
A11. PRIVATE BRANCH EXCHANGE SERVICE

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A11. PRIVATE BRANCH EXCHANGE SERVICE

A11.1 General

A11.1.1 General *Terms and Conditions*

(T)

- A. Private Branch Exchange service, commonly known as PBX service, provides an arrangement of switching equipment and stations for intercommunicating among the stations and for connections through the local and long distance telephone network to other subscribers.
- B. Except as provided hereinafter, flat rate trunks are offered to both business and residence subscribers. Message rate trunks are offered to business subscribers only at those exchanges quoting business individual line message rates and for hotel and hospital service at all exchanges.
- C. Hotel service is the only class of service available at hotels, motels and yacht basins for the joint use of the management and guests. It is also available for the use of tenants of apartment units in hotels and hotel-apartments. The management may subscribe for separate business service for its administrative use. Guests may individually subscribe to separate residence service. In exchanges offering optional calling plans, such service is not furnished for use by hotel guests.

Hotel Service is available on a message rate basis or on a flat rate basis. Access to flat rate trunks from the message rate stations furnished in guests' rooms is not permissible with a combination arrangement.
- D. Hospital service is furnished for the joint use of management and patients of hospitals on either a regular business flat or message rate basis, or on a combination flat and message rate basis.

With certain types of dial systems, a combination arrangement is available providing for administrative use on a flat rate basis and patients' use on a message rate basis. This arrangement does not permit outgoing calls access to flat rate trunks from the message rate stations in patients' rooms. Incoming calls to both flat rate and message rate stations may be accessed over trunks with both flat rate incoming trunks and message rate both-way trunks combined in a single rotary group. However, a sufficient number of flat rate trunks must be installed and maintained to handle the administrative incoming busy-hour load. This number of flat rate incoming trunks will be determined by the Company based on initial estimates of calling loads and is subject to review at reasonable intervals when in the Company's judgment it may be required.
- E. Flat rate or message rate or a combination flat rate and message rate service may be provided to a retirement complex licensed as an Adult Congregate Living Facility.
- F. Time Share (Interval Ownership) Condominiums may be furnished business message rate or measured service for the joint use of management and occupants of living units. Management may subscribe to separate business service for its administrative use. Occupants of living units may individually subscribe to separate residence service.

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A11.2 Trunk Lines

A11.2.1 General Terms and Conditions

- A. Trunk line rates apply to all central office lines terminated in Private Branch Exchange (PBX) switching equipment, Automatic Call Distributors, a common group of switched lines (pooled) connected to HORIZON® systems or such similar equipment and to other such services as specifically covered in this *Guidebook*.

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A11.2.2 Business (Commercial)

- A. Flat Rate
1. Trunks¹
- B. Message Rate (Rate Groups 4-12 only)
1. Trunks²

A11.2.3 Residence

- A. Flat Rate
1. Trunks¹

A11.2.4 Hotel PBX Service

- A. Combination Flat Rate And Message Rate
1. Furnished only with certain dial systems
 - a. Flat Rate (Management Use)
 - (1) Trunks¹
 - b. Message Rate (Guest Use)
 - (1) Trunk²
- B. Message Rate Service
- Furnished for guest and management use - All Exchanges
1. Trunks² (Both-way and/or outward only)

A11.2.5 Hospital PBX Service

- A. Combined Flat And Message Rate Service

Note 1: Refer to Section A3. for Flat Rate Trunk charges.

Note 2: Refer to Section A3. for Message Rate Trunk charges.

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A11.2 Trunk Lines (Cont'd)

A11.2.5 Hospital PBX Service (Cont'd)

- A.** Combined Flat And Message Rate Service (Cont'd)
 - 1. Furnished only with certain dial systems
 - a. Flat Rate (Management Use)
 - (1) Trunks¹
 - b. Message Rate (Patient Use)
 - (1) Trunks²
- B.** Message Rate Service Only
 - 1. Trunks¹
- C.** Flat Rate
 - 1. Trunks²

A11.2.6 Reserved for Future Use

A11.2.7 Reserved for Future Use

A11.2.8 Exception

Except for those hotels which were providing and maintaining the wiring between the switchboard and stations prior to 7-04-83, the wiring between the switchboard and stations will be owned by the Company.

A11.3 Reserved for Future Use

A11.4 Direct-In-Dialing (DID) to Customer-Premises Located Switching Systems

Material previously appearing in this section is now in Section A12.

Note 1: Refer to Section A3. for Flat Rate Trunk charges.

Note 2: Refer to Section A3. for Message Rate Trunk charges.

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A11.5 Identified-Outward-Dialing (IOD) from Customer-Premises Located Switching Systems

A11.5.1 General

- A. The service is optionally available with DID service and is furnished subject to the availability of facilities within the customer's normal central office area and other conditions as specified in Sections A2. and A15. (T)
- B. The service includes the central office equipment necessary for identification of outgoing toll messages and billing of toll messages by station number and is furnished subject to the on-premises equipment being arranged for IOD service.
- C. The service must be provided on all Direct Outward Dialing trunks or lines in a group.
- D. Where Identified-Outward-Dialing is requested on more than one group of trunks or lines, each such group shall be considered as a separate IOD service.
- E. The minimum contract period for the service is three years. In case of discontinuance or reduction of service within the minimum contract period, a basic termination charge as shown in Section A11.5.2. following, reduced by 1/36 for each full month of service provided, shall be provided.
- F. When equipment or service of a special type is requested and provided, rates and charges are based on the additional costs involved to meet the individual requirements of each case at the time of occurrence.
- G. Operational characteristics of interface signals between the Company-provided facilities and the customer-provided equipment must conform to the *terms and conditions* the Company considers necessary to maintain proper standards of service. (T)
- H. The Company shall not be responsible to the customer or authorized user or joint user if changes in protection criteria or in any of the facilities, operations, or procedures of the Company render any of the facilities provided by a customer, authorized user, or joint user obsolete, or require modification or alteration of such equipment or system or otherwise affect its user or performance.

A11.5.2 Rates

- A. Central Office Equipment
 - 1. Identified-Outward-Dialing for:^{1,2}

Note 1: The above rates and charges are in addition to the rates and charges for other service or facilities with which this service is associated.

Note 2: Basic Termination Charge liability - 36 months.

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A11.5 Identified-Outward-Dialing (IOD) from Customer-Premises Located Switching Systems (Cont'd)

A11.5.2 Rates (Cont'd)

A. Central Office Equipment (Cont'd)

1. Identified-Outward-Dialing for:^{1,2} (Cont'd)

	Installation Charge	Monthly Rate	Termination Charge	Basic USOC NDK
(a) Identified-Outward-Dialing Service for the first 10 trunks in a group, with a minimum charge of 10 trunks, including a data link	\$500.00	\$260.00	\$6,500.00	NDK
(b) Identified-Outward-Dialing Service for the eleventh trunk in a group through the 50th trunk, per trunk	50.00	26.00	650.00	NDL
(c) Identified-Outward-Dialing Service for the 51st trunk and each subsequent trunk in a group, per trunk	20.00	6.50	165.00	NDM

Note 1: The above rates and charges are in addition to the rates and charges for other service or facilities with which this service is associated.

Note 2: Basic Termination Charge liability - 36 months.