2100 Service systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N) (N)

J. Centrex **CustoFLEX**SM **2100** Service[1] (Cont'd) (N)

GENERAL (Cont'd)

A. GLOSSARY OF TERMS (Cont'd)

Call Pickup. This feature is an arrangement which permits any line of a pickup group to answer incoming calls intended for any other line of the same pickup group.

Call Transfer - Inside and All Calls. This feature is designed to allow an incoming call to be transferred to another line either within or outside the system.

Call Waiting - Originating. This feature is an arrangement in which calls to lines of the system which are in use, originated by lines so equipped, are "announced" by a short burst of tone (audible only to the called party) and automatically completed upon termination of the in-progress call, or if the in-progress call is placed on Call Hold by the called party.

Call Waiting - Terminating w/Tone Block. This feature is an arrangement in which all incoming calls on lines already in use are "announced" by a short burst of tone (audible only to the called party) and automatically completed upon termination of the in-progress call, or if the in-progress call is placed on Call Hold. Call Waiting - Terminating can be provided on an Intragroup mode or All Calls mode (all intended calls). Call Waiting may be temporarily deactivated prior to initiating a call or during a call in progress. The station user can deactivate Call Waiting by dialing a special code. The Call Waiting will be automatically reactivated when the call or call attempt is terminated.

Conference Arrangement (1 - 6 Ports). This feature allows line users to establish conference connections up to six lines, including the originating line, by dialing an assigned access code.

Consultation Hold - All Calls. This feature allows a station user to hold any in-progress call by operation of the switchhook. The station user is automatically returned to the original call upon completion of the second call.

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

Directed Call Pickup With and Without Barge-in. This feature provides the ability for a call directed to a station line to be answered by any other station user by dialing a code number followed by the station line number. Only one of two arrangements, per system, are permitted.

Barge In. If the call has already been answered, a burst of tone is applied to alert the answering party of the impending presence of a third party. The third party is then bridged into the existing connection.

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[1] Effective November 1, 2019, all new Centrex CustoFLEX 2100 Service systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N) (N)

J. Centrex **CustoFLEX**sm **2100** Service[1] (Cont'd) (N)

GENERAL (Cont'd)

A. GLOSSARY OF TERMS (Cont'd)

Directed Call Pickup With and Without Barge-in. (Cont'd)

Non-Barge In. If the call has already been answered, the station user who dialed the access code receives a busy tone.

Distinctive Ringing. An arrangement which permits the station user to identify the source of the incoming calls by a unique ringing pattern.

Executive Busy Override. An arrangement which allows the station user to invoke an override when encountering a busy condition. The station user gains access to a busy station by flashing the switchhook and dialing a feature code. A warning tone is emitted, and a three-way call is established. The station user invoking override can then hang up and the prior conversation will continue, or flash the switchhook, dropping the third party from the conversation.

Common Intercept. Incoming exchange calls to unassigned and/or nonworking Centrex **CustoFLEX**2100 lines will be intercepted by a standard announcement which informs the calling party that the called number is not in service. Intercommunication calls to unassigned Centrex **CustoFLEX**2100 lines will be intercepted by a standard central office recorded announcement for Centrex system calls. This announcement will provide a common message that the number is not in service with advice that the in-house directory should be consulted.

Intercommunications (Intercom). Station-to-station dialing. An arrangement by which station sets on the same Centrex system may communicate with each other by dialing a code without application of message units charges.

Last Number Redial. This feature enables a customer to redial the last called number (up to 24 digits) by depressing a single button or by dialing an access code rather than dialing the entire number.

Line Restrictions. There are four types of line arrangements which customers may select for each of their basic Centrex **CustoFLEX**2100 lines.

Unrestricted. An arrangement that has no restrictions on either incoming or outgoing calling.

Long Distance Message Restriction. An arrangement which permits a Centrex **CustoFLEX** 2100 line user to dial local service area calls but prevents the origination of long distance calls. In addition, this arrangement is available both with and without "zero" dialing capability.

Fully Restricted. An arrangement that allows intercom only calling for the **CustoFLEX** 2100 basic line user.

[1] Effective November 1, 2019, all new Centrex CustoFLEX 2100 Service systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N) (N)

J. Centrex **CustoFLEX 2100** Service[1] (Cont'd) (N)

GENERAL (Cont'd)

A. GLOSSARY OF TERMS (Cont'd)

Line Restrictions. (Cont'd)

700/900/Audiotex Blocked (Originating). An arrangement which denies the **CustoFLEX 2100** basic line user the ability to make outgoing calls to 700/900/Audiotex numbers.

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

Music On Hold Interface. This feature provides a continuous broadcast of music to callers who are waiting for connection to a called party.

Night Service. This feature allows the routing of calls normally directed to the attendant to be directed to preselected lines within the customer group. This feature is provided on a Call Forwarding - Fixed or Call Forwarding - Variable basis.

Speed Dialing Short (Individual). This feature allows the user to call frequently dialed numbers by using a two-digit code. A customer programmable short list is provided per line.

Speed Dialing Long (Individual). This feature allows the user to call frequently dialed numbers by using a two-digit code. A customer programmable long list (30) is provided per line.

Speed Dialing Short (Shared). This feature allows the customer to share the same speed dialing short list with other station users on the system.

Speed Dialing Long (Shared). This feature allows the customer to share the same speed dialing long list with other station users on the system.

Station Line Hunting. Station lines may be arranged in groups so that a call to a busy line in a group will be completed to another line in the group that is not busy. Station Line Hunting can be provided sequentially, non-sequentially or multiline.

Three-Way Calling. This feature allows a station user to establish a three-way conference by holding any in-progress call, through operation of the switchhook, and then dialing another call. By again operating the switchhook, the station user can connect the two calls.

Touch-Tone. All lines in a Centrex **CustoFLEX** 2100 system are equipped for Touch-Tone calling.

[1] Effective November 1, 2019, all new Centrex CustoFLEX 2100 Service systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N) (N)

Centrex Central Office Service

J. Centrex **CustoFLEX 2100** Service[1] (Cont'd) (N)

GENERAL (Cont'd)

A. GLOSSARY OF TERMS (Cont'd)

Trunk Answer Any Station. This feature allows the station user to answer an incoming exchange network call directed to the main listed number by any line in the Centrex system when the attendant position is in the "night" mode, via the activation of a three-digit code.

Uniform Call Distribution (UCD) w/Queuing. This feature provides for the uniform distribution of incoming calls, in order of their arrival, to telephone lines arranged in a multiline hunt group.

Queuing (1 Queue Slot). Allows the customer to receive more calls than the multiline hunt group is designed to handle. This is accomplished by providing the customer (at no cost) with one queue slot. Additional queue slots can be provided at the standard tariff rates.

2. REGULATIONS

a. Customer Satisfaction Guarantee

Customers subscribing to Centrex **CustoFLEX 2100** service are entitled to a full credit of any charges directly associated with the establishment of the service and the standard monthly charges billed for the service through the date of disconnect and may have their previous Verizon service reinstalled, at no cost, if not satisfied with their Centrex **CustoFLEX 2100** Service, in accordance with the following terms and conditions.

The guarantee applies to the service as a whole and not any optional features offered with this service.

The customer is responsible for notifying the Telephone Company to disconnect the service within thirty (30) calendar days of installation and may convert back to their previously subscribed Verizon service if dissatisfied with their **CustoFLEX 2100** service within the thirty (30) calendar days of the Customer Service Guarantee.

The refund of any charges directly associated with the establishment of service or standard monthly charges will be applied as a credit on the customer's bill.

Each customer will be entitled to the credit one time per service.

Credit refunds will not be available for toll charges incurred or 911 or other like surcharges.

The Customer Satisfaction Guarantee does not extend to any Customer Provided Equipment (CPE) used in conjunction with this service.

[1] Effective November 1, 2019, all new Centrex CustoFLEX 2100 Service systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N) (N)

Centrex Central Office Service

J. CENTREX **CustoFLEX 2100** Service[1] (Cont'd) (N)

2. **REGULATIONS (Cont'd)**

a. Customer Satisfaction Guarantee (Cont'd)

The Customer Satisfaction Guarantee does not apply to the installation of temporary service.

If a customer elects to have their **CustoFLEX 2100** Service disconnected under the terms of this guarantee and had no previous service, the Telephone Company will convert the customer to Verizon Business Dial Tone Lines or trunks at no cost to the customer. Customers will not be permitted to convert their service to a "grandfathered" service.

These terms and conditions apply to both month-to-month and term payment plan customers.

b. Centrex Location

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

c. Centrex **CustoFLEX 2100** System

A Centrex **CustoFLEX 2100** system consists of the Central Office switching office equipment and stations connected by Centrex lines. A system includes only those stations whose outward exchange and toll service is through the customer's main switching location via a single Central Office code NNX.

d. Minimum Line Requirement

Centrex **CustoFLEX 2100** is provided in the following capacities per system.

Line Capacity Category	Minimum Line Requirement
I	1
II	31
III	76

Centrex **CustoFLEX** Service is offered only as a complete service. The exchange access and intercommunication portions of the Centrex Service lines are not offered separately. All existing tariff rules, regulations, rates and charges associated with the conversion will apply.

e. Payment Options

A Centrex **CustoFLEX 2100** customer may select either a month-to-month option or a term commitment period which falls between a minimum of twelve (12) months and a maximum of 120 months for the customer's total system.

Centrex **CustoFLEX 2100** payment options may be selected by billing account number within a customer's system, except as otherwise stated in split billing arrangements.

[1] Effective November 1, 2019, all new Centrex CustoFLEX 2100 Service systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N) (N)

J. Centrex **CustoFLEX 2100** Service[1] (Cont'd) (N)

2. REGULATIONS (Cont'd)

f. Centrex Line and Revenue Guarantee

Centrex **CustoFLEX2100** lines are subject to a one-month minimum billing.

Centrex **CustoFLEX2100** term agreements for service are subject to a monthly line guarantee for the duration of the term commitment. The guarantee is based on 80% of the Centrex **CustoFLEX2100** lines in service. Should the customer fall below the minimum line guarantee or disconnect service during the term commitment period, the current standard rate per line times the number of lines in deficit will be charged.

g. Changes to a Higher Line Capacity Category in the Centrex **CustoFLEX2100** System

A customer may change to a higher line capacity category at the current standard rates designated for the higher line capacity category; however, the customer will remain under the original term commitment period.

h. Changes to a Lower Line Capacity Category in the Centrex **CustoFLEX2100** System

A customer may change to a lower line capacity category at the current standard rates designated for the lower category; however, the customer will remain under the original term commitment period. The original minimum line guarantee will apply throughout the original term commitment period.

i. Synchronizing Centrex **CustoFLEX2100** Service With Other Service Upgrades

When a Centrex **CustoFLEX 2100** customer with a payment option other than month-to-month upgrades to another service of equal or greater revenue value than their Centrex **CustoFLEX 2100** Service, the monthly line guarantee for the Centrex **CustoFLEX 2100** Service will not apply. The term commitment for the upgraded service must be of the same or greater duration as the Centrex **CustoFLEX 2100** term commitment and all nonrecurring charges applicable to the installation of the new service apply.

j. Renewal Options and Request for Change in Term Commitment Period

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

[1] Effective November 1, 2019, all new Centrex CustoFLEX 2100 Service systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N) (N)

Centrex Central Office Service

J. Centrex **CustoFLEX 2100** Service[1] (Cont'd) (N)

2. REGULATIONS (Cont'd)

k. Transfer of Term Obligation

With the written permission of the Telephone Company, the obligation to pay the Centrex **CustoFLEX2100** charges for the remainder of the term commitment period selected may be assigned to another customer, provided there is no change of location, the new customer is assuming substantially all the assets of the former customer and the new customer will assume all outstanding charges. A standard Transfer Charge of $100.00 is payable by the new customer.

l. Disconnects

There is no termination liability for customers who have elected the Centrex **CustoFLEX2100** month-to-month payment option, except that all Centrex **CustoFLEX2100** customers with this payment option are subject to a one month minimum revenue guarantee.

When a Centrex **CustoFLEX2100** system under a term payment period is disconnected prior to the expiration of the term commitment, the termination liability, which is an amount equal to the monthly line guarantee multiplied by the number of unexpired months in the line guarantee period, will be billed.

m. Transfer from Other Centrex Service

When other Centrex Service is changed to Centrex **CustoFLEX2100** Service under a term payment period, the monthly revenue guarantee obligation stipulated in the Telephone Company's applicable tariff may be waived and a new monthly line guarantee, for the duration of the term commitment period selected, will be established under the Centrex **CustoFLEX2100** plan. The new term commitment period must be a minimum of twelve (12) months or as long as the remaining months in the old agreement, whichever is greater, and contain at least as many lines as the original term commitment. No service charges shall apply to existing Centrex lines provided they are not moved or changed.

n. Relocation

When the customer relocates to a different premise, the term obligation will remain in effect. All standard rates and charges applicable to the Centrex **CustoFLEX2100** system being relocated still apply.

o. Termination Liability

Early termination charges will not be assessed on Centrex services, when customer changes or upgrades service to an advanced technology, within the Company or its affiliates, under a term commitment provided the following conditions are met:

a. The value of the new term commitment is equal to or greater than the remaining value of the current term commitment,
b. The Company or its affiliates provides both the existing and the new service via tariff, similar documents, commercial agreements or on an individual case basis (ICB), and
c. The order to discontinue the existing service and the order for the new or upgraded service are received by the Company or its affiliates at the same time.

[1] Effective November 1, 2019, all new Centrex CustoFLEX 2100 Service systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N) (N)

Centrex Central Office Service

J. Centrex **CustoFLEX2100** Service (2) (Cont'd) (N)

2. REGULATIONS (Cont'd)

p. Line Restrictions

Centrex **CustoFLEX2100** customers may select one of the following arrangements for each of their Centrex **CustoFLEX 2100** lines:

Unrestricted
Long Distance Message Restriction
Fully Restricted (Intercommunication Only)
700/900 Blocked (Originating)(1)

q. Billing Management Services

Centrex **CustoFLEX2100** Service customers have available the following Billing Management Services:

(1) Billing Agency Code

A billing agency code is defined herein as a code arrangement used to provide billing subtotals for individual agencies within a given customer's account. The billing subtotal will appear as a single customer bill and may not be itemized as separate, split billed accounts.

(2) Split Billing Arrangement

Split billing provides **CustoFLEX2100** customers with multiple bills for their Centrex **CustoFLEX2100** lines.

Each individual billing number will be treated separately, and the line count will be restarted on each separate bill.

The same billing name, without variation, must appear on all separate bills.

Each location or individual billing number must have at least one Centrex **CustoFLEX2100** line.

Only one free Directory listing will be provided per Centrex **CustoFLEX2100** system, regardless of the number of individual billing numbers or number of bills.

If a 911 or other surcharge is applicable, it will be restarted on the basis of each separate bill.

Note:
(1) Standard nonrecurring charges per local tariff apply.
(2) Effective November 1, 2019, all new Centrex CustoFLEX 2100 Service systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N) (N)

J. Centrex **CustoFLEX** 2100 Service[1] (Cont'd) (N)

2. REGULATIONS (Cont'd)

p. Billing Management Services (Cont'd)

(2) Split Billing Arrangement (Cont'd)

Interexchange Carrier Plans may be associated with each separate, individual billed account when requested by the customer. However, the accounts will not be bulked for rating purposes.

(3) Installment Billing

A customer who selects the month-to-month payment option may elect to installment bill their standard nonrecurring charges up to six (6) months. Customers who select a term commitment payment option may elect to installment bill their nonrecurring charges up to twelve (12) months, but not less than two (2) months. Immediate payment of all non-recurring charges would be assessed if the customer should disconnect their service prior to the end of the installment billing period.

If the standard nonrecurring charges are initially billed in full, the customer may not request a rebilling in installments. Installment billing is available in both initial and subsequent activity, and the standard minimum amount to be billed on installment cannot be less than $50.00.

(4) Prepayment

The customer must have a term agreement and may prepay up to 100% of the standard monthly charges.

The minimum monthly amount that can be prepaid is $200.00 per month per Prepayment Agreement.

Customers can prepay at any time during their term commitment; however, customers must prepay for a minimum of six (6)months.

Subscriber Line Charges are not subject to prepayment.

Customers are subject to normal rate increases.

Any customers who disconnect prior to the expiration of their term agreement shall have the Centrex standard termination charges deducted for the balance of the prepaid amount and the remaining balance, if any, will be credited to the bill. Standard termination charges in excess of the prepayment balance must still be paid by the customer. Additionally, prepaid amounts will not be refunded.

[1]Effective November 1, 2019, all new Centrex CustoFLEX 2100 Service systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N) (N)

J. Centrex **CustoFLEX**2100 Service[1] (Cont'd) (N)

2. REGULATIONS (Cont'd)

q. Music On Hold Interface

The Music On Hold feature requires a customer-provided music source and standard rates and charges for an appropriate Central Office line to connect customer-provided equipment to the Telephone Company.

r. Other Centrex Features and Capabilities

Except as otherwise specified herein, the regulations, rates and charges for Centrex Service and other Centrex capabilities and features, as specified in Section 18C of this Guide for Detariffed Service - Competitive, apply.

s. Resale of Centrex Service to Resellers

This Centrex **CustoFLEX**2100 Service is available for resale. The standard monthly recurring and nonrecurring rates are based on the system size of the end user for all payment options.

t. UCD Installation and System Activity Charges

Installation charges are not applicable to Uniform Call Distribution under Centrex **CustoFLEX**2100. All standard System Activity charges associated with Uniform Call Distribution in Section 18C of the Guide for Detariffed Services - Competitive of the Telephone Company apply.

u. Regulations Pertaining To The Application of Centrex **CustoFLEX**2100 Station Line Charges

The exchange in which the customer's main station switching equipment is normally located determines the rates for all station lines of a Centrex **CustoFLEX**2100 system. The local service area for a Centrex **CustoFLEX**2100 system is the same as that for exchange service in the Central Office normally serving the customer's main location.

The standard Centrex **CustoFLEX**2100 main station line charge includes access and intercommunication (intercom) capability at rates specified in Section 18C.c. The amount of network access, per Centrex **CustoFLEX**2100 system, is equal to the customer-specified number of simultaneous network accesses.

Where a Centrex **CustoFLEX**2100 main station line terminates in a customer-provided key telephone system, the standard **CustoFLEX**2100 line termination charge applies.

Standard charges specified in the Guide for Detariffed Services - Competitive or other sections of the Telephone Company's Tariffs, as appropriate, apply for **CustoFLEX**2100 station lines.

[1] Effective November 1, 2019, all new Centrex CustoFLEX 2100 Service systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N) (N)

Centrex Central Office Service

J. Centrex **CustoFLEX2100** Service[3] (Cont'd) (N)

2. REGULATIONS (Cont'd)

u. Regulations Pertaining To The Application of Centrex **CustoFLEX2100** Station Line Charges (Cont'd)

Centrex Line Cost charges specified in the Verizon Telephone Companies' Tariff F.C.C. No. 1, in which Verizon Delaware Inc. is a concurring Carrier, apply per main station line and off-premises bridge main station lines and are included in the total rates for **CustoFLEX2100** service.

A standard Line Cost Charge Adjustment is also assessed and applied monthly per **CustoFLEX2100** system according to the number of simultaneous network access lines, based on the customer's specifications, multiplied by the current Centrex Line Cost Charge as specified in the Verizon Telephone Companies' Tariff F.C.C. No. 1. This Adjustment is in addition to the standard monthly rates for Dial Tone Lines and off-premises bridged main station.

v. Directory Listing

One free Directory listing is provided with all Centrex **CustoFLEX2100** systems without additional charge. Additional listings are available as specified in P.S.C.-Del.-No. 1, Section 5.

w. The features Call Transfer, Three-Way Calling, Call Forwarding Busy[2], Call Forwarding Don't Answer[2], Call Forwarding Variable, and Conference Arrangement may generate local or long distance usage charges. If generated, these charges are the responsibility of the customer.

x. Centrex **CustoFLEX2100** With **Rewarding Connections®**[1*]

Centrex **CustoFLEX2100** with **Rewarding Connections*** is an account-level discount plan available to Centrex customers who presubscribe to Verizon's IntraLATA Toll Service. The **Rewarding Connections*** discount applies to the **CustoFLEX 2100** recurring monthly line rate.

This is an account-level discount plan. Provisioning and functions of **CustoFLEX2100** are not altered in any way.

Customers must presubscribe all of their lines within an account to Verizon for IntraLATA Toll Service. If a customer should presubscribe any line to another intraLATA toll carrier, the discount for all lines will be discontinued.

The recurring line discount is limited to the first two hundred and fifty (250) **CustoFLEX2100** lines per account. All lines over the initial 250 are not eligible for the recurring line discount.

Customers with **Rewarding Connections*** may add lines to their **CustoFLEX2100** system and will receive the same discount per line on the additional lines up to two hundred and fifty (250) lines per account.

NOTE:

1 Availability of additional recurring monthly discounts on CustoFLEX 2100 system lines, a component of the Rewarding Connections Plan, is limited to existing customers of record who maintain the same conditions of service that are in place as of October 20, 2001 at their existing locations only. Effective October 21, 2001, new CustoFLEX 2100 Rewarding Connections Plan participants will not be eligible for any Rewarding Connections recurring monthly line discount.

* Effective November 15, 2014, **Rewarding Connections** is hereby canceled and withdrawn and no longer available.

2 Effective August 21, 2016, Call Forwarding Busy and Call Forwarding Don't Answer are grandfathered for business customers and no longer available to new customers. Moves, additions or changes to subscribers' existing service are not permitted. Call Forwarding Busy and Call Forwarding Don't Answer for business customers continue to be available for resale until October 17, 2016, on which date the foregoing grandfather terms shall be effective for resale.

3 Effective November 1, 2019, all new Centrex CustoFLEX 2100 Service systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N) (N)

Centrex Central Office Service

J. Centrex **CustoFLEX 2100** Service[2] (Cont'd) (N)

2. REGULATIONS (Cont'd)

x. Centrex **CustoFLEX 2100** With **Rewarding Connections**[1*] (Cont'd)

Except as specified above, all other terms and conditions as specified in Section 18C for Centrex **CustoFLEX 2100** Service preceding apply.

All other terms and conditions for **Rewarding Connections*** as specified in the Guide For Detariffed Services - Competitive, Message Toll Telephone Service, Section 27 apply.

y. Primepak Business Discount Plan

PrimePAK Business Discount Plan is available to customers who: (a) subscribe to Centrex **CustoFLEX 2100** Service Lines with **IntelliLinQ** BRI for a term of at least thirty-six (36) months; and (i) enroll in **Rewarding Connections*** Business Discount Plan as described previously in the Guide For Detariffed Services - Competitive, Message Toll Telephone Service, Section 27; (ii) enroll in **Key Connections** Business Volume Discount Plan as described in the Guide For Detariffed Services - Competitive, Message Toll Telephone Service, Section 27; and (iii) enroll in the **Bonus Discount Plan*** as described in the Guide For Detariffed Services - Competitive, Message Toll Telephone Service, Section 27 for a term of at least thirty-six (36) months. Customers who enroll in the PrimePAK Business Discount Plan will receive a discount as specified in C. following.

The Telephone Company may automatically terminate from the PrimePAK Business Discount Plan any customer who does not meet the eligibility requirements specified above. PrimePAK discounts will not apply during any time when a customer is not in compliance with the above eligibility requirements, whether or not the Telephone Company has terminated the customer from PrimePAK Business Discount Plan.

Except as specified above, all other terms and conditions for **CustoFLEX 2100**, **IntelliLinQ** BRI**, Rewarding Connections** Business Discount Plan, **Key Connections*** Business Volume Discount Plan and **Bonus Discount Plan*** apply.

NOTE:

1 Availability of Rewarding Connections Business Discount component of the Primepak Business Discount Plan is limited to existing customers of record as of October 20, 2001 at their existing locations only. Effective October 21, 2001, new Primepak Business Discount Plan customers will NOT be eligible for, or receive, any discounts associated with the Rewarding Connections Business Discount component of the Primepak Business Discount Plan.

* Effective November 15, 2014, **Rewarding Connections, Key Connections and Bonus Discount Plan** are hereby canceled and withdrawn and no longer available.

2 Effective November 1, 2019, all new Centrex CustoFLEX 2100 Service systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N)
(N)

Centrex Central Office Service

J. Centrex **CustoFLEX 2100** Service[2] (Cont'd) (N)

2. REGULATIONS (Cont'd)

Z. Conversion of Service

See P.S.C. –Del. –No. 1, Section 1, Sheet 6, Termination Liability

aa. Assigned **CustoFLEX 2100** Telephone Numbers

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.

3. BASIC FEATURES

Basic Centrex **CustoFLEX 2100** Service is provided where facilities permit. Following are basic line features which customers may select at no additional cost:

Automatic Callback Calling
Call Forwarding – Busy[1] - All Calls or Outside
Call Forwarding - Don't Answer[1] Calls - All Calls or Outside
Call Forwarding - Variable - All Calls w/Reminder Ring
Call Hold
Call Park
Call Pick-up
Call Transfer - All Calls or Inside
Call Waiting - Originating
Call Waiting - Terminating W/Tone Block Conference Arrangement (1 - 6 Ports) (Per System)
Consultation Hold
Directed Call Park
Directed Call Pick-up With and Without Barge-in
Executive Busy Override
Hunting (Series Completion, Circular, and Multi-line)

[1] Effective August 21, 2016, Call Forwarding - Busy and Call Forwarding - Don't Answer are grandfathered for business customers and no longer available to new customers. Moves, additions or changes to subscribers' existing service are not permitted. Call Forwarding – Busy and Call Forwarding – Don't Answer for business customers continue to be available for resale until October 17, 2016, on which date the foregoing grandfather terms shall be effective for resale.

[2] Effective November 1, 2019, all new Centrex CustoFLEX 2100 Service systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N)
(N)

J. Centrex **CustoFLEX 2100** Service[1] (Cont'd) (N)

3. BASIC FEATURES (Cont'd)

Inside/Outside Ringing
Intercept
Intercom
Last Number Redial
Line Restrictions
Night Service Fixed or Flexible
Multi-Path Call Forward (up to 5 Paths)
Music On Hold Interface
Speed Call (Short or Long, Individual or Shared)
Three-Way Calling
Touch-Tone Calling
Trunk Answer from Any Station
Uniform Call Distribution w/Queuing (Per System)

4. OPTIONAL FEATURES

Centrex **CustoFLEX** 2100 Optional Features will be provided only where adequate facilities permit.

Additional Multi-Port Conference Arrangement. This feature allows line users to establish conference connections in increments up to six lines, including the originating line, by dialing an assigned access code.

Digital Facilities Terminations. This feature allows the connection of a High Capacity Digital Service to a Centrex. This arrangement converts a 1.544 Mbps bitstream to 24 channels which terminate in a Centrex.

Multipath Call Forwarding (6+ paths). This feature allows the station user to forward simultaneous messages over one line to a destination.

Distinctive Ring. This feature allows the Centrex customer to have one or two additional local numbers (dependent numbers) assigned to the line. Each will have an inside/outside ring pattern that is different from the ring pattern associated with the main number assigned to the line. A dependent number is defined as an additional telephone number, serving off a Distinctive Ring master number, which allows for incoming calls only. Origination of calls from this number is not permitted.

Inside/Outside Ringing. This feature allows the Centrex customer to have one or two additional local numbers (dependent numbers) assigned to the line. Each will have a distinctive ring pattern that is different from the ring pattern associated with the main number assigned to the line. A dependent number is defined as an additional telephone number, serving off an Inside/Outside Ringing master number, which allows for incoming calls only. The origination of calls from this number is not permitted.

Hot Line Service. This feature allows for the automatic termination of an intercommunication call to a preselected line without the originator dialing the call.

[1] Effective November 1, 2019, all new Centrex CustoFLEX 2100 Service systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N) (N)

J. Centrex **CustoFLEX** 2100 Service[2] (Cont'd) (N)

5. RATES(1)

Standard One-Time Common Equipment Charge, per system	$50.00
Standard Nonrecurring Charge, per line	50.00

a. Centrex **CustoFLEX** 2100 Service Line, each(2)

Payment Option	Line Capacity Category	Standard Monthly Rate
Month-to-Month		
Unrestricted		$33.93
Restricted	I	33.93
Unrestricted		29.93
Restricted	II	29.93
Unrestricted		25.93
Restricted	III	25.93
12 - 36 Months		
Unrestricted		30.43
Restricted	I	30.43
Unrestricted		26.43
Restricted	II	26.43
Unrestricted		22.43
Restricted	III	22.43
37 - 84 Months [1]		
Unrestricted		28.93
Restricted	I	28.93
Unrestricted		24.93
Restricted	II	24.93
Unrestricted		20.93
Restricted	III	20.93

Notes:

(1) Access line discounts for **CustoFLEX** 2100 Service lines apply to accounts enrolled in the Corporate Rewards Discount Plan as found in the Guide for Detariffed Services – Competitive, Message Toll Service, Section 27.

(2) The amount shown includes the applicable Interstate Centrex Line Cost Charge as specified in the Verizon Telephone Companies' Tariff F.C.C. No. 1.

[1] Effective May 18, 2013, Centrex CustoFLEX 2100 Service Line term offer of 37 – 84 Months is grandfathered and no longer available to new customers. Existing customers may maintain their service; however, term commitment plans may not be renewed. Moves or changes to subscribers' existing services are permissible. Upon expiration of an existing term commitment period customers may subscribe to these services on a Month-to-Month or the 12-36 Month term commitment payment option.

[2] Effective November 1, 2019, all new Centrex CustoFLEX 2100 Service systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N) (N)

Centrex Central Office Service

J. Centrex **CustoFLEX**2100 Service[2] (Cont'd) (N)

5. RATES (Cont'd)

a. Centrex **CustoFLEX**2100 Service Line, each(1) (Cont'd)

Payment Option	Line Capacity Category	Standard Monthly Rate
85 - 120 Months [1]		
Unrestricted		$27.43
Restricted	I	27.43
Unrestricted		22.43
Restricted	II	22.43
Unrestricted		18.43
Restricted	III	18.43

b. Centrex **CustoFLEX**2100 Service Line with ISDN, each(1)(2)

Month-to-Month		
Unrestricted		33.93
Restricted	I	33.93
Unrestricted		29.93
Restricted	II	29.93
Unrestricted		25.93
Restricted	III	25.93
12 - 36 Months		
Unrestricted		29.43
Restricted	I	29.43
Unrestricted		25.43
Restricted	II	25.43
Unrestricted		21.43
Restricted	III	21.43

Note:

(1) The amount shown includes the applicable Interstate Centrex Line Cost Charge as specified in the Verizon Telephone Companies' Tariff F.C.C. No. 1.

(2) These amounts do not include the rates for ISDN. Applicable ISDN rates can be found in Verizon Delaware's Guide for Detariffed Services - Competitive, Section 18C, Item G.

[1] Effective May 18, 2013, Centrex CustoFLEX 2100 Service Line term offer of 85 – 120 Months is grandfathered and no longer available to new customers. Existing customers may maintain their service; however, term commitment plans may not be renewed. Moves or changes to subscribers' existing services are permissible. Upon expiration of an existing term commitment period customers may subscribe to these services on a Month-to-Month or the 12-36 Month term commitment payment option.

[2] Effective November 1, 2019, all new Centrex CustoFLEX 2100 Service systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N) (N)

Centrex Central Office Service

J. Centrex **CustoFLEX**2100 Service (Cont'd)

5. RATES (Cont'd)

b. Centrex **CustoFLEX**2100 Service Line with ISDN, each(1)(2) (Cont'd)

Payment Option	Line Capacity Category	Standard Monthly Rate	
37 - 84 Months [1]			(C)
Unrestricted		$ 27.93	
Restricted	I	27.93	
Unrestricted		23.93	
Restricted	II	23.93	
Unrestricted		19.93	
Restricted	III	19.93	
85 - 120 Months [1]			(C)
Unrestricted		26.43	
Restricted	I	26.43	
Unrestricted		21.43	
Restricted	II	21.43	
Unrestricted		17.43	
Restricted	III	17.43	

c. Optional Features

	Standard Nonrecurring Charge	
Additional Multi-Port Conference Bridge	$ 15.00	28.00
Digital Facilities Termination, each	300.00	300.00
Multi-Path Call Forwarding, per path, 6+ paths	15.00	5.00

Note:

(1) The amount shown includes the applicable Interstate Centrex Line Cost Charge as specified in the Verizon Telephone Companies' Tariff F.C.C. No. 1.

(2) These amounts do not include the rates for ISDN. Applicable ISDN rates can be found in Verizon Delaware's Guide for Detariffed Services - Competitive, Section 18C, Item G.

[1] Effective May 18, 2013, Centrex CustoFLEX 2100 Service Line with ISDN term offer of 37-84 Months and 85 – 120 Months are grandfathered and no longer available to new customers. Existing customers may maintain their service; however, term commitment plans may not be renewed. Moves or changes to subscribers' existing services are permissible. Upon expiration of an existing term commitment period customers may subscribe to these services on a Month-to-Month or the 12-36 Month term commitment payment option. (N)

Centrex Central Office Service

J. Centrex **CustoFLEX 2100** Service[1] (Cont'd) (N)

5. RATES (Cont'd)

c. Optional Features (Cont'd)

	Standard Nonrecurring Charge	Standard Monthly Rate
Distinctive Ring, per dependent number	$ 15.00	$ 4.50
Hot Line Service, per line	15.00	.85

d. Nonrecurring Charges

Nonrecurring Charges for Centrex **CustoFLEX2100** will be the same as those for Centrex Service as specified preceding.

No nonrecurring charge will apply for Centrex **CustoFLEX2100** optional features if installed initially with the Centrex **CustoFLEX2100** system. If installed subsequent to the installation of the Centrex **CustoFLEX2100** system, the appropriate nonrecurring charges as specified will apply.

No service charge will apply for Centrex **CustoFLEX2100** Billing Management Services for Split Billing if installed initially with the Centrex **CustoFLEX2100** system. If a split billed account is installed subsequent to the installation of the Centrex **CustoFLEX2100** system and there is no other chargeable work, a one-time nonrecurring charge of $100.00 applies.

The standard Feature Processing Service Charge, as described preceding, applies to customer-requested changes, i.e., adding, dropping, changing or rearranging features or existing Centrex **CustoFLEX2100** lines.

The Standard One-Time Common Equipment Charge, the Standard Nonrecurring Charge and the Feature Proccessing Service Charge will not apply to the initial installation of CustoFLEX 2100 lines when installed at tariff rates under a term commitment.

e. Participants in the Centrex **CustoFLEX2100** with **Rewarding Connections®*** as referenced in the Guide For Detariffed Services - Competitive, Section 27 are eligible for the following additional recurring discounts per line:

Monthly Billing at the Account Level	Standard Per-Line Discount
$0.00 - $100.00	$0.00
$100.01 - - $350.00	$1.00
$350.01 - $500.00	$1.50
$500.01 - $1000.00	$2.00
$1000.01+	$3.00

* Effective November 15, 2014, **Rewarding Connections** is hereby canceled and withdrawn and no longer available.

1 Effective November 1, 2019, all new Centrex CustoFLEX 2100 Service systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N) (N)

Centrex Central Office Service

J. Centrex **CustoFLEX2100** Service[1] (Cont'd) (N)

5. RATES (Cont'd)

f. Participants in the PrimePAK Business Discount Plan are eligible for a standard $1.00 per line discount off of the monthly line rate. This discount is in addition to the standard $1.00 per line discount that a Centrex **CustoFLEX 2100** customer receives when they have **IntelliLinQ** BRI and a term commitment. Participants are also eligible for a standard $2.00 discount off of the **IntelliLinQ** BRI recurring rate.

The rates and regulations formerly contained in K. **CALLMAX**SM SERVICES are hereby canceled and withdrawn.

[1] Effective November 1, 2019, all new Centrex CustoFLEX 2100 Service systems must utilize dial 9 access to the Public Switched Telephone Network (PSTN). (N) (N)

Centrex Central Office Service

K. Reserved for Future Use (C)
Effective June 1, 2023, the Customer Moves and Changes (CMAC) feature is withdrawn from this Product Guide and Verizon will no longer provide this service as of that date. (N) (N)

(D)

(D)

Centrex Central Office Service

K. Reserved for Future(Cont'd) (C)
Effective June 1, 2023, the Customer Moves and Changes (CMAC) feature is withdrawn from this Product Guide and Verizon will no longer provide this service as of that date. (N)
(N)
(D)

(D)

Centrex Central Office Service

L. STATION MESSAGE DETAIL RECORDING (SMDR)*

1. GENERAL

a. Station Message Detail Recording (SMDR) is an optional feature of Centrex CustoFLEX 2100 Service that provides a record of calls originating from CustoFLEX 2100 Service station lines to locations outside of the same CustoFLEX 2100 Service system. Facility groups may also be designated as requiring originating and terminating records.

2. REGULATIONS

a. The SMDR record includes the following information:

(1) The CustoFLEX 2100 Service line number of incoming facility group which originated the call or originating station number

(2) The called telephone number

(3) The date, time and duration of the call

(4) The facility type used for routing the call

b. Authorization codes, if ordered by the customer, can be included in the record at the discretion of the station user.

c. SMDR records are provided to the customer via one of the following three methods:

(1) Dedicated access to the customer's premises where the call records are transmitted to the customer according to a pre-determined schedule. This option requires a minimum of a dedicated voice grade line from the Central Office to the customer location. The associated rates, charges, and regulations for the dedicated access line under the appropriate Telephone Company Tariff shall apply in addition to the rates, charges and regulations for SMDR.

(2) Dial-up access where the customer dials into a centralized location to retrieve the call records when desired. Call records are stored for a maximum of ten (10) days.

(3) Internet access where the call records are sent to the customer via the Internet.

d. SMDR is available only where facilities permit and from capable Central Office switches only.

e. SMDR is not represented to be a provision of billing detail.

f. Local call records are provided only where available.

g. The customer must designate all station lines in a customer group and/or facility groups on which SMDR is to be provided.

h. Modems, collection devices, computer equipment and software are not provided as part of this service and are the responsibility of the customer.

i. SMDR customers requesting dedicated access will be priced under an Individual Case Basis (ICB) arrangement. SMDR customers requesting dial-up or Internet access for more than 200 lines will be also priced under an ICB arrangement.

* Effective December 31, 2021, Station Message Detail Recording (SMDR) is hereby canceled and withdrawn and no longer available. (C) (C)

Centrex Central Office Service

L. STATION MESSAGE DETAIL RECORDING (SMDR)*(Cont'd)

3. RATES AND CHARGES

	Nonrecurring Charge[1]	Monthly Rate
Dedicated Access[2]	ICB	ICB
Dial-up Access		
2-200 Lines	$300.00	$200.00
200+ Lines	ICB	ICB
Internet Access[3]		
2-200 Lines	300.00	200.00
200+ Lines	ICB	ICB
Additions and Changes		
Per system change	See Note 4	

NOTES:

1 Applies in addition to the Feature Processing Service Charge as set forth in C.1 of Section 18C of this Guide.

2 In addition, the associated rates, charges, and regulations for the dedicated access line under the appropriate Telephone Company Tariff shall apply.

3 The customer is responsible for obtaining connection to the Internet.

4 Apply the Feature Processing Service Charge as set forth in C.1 of Section 18C of this Guide.

* Effective December 31, 2021, Station Message Detail Recording (SMDR) is hereby canceled and withdrawn and no longer available. (C) (C)