

PLEXAR®-I SERVICE**A. General Rules and Regulations**

1. Plexar-I is an optional communications system arrangement for business customers which combines two or more individual exchange access lines into a Plexar-I group. Plexar-I is provided subject to the capability of the central office.

Plexar-I is obsolete to existing customers who are subscribing to the Package 2 offering or selected optional features. Moves, changes, and additions shall be in accordance with the definition of "obsolete existing customers" as defined in Part 2, Section 1.

Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-I Service. Plexar-I customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

2. In addition to the Plexar-I system charges and feature capability charge specified in the following, the rate for an Individual Flat Rate Line, Multiline or Measured Business Exchange Access Line shall apply, as appropriate. Plexar-I lines can also be arranged for hunting.
3. Directory listings will be furnished in accordance with the regulations set forth in Part 12, Section 1.
4. The assignment of telephone numbers for Plexar-I shall be in accordance with 'Rules and Regulations Applying to All Customers' Contracts' in Part 2, Section 2.
5. All Plexar-I lines will be equipped with the standard features specified in paragraph C. *Feature Array, Standard Features*.
6. Plexar-I lines and extensions may be terminated at one customer premises, different premises--same central office, or different premises--different central office. Appropriate private line charges as stated in Part 15, Section 2 apply to Plexar-I.
7. Temporary suspension of service in accordance with Part 2, Section 4 will be provided.
8. The Add-On/Consultation Hold and Call Forwarding features are furnished subject to transmission limitations. The Company does not guarantee satisfactory transmission on such arrangements. If the customer requests additional equipment to improve transmission, and it is feasible, additional rates and charges based upon the costs incurred apply.
9. Touch-Tone Service is required for Plexar-I. Each exchange access line must terminate in at least one customer provided Touch-Tone instrument in order to utilize the Plexar-I features.
10. Nonrecurring charges for connections, moves and changes apply as specified by the Installation, Nonrecurring and the Service and Equipment Charges in the following paragraphs of this offering.

PLEXAR®-I SERVICE (cont'd)

A. General Rules and Regulations (cont'd)

11. When multiple features are activated on the same line, certain features may take precedence over others.
12. A transfer of contract (supercedure) will be allowed in accordance with the regulations set forth in 'Rules and Regulations Applying To All Customers' Contracts' in Part 2, Section 2.
13. Custom Calling Services are comprised of a group of services which allow customers to efficiently manage the call flow generated over the Exchange Access Line(s). This management is possible only where the calling party's telephone number can be forwarded from the central office originating the call to the terminating central office serving the called party. (C)

Custom Calling Services are functional only when both the call originating customer and the call terminating customer are served from central offices capable of sending and receiving the Calling Party Name and Number and are linked by appropriate facilities. (C)

The Company shall not be liable for any loss or damages arising out of error, interruptions, defects, failures, or malfunctions of Custom Calling Service or equipment. Damages arising out of such interruptions, defects, failures, or malfunctions of the services after the Company has been notified, and has had a reasonable time for repair, shall in no event exceed an amount equivalent to the charges made for the service affected for the period following notice from the customer until service is restored. (C)

14. Any Company calling party may prevent the delivery of Calling Party Name and/or Number to the called party by dialing an access code immediately prior to placing a call. The access code activates per call blocking. Per call blocking is available at no charge.

If a calling party activates blocking, the calling name and/or number will not be transmitted across the station line, including calls within and outside Plexar group. Instead, calling name and/or number subscribers will receive an anonymous indicator. This anonymous indicator notifies the calling name and/or number subscriber that the calling party chose to block delivery of this information.

The blocking of calling name and/or number will not be provided on calls originating from Customer-Owned Pay Telephone service.

Per line blocking for the delivery of the calling name and/or number is available upon request, at no charge, to the following entities for lines over which the official business of the agency is conducted, where an executive office of the agency registers a need for blocking and provides the required certification to the Company: (a) private, nonprofit, tax-exempt, domestic violence intervention agencies and (b) federal, state and local law enforcement agencies. The calling name and/or number will not be transmitted from a line equipped with this capability.

PLEXAR®-I SERVICE (cont'd)

A. General Rules and Regulations (cont'd)

14. (cont'd)

Calling name and/or number is available in conjunction with compatible single and multiple-line residence and business customers where facilities permit.

Calling name and/or number will not be displayed under the following conditions:

- a. Calling name and/or number will not be displayed if the called Party is off-hook.
- b. Calling name and/or number will not be displayed if the called party answers during the first ring interval.
- c. Calling name and/or number is not available with distinctive ringing services having a silent interval length insufficient for calling name and/or number transmission.
- d. Identification of specific stations or extensions served by a PBX is not possible. The main directory number of the PBX will be displayed.
- e. Calling name and/or number cannot be identified or transmitted for calls made on a multi-party line. The called party will receive an "unavailable" indicator.
- f. Calling name and/or number will be displayed for calls made from another central office only if it is linked by appropriate facilities.
- g. Calling name and/or number will not be displayed if the calling party has activated calling name and/or number blocking.

15. Plexar-I customers may convert their service to another Plexar service arrangement, as offered in this Part of the guidebook.

PLEXAR®-I SERVICE (cont'd)**B. Payment Plans^{/1/}**

1. The customer shall select a service term of either Month-to-Month, 36, 48 or 60 consecutive months.

If the customer selects a 36, 48 or 60 month service term, the rates are not subject to Company initiated rate increases.

If the customer elects to pay month-to-month, the rates are subject to Company initiated rate changes.

2. Additions to service under the two options specified in paragraph B.1, preceding, can be added to the existing agreement.

Additions to the 36, 48 and 60 month service terms can be conterminous with the original contract or for a shorter term. If the customer chooses a shorter term for the additions, rates applicable to the chosen term will apply. Conterminous additions will be treated as follows: If 90 days or more remain on the contract, rates equivalent to those for the existing contract term will apply. If less than 90 days remain, rates applicable to the Month-to-Month plan will apply.

Additions to service under the Month-to-Month plan can be made at any time.

3. All charges specified in this guidebook, excluding those that are rate referenced to other guidebooks, are covered under the Plexar-I payment plans. All other rates and charges not specifically covered in this section are not included. Plexar-I access lines are not included in these payment plans but are offered under terms and conditions specified in the appropriate guidebook.
4. If the customer disconnects the Plexar-I and/or optional features prior to the expiration of the 36, 48 or 60 month service term, the customer shall pay a termination charge for the applicable rate elements disconnected. This charge will be waived if the customer converts the arrangement to another Plexar service for a service term that equals or exceeds the number of months remaining on the customer's Plexar-I agreement. This charge will also be waived for Plexar-I customers who move their service to another Company served location within Arkansas if the service terms are continued at the new location. Payment of the termination charge does not release the customer from other previous amounts owed the Company. The termination charge shall be:
 - a. The number of applicable stations disconnected, multiplied by
 - b. The monthly Plexar-I charges, multiplied by
 - c. The number of months of the contract not being fulfilled, multiplied by
 - d. Fifty percent (50%).

/1/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-I Service. Plexar-I customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-I SERVICE (cont'd)

B. Payment Plans^{/1/} (cont'd)

5. Upon expiration of the 36, 48 or 60 month service term, the customer may:
 - a. Continue service without establishing a new service term. Service will be provided on a month-to-month basis at the then current rate. This monthly rate will be subject to any rate changes.
 - b. Continue service by selecting a new service term of 36, 48 or 60 months at the then current rates. The new service term will commence on the day following the expiration of the previous service term.
 - c. 'Thank You For Renewing' Credit Option: With this option, customers who sign a new Plexar-I term Payment Plan contract for their existing service with a 36, 48 or 60 month contract term will receive a one-time bill credit of \$50.00 per station, up to a maximum of \$1,500 per contract. This credit option is only available to existing Plexar-I customers (month-to-month or contract), but is not available to customers with more than twelve months remaining on their existing Plexar-I term Payment Plan contract. Standard Plexar-I termination charges will apply. This credit option is not available to customers covered under a Customer Specific Pricing (CSP) contract.
 - d. Discontinue the service.
6. If the service term agreement expires and the customer has not notified the Company regarding which option they elect, service will continue at the monthly rate in effect at that time for the month-to-month option.
7. Service Migration and Early Termination Charges

If Customer migrates an AT&T Plexar-I Service or Service Component (referred to as the "Terminated ILEC Service") to a qualifying AT&T Business Voice over IP (BVoIP) Service (referred to as the "Replacement Service"), then the Early Termination Charge associated with the Terminated ILEC Service will be waived provided:

- The Terminated ILEC Service has been installed at the Customer site for no fewer than 12 months;
 - The Term of the Replacement Service agreement is equal to or greater than the remaining term for the Terminated ILEC Service; and (C)
 - The Replacement Service is installed at the same Customer sites as the Terminated ILEC Service. (C)
- (D)
(D)

It is at the Company's sole discretion whether a product change satisfies these requirements.

^{/1/} Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-I Service. Plexar-I customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-I SERVICE (cont'd)

C. Feature Array

The following is a list of Standard and Optional features available subject to central office capability:

Standard Features

Add-On/Consultation Hold
Call Hold
Call Pickup
Station-to-Station Dialing (Intercom)
Transfer

Optional Features

Alternate Answering-Inside System
Alternate Answering-Outside System
Call Forwarding
Call Transfer Disconnect
Call Waiting
Convenience Dialing I
Toll Restriction
Custom Calling Services
Customer Alerting Enablement
Remote Access to Call Forwarding
Simultaneous Ring One Number

(C)

Obsolete Features Available Only to Existing Customers

Code Access Calling^{/1/}
Automatic Callback Calling^{/1/}
Conference Calling^{/1/}
Convenience Dialing^{/1/}
Directed Call Pickup^{/1/}
Distinctive Ringing^{/1/}

/1/ Obsolete, available only to existing customers.

PLEXAR®-I SERVICE (cont'd)**D. Feature Descriptions**

Add-On/Consultation Hold: This feature allows a Plexar-I station user to add on another Plexar-I user or outside line to an established call. In addition, the station user can place any call on hold, thereby freeing the line for the purpose of originating another call or answering a waiting call.

Alternate Answering-Inside System: This feature allows for forwarding of an incoming call to a preselected Plexar-I line within the system when the called line does not answer after a predetermined number of rings and/or when a busy condition is encountered.

Alternate Answering-Outside System: This feature allows for forwarding of an incoming call to a preselected number outside the system when the called line does not answer after a predetermined number of rings and/or when a busy condition is encountered.

Automatic Callback Calling: This feature allows a Plexar-I user who encounters a busy condition when calling another Plexar-I line to be automatically called back when the called line becomes idle.^{/1/}

Call Forwarding: This feature, when activated by the customer, allows all calls to a Plexar-I line to be automatically forwarded to a selected Plexar-I line within the system or outside the system.

Call Hold: This feature allows a Plexar-I station user to hold any call in progress thereby freeing the line for the purpose of originating another call or answering a waiting call. The held call cannot be added to another call.

Custom Calling Services: Optional telephone service arrangements which provide one or more of the following features: (C)

Auto Redial: Enables the customer to automatically redial the last outgoing telephone number by dialing an activation code. When the recalled telephone number is busy, the Company's equipment will monitor the line for a maximum of thirty (30) minutes beginning with the customer's activation of Auto Redial, in an attempt to establish the call. The customer will be signaled with a distinctive ring when the call can be completed.^{/2/}

Call Blocker: Enables a customer to block the last incoming call and/or calls from a designated list of telephone numbers. To block specified telephone numbers, the customer can construct or modify a telephone number screening list by dialing a unique code. The Company equipment will screen incoming calls against the customer's list and block those on the list. If facilities are unavailable to provide incoming call screening via the customer's list, standard call completion will occur. To block unknown telephone numbers, a customer can activate a code after receiving an unwanted call and block the number. Telephone numbers that are blocked are directed to a Company recorded announcement.

/1/ Obsolete, available only to existing customers.

/2/ Some customer-provided equipment may not recognize the distinctive ringing patterns associated with this service.

PLEXAR®-I SERVICE (cont'd)**D. Feature Descriptions (cont'd)**Custom Calling Services: (cont'd)

(C)

Call Return: Enables the customer to automatically redial the telephone number of the most recent incoming call. If the most recent incoming call's telephone number is busy, the Company's equipment will monitor the line for a maximum of thirty (30) minutes beginning with the customer's activation of Call Return in an attempt to establish the call. The customer will be signaled with a distinctive ring when he call can be completed. This feature cannot be activated for calls originating from a line that is forwarded or from a line or trunk not associated with a telephone number, e.g., multi-line hunting groups.^{/1/}

Call Trace: Enables the customer to initiate a trace of the last incoming call completed by dialing an activation code immediately after terminating the call. If a trace is successful, the Company's equipment will record the incoming call detail (not the conversation). The results of the trace will not be provided to the customer directly. For further action to be taken, the customer is required to contact the Company's Service Center during normal work hours and work days.

Calling Name Delivery: Enables the terminating customer to identify the calling party by a displayed name before the call is answered. The displayed name is associated with the Calling Party Number. Calling Name Delivery subscribers must provide, and connect, their own compatible customer premise equipment to process the Calling Name Delivery.

Calling Number Delivery: Allows the transmission of Calling Party Number (CPN) to the subscriber's station line. When a calling number equipped line is on hook, CPN is transmitted across the line during the silent interval between the first and second ring. Calling Number subscribers must provide and connect their own compatible premise equipment to process the CPN transmission.

Priority Call: Provides the customer with a distinctive alerting signal, ring or call waiting tone (if the customer has subscribed to Call Waiting), when the customer is called from preselected telephone numbers. The customer can construct or modify a telephone number screening list by dialing a unique code. The Company equipment will screen incoming calls against the customer's list and provide the Priority Call feature for telephone numbers on the customer's list.^{/1,2/}

Selective Call Forwarding: Enables the customer to forward incoming calls from preselected telephone numbers. The customer can construct or modify a telephone number screening list by dialing an activation code. The Company equipment will screen incoming calls against the customer's list and forward only those telephone numbers on the list.^{/3,4/}

- /1/ Some customer-provided equipment may not recognize the distinctive ringing patterns associated with this service.
- /2/ A customer may subscribe to both Priority Call and Call Waiting features. A distinctive Call Waiting tone is provided with the Priority Call feature.
- /3/ A customer may subscribe to both Call Forwarding and Selective Call Forwarding features. However, both features may not be activated at the same time.
- /4/ The maximum amount of telephone numbers available for each customer's list may vary depending on switch type.

PLEXAR®-I SERVICE (cont'd)**D. Feature Descriptions (cont'd)**

Call Transfer Disconnect: This feature will allow a Plexar-I station user to transfer a call to another telephone number within or outside the Plexar-I system and hang-up, leaving the two remaining parties intact. The Plexar-I station user would then be free to accept another call. The transferred call may originate from within or outside the Plexar-I system. The Plexar-I user is prohibited from using this feature to avoid toll charges.

Call Pickup: This feature allows a Plexar-I station user to answer any call within an associated preset pickup group.

Call Waiting: This feature allows a Plexar-I user engaged in a conversation to be alerted that another caller is attempting to reach him. The called line can retrieve the waiting call by placing the existing call on hold and answering the waiting call. Where central office capability exists, Cancel Call Waiting is provided with this feature.

Code Access Calling: This feature permits dial access to special facilities such as outward WATS.^{/1/}

Convenience Dialing I: This feature allows Plexar-I station users to have abbreviated codes assigned to up to 6 frequently called numbers. The list of frequently called numbers may be common to the entire Plexar-I system or unique to each Plexar-I station line.

Convenience Dialing II: This feature is the same as Convenience Dialing I except that up to 30 numbers can be programmed.^{/1/}

Conference Calling: This feature allows a Plexar-I user to establish conference connections involving up to six conferees (including the conference controller).^{/1/}

Customer Alerting Enablement(Message Waiting Indication): Provides an audible alerting tone (intermittent dial tone) from the customer's serving central office and/or a signal which provides visual indication on the customer's CPE indicating waiting messages.^{/2/}

Directed Call Pickup: This feature provides the ability for a call directed to a Plexar-I station line to be answered by any other station user with the Plexar-I system.^{/1/}

Distinctive Ringing: This feature is provided on a per system basis and allows a Plexar-I user to distinguish between incoming exchange calls and incoming intercom calls. This is done by associating a Distinctive Ringing pattern with the incoming call based upon its source.^{/1/}

Remote Access to Call Forwarding: Permits a customer that also subscribes to the Call Forwarding feature to activate, deactivate, or change Call Forwarding from a remote location. Remote access to Call Forwarding can only be accessed from a Dual Tone Multi-Frequency (DTMF) telephone which has a full set of characters including "*" and "#". All charges incurred to access the remote number will be billed appropriately.

Intercom Calling: This feature provides intrasystem communications.

/1/ Obsolete, available only to existing customers.

/2/ Visual message waiting indication cannot be provided on lines associated with Access Advantage Plus Service as found in Part 6, Section 7. These lines may be equipped with the audible alerting tone only (MW7).

PLEXAR®-I SERVICE (cont'd)

D. Feature Descriptions (cont'd)

Simultaneous Ring One Number: Causes one additional telephone number of the customer to ring simultaneously whenever the Plexar station number is dialed. The customer's Plexar station and Simultaneous Ring One Number telephone number must be served from the same central office switch.

Simultaneous Ring One Number is only available where equipment, features and facilities are available. Other restrictions and limitations may apply.

Toll Restriction: This feature restricts Long Distance calling to allow calls only to WATS and the Company's business offices and repair services to be completed. All other Long Distance calls are denied, including calls to operator services^{/1/}. Denied calls are directed to a central office announcement. (C)

Transfer: This feature allows a Plexar-I station user to transfer any established call to another station within or outside the Plexar-I system. Only one party on the final connection can be outside the Plexar-I system.

/1/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued. (N)
(N)

PLEXAR®-I SERVICE (cont'd)

E. Rates and Charges

	Month to Month Rate	Monthly Rates		
		36 Month	48 Month ^{/5/}	60 Month ^{/5/}
Plexar-I System Charges				
Standard Package 1, per system /ABCS1, ABCPS ^{/4/}	\$4.00	\$2.00	\$2.00	\$2.00
Standard Package 2, per system /ABCS2 ^{/1/}	9.00	NA	NA	NA
Plexar-I Feature Capability Charge, per Plexar-I Line:				
Month-to-Month /ABCFC, ABCFD ^{/2/} Service Term:	5.25	NA	NA	NA
Without Optional Features /ABCFFG/	NA	.40	.40	.40
With Optional Features /ABCFF, ABCFE ^{/3/}	NA	.00	.00	.00

/1/ Obsolete, available only to existing customers.

/2/ The ABCFD USOC is used when the Plexar-I line is equipped with the optional feature Call Transfer Disconnect. For Plexar-I lines not equipped with Call Transfer Disconnect, the ABCFC USOC should be used.

/3/ The ABCFF USOC is used when the Plexar-I line is equipped with the optional feature Call Transfer Disconnect. For Plexar-I lines not equipped with Call Transfer Disconnect, the ABCFE USOC should be used and requires the Plexar-I line to be equipped with at least one optional feature, excluding Call Trace and Customer Alerting Enablement.

/4/ The USOC ABCS1 is obsolete, available only to existing customers. Effective November 15, 1999, new systems installed will utilize the USOC ABCPS.

/5/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-I Service. Plexar-I customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-I SERVICE (cont'd)

E. Rates and Charges (cont'd)

	Service and Installation Charge		Equipment Charge
	Month To Month	36/48/60 Month ^{/5/}	
Plexar-I System Charges			
Standard Pkg 1, per system /ABCS1, ABCPS/ ^{/4/}	\$5.00	\$0.00	\$8.50 ^{/2/}
Standard Pkg 2, per system /ABCS2/ ^{/1/}	65.00 ^{/3/}	NA	8.50
Plexar-I Feature Capability Charge, Per Plexar-I Line:			
Month-to-Month /ABCFC, ABCFD/	7.50	NA	8.50
Service Terms:			
Without Optional Features /ABCFG/	NA	0.00	8.50 ^{/2/}
With Optional Features /ABCFE, ABCFF/	NA	0.00	8.50 ^{/2/}

/1/ Obsolete, available only to existing customers.

/2/ The Company will waive the Service & Equipment Charge for existing business customers converting to Plexar-I and subscribing to a service term of 36, 48 or 60 months or existing Plexar-I month-to-month customers converting to a service term.

/3/ This charge also applies if establishing code access calling subsequent to the installation of the Plexar-I system

/4/ The USOC ABCS1 is obsolete, available only to existing customers. Effective November 15, 1999, new systems installed will utilize the USOC ABCPS.

/5/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-I Service. Plexar-I customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-I SERVICE (cont'd)

E. Rates and Charges (cont'd)

	Month to Month Rate	Monthly Rates		
		36 Month	48 Month ^{/5/}	60 Month ^{/5/}
<i>Per Plexar-I Line Equipped with ...</i>				
Alternate Answering-Inside System, With Busy /ABCA1/	\$1.25	\$.70	\$.60	\$.50
With Don't Answer /ABCA2/	1.25	.70	.60	.50
With Busy & Don't Answer /ABCAA/	2.25	1.25	1.10	.90
Alternate Answering-Outside System, With Busy /ABCA3/	3.00	1.65	1.50	1.20
With Don't Answer /ABCA4/	3.00	1.65	1.50	1.20
With Busy & Don't Answer /ABCA5/	4.00	2.20	2.00	1.60
Automatic Callback Calling, Common Equipment /ABCAC ^{/4/}	18.00	NA	NA	NA
Per Plexar-I Line Equipped ^{/4/}	.75	NA	NA	NA
Call Forwarding /ABCCF/	1.20	.65	.60	.50

	Installation Charge		Service and Equipment Charge
	Month To Month	36/48/60 Month ^{/5/}	
<i>Per Plexar-I Line Equipped with ...</i>			
Alternate Answering-Inside System, With Busy /ABCA1/	\$8.00 ^{/1,2/}	\$4.00 ^{/1,2/}	\$8.50 ^{/3/}
With Don't Answer /ABCA2/	8.00 ^{/1,2/}	4.00 ^{/1,2/}	8.50 ^{/3/}
With Busy & Don't Answer /ABCAA/	12.00 ^{/1,2/}	7.00 ^{/1,2/}	8.50 ^{/3/}
Alternate Answering-Outside System, With Busy /ABCA3/	8.00 ^{/1,2/}	4.00 ^{/1,2/}	8.50 ^{/3/}
With Don't Answer /ABCA4/	8.00 ^{/1,2/}	4.00 ^{/1,2/}	8.50 ^{/3/}
With Busy & Don't Answer /ABCA5/	12.00 ^{/1,2/}	7.00 ^{/1,2/}	8.50 ^{/3/}
Automatic Callback Calling, Common Equipment /ABCAC ^{/4/}	35.00	NA	
Per Plexar-I Line Equipped /ABCAL ^{/4/}	17.00 ^{/1,2/}	NA	8.50
Call Forwarding /ABCCF/	12.00 ^{/1,2/}	4.00 ^{/1,2/}	8.50 ^{/3/}

- /1/ The Installation Charge is not applicable if the Optional Feature is installed at the same time as the Plexar-I line.
- /2/ Only one charge applies per Plexar-I line when adding any number of these Optional Features subsequent to the installation of the Plexar-I line. The highest charge will be applied based upon features ordered.
- /3/ The Company will waive the Service & Equipment Charge for existing business customers converting to Plexar-I and subscribing to a service term of 36, 48 or 60 months or existing Plexar-I month-to-month customers converting to a service term.
- /4/ Obsolete, available only to existing customers.
- /5/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-I Service. Plexar-I customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-I SERVICE (cont'd)

E. Rates and Charges (cont'd)

Custom Calling Services:	Month to Month Rate	Monthly Rates			(C)
		36 Month	48 Month ^{/6/}	60 Month ^{/6/}	
<i>Per Plexar-I Line Equipped with ...</i>					
Auto Redial /NL9/	\$3.50	\$1.10	\$1.00	\$.80	
Call Blocker /NL5/	3.50	1.10	1.00	.80	
Call Return /NL8/	3.50	1.10	1.00	.80	
Call Trace /N8T/	1.00	.00	.00	.00	
Per Activation	---				
Calling Name Delivery /NNM/	7.95	3.30	3.00	2.40	
Calling Number Delivery /NLD/	7.95	3.30	3.00	2.40	
Calling Name & Number Delivery /NCN/	9.00	5.00	4.50	3.60	
Priority Call /NL3/	3.50	1.10	1.00	.80	
Selective Call Forwarding /NL6/	3.50	1.10	1.00	.80	

<i>Per Plexar-I Line Equipped with ...</i>	Installation Charge		Service and Equipment Charge
	Month To Month	36/48/60 Month ^{/6/}	
Auto Redial /NL9/	\$8.00 ^{/1,2/}	\$4.00 ^{/1,2/}	\$8.50 ^{/4/}
Call Blocker /NL5/	8.00 ^{/1,2/}	4.00 ^{/1,2/}	8.50 ^{/4/}
Call Return /NL8/	8.00 ^{/1,2/}	4.00 ^{/1,2/}	8.50 ^{/4/}
Call Trace /N8T/	8.00 ^{/1,2/}	4.00 ^{/1,2/}	8.50 ^{/4/}
Per Activation	^{/5/}	^{/5/}	
Calling Name Delivery /NNM/	1.00 ^{/1,2/}	.50 ^{/1,2/}	8.50 ^{/4/}
Calling Number Delivery /NLD/	1.00 ^{/1,2/}	.50 ^{/1,2/}	8.50 ^{/4/}
Calling Name & Number Delivery /NCN/	2.00 ^{/1,2/}	1.00 ^{/1,2/}	8.50 ^{/4/}
Priority Call /NL3/	8.00 ^{/1,2/}	4.00 ^{/1,2/}	8.50 ^{/4/}
Selective Call Forwarding /NL6/	8.00 ^{/1,2/}	4.00 ^{/1,2/}	8.50 ^{/4/}

- /1/ The Installation Charge is not applicable if the Optional Feature is installed at the same time as the Plexar-I line.
- /2/ Only one charge applies per Plexar-I line when adding any number of these Optional Features subsequent to the installation of the Plexar-I line. The highest charge will be applied based upon features ordered.
- /3/ Obsolete, available only to existing customers.
- /4/ The Company will waive the Service & Equipment Charge for existing business customers converting to Plexar-I and subscribing to a service term of 36, 48 or 60 months or existing Plexar-I month-to-month customers converting to a service term.
- /5/ Apply the *Business Call Trace, per Successful Activation*, rate as specified in Part 7, Section 2, paragraph C. *Prices*.
- /6/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-I Service. Plexar-I customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-I SERVICE (cont'd)

E. Rates and Charges (cont'd)

	Month to Month Rate	Monthly Rates		
		<u>36 Month</u>	<u>48 Month</u> ^{/5/}	<u>60 Month</u> ^{/5/}
Call Transfer Disconnect ^{/1/} Per Plexar-I Line Equipped /ABCTD/.....	\$4.00	\$3.20	\$3.00	\$2.80
Call Waiting Per Plexar-I Line Equipped /ABCCW/.....	1.10 ^{/2/}	.60	.55	.45
Convenience Dialing Per Line /ABCP1, ABCP2, ABCP3/25	.25	.25	.25
Convenience Dialing II ^{/3/} Per Line /ABCD2/70	NA	NA	NA
Conference Calling ^{/3/} Per Conference Arrangement /ABCCC/	72.00	NA	NA	NA
Per Plexar-I Line equipped to Access Conference Arrangement /EANCC/	---	NA	NA	NA
Customer Alerting Enablement ^{/4/} Per Plexar-I Line Equipped /MWC/	1.00	.00	.00	.00
Directed Call Pickup ^{/3/} Per Plexar-I Line Equipped /ABCCP/.....	.05	NA	NA	NA

/1/ All lines in the Plexar-I system must be equipped with this feature.

/2/ This rate is inclusive of the Cancel Call Waiting Option where available.

/3/ Obsolete, available only to existing customers.

/4/ The MWC USOC applies when both audible and visual alerting are provided. For audible signal only, the MW7 USOC applies; for visual signal only, the USOC MWQ2X USOC applies.

/5/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-I Service. Plexar-I customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-I SERVICE (cont'd)

E. Rates and Charges (cont'd)

	Installation Charge		Service and Equipment Charge
	Month To <u>Month</u>	36/48/60 <u>Month</u> ^{/8/}	
Call Transfer Disconnect Per Plexar-I Line Equipped ^{/1/} /ABCTD/	\$2.00 ^{/3,4/}	\$1.00 ^{/3,4/}	\$8.50 ^{/5/}
Call Waiting ^{/2/} Per Plexar-I Line Equipped /ABCCW/.....	8.00 ^{/3,4/}	4.00 ^{/3,4/}	8.50 ^{/5/}
Convenience Dialing Per Line /ABCP1, ABCP2, ABCP3/	11.00 ^{/3,4/}	5.50 ^{/3,4/}	8.50 ^{/5/}
Convenience Dialing II ^{/6/} Per List /ABCD2/	17.00	NA	8.50
Conference Calling ^{/6/} Per Conference Arrangement /ABCCC/	35.00	NA	8.50
Per Plexar-I Line Equipped to Access Conference Arrangement /EANCC/	6.00	NA	8.50
Customer Alerting Enablement ^{/7/} Per Plexar-I Equipped /MWC/.....	2.20 ^{/3,4/}	1.00 ^{/3,4/}	8.50 ^{/5/}
Directed Call Pickup ^{/6/} Per Plexar-I Equipped /ABCCP/	17.00 ^{/3,4/}	NA	8.50

- /1/ All lines in the Plexar-I system must be equipped with this feature.
- /2/ This rate is inclusive of the Cancel Call Waiting Option where available.
- /3/ The Installation Charge is not applicable if the Optional Feature is installed at the same time as the Plexar-I line.
- /4/ Only one charge applies per Plexar-I line when adding any number of these Optional Features subsequent to the installation of the Plexar-I line. The highest charge will be applied based upon features ordered.
- /5/ The Company will waive the Service & Equipment Charge for existing business customers converting to Plexar-I and subscribing to a service term of 36, 48 or 60 months or existing Plexar-I month-to-month customers converting to a service term.
- /6/ Obsolete available only to existing customers.
- /7/ The MWC USOC applies when both audible and visual alerting are provided. For audible signal only, the MW7 USOC applies; for visual signal only, the USOC MWQ2X USOC applies.
- /8/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-I Service. Plexar-I customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-I SERVICE (cont'd)

E. Rates and Charges (cont'd)

	Month to Month Rate	Monthly Rates		
		36 Month	48 Month ^{/5/}	60 Month ^{/5/}
Distinctive Ringing ^{/3/} Common Equipment, per System /ABCDR/	\$11.50	NA	NA	NA
Class B Ringing/Tone, Per Line Equipped /ABCDL/.....	1.40	NA	NA	NA
Remote Access to Call Forwarding Per Plexar-I Line Equipped /HRM/	2.75	1.10	1.00	.80
Simultaneous Ring One Number Per Plexar-I Station Equipped /S3S1X/	2.50	2.50	2.50	2.50
Toll Restriction Per Plexar-I Line Equipped /MVPTL/	1.10	.80	.75	.70
		Installation Charge Month To Month	36/48/60 Month ^{/5/}	Service and Equipment Charge
Distinctive Ringing ^{/3/} Common Equipment, Per System /ABCDR/	\$17.00		NA	\$8.50
Class B Ringing/Tone, Per Line Equipped /ABCDL/.....	17.00		NA	8.50
Remote Access to Call Forwarding Per Plexar-I Line Equipped /NRM/	8.00 ^{/1,2/}		\$4.00 ^{/1,2/}	8.50 ^{/4/}
Simultaneous Ring One Number Per Plexar-I Station Equipped /S3S1X/	6.50 ^{/1,2/}		6.50 ^{/1,2/}	8.50
Toll Restriction Per Plexar-I Line Equipped /MVPTL/	1.00 ^{/1,2/}		0.50 ^{/1,2/}	8.50 ^{/4/}

/1/ The Installation Charge is not applicable if the Optional Feature is installed at the same time as the Plexar-I line.

/2/ Only one charge applies per Plexar-I line when adding any number of these Optional Features subsequent to the installation of the Plexar-I line. The highest charge will be applied based upon features ordered.

/3/ Obsolete, available only to existing customers.

/4/ The Company will waive the Service & Equipment Charge for existing business customers converting to Plexar-I and subscribing to a service term of 36, 48 or 60 months or existing Plexar-I month-to-month customers converting to a service term.

/5/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-I Service. Plexar-I customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR®-I SERVICE (cont'd)

E. Rates and Charges (cont'd)

6. Nonrecurring Charges

Plexar-I nonrecurring charges are in addition to appropriate Service Charges as specified in this offering.

	<u>USOC</u>	<u>Nonrecurring Charge</u>	<u>Service & Equipment Charge</u>
Conversion of Plexar-I service provided by a Competitive Local Exchange Carrier (CLEC) reselling the Company's Plexar-I service back to the Company's service. ^{/1/}			
Change Charges ^{/2/}			
Alternate Answering Parameters.....	ABCC4	\$8.00	\$8.50
Call Pickup Group Assignments.....	ABCC1	8.00	8.50
Access to Code Access Calling Codes	ABCC2	8.00	8.50
Controlling Line for			
Convenience Dialing.....	ABCC5	8.00	8.50
Intercom Code Assignments	ABCC3	8.00	8.50

/1/ Refer to Part 3, Section 1 for applicable conversion charge.

/2/ A maximum charge of \$8.00 applies per Plexar-I line when changing any number of the following features.

PLEXAR EXPRESS**A. Descriptive Summary**

1. Plexar Express is a network service for business customers that is comparable to a key system or PBX business communications systems. It provides similar capabilities through an offering of commonly used business communications features.

Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar Express. Plexar Express customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

2. A customer can equip each person/place in their enterprise needing access to telecommunications with a Plexar Express station, with no minimum and no maximum size requirement for this service. Stations in a system share Plexar Express Access Lines for incoming and outgoing calls to the Public Switched Telephone Network.
3. One or more customer locations within a serving central office area are grouped into a single Plexar Express system. "Intercom" calling using less-than-seven-digit dialing among all the Plexar Express stations in a single system is provided at no additional cost. Linking of separate Plexar Express systems for intercom calling requires tie lines or other arrangements from other guidebooks and may require Plexar Express tie line termination charges.
4. While this service is available to business customers of any size, the feature set is more appropriate for small/medium-sized customers. If more numerous and more sophisticated features are necessary, they can be provided through other members of the Plexar family such as Plexar-II and Plexar-Custom.

B. General

1. Plexar Express consists of three main elements: stations, loops, and tie line terminations.
2. Plexar Express Stations provide call handling and custom calling services such as Call Forwarding, Call Hold, etc. (C)
3. A "loop", the common term for outside plant facilities, connects each station to the Company central office switch. Within Plexar Express, one type of loop (a Plexar Express Intercom Loop) only provides for station-to-station calling (intercom calls). Another type of loop (a Plexar Express Access Line), besides providing station-to-station calling, also provides for calling to or from the Public Switched Telephone Network.^{/1/}
4. The total number of stations determines the total number of loops, with customers determining how many intercom and how many access line loops they need. A customer with 15 stations needs 15 loops, from any combination of intercom loops and/or access lines. The outside calling capability of access lines is shared among all stations, it is not dedicated to any specific station, just as in a key system or a PBX.

/1/ Intercom loops are not applicable to stations associated with Access Advantage Plus, as found in Part 6, Section 7.

PLEXAR EXPRESS (cont'd)**B. General (cont'd)**

5. Plexar Express tie line terminations are available for terminating either analog, digital or other tie line arrangements into the Plexar Express system. These can link two or more systems together that are located in different central office serving areas. If multiple locations are located in the same central office serving area, tying arrangements are inherent in the Plexar Express system at no extra charge.

C. Feature Array*Standard Features*

The following standard features are available with each Plexar Express Station subject to the serving central office capability:

Call Forwarding-Busy Line-All Calls

Automatically forwards incoming calls to a preselected telephone number, when the called Plexar Express station is busy.

Call Forwarding-Don't Answer-All Calls

Automatically forwards incoming calls to a preselected telephone number, when the called Plexar Express station does not answer after a predetermined number of ringing cycles.

Call Forwarding-Variable

Forwards incoming calls to a telephone number, either inside or outside the Plexar Express system automatically after a user has invoked this feature.

Call Hold

Allows a Plexar Express station user to hold one call for any length of time provided that neither party goes on-hook (hangs up).

Call Pickup

Allows a Plexar Express station user to answer any call within an associated preset pickup group.

Call Transfer

Allows a Plexar Express station user to transfer any established call to another telephone number within or outside the Plexar Express system. While the Plexar Express line(s) may still be in use, the Plexar Express station user is then free to accept another call.

Direct Inward Dialing (DID)

Allows an incoming call from the Public Switched Telephone Network to reach a Plexar Express station's telephone number without attendant assistance.

Direct Outward Dialing (DOD)

Allows a Plexar Express station to gain access to the Public Switched Telephone Network without attendant assistance.

Hunting-Basic

Provides hunting for an idle station starting with the called station and ending with the last station in the prearranged group, completing the call to the first idle station encountered.

PLEXAR EXPRESS (cont'd)**C. Feature Array (cont'd)***Standard Features (cont'd)*Station-to-Station Dialing (Intercom)

Allows a Plexar Express station user to directly dial other stations within the same Plexar Express system, typically by dialing fewer digits than the normal 7-digit telephone number, usually dialing just 3, 4 or 5 digits.

Three-Way Calling

Allows a Plexar Express station user to add a third party to any established call for a three-party conference, without the assistance of an attendant.

Touch-Tone Dialing

All stations are equipped for Touch-Tone dialing.

Optional Features

The following Optional Features are available with Plexar Express at the rates and charges provided herein, subject to the serving central office capability.

Assume Dial Nine

Provides for systemwide configuration that allows access to the Public Switched Telephone Network without the need to dial the digit "9".

Call Waiting/Cancel Call Waiting

"Call Waiting" informs a busy station user that another call is waiting by applying a "call waiting tone" while the calling party hears ringing. "Cancel Call Waiting" allows the station user to inhibit the operation of Call Waiting for one call. Call Waiting is enabled on the next call unless Cancel Call Waiting is engaged again for the next call.

Calling Name Delivery

Enables the subscriber station to identify the calling party by a displayed name before the call is answered. The displayed name is the name associated with the Calling Party Number. When a Calling Name Delivery equipped station is on-hook, the Calling Party Name is transmitted during the silent interval between the first and second ring. Calling Name Delivery subscribers must provide, and connect, their own compatible CPE to process the Calling Name Delivery transmission.

Calling Number Delivery

Utilizes specific network capabilities to transmit Calling Party Number (CPN) associated with an incoming call to the called party's station. The CPN of the incoming call is transmitted during the silent interval between the first and second ring. CPN subscribers must provide and connect their own compatible premises equipment in order to process the CPN transmission.

Message Waiting Indication

Notifies a station user of a waiting message from an optional voice mail system by an audible alerting tone (intermittent dial tone) from the customer's serving central office and/or a signal, which activates a visual indication on the station set.^{/1/}

/1/ Visual message waiting indication cannot be provided on stations associated with Access Advantage Plus Service as found in Part 6, Section 7. These stations may be equipped with the audible alerting tone only (MW71X).

PLEXAR EXPRESS (cont'd)

C. Feature Array (cont'd)

Optional Features (cont'd)

Routed Numbers

This feature routes calls to a Plexar System telephone number to an answering point at the customer location. Plexar Routed Numbers include the Plexar telephone number and the routing facility. Calls must be routed within the customer's common block.

Speed Calling

Allows a station user to place calls to a previously designated list of frequently dialed numbers by dialing a speed-calling code for those numbers instead of the full telephone numbers desired.

Toll Restriction

Restricts the completion of originating calls to a limited area only.

PLEXAR EXPRESS (cont'd)

D. Rules and Regulations

1. Plexar Express is an optional network service providing a communications system for business customers of any size. This service is available only where the necessary facilities exist.
2. Nonrecurring and monthly recurring charges exist for this service.

All charges except for Access Lines, Private Line charges and End User Common Line (EUCL) are found in this guidebook. Charges for Access Lines are applied by rate reference to the appropriate PBX Trunk rate as found in Part 4, Section 2.

Although EUCL charges will be billed per Plexar Express local exchange access line as prescribed by the Federal Communications Commission, a partial credit of these EUCL charges is provided. The result of the credit is that a customer net pays EUCL charges on the number of Plexar Express Access Lines, despite being billed EUCL on the number of Plexar Express stations. This credit will appear once each month on the customer's bill. No credit or debit will be applied to the customer's partial month's EUCL charges for stations which may have been added or deleted during the bill period.

3. Directory listings will be furnished in accordance with regulations set forth in Part 12, Section 1.
4. All Plexar Express stations will be equipped with the standard features specified in paragraph C. *Feature Array, Standard Features.*

PLEXAR EXPRESS (cont'd)**C. Rules and Regulations (cont'd)**

5. The assignment of telephone numbers for Plexar Express shall be in accordance with 'Rules and Regulations Applying to All Customers' Contracts' found in Part 2, Section 2. Where facilities permit, transfer of telephone numbers between Plexar Express and other services will be permitted as follows:
 - a. Customers converting between Plexar/Centrex Services will be permitted to retain their existing telephone numbers at no charge.
 - b. Business customers changing to Plexar-Express Service may retain up to five of their existing telephone numbers, per serving central office, at no charge. For charges applicable to telephone numbers exceeding five, see paragraph E. *Rates and Charges*.
 - c. Plexar-Express customers may transfer one or more of their existing telephone numbers for use with other business services. Charges will apply for each number transferred. For applicable charges see paragraph E. *Rates and Charges*. Charges do not apply when the customer disconnects the entire Plexar-Express system.
6. Temporary suspension of service will be permitted in accordance with 'Suspension and Restoration of Service' found in Part 2, Section 4.
7. Plexar Express stations shall have available the calling scope associated with the Plexar Express serving central office as defined in Part 4, Section 1. A Plexar Express Off-Premises station will be furnished the same service as a Plexar Express Basic station, where equipment and facilities are available. Private Line charges as specified in Part 15, Section 2 apply to Off-Premises stations instead of loop charges.
8. A Plexar Express customer may be served by the same serving central office (referred to as normal serving office) or a different serving central office than the one in which they are located. If service is provided from a serving office other than their normal serving office, the rates and charges specified in this guidebook are applicable in addition to the rates, charges, terms and conditions of Foreign Service Office (FSO/Foreign Exchange (FX) Services specified in Part 4, Section 3.
9. Each Plexar Express Access Line must terminate in at least one Touch-Tone instrument in order to utilize the Plexar Express features.
10. Off-Premises stations consists of two rate elements, the Off-Premises station rate from this guidebook and applicable private line charges from Part 15, Section 2. An Off-Premises station is used when a customer chooses to have a station be part of a system located in a central office other than the normal serving central office for that station's location.
11. The customer may move Plexar Express service where facilities permit, subject to the appropriate service connection charges and any other appropriate charges resulting from the customer's requirements (i.e., overtime hours, special construction). The old contract will not be affected.

PLEXAR EXPRESS (cont'd)**C. Rules and Regulations (cont'd)**

12. Easy Option features to the extent offered in this guidebook, will function as specified in Plexar-II Service found in Part 5, Section 4.
13. Caller ID Interaction: Any Company customer may prevent the display of their Calling Party Name and/or Number by activating blocking immediately prior to placing a call. Calling Party Name and/or Number blocking is available on a per call basis, at no charge. It is activated by dialing a specific access code. If a calling party has activated Calling Party Name and/or Number blocking, the Calling Party Name and/or Number will not be transmitted to the display equipment of the Calling Party Name and/or Number subscriber. Instead, the subscriber will receive a privacy indicator. This privacy indicator notifies the subscriber that the calling party chose to block Calling Party Name and/or Number delivery.

An originating caller's Calling Party Name and/or Number may not be displayed at the called party as set forth in Plexar-II Service found in Part 5, Section 4.

14. In addition to the provisions of Part 2, Section 2, the Company shall not be liable for any claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a name and/or telephone number which the calling party has requested to be omitted from the telephone directory or by disclosing of such name and/or telephone number to any person. The Company shall not be liable for any claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a name and/or telephone number which the calling party or the Caller ID customer finds erroneous, offensive, embarrassing, or misleading for any reason, including but not limited to the way in which the calling party's name has been abbreviated. The Company shall not be liable for any claims for damages caused by a telecommunications utility's failure to transmit the privacy to the called party when such indicator has been passed to the telecommunications utility by the Company.
15. Plexar Express is intended for use by the specific customer at the designated locations only. The use of Plexar Express for other than administrative stations by the customer of record is prohibited.

PLEXAR EXPRESS (cont'd)**D. Payment Plans^{/1/}**

1. The Plexar Express Payment Plan offers the customer two options for payment. They are as follows:

Fixed Monthly Rate Plan: Under this plan the customer pays a fixed monthly rate for a specified contract term. The customer may choose a 12, 24, 36, 48 or 60 month contract. During the course of the contract, fixed rates (recurring and nonrecurring) are not subject to Company initiated rate increases.

Month-to-Month Plan: Under this plan the customer elects to pay month to month. Month-to-Month rates (recurring and nonrecurring) are subject to Company initiated rate changes.

2. All one time (nonrecurring) charges specified within this guidebook can be converted into monthly charges to be paid over the length of any contract term for initial and subsequent installations of service. Annuity factors utilized in deferring these charges should be based upon the legal discount rate in effect at the time the contract is executed.
3. Additions to service under the two plans specified in paragraph D.1, preceding, can be added to the existing agreement.

Additions to the Fixed Monthly Rate Plan can be coterminous with the original contract or for a shorter term. Additions to service under the Month-to-Month plan can be made at any time.

4. All charges specified in this offering, excluding those that are rate referenced from other offerings, are covered under the Plexar Express payment plans. All other rates and charges not specifically covered in this section are not included. Plexar Express access lines are not included in these payment plans.
5. Customers can add or drop any number of any Plexar Express guidebook elements during their contract without incurring termination liability except regarding Plexar Express stations. Termination of stations incurs termination liability if the number of stations dropped exceeds 35% of the highest number of stations attained during the contract. The number of stations dropped that exceed this allowable number is the net terminated stations.

Termination liability is the result of multiplying four components: (a) number of net terminated stations, times (b) monthly Plexar Express station charge (plus the 0-2 mile Plexar Express Intercom Loop charge) relevant for that customer's contract type, times (c) the number of months of the contract not being fulfilled, times (d) fifty percent (50%).

For example, a customer who began with 15 stations and whose highest number attained was 20 stations, drops 10 stations in the 19th month of the 36-month contract. The allowable 35% termination fluctuation on 20 stations is 7 stations, so the net terminated stations are 3 stations (10 dropped less the allowed 7). Termination liability would be 3 stations, times the 3-year monthly station rate plus the 3-year 0-2 mile Plexar Express Intercom rate, times 17 months unfulfilled, times 50%

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PLEXAR EXPRESS (cont'd)

D. Payment Plans^{/1/} (cont'd)

6. Termination liability charges, as specified in D.5 preceding, are not applicable to Plexar Express Intercom Loops when the customer subscribes to Access Advantage Plus, as found in Part 6, Section 7, and continues with an equivalent Plexar service arrangement subject to the allowable station fluctuation as specified in D.5 preceding.
7. Service Migration and Early Termination Charges

If Customer migrates an AT&T Plexar Express Service or Service Component (referred to as the "Terminated ILEC Service") to a qualifying AT&T Business Voice over IP (BVoIP) Service (referred to as the "Replacement Service"), then the Early Termination Charge associated with the Terminated ILEC Service will be waived provided:

- The Terminated ILEC Service has been installed at the Customer site for no fewer than 12 months;
 - The Term of the Replacement Service agreement is equal to or greater than the remaining term for the Terminated ILEC Service; and (C)
 - The Replacement Service is installed at the same Customer sites as the Terminated ILEC Service. (C)
- (D)
- (D)

It is at the Company's sole discretion whether a product change satisfies these requirements.

/1/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar Express Service. Plexar Express customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR EXPRESS (cont'd)

/1/

E. Rates and Charges

	<u>USOC</u>	<u>M-T-M</u>	<u>12 Mos.</u>	<u>24 Mos.</u>	<u>36 Mos.</u>	<u>48 Mos.^{/13/}</u>	<u>60 Mos.^{/13/}</u>
Stations							
Basic Station	RKY	\$8.00	\$7.80	\$7.60	\$7.40	\$7.20	\$7.00
Off-Premises Station .	FZP	8.00	7.80	7.60	7.40	7.20	7.00
Loops^{/1/}							
Access Line							
Intercom Loop ^{/12/}	Apply appropriate PBX Trunk rate from Part 4, Section 2						
0-2 Mile Loop	AXGHX	13.00	12.80	12.60	12.40	12.20	12.00
Over 2 Miles	AXGGX	30.00	29.80	29.60	29.40	29.20	29.00
Tie Line Terminations							
Analog Tie Line							
Termination	AGT	33.50	33.50	33.50	33.50	33.50	33.50
Digital Tie Line							
Termination^{/2/}							
DS1	T1L	190.00	190.00	190.00	190.00	190.00	190.00
DS0	TDA	14.50	14.50	14.50	14.50	14.50	14.50

Nonrecurring Charges

	<u>USOC</u>	<u>Installation Charge</u>	<u>Service Connection Charge</u>
Installation			
System Establishment, per System ^{/3/}	SEPEZ	\$100.00	\$0.00
Station Installation, per Station		0.00	23.55
Analog Tie Line Termination	AGT	69.50	4.20 ^{/7/}
Digital Tie Line Termination ^{/2/} , DS1	T1L	69.50	4.20 ^{/7/}
Subsequent Change			
System Subsequent Change, per Serving C.O. ^{/4/}	REAJ3	51.00	0.00
Station Subsequent Change, Per Station ^{/5/}	REAJ1	0.50	2.50 ^{/6,7/}
Conversion Charge			
Conversion of Plexar Express Service provided by a Competitive Local Exchange Carrier (CLEC) reselling the Company's Plexar Express service back to the Company's service ^{/8/}			
Transfer of Telephone Numbers			
To Plexar Express, per number	NR9TF	25.00 ^{/9/}	2.50 ^{/10/}
To other business services, per number	NR9TG	25.00 ^{/11/}	2.50 ^{/11/}

Refer to following page for footnotes

/1/ Material now appears on Sheet 26.1.

PLEXAR EXPRESS (cont'd)

E. Rates and Charges (cont'd)

Footnotes:

- /1/ Applies in addition to the station charge.
- /2/ One DS1 connection is required per 24 DSOs.
- /3/ Applies per serving central office.
- /4/ Applies when changes are made affecting entire system.
- /5/ Applies when changes are made affecting a single station.
- /6/ Applies per station regardless of the number of standard features added, changed or rearranged.
- /7/ Not applicable if the feature is installed at the same time as the Plexar Express station.
- /8/ Refer to Part 3, Section 1 for applicable conversion charge.
- /9/ Standard capability of a Plexar Express arrangement includes the customer retaining a maximum of five existing telephone numbers per serving central office. This charge applies to those numbers exceeding five.
- /10/ Applicable when transferring telephone numbers subsequent to initial system installation.
- /11/ Not applicable when customer disconnects the entire Plexar Express system.
- /12/ Not Applicable on stations associated with Access Advantage Plus as found in Part 6, Section 7.
- /13/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar Express Service. Plexar Express customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

PLEXAR EXPRESS (cont'd)

E. Rates and Charges (cont'd)

Optional Features

	<u>USOC</u>	<u>M-T-M</u>	<u>12 Mos.</u>	<u>24 Mos.</u>	<u>36 Mos.</u>	<u>48 Mos.^{/2/}</u>	<u>60 Mos.^{/2/}</u>
Assume Dial Nine Per System.....	A94PO	\$25.00	\$25.00	\$25.00	\$25.00	\$25.00	\$25.00
Call Waiting/Cancel Call Waiting Per Station.....	C3WSX	0.20	0.20	0.20	0.20	0.20	0.20
Caller ID, per Station ^{/1/} Calling Number Delivery	NUD	1.50	1.50	1.50	1.50	1.50	1.50
Calling Name Delivery	NNJ	1.50	1.50	1.50	1.50	1.50	1.50
Calling Name & Number Delivery	NLM	2.50	2.50	2.50	2.50	2.50	2.50
Message Waiting Indication Per Station ^{/3/}	MWC2X, MW71X, MWQ	0.10	0.10	0.10	0.10	0.10	0.10
Routed Numbers Per Telephone Number Routed.....	R1SCX	0.25	0.25	0.25	0.25	0.25	0.25
Speed Calling Per Station.....	SLW	0.20	0.20	0.20	0.20	0.20	0.20
Toll Restriction Per Station.....	SR2	0.25	0.25	0.25	0.25	0.25	0.25

/1/ For DMS-100 central offices not equipped with the software package NTXR83AA, these rates apply only to those individual Non-Business Set stations assigned Caller ID and to all Business Sets with Display Stations.

/2/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar Express Service. Plexar Express customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

/3/ The MWC2X USOC applies when both audible and visual alerting are provided. For audible signal only, the MW71X USOC applies; for visual signal only, the MWQ USOC applies.

PLEXAR EXPRESS (cont'd)

E. Rates and Charges (cont'd)

Optional Features (cont'd)

		Nonrecurring Charges	
	<u>USOC</u>	<u>Installation Charge</u>	<u>Service Connection Charge</u>
Assume Dial Nine, per System	A94PO	\$9.15	\$4.20 ^{1/}
Call Waiting/Cancel Call Waiting			
Per System.....	C3WPS	17.75	4.20 ^{1/}
Per Station.....	C3WSX	0.50	4.20 ^{1/}
Caller ID			
Calling Number Delivery			
Per System.....	NUDPS	20.30	4.20 ^{1/}
Per Station ^{2/}	NUD	1.40	4.20 ^{1/}
Calling Name Delivery			
Per System.....	NR9FH	4.30	4.20 ^{1/}
Per Station.....	NNJ	1.40	4.20 ^{1/}
Calling Number & Name Delivery			
Per System.....	NLMPS	24.60	4.20 ^{1/}
Per Station.....	NLM	2.80	4.20 ^{1/}
Conversion Charges			
Calling Number Delivery to Calling Name & Number Delivery			
Per System.....	NR9FJ	4.30	4.20 ^{1/}
Per Station.....	NR9FE	1.40	4.20 ^{1/}
Calling Name Delivery to Calling Number & Name Delivery			
Per System.....	NR9FG	20.30	4.20 ^{1/}
Per Station.....	NR9FF	1.40	4.20 ^{1/}
Message Waiting Indication			
Per System.....	NR9FK	4.30	4.20 ^{1/}
Per Station ^{3/}	MWC2X, MW71X, MWQ	0.50	4.20 ^{1/}
Routed Numbers			
Route Index Established Charge,			
Per Route Established	SEPR1	150.00	5.05 ^{1/}
Speed Calling			
Per System.....	SLWPS	9.15	4.20 ^{1/}
Per Station.....	SLW	0.50	4.20 ^{1/}
Toll Restriction			
Per System.....	SR2PS	89.35	4.20 ^{1/}
Per Station.....	SR2	0.50	4.20 ^{1/}

See following sheet for footnotes

PLEXAR EXPRESS (cont'd)

E. Rates and Charges (cont'd)

Footnotes

- /1/ Not applicable if the feature is installed at the same time as the Plexar Express system or station.
- /2/ For DMS-100 central offices not equipped with the software package NTCR83AA, these rates apply only to those Non-Business Sets assigned Caller ID.
- /3/ The MWC2X USOC applies when both audible and visual alerting are provided. For audible signal only, the MW71X USOC applies; for visual signal only, the MWQ USOC applies.