

**PLEXAR®-II SERVICE**

**A. Descriptive Summary**

Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II 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. (N)

Plexar-II Service is a central office based business communications system, which may consist of any combination of Basic Stations, Integrated Services Digital Network Basic Rate Interface (ISDN BRI) Stations and Off-Premises Stations with no minimum or maximum station requirement. Plexar-II Service is provided through an arrangement of exchange access lines, Plexar stations and station line facilities, switching equipment, customer facility group, and other facilities located on the Company premises. A Plexar-II customer can control the number of simultaneous incoming and outgoing telephone calls through the quantity of Plexar-II exchange access lines to which they subscribe.

Plexar-II Service offers National ISDN capability via the Basic Rate Interface (BRI)<sup>/1/</sup>. Each Plexar-II BRI Station may consist of two 64 kilobits per second (Kbps) B channels and one 16 Kbps D channel. One or both B channels may be configured for Circuit Switching, either voice or data. The D channel carries out of band signaling for the B channel(s). Plexar BRI service, when configured for Circuit Switching, provides access to and from the Public Switched Telephone Network (PSTN).

Integrated Service Digital Network (ISDN) is a set of standards for end-to-end digital voice and/or data transmission over the public switched network. These standards, defined by the International Telegraph and Telephone Consultative Committee (CCITT), are modified for North America in accord with recommendations of Telcordia.

**B. General**

Plexar-II rates and charges provide for Plexar-II stations including standard features, station line facilities (which include the outside plant facilities) and optional features. Plexar Exchange Access Line rates and charges apply as found in Part 4, Section 2.

/2/

/1/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.

/2/ Material now appears on Sheet 1.1.

**PLEXAR®-II SERVICE**

**C. Feature Array**

1. Standard Features

The following Standard Features are available with each Plexar-II station subject to the serving central office capability.

Additional Call Offering<sup>/1/</sup>

Notifies the ISDN user of a waiting Circuit Switched Voice call that would normally be cleared because the user's B channel is busy. The method of notification to the end-user is customer premises equipment dependent.

Automatic Callback Calling<sup>/2/</sup>

Allows a Plexar-II user who encounters a busy condition when calling another Plexar-II station line to be automatically called back when the called station becomes idle.

Automatic Identified Outward Dialing (AIOD)

Provides for the identification of outgoing Long Distance Message Telecommunications Services (LDMTS) messages and the billing of these messages by station number where the LDMTS is provided by the Company.

/3/

/3/

/1/ Available only to BRI Stations

/2/ Not available to BRI Stations.

/3/ Material formerly appeared on Sheet 1.

**PLEXAR®-II SERVICE (cont'd)****C. Feature Array (cont'd)**

## 1. Standard Features (cont'd)

Call Forwarding

*Busy Line:* Automatically forwards incoming and/or station-to-station calls to a preselected Plexar-II station line when the called station is busy.

*Don't Answer:* Automatically forwards incoming and/or station-to-station calls to a preselected Plexar-II station line when the called station line does not answer after a predetermined number of ringing cycles.

*Variable:* Automatically forwards incoming calls to a station line within as well as outside the Plexar-II system.

Call Hold

Allows a Plexar-II station user to hold one call, for any length of time provided that neither party goes on-hook, through the use of a feature activation code that is dialed after a switchhook flash.

Call Pickup

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

Call Transfer - All Calls

Allows a Plexar-II station user to transfer any established call to another telephone number within or outside the Plexar-II system. While the access line(s) may still be in use, the Plexar-II station user is then free to accept another call. The station user is prohibited from using this feature to avoid toll charges.

Call Waiting<sup>/1/</sup>

*Intragroup:* Allows those Plexar-II stations with the Call Waiting-Terminating feature to have Call Waiting on intragroup calls.

*Originating:* Allows a Plexar-II station user to direct a call-waiting tone toward a busy called Plexar-II station line. The busy called station line can retrieve the calling station by placing the existing call on hold and answering the waiting call.

*Terminating:* Allows a Plexar-II station user who is engaged in a telephone conversation to be alerted that an incoming call is attempting to reach that station user. The called station line can retrieve the waiting call by placing the existing call on hold and answering the waiting call.

Class of Service Restriction

*Fully Restricted Stations:* Allows only station-to-station (intercom) calling capabilities.

*Semi-Restricted Stations:* Allows access to the exchange network only through the attendant.

*Toll Restricted Stations:* Toll denied using either a standard Plexar-II announcement or assigned toll diversion to the attendant.

*Unrestricted Stations:* Allows access to the exchange network, the toll network or any service accessible by dialing.

/1/ Not available to BRI Stations.

**PLEXAR®-II SERVICE (cont'd)****C. Feature Array (cont'd)**

## 1. Standard Features (cont'd)

Code Restriction<sup>/1/</sup>

Denies or permits selected station lines the ability to complete outgoing exchange network calls to selected area/office codes (NPA, NNX).

Consultation Hold

Allows a Plexar-II station user to hold any existing call and originate a call to another station line within or outside the Plexar-II system.

Dial Call Waiting<sup>/2/</sup>

Provides the ability for originating Plexar-II stations to invoke Call Waiting service on selected intragroup calls.

Direct Inward Dialing (DID)

Allows an incoming call to reach a Plexar-II station line without attendant assistance.

Direct Outward Dialing (DOD)

Allows a Plexar-II station to gain access to the exchange network without attendant assistance.

Directed Call Pickup

*Without Barge-In:* Permits a Plexar-II station to answer a call that is ringing any other line within the Plexar group. Once the call is picked up, this feature will not allow the call to be barged-in upon.

*With Barge-In:* Permits a Plexar-II station to answer a call that is ringing any other line within the Plexar group. With this feature if the original called party has already answered the call, the station invoking Directed Call Pickup can barge into the answered call and be connected into a three-way call.

Distinctive Ringing<sup>/3/</sup>

Provides ringing patterns of different cadences to the subscriber line; is a group of ringing patterns; and indicates the origin of calls terminated to the subscriber via the application of one of several ringing patterns.

Distinctive Ringing & Call Waiting Tone<sup>/2/</sup>

Allows a Plexar-II station user to determine the source of a call incoming to the station by unique, audible signals. The station user is also able to determine the source of the call on call waiting calls.

/1/ Obsolete to existing customer as defined in Part 2, Section 1 (see *Obsolete*).

/2/ Not available to BRI Stations.

/3/ Available only to BRI Stations.

**PLEXAR®-II SERVICE (cont'd)****C. Feature Array (cont'd)**

## 1. Standard Features (cont'd)

Hunting

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

*Circular:* Provides line hunting in which the hunt for an idle line starts with the called line and proceeds in a prearranged order to all lines in the group.

Speed Calling Personal (Short List)

Allows a user to place calls to a list of frequently dialed numbers by dialing fewer digits. The list consists of a maximum of ten stored numbers.

Station-to-Station Dialing (Intercom)

Allows a Plexar-II station user to directly dial other station lines within the same Plexar-II system without attendant assistance.

Three-Way Calling

Allows a Plexar-II 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 station lines are equipped for touch-tone dialing.

Voice/Data Protection<sup>/1/</sup>

Prevents data calls from being interrupted by call waiting tones, testing or busy verification attempts.

## 2. Optional Features

The following Optional Features are available with Plexar-II at the rates and charges provided herein subject to the serving central office capability:

Assume Dial Nine

Provides for system-wide configuration that allows access to the Public Switched Telephone Network without the need to dial nine.

Automatic Route Selection (ARS) - Basic

Directs outgoing calls to the customer's most preferred available route. If the primary route is busy, the ARS feature automatically tries alternate routes. The customer will preselect a sequence of routes which may include Foreign Exchange (FX), Common Control Switching Arrangement (CCSA), and Wide Area Telephone Service (WATS). A warning tone is provided to indicate the selection of the least preferred route.

/1/ Not available to BRI stations.

**PLEXAR®-II SERVICE (cont'd)****C. Feature Array (cont'd)**

## 2. Optional Features (cont'd)

Busy Verification<sup>/1/</sup>

Allows an attendant to establish connections to query busy station lines or trunks to determine if they are in working order.

Call Forwarding Busy Line/Don't Answer Outside System

Allows for forwarding of an incoming call to a preselected line outside the system when the called line does not answer after a predetermined number of rings and/or when a busy condition is encountered. This feature does not include the option to split the call forwarding destination based on originating party status (intra-system vs. external to system).

Custom Calling Services

*Auto Redial<sup>/2/</sup>*: Enables the customer to automatically redial the last outgoing telephone number dialed. When the recalled telephone number is busy, the Company's equipment will make repeated attempts to establish the call for a thirty (30) minute period beginning with the customer's activation. (C)

*Call Blocker*: Enables a customer to block the last incoming call 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. Callers whose numbers are blocked are directed to a Company recorded announcement.

*Call Return<sup>/2/</sup>*: Enables the customer to automatically redial the telephone number of the most recent incoming call. The Company's equipment will make repeated attempts to establish the call for a thirty (30) minute period beginning with the customer's activation of Call Return if the most recent incoming call telephone number is busy. This feature cannot return a call to a line that is not associated with a telephone number (e.g., multi-line hunt group) or to a line with Call Forwarding activated.

/1/ Not available to BRI Stations.

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

**PLEXAR®-II SERVICE (cont'd)****C. Feature Array (cont'd)**

## 2. Optional Features (cont'd)

Custom Calling Services (cont'd)

(C)

*Call Trace<sup>1/</sup>*: Enables the customer to initiate a trace of the last incoming call completed by dialing an activation code immediately after terminating the call. If the trace is successful, the Company's equipment will record the incoming call detail (not the conversation). The result 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 during normal work hours and work days.

*Priority Call<sup>2/</sup>*: 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 the telephone numbers on the customer's list.

*Selective Call Forwarding*: Enables the customer to forward incoming calls from preselected telephone numbers to another telephone number. 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. The call forwarding customer is responsible for the payment of charges for each call between the Selective Call Forwarding line and the line to which the call is being forwarded. The transmission may vary depending on the distance and routing necessary; therefore, transmission may not meet normal standards.

Call Park

Allows a station user to park (hold) a call against its own directory number. The parked call can be retrieved from any station by dialing the feature access code and directory number.

Caller ID

*Calling Number Delivery*: Allows the transmission of Calling Party Number (CPN) associated with an incoming call to the called party's access line. When a Calling Number Delivery equipped line is on-hook, CPN is transmitted across the line during the silent interval between the first and second ring. Calling Number Delivery subscribers must provide and connect their own compatible customer premises equipment in order to process the CPN transmission.

*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 the name associated with the CPN. Calling Name Delivery subscribers must provide and connect their own compatible customer premises equipment to process the Calling Name Delivery transmission.

/1/ At its sole option, the Company will set up a tracing arrangement at no charge to the customer when in the judgment of the Company, the unwanted call(s) present a serious threat of bodily harm or destruction of property and Call Trace is not available or is not otherwise a suitable solution. In such situations, the Company, not the customer, will perform the entire call trace function.

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

**PLEXAR®-II SERVICE (cont'd)****C. Feature Array (cont'd)**

## 2. Optional Features (cont'd)

Cancel Call Waiting<sup>/1/</sup>

Allows the Plexar-II subscriber with the Call Waiting Terminating feature to deactivate Call Waiting on the subscriber's line for the duration of one call.

Conference Calling - 6-Port Conference Arrangement

Allows a Plexar-II station user to establish conference connections involving up to six conferees, including the conference controller.

Dial Plan for Advanced Solutions (DPAS)

DPAS converts an abbreviated number to the 10-digit telephone number used for direct calls. DPAS allows a Plexar customer to use an abbreviated dialing plan for intraLATA calls:

- between Plexar systems' stations ("in-network") and/or,
- from a Plexar station to an out-of-network number.

In-network numbers can be dialed and can dial back on an abbreviated basis. DPAS customers can dial out-of-network numbers on an abbreviated basis; however, the DPAS feature itself does not provide a means for an out-of-network number to dial back on an abbreviated basis. The total number of out-of-network numbers cannot exceed the sum of the number of Plexar stations in use when the DPAS feature was established plus the number of Plexar stations added to the system(s) at a later date. All stations in a Plexar System Dialing Plan must be equipped with the DPAS feature but not all Dialing Plans must be equipped with the DPAS feature. All in-network and out-of-network numbers must be assigned to the Customer of Record or a subsidiary of the Customer of Record.

Two dialing plan formats are available: Extension Dialing and Location Dialing.

The *Extension Dialing Plan* uses sequential digits from the seven digit telephone number (the "extension number") to identify an in-network or out-of-network number. Typically, the extension number is the last four digits of the telephone number. Each extension number in the dialing plan must be unique.

The *Location Code Dialing Plan* uses a leading digit (the "location code") plus an extension number to identify an in-network or out-of-network number. Location code(s) permit duplication of extension numbers.

The customer can choose between two DPAS billing alternatives, the Basic Dial Plan option or the Deluxe Dial Plan option. Customers who choose the Basic Dial Plan option will be assessed normal usage charges for both in-network (inter-Plexar) and out-of-network messages. Customers who choose the Deluxe Dial Plan option will be charged a flat rate for both in-network (inter-Plexar) messages and out-of-network messages completed to telephone numbers in the same Rate Center as the originating Plexar telephone number. If a Deluxe DPAS customer calls an out-of-network telephone number in a Rate Center that is different from that of the originating Plexar telephone number, the Company will assess normal usage charges.

/1/ Not available to BRI Stations.



**PLEXAR®-II SERVICE (cont'd)****C. Feature Array (cont'd)**

## 2. Optional Features (cont'd)

Dial Plan for Advanced Solutions (DPAS) (cont'd)

The Company will charge a DPAS Change Charge for modifications to the customer's DPAS feature. A DPAS Change Charge will not apply for changing an in-network number to an out-of-network number.

DPAS is only available where equipment, features, and facilities are available. DPAS may conflict with the following Plexar features: Automatic Callback, Automatic Recall, Repeat Dialing, Account Codes, Attendant Consoles, and ISDN Data Calls. Other restrictions and limitations may apply. No charges will apply for removing incompatible Plexar features.

Electronic Key Telephone Service (EKTS) Package<sup>/1/</sup>

*Additional Call Offering for Circuit Switched Voice (CSV):* Notifies the ISDN user of a waiting CSV call that would normally be cleared because the user's B channel is busy. The method of notification to the end-user is customer premises equipment dependent.

*Bridged Call Exclusion:* Allows a station user to restrict other users that share the directory number (DN) from bridging onto a call or from retrieving a held call. This feature cannot provide any restriction of bridging of a DN that is shared at the other end of the call. This feature cannot be activated on a bridged call. Call Exclusion can be activated on a manual or automatic basis.

*Delayed & Abbreviated Ringing:* Provides the capability to alert an EKTS terminal for a predetermined interval (abbreviated ringing) before ringing another designated EKTS terminal (delayed) ringing.

*Held Call Retrieval from Shared Directory Number:* Allows a call to be set up at one station, put on hold, and retrieved at another station that shares the same directory number using the same shared call appearance.

*ISDN Retrieval of Held Conference Call:* Allows a user to set up a conference call at one station, put on hold, and retrieve at another station that shares the same directory number (DN).

*Key System Coverage of Analog Lines:* Allows an analog station set to share calls with the ISDN station set only. The ISDN EKTS station sets can have many call appearances (CAs) shared with analog station sets, but only one CA per DN. If a DN is shared with an analog set, only one analog set in the shared DN group is assigned to that DN and the DN is primary on the analog station set.

*Multiple Call Appearances (MCA):* Allows a telephone to have more than one call appearance button assigned to a single DN. Multiple incoming calls to this DN are terminated to the telephone if idle call appearances are available to accept the calls. Outgoing calls are made using this DN as long as there is an idle call available.

/1/ Available only to BRI Stations.

**PLEXAR®-II SERVICE (cont'd)****C. Feature Array (cont'd)**

## 2. Optional Features (cont'd)

Electronic Key Telephone Service (EKTS) Package<sup>/1/</sup> (cont'd)

*Multiple Directory Number (DNs):* Provides access to more than one DN on the station set. To have multiple DN's, an EKTS terminal must support the ability to originate and terminate calls for more than one DN.

*Outgoing Called Line Identification (OCLID):* Provides the calling party information on the called party and the facility or designation. The facility and destination information is provided by the ISDN call identification call types. The OCLID information provides call appearance identification, called directory number, and ISDN call identification.

*Shared Call Appearances (CA) for a Directory Number (DN):* Allows several station sets to share one or more call appearances of a particular DN. The originating and terminating events on one station set affects all stations that share call appearances for a particular DN. The shared DN can have multiple call appearances. Multiple calls can exist on one DN and more than one station sharing the DN can have a call active on that shared DN.

*Shared Directory Number Bridging onto Conference Calls:* Allows users having shared call appearances of a DN to bridge onto a conference call that was established at another station with an appearance of the same CA.

Message Waiting Indication<sup>/2,3/</sup>

Provides the Plexar-II station user or message system subscriber with an audible alerting tone (intermittent dial tone) from the customer's serving central office and/or a signal that activates a visual indication on the station set indicating waiting messages.

Music on Hold

Provides a continuous broadcast of customer-provided music to callers who are waiting for connection to a called party.

Night Service

Routes calls normally directed to the attendant to preselected station lines within the customer group when the attendant is absent.

Number Retention Service<sup>/4/</sup>

/1/ Available only to Basic Rate Interface (BRI) Stations.

/2/ 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 (M9Z or MW72X USOCs).

/3/ Not available to BRI Stations. For the message waiting indication feature available to BRI Stations, see 'Visual Message Waiting Indication' in paragraph C.2.

/4/ See paragraph D.11. for Rules and Regulations associated with transfer of telephone numbers.

**PLEXAR®-II SERVICE (cont'd)****C. Feature Array (cont'd)**

## 2. Optional Features (cont'd)

Outgoing Trunk Queuing<sup>/1/</sup>

Allows efficient usage of business customer's private facilities by queuing individual station line calls. If all facilities are busy, the station user is provided a distinctive ring when a facility is available.

Plexar Mate (Previously Customer Rearrangement Service (CRS) – Basic)

Allows customers to add/change/delete station features, handle station rearrangements, and review their Plexar system configuration. Changes are made via a computer terminal located on the customer premises. These changes can be scheduled by the customer to occur the same day or some future date.

Preferential Hunting

Provides a type of line hunting which permits a prehunt over a preset preferential group of terminals before hunting through the entire Multi-Line Hunt Group (MLHG). The hunt through the MLHG can be a basic or circular hunt.

Remote Access Capability

Allows a remote caller access to the features of a Plexar-II system by dialing the number associated with the incoming facility and an optional security code.

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 touch-tone telephone. All charges incurred to access the remote number will be billed appropriately.

Routed Numbers

This feature routes calls to a Plexar System station 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.

Simplified Message Desk Interface (SMDI)

Provides an integrated, automated interface between the various voice/text-messaging systems. Necessary information about a call is forwarded to the messaging system (e.g., called station number, calling station number, type of call forwarding situation, etc.) over a data link. This information enables the messaging system to properly receive and store a message presented to it over the associated voice line. An audible (intermittent dial tone) and/or visual message waiting indication can be provided for the appropriate subscriber as an option.

Speed Calling-30 Codes

Allows a user to place calls to a list of frequently dialed numbers by dialing fewer digits than normally required. The list consists of a maximum of 30 stored numbers.

/1/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.

**PLEXAR®-II SERVICE (cont'd)****C. Feature Array (cont'd)**

## 2. Optional Features (cont'd)

Speed Calling-50 Codes

Allows a user to place calls to a list of frequently dialed numbers by dialing fewer digits than normally required. The list consists of a maximum of 50 stored numbers.

Split Service Offering

Provides for segregation of a customer's Plexar-II station lines into separate groups thereby enabling each group to have a different set of common features and/or access lines.

Station Message Detail Recording (SMDR)

Provides a magnetic tape record of call details (date, time, etc.) on outgoing calls placed over a customer's private facilities, i.e., Common Control Switching Arrangement (CCSA), and Foreign Exchange (FX), tie line facilities, Long Distance Message Telecommunications Service (LDMTS) network, and Other Common Carriers (OCC) for whom the Company has a prearranged billing agreement.

Trunk Answer Any Station

Incoming calls, normally directed to the attendant, activate a common alerting signal on the customer's premises when the attendant positions are in Night Service and night station lines are not assigned or are all busy. These calls may then be answered by any station user in the system who dials a special code from any unrestricted station line.

Uniform Call Distribution (UCD)

A type of hunting which provides for an even distribution of incoming calls among the available members of a hunt group. UCD is available with queueing (equal to 30% of all UCD stations in the group) or without queueing. Additional capabilities available with UCD are:

*Additional Queue Slots:* Provides one additional holding position for incoming calls when all stations are busy.

*Make-Busy Key:* Allows designated lines to be made to look busy by means of a key operation.

*Music on Queue:* With this feature, callers waiting in an incoming-call queue will hear customer-provided music.

*Recorded Delay Announcement:* A prerecorded announcement provided to the caller in queue advising of the delay in answering.

*Stop Hunt Key:* Allows the size of a Multi-Line Hunt Group to be decreased by means of a key operation.

*UCD Queue Status Lamp:* Indicates that calls have been waiting in queue longer than a customer specified time limit.

*UCD on Business Set:* Allows an Electronic Business Set to be configured as part of a UCD group.

**PLEXAR®-II SERVICE (cont'd)****C. Feature Array (cont'd)**

## 2. Optional Features (cont'd)

Visual Message Waiting Indication<sup>/1/</sup>

Provides a visual indication on a station set to alert the station user that a message is waiting.

## 3. Digital Multiplex System (DMS) Optional Features

The following Optional Features are available with Plexar-II only in DMS offices, where applicable software exists, at the rates and charges provided herein:

Automatic Call Distribution (ACD)<sup>/2,3/</sup>

Provides an even distribution of incoming calls by distributing them equally among a designated group of answering positions (agents). Also provides, as an option, a data stream of call events to a customer-provided down-stream processor (Management Information System or MIS) which can format management information reports. ACD can be used with electronic or non-electronic telephone sets. The electronic business set's functionality is preprogrammed by the Company. A non-electronic telephone set requires a customer's agent to dial a code to activate features.

Electronic Business Sets**Basic Feature Package**

*Abandoned Call Clearing:* Eliminates unnecessarily held connections. Calls are removed and recorded announcements or music stopped if a caller abandons while in an incoming-call queue.

*ACD Directory Number:* One unique seven-digit number used to receive incoming calls that are not associated with lines. Each ACD group can receive calls on an ACD directory number and distribute to the ACD agents assigned to the group.

*ACD Directory Number Priority:* Allows a customer to prioritize calls depending on the ACD directory number dialed. Calls of a higher priority get answered before calls of a lower priority.

*Agent Queue:* Ensures an even distribution of the workload among agents in the group. When there are no incoming calls waiting, the available agents are placed in a designated agent queue. The agent who has been waiting the longest receives the first incoming call.

*Automatic Overflow:* Permits a customer to specify both a maximum number of calls that can be queued and a maximum waiting time for queued calls. When either limit is reached, calls can be directed to a customer specified route instead of being placed in queue.

/1/ Available only to Basic Rate Interface (BRI) stations. For Basic Stations, this functionality is provided through the Message Waiting Indication optional feature.

/2/ Not available to Basic Rate Interface (BRI) Stations.

/3/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.

**PLEXAR®-II SERVICE (cont'd)****C. Feature Array (cont'd)**

## 3. Digital Multiplex System (DMS) Optional Features (cont'd)

Automatic Call Distribution (ACD)<sup>1,2/</sup> (cont'd)Electronic Business Sets (cont'd)**Basic Feature Package** (cont'd)

*Call Delay Announcement:* One prerecorded announcement provided to the caller in queue advising of the delay in answering.

*In-Calls Key:* This key is used by ACD agents to answer incoming ACD calls only. It cannot be used to originate calls.

*Incoming Call Queue (30%):* Reserves queue slots equal to 30% of all agent positions for incoming calls when all agents are busy.

*Login/Logout:* Requires an agent or supervisor to login and logout of a position using a security code.

*Make Set Busy:* Prevents an agent position from receiving ACD calls; agents may make outgoing calls on secondary directory numbers.

*Night Treatment:* Provides a night service mode when all agents in an ACD group activate Make Set Busy Keys on their sets.

*Not Ready Key:* Prevents the agent from receiving ACD calls when activated; usually used on a temporary basis to follow up on a previous call.

*Ring Threshold:* Provides for the rerouting of a call when an agent does not answer the call within a preprogrammed time. The call is rerouted either to the longest idle agent or the front of the queue if there is no agent available. The agent position that did not answer is logged out of service and must login to put the position back into service.

*Secondary Directory Number:* (1/position) Standard (non-ACD) numbers used by agents to place or receive non-ACD calls or to receive transferred calls directed specifically to them.

*Supervisor Control of Night Service:* Provides the supervisor with control of the initiation of the night service treatment for one or more agent groups within the same customer group.

*Three-Way Calling/Call Transfer/Call Chaining to ACD:* Allows the agent to transfer calls to other ACD directory numbers in the same customer group and be included as a member of a three-way call chain.

/1/ Not available to Basic Rate Interface (BRI) Stations.

/2/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.

**PLEXAR®-II SERVICE (cont'd)****C. Feature Array (cont'd)**

## 3. Digital Multiplex System (DMS) Optional Features (cont'd)

Automatic Call Distribution (ACD)<sup>1,2/</sup> (cont'd)Electronic Business Sets (cont'd)**Advanced Feature Package**

*Agent Login Enhancement:* Provides an agent identification and password option to ensure that only assigned agents are able to login to an ACD group.

*Call Forcing:* Increases the speed of processing ACD calls by automatically presenting incoming calls to the ACD agent. This eliminates the need for the agent to operate the In-Calls Key to receive the next call. This feature operates more effectively with the use of agent headsets.

*Call Supervisor/Answer Agent Key:* Allows the agent quick access to the supervisor for help or consultation. Agent calls to the supervisor are terminated on the supervisor's Answer Agent Key.

*Display Queue Status Key:* Allows an ACD supervisor to display the load status information associated with an ACD group.

*Overflow Enhancement:* To increase the number of avenues for answering ACD calls during periods of heavy traffic, this feature adds the capability to program up to four ACD groups within the customer group as potential overflow routes before a call is rerouted to the customer specified overflow destination.

*Queue Status Lamp:* Provides a visual indication whenever the incoming call queue to an ACD group overflows.

**Display Feature Package**

*Call Source Identification Display:* Provides for the display of the incoming call facilities to help the agent distinguish the type of incoming call.

*Called Name/Number Display:* Provides display of the ACD directory number the caller dialed and the associated ACD group name allowing agents to respond appropriately when answering calls to multiple ACD directory numbers or when providing a variety of services.

*Multistage Queue Status Display:* Allows ACD supervisors with display sets to quickly and easily determine the length of time calls are held in the incoming call queue before being answered or the number of calls enqueued.

*Group Status Display:* Allows the user to review statistics on ACD group status (number of manned positions, idle agents, etc.) at customer specified intervals.

/1/ Not available to Basic Rate Interface (BRI) Stations.

/2/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.

**PLEXAR®-II SERVICE (cont'd)****C. Feature Array (cont'd)**

## 3. Digital Multiplex System (DMS) Optional Features (cont'd)

Automatic Call Distribution (ACD)<sup>1,2/</sup> (cont'd)Electronic Business Sets (cont'd)**Optional Features**

*Additional ACD Directory Number:* Unique seven-digit number used to receive incoming ACD calls that is not associated with a line.

*Additional ACD Directory Number Priority:* Allows a customer to prioritize calls depending on the ACD directory number dialed. Calls of a higher priority get answered before calls of a lower priority.

*Additional Incoming Call Queue (10%):* Reserves additional queue slots equal to 10% of all agent positions for incoming calls when all agents are busy.

*Additional Secondary Directory Number:* Standard (non-ACD) numbers used by agents to place or receive non-ACD calls or to receive transferred calls directed specifically to them.

*Agent Key:* Allows the supervisor to use any of the agent keys in conjunction with the Call Agent feature.

*Attendant Console to ACD:* Allows an attendant console to originate or extend calls to ACD directory numbers.

*Call Agent Key:* Permits a supervisor to communicate directly with an agent.

*Call Transfer with Time:* Allows a call that has been answered by an agent and then transferred to another ACD group to be in the new group's highest priority queue based on the total time the call has previously been enqueued and talking in the original group.

*Controlled Interflow:* This feature provides for a Controlled Interflow Key on the supervisor set, which, when activated, temporarily directs any new incoming ACD calls to a route defined by the customer, typically another ACD group.

*Display Agents Summary Key:* Permits the supervisor with a display set to quickly check the overall status of all agent positions assigned to the group.

*Emergency Key:* Allows the agent to confer immediately with the supervisor or automatically connect a tape recorder in the event of a threatening or abusive call. The agent is assigned the Emergency Key and the supervisor the Emergency Answer Key. Also allows an agent to add a supervisor and a recording device to a call simultaneously.

/1/ Not available to Basic Rate Interface (BRI) Stations.

/2/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.



**PLEXAR®-II SERVICE (cont'd)****C. Feature Array (cont'd)**

## 3. Digital Multiplex System (DMS) Optional Features (cont'd)

Automatic Call Distribution (ACD)<sup>1,2/</sup> (cont'd)Electronic Business Sets (cont'd)**Optional Features** (cont'd)

*Enhanced Group Status Display:* Allows displays to be provided for multiple ACD end users from a single switch. Data can be reported for defined sets of ACD groups instead of one or all groups.

*Forced Agent Availability:* Allows the supervisor to change the status of an agent's line from "Not Ready" to "Idle and Available".

*Increased Management Information system (MIS) Links:* Increases the number of Network Operations Protocol (NOP) links available on a DMS ACD node thus increasing the number of simultaneous ACD MIS sessions that can be conducted at any one time.

*Line-of-Business Code Key:* Enables ACD agent to enter a Line-of-Business code for each call. Entering the code pegs a register for that line of business and allows the MIS administrator to track peg count and holding time for calls attributed to various activities.

*Load Management:* Enables senior supervisor to promptly reconfigure the structure and operational parameters of an ACD group to maximize the number of calls served or to alleviate work loads. Requires down-stream processor on the customer premises.

*Management Information System (MIS) Interface:* Enables a down-stream processor on the customer premises to use a data stream to collect ACD information from the switch. The down-stream processor can then use this information to produce real-time statistics and historical reports.

*Multistage Queue Status Refresh:* This enhancement feature updates the Multistage Queue Status display approximately every 30 seconds.

*Music on Delay (Queue):* With this feature, callers placed in an incoming-call queue will hear customer-provided music instead of silence after the call delay announcement.

*Night Service Recorded Announcement and Forward:* Enhances the currently available Night Service capability. Out-of-hour callers can be presented with a specialized recorded announcement before being directed to the specified Night Service treatment.

/1/ Not available to Basic Rate Interface (BRI) Stations.

/2/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.

**PLEXAR®-II SERVICE (cont'd)****C. Feature Array (cont'd)**

## 3. Digital Multiplex System (DMS) Optional Features (cont'd)

Automatic Call Distribution (ACD)<sup>1,2/</sup> (cont'd)Electronic Business Sets (cont'd)**Optional Features** (cont'd)

*Observe Agent:* Allows an ACD supervisor to: observe agents on both primary and secondary directory numbers, follow agents from one line to the other as they move from the ACD directory number to the secondary directory number, monitor three-way calls in which an agent is participating, and observe an established ACD call answered at any agent or supervisor position that has an In-Calls Key in any ACD group within the same customer group.

*Overflow of Enqueued Calls:* Enhances the existing call overflow capability by providing for overflow of calls that have been enqueued for excessive amounts of time.

*Remote Load Management:* Provides for the existing ACD Load Management capability on the terminal connected to the management reports down-stream processor on the customer premises.

*Second and Third Recorded Announcements:* This feature enhances the basic announcement capability by allowing customer groups to specify delay periods between announcements and the type of treatment that callers are given during those delays and after the last announcement is given.

*Status Lamp Enhanced:* When assigned to a supervisor's set, each agent status lamp lights when the agent is active on either an ACD call or a call on a secondary directory number. By pressing the key associated with the agent's status lamp, the supervisor is able to display the exact status of the agent. The display reports that the agent is active on an incoming call, an incoming call to a secondary directory number, or an outgoing call on a secondary directory number. When used with the Observe Agent feature, enables the supervisor to continuously monitor (visually) or observe (audio-monitor), individual agent activities on both agent's primary directory number (ACD calls) and one designated secondary directory number. A supervisor's set with display is needed for full functionality.

*Transfer to In-Calls Key:* Allows an agent to transfer an ACD call to another agent's In-Calls Key within the same customer group.

*User Interface to ACD/Management Information System (MIS):* Provides security for multiple users served by a single switch by allowing the DMS-100 to control the ACD groups that can be accessed by each down-stream processor.

/1/ Not available to Basic Rate Interface (BRI) Stations.

/2/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.

**PLEXAR®-II SERVICE (cont'd)****C. Feature Array (cont'd)**

## 3. Digital Multiplex System (DMS) Optional Features (cont'd)

Automatic Call Distribution (ACD)<sup>1,2/</sup> (cont'd)Electronic Business Sets (cont'd)**Optional Features (cont'd)**

*Variable Wrap-Up Time:* Allows the ACD end user the flexibility to vary the time interval between call completion and the presentation of a new incoming call on an individual agent basis.

*Virtual Facility Group (VFG) Data in ACD/Management Information System (MIS):* When an ACD directory number is accessed through a VFG, this feature includes the existing VFG operational measurements related to facility blockage in the ACD Management Reports, providing the end user with a complete view of the ACD group's call handling capability.

*Walkaway/Closed Key:* After activating the Not Ready Key, ACD agents must enter a code that specifies the reason for being unavailable. Tracking of these codes in the MIS downstream processor allows comprehensive management of agent activities by project.

Non-Electronic Business Sets**Basic Features**

*Abandoned Call Clearing:* Eliminates unnecessarily held connections. Calls are removed and recorded announcements or music stopped if a caller abandons while in an incoming-call queue.

*ACD on 2500 sets:* Provides both ACD and non-ACD feature interactions for calls terminating on 2500 set ACD positions.

*ACD Directory Number:* One unique seven-digit number used to receive incoming ACD calls that are not associated with lines. Each ACD group can receive calls from up to three ACD directory numbers and distribute to the ACD agents assigned to the group.

*ACD Directory Number Priority:* Allows a customer to prioritize calls depending on the ACD directory number dialed. Calls of a higher priority get answered before calls of a lower priority.

*Agent Login Enhancement:* Provides an agent identification and password option to ensure that only assigned agents are able to login to an ACD group.

*Automatic Overflow:* Permits a customer to specify both a maximum number of calls that can be queued and a maximum waiting time for queued calls. When either limit is reached, calls can be directed to a customer specified route instead of being placed in queue.

/1/ Not available to Basic Rate Interface (BRI) Stations.

/2/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.

**PLEXAR®-II SERVICE (cont'd)****C. Feature Array (cont'd)**

## 3. Digital Multiplex System (DMS) Optional Features (cont'd)

Automatic Call Distribution (ACD)<sup>1,2/</sup> (cont'd)Non-Electronic Business Sets (cont'd)**Basic Features** (cont'd)

*Call Delay Announcement:* One prerecorded announcement provided to the caller in queue advising of the delay in answering.

*Feature Assignment:* Allows 2500-type sets to be assigned and deleted from ACD groups and moved from one ACD group to another.

*Incoming Call Queue (30%):* Reserves queue slots equal to 30% of all agent positions for incoming calls when all agents are busy.

*Login/Logout:* Allows an ACD agent to use a 2500-type set to login to an ACD group by dialing an activation code, identification code, and, if required, a password. The agent can also logout of an ACD group by dialing a deactivation code.

*Make Set Busy:* Prevents an agent position from receiving only non-ACD calls to the set. ACD calls continue to be presented.

*Night Treatment:* Provides a night service mode when all agents in an ACD group activate make set busy keys on their sets.

*Ring Threshold:* Provides for the rerouting of a call when an agent does not answer the call within a preprogrammed time. The call is rerouted either to the longest idle agent or the front of the queue if there is no agent available. The agent position that did not answer is logged out of service and must login to put the position back into service.

*Set Distinctive Ringing:* Enables an ACD agent to distinguish an ACD call from other incoming calls. The main function is to provide a method by which ACD agents using 2500 sets will be able to distinguish ACD from non-ACD calls.

*Set Not Ready:* Allows a 500/2500 set logged into an ACD agent position to use access codes to activate and deactivate ACD Set Not Ready. This feature is typically used when post-call work time is required to complete a transaction.

*Supervisor Control of Night Service:* Provides the supervisor with control of the initiation of the night service treatment for one or more agent groups within the same customer group.

*Three-Way Calling/Call Transfer/Call Chaining to ACD:* Allows the agent to transfer to other ACD directory numbers in the same customer group and be included as a member of a three-way call chain.

/1/ Not available to Basic Rate Interface (BRI) Stations.

/2/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.

**PLEXAR®-II SERVICE (cont'd)****C. Feature Array (cont'd)**

## 3. Digital Multiplex System (DMS) Optional Features (cont'd)

Automatic Call Distribution (ACD)<sup>1,2/</sup> (cont'd)Non-Electronic Business Sets (cont'd)**Optional Features**

*Additional ACD Directory Number:* Unique seven-digit number used to receive incoming ACD calls that are not associated with a line.

*Additional ACD Directory Number Priority:* Allows a customer to prioritize calls depending on the ACD directory number dialed. Calls of a higher priority get answered before calls of a lower priority.

*Additional Incoming Call Queue (10%):* Reserves additional queue slots equal to 10% of all agent positions for incoming calls when all agents are busy.

*Music on Delay (Queue):* With this feature, callers placed in an incoming-call queue will hear customer-provided music instead of silence after the call delay announcement.

*Night Service Recorded Announcement and Forward:* Enhances the currently available Night Service capability. Out-of-hour callers can be presented with a specialized recorded announcement before being directed to the specified Night Service treatment.

*Overflow of Enqueued Calls:* Enhances the existing call overflow capability by providing for overflow of calls that have been enqueued for excessive amounts of time.

*Second and Third Recorded Announcements:* This feature enhances the basic announcement capability by allowing customer groups to specify delay periods between announcements and the type of treatment that callers are given during those delays and after the last announcement is given.

*2500 Set Management Information System (MIS)/Load Management:* Allows ACD Load Management and ACD SHOW commands to be used for ACD groups consisting of 2500 set ACD agents. Load Management commands allow sets to be reassigned from one ACD group to another, and ACD SHOW commands display information about the group's agent position.

/1/ Not available to Basic Rate Interface (BRI) Stations.

/2/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.

**PLEXAR®-II SERVICE (cont'd)****C. Feature Array (cont'd)**

## 3. Digital Multiplex System (DMS) Optional Features (cont'd)

Business Set Interface<sup>/1,2/</sup>

Allows customers the capability to activate Business Set functions in a Plexar-II system. Functions have been packaged as follows:

Basic Business Set Interface Package

*Add-On Module Software:* Allows the business set to be expanded when the customer provides adjunct Customer Premises Equipment (CPE).

*Auto Answer Back:* Allows any incoming call to the primary directory number of the set to be automatically answered after four seconds of ringing.

*Automatic Dial:* Allows a business set station user to call a frequently dialed number by depressing the assigned feature key.

*Automatic Line:* Automatic Line is a directory number feature that may be assigned to individual directory number appearances on a business set station.

*Automatic Line and Multiple Appearance Directory Number (MADN):* This feature allows a MADN-Single Call Arrangement (SCA)/Multi-Call Arrangement (MCA) member to be assigned as an Automatic Line. In addition, it makes automatic lines compatible with many features and options that do not require initial dial tone.

*Busy Override:* Allows a business set station to gain access to a busy station by depressing an appropriate key.

*Call Forward:* Allows a business set user to have incoming calls to a station automatically forwarded in one of the four variations to a predetermined telephone number.

*Call Park:* Provides the business set user the capability of parking (holding) a call against its own directory number. The parked call can be retrieved from any station by dialing the feature access code and directory number. Once the call has been parked against a directory number in the system, the user is free to originate and receive calls.

*Call Pickup:* Allows a station to answer calls incoming to another station within a predetermined call pickup group. A call pickup group is a group of stations with call pickup assigned and linked together using one of the stations as a linking member.

*Call Waiting:* With this feature, an incoming call encountering a busy business set station received audible ringing, while the called station user receives call waiting notification. The called station user can choose to acknowledge the new caller and place the existing party on hold, to alternate between the callers, or to abandon one of the calls and be recalled by the other.

/1/ Not available to Basic Rate Interface (BRI) Stations.

/2/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.

**PLEXAR®-II SERVICE (cont'd)****C. Feature Array (cont'd)**

## 3. Digital Multiplex System (DMS) Optional Features (cont'd)

Business Set Interface<sup>/1,2/</sup> (cont'd)Basic Business Set Interface Package (cont'd)

*Call Waiting-Originating for Business Sets:* Enhances the original Call Waiting Originate (CWO) feature by extending the availability of CWO to business sets in the following manner:

- allowing CWO to be assigned to a directory number on a business set; or
- allowing an originator with CWO to terminate to a business set with a Call Waiting Terminating (CWT) key.

*Dial Call Waiting:* Allows Dial Call Waiting to be assigned to a business set on a per directory number basis.

*Feature Code Access:* Provides an alternate method of accessing business set features, other than through the use of feature keys.

*Group Intercom:* Allows a customer to call a member of a predesignated group by using abbreviated dialing.

*Held Calls:* Allows a business set user to hold an established call on any directory number on the business set. The user may then originate or receive another call on any other idle directory number.

*Intercom:* Allows a customer to directly terminate on a predesignated set by depressing the intercom key.

*Key Short Hunt:* Provides the capability for incoming calls to hunt over a set of directory number appearances on a business set in search of an idle directory number to terminate on. The directory numbers hunted over can be either standard directory numbers or Multiple Appearance Directory Numbers (MADNs).

*Listen On Hold:* Allows a business set user to place a called party on hold and listen through the speaker.

*Make Set Busy:* Allows directory number appearances on a business set to be made busy to incoming calls.

*Multiple Appearance Directory Number (MADN):* A directory number that is assigned to more than one business set is called a MADN. The business sets that are assigned this directory number are known as a MADN group.

/1/ Not available to Basic Rate Interface (BRI) Stations.

/2/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.

**PLEXAR®-II SERVICE (cont'd)****C. Feature Array (cont'd)**

## 3. Digital Multiplex System (DMS) Optional Features (cont'd)

Business Set Interface<sup>/1,2/</sup> (cont'd)Basic Business Set Interface Package (cont'd)

*Multiple Appearance Directory Number (MADN) and Conference Interaction:* Allows the following types of conference calls to interact with MADN Hold: Three-way Calling, Station Controlled Conference, Preset Conference, and Meet-Me Conference. This feature also allows a conference call to be either answered or established by one party, placed on hold, and picked up by another party.

*Privacy Release:* Allows a MADN with Single Call Arrangement (MADN SCA) to establish a conference call among a number of MADN lines and an external party.

*Ring Again:* With Ring Again, the user can have the business set monitor a busy directory number and be notified when the called station becomes free.

*Speed Calling (Personal):* Allows a business set user to have their own one-digit and/or two-digit speed call list. The user assigns and changes numbers against these lists and they cannot be allowed access by other stations.

Business Set Display Feature Package

*Call Forward/Automatic Dial Display:* Displays the previously stored number when programming Call Forwarding or Automatic Dialing on a business set with a display.

*Display Called Number:* Provides the user of a business set equipped with visual feedback concerning the called number during the origination, termination and programming, and feature activation operations.

*Display Calling Number-Closed User Group Only:* Provides the business set user receiving an incoming call with visual feedback concerning the calling number.

*Enhanced Business Set Reason Display:* For business set users with Display, this feature enhances Call Forward Reason Display to provide information on redirected calls. This allows the user to appropriately answer calls that are being redirected by features such as Call Forwarding.

*Query Time Key:* Provides the current time and date on a business set LCD display when the Query Time and Date Key is depressed.

/1/ Not available to Basic Rate Interface (BRI) Stations.

/2/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.



**PLEXAR®-II SERVICE (cont'd)****C. Feature Array (cont'd)**

## 3. Digital Multiplex System (DMS) Optional Features (cont'd)

Business Set Interface<sup>/1,2/</sup> (cont'd)Business Set Interface Optional Features

*Individual Business Line:* Allows the business set subscriber the appearance of a local exchange access line as one of the directory numbers on the set.

*Direct Station Selection/Busy Lamp Field:* Provides the following two functions on one feature key: Direct Station Select provides direct dialing to a monitored directory number and Busy Lamp Field allows the user to monitor station status of a directory number through the use of the business set lamp states.

Call Park<sup>/1,3/</sup>

Allows a station user to park (hold) a call against its own directory number. The parked call can be retrieved from any station by dialing the feature access code and directory number.

Last Number Redial

Enables a subscriber to redial the last called number by pressing a single key rather than dialing the entire number.

Meet-Me Conference<sup>/1/</sup>

Allows conferees to hold a conference on a six-port conference bridge by dialing a directory number at a specific time.

Simultaneous Ring One Number<sup>/4/</sup>

Causes one additional telephone number of the customer to ring simultaneously whenever the Plexar station number is dialed. The customer's Plexar station and the 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.

Visual Message Waiting Indication<sup>/2,4/</sup>

Provides a visual indication on a station set to alert the subscriber that a message is waiting. This feature is for use with customer equipment that requires a voltage signal to active the message waiting light.

/1/ Not available to Basic Rate Interface (BRI) Stations.

/2/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.

/3/ Obsolete to existing customers as defined in Part 2, Section 1 (see *Obsolete*). Refer to paragraph C.2. preceding for the current 'Call Park' optional feature offering.

/4/ Not available to Basic Rate Interface (BRI) stations. For the message waiting indication feature available to BRI stations, see 'Visual Message Waiting Indication' in Section C.2. above.

**PLEXAR®-II SERVICE (cont'd)****D. Rules and Regulations**

1. Plexar-II Service will be provided subject to the availability of the necessary switching equipment and outside plant facilities. The provisioning of standard and optional features is limited to the capabilities of the serving central office.
2. The following terms used in this section shall mean:

Plexar-II Basic Station: Consists of two rate elements, the appropriate basic station rate and basic station line facility rate<sup>/1/</sup>. The combined rate elements comprise all facilities, including intercommunication, outside plant facilities and standard features from the Plexar-II dial switching equipment located on Company premises.

Plexar-II Basic Rate Interface (BRI) Station<sup>/2/</sup>: Each BRI Station consists of the appropriate BRI Station rate, channel rate(s) and BRI Station Line Facility rate. Each BRI Station may consist of two B channels and one D channel. One or both B channels may be configured for Circuit Switching, either voice or data. The D channel carries out of band signaling for the B channel(s).

Off-Premises Station: Consists of two rate elements, the appropriate station rate and applicable foreign serving office service rates and charges.

Multi-Switch Station Additive: An additional rate element applicable to all Plexar-II Basic and BRI stations when service is provided in more than one serving central office. Two interoffice intercom paths will be provided in each serving central office to handle station-to-station dialing (intercom calling).

Integrated Services Digital Network (ISDN) Serving Area: A Company exchange with one or more ISDN equipped central offices, plus all other Company exchanges and/or zones included in that ISDN equipped central office's non-optional local calling area as defined in Part 4, Section 1.

Link Extension: Provides the additional interoffice facility and central office hardware required to provide Plexar BRI Service for customer's that are not located within the ISDN Serving Area but are within the same LATA.

Out-WATS Termination: Allows a station user access to Out-WATS services dedicated to a customer group by dialing an access code.

/1/ Station line facility rates specified in this guidebook are not applicable to stations associated with Access Advantage Plus as found in Part 6, Section 7.

/2/ Not available when associated with Access Advantage Plus as found in Part 6, Section 7.

**PLEXAR®-II SERVICE (cont'd)****D. Rules and Regulations (cont'd)**

2. The following terms used in this section shall mean: (cont'd)

Tie Trunk Termination: The following connections are available as outlined below:

*Analog Facility*: An analog termination used to connect tie lines or dedicated channels to other telecommunications switching systems.

*Digital Facility*: A digital 1.544 MBPS termination used to connect dedicated tie trunks to another telecommunications switching system. The termination can accommodate twenty-four (24) DS0 channels, each dedicated to a specific service.

*Digital Direct Termination*: A digital 1.544 MBPS termination used to connect dedicated tie trunks to another telecommunications switching system. The termination can accommodate twenty-three (23) 64 kbps "B" channels for circuit switching and one 64 kbps "D" channel (23B+D) or, in cases of multiple Digital Direct-terminations, twenty-four (24) 64 kbps "B" channels where "D" channels can be shared.

Optional Feature:

*Backup D Channel*: Provides backup for primary "D" channel under those circumstances where three or more Digital Direct Terminations share a single "D" channel. A predetermined channel on another Digital Direct Termination would automatically take over call control and signaling functions.

3. A Plexar-II service arrangement does not have a minimum or maximum station requirement. However, if a system exceeds 74 stations, the customer may request a Plexar-Custom serving arrangement as set forth in paragraph E.7., following, or continue to subscribe to their current Plexar-II service arrangement.
4. Plexar-II station line facilities are charged in mileage bands as measured in air miles from the station location to the customer's normal serving central office. The station line facility rates are applicable to all Plexar-II<sup>/1/</sup> and Basic Rate Interface (BRI) Stations, except Off-Premises Stations. The station line facility rate applies to Plexar-II Basic and BRI Stations in excess of the number of Plexar-II access lines. In no case shall the credit applied for station line facility rates exceed the number or station line facility rates billed.
5. Plexar Mate (Previously Basic Customer Rearrangement Service (CRS)) allows customers to request changes as default (overnight), immediate (same day) or due-dated (up to 90 days in advance). Each customer will be permitted 25 due-dated and 10 immediate changes per day (per central office served). Default changes are included in the due-dated changes allowed per customer per day, as default changes are due-dated changes that always occur prior to 6:00 AM the day following the default change request. All normal and emergency central office functions have priority over customer-requested changes. The Company is not responsible for customer change requests delayed by such central office functions.

/1/ Station line facility rates are not applicable to stations associated with Access Advantage Plus as found in Part 6, Section 7.

**PLEXAR®-II SERVICE (cont'd)****D. Rules and Regulations (cont'd)**

## 5. (cont'd)

Plexar Mate includes initial training at the time of Plexar Mate installation and access for multiple users. Each user must request and be assigned a unique login ID that is assigned by the Company. User tutorials and help screens are available from within Plexar Mate itself and there is no charge.

The customer must obtain and maintain compatible customer premises equipment (CPE) necessary for use with Plexar Mate.

The customer assumes full responsibility for station information managed by Plexar Mate since the Company does not maintain station specific records once Plexar Mate changes have been made. The Company does maintain a total count of the number of optional features purchased. This count represents the maximum number which can be activated at any one time through Plexar Mate and will be used for billing purposes. Activation or deactivation of optional features through Plexar Mate does not affect billing. When the customer activates optional station features through Plexar Mate, the station feature nonrecurring charges are waived. If the customer requests the Company to activate optional station features instead of utilizing Plexar Mate capability, applicable guidebook charges for the activated feature will be applied.

The Company reserves all rights to take the Plexar Mate computer down for maintenance or software updates as required. Whenever possible, this will be done during weekend and off-peak hours and customers will be notified in advance.

6. A Plexar-II Off-Premises Station will be furnished the same service as a Plexar-II Basic Station where equipment and facilities are available. Foreign Serving Office Service rates or Foreign Exchange Service charges, as specified in Part 4, Section 3, apply to Off-Premises Stations as appropriate.
7. The customer may move their Plexar-II serving arrangement within or between exchanges, served by the Company in Kansas, where facilities permit. The move is subject to the appropriate guidebook charges and any other appropriate charges resulting from the customer's requirements (i.e. overtime hours, special construction). The rates and conditions of the customer fixed-rate contract will not be affected unless the move causes the 35% maximum station fluctuation to be reached as specified in paragraph E.9. If this occurs, termination liability is applicable. Additionally, Station Line Facility rates may change due to distance charges. Refer to paragraph D.22 for moves associated with BRI Service.
8. If Plexar-II Service is provided from a serving central office other than their normal serving central office, the rates and charges specified in this guidebook are applicable in addition to the rates, charges, terms and conditions, as appropriate, for Foreign Serving Office Service or Foreign Exchange Service, specified in Part 4, Section 3. Refer to paragraph D.22 for rules and regulations when the customer subscribes to Plexar BRI Service.
9. When a customer requests a special offering or modification of standard service offering, it will be furnished whenever possible if not detrimental to any of the services or equipment of the Company. Such special service offerings or modifications of standard service offerings will be furnished at additional charges.

**PLEXAR®-II SERVICE (cont'd)****D. Rules and Regulations (cont'd)**

10. Listings will be furnished in accordance with the regulations set forth in Part 12, Section 1. (C)
11. The assignment of telephone numbers for Plexar-II shall be in accordance with 'Rules and Regulations Applying to All Customers' Contracts' in Part 2, Section 2. Where facilities allow, transfer of telephone numbers between Plexar-II and other services will be permitted as follows:
  - a. Customers converting between Plexar services will be permitted to retain their existing telephone numbers at no charge.
  - b. Business customers changing to Plexar-II service may retain up to ten of their existing telephone numbers, per serving central office, at no charge. For charges applicable to telephone numbers exceeding ten, see paragraph F.1.e.
  - c. Plexar-II customers may transfer one or more of their existing telephone numbers for other business services. Charges will apply for each number transferred. For applicable charges, see paragraph F.1.e. Charges do not apply when the customer disconnects the system.
12. Temporary suspension of service in accordance with Part 2, Section 4 will be provided.
13. Multi-location arrangements will only be furnished if located within the same exchange, with the exception of Basic Rate Interface (BRI) Stations provided outside the ISDN Serving Area as specified in D.22., following. All Basic Stations included in a multi-location serving arrangement will be furnished the local calling scope and the optional calling plans of their serving central office. All BRI Stations included in a multi-location serving arrangement will be furnished the local calling scope and the optional calling plans based on the customer's BRI-serving office or the customer's normal serving office.
14. In the Kansas City Metropolitan Exchange, for Plexar-II arrangements involving locations in both Kansas and Missouri, rates will be determined and billed based on the location of the serving central office.
15. Departmental billing reports will be furnished in accordance with Part 16, Section 2.
16. Service Connection charges will be applied in accordance with the regulations set forth in Part 3, Section 1.
17. Custom Calling Services will be functional under the following conditions:
  - a. When both the call-originating and the call-terminating customers are served from the same central office.
  - b. When both the call-originating and call-terminating customers are served by different central offices within the same LATA boundaries that are linked with the proper facilities.

**PLEXAR®-II SERVICE (cont'd)****D. Rules and Regulations (cont'd)**

18. Any Company calling party, whether they subscribe to Caller ID services or not, 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 party name and/or number will not be transmitted across the station line, including calls within and outside the Plexar group. Caller ID subscribers will receive an anonymous indicator. This anonymous indicator notifies the Caller ID subscriber that the calling party chose to block calling party name and/or number delivery.

Per line blocking for the delivery of calling name and/or number is available upon request, at no charge, to the following entities and their employees/volunteers, for lines over which the official business of the agency is conducted, including those at the residence of employees/volunteers, where an executive officer of the agency registers with the Company a need for blocking: (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.

The blocking of calling party name and/or number will not be provided on calls originating from payphones.

Calling party name and/or number will be displayed for calls made from another central office only if it is linked by appropriate facilities.

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

- a. If the called party is off-hook.
- b. If the called party answers during the first ring interval.
- c. With certain distinctive ringing services having a silent interval length insufficient for name and/or number transmission.
- d. If the calling party has activated name and/or number blocking.
- e. Identification of specific stations or extensions served by a PBX is not possible. The main directory number of the PBX will be displayed.

**PLEXAR®-II SERVICE (cont'd)****D. Rules and Regulations (cont'd)**

19. 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 Company's Listing Information System or by the 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. (C)

The Company shall not be liable for any claims for damages caused by a telecommunications utility's failure to transmit the privacy indicator to the called party when such indicator has been passed to the telecommunications utility by the Company.

20. Plexar-II Service with a Basic Rate Interface (BRI) Integrated Services Digital Network (ISDN) requires compatible registered customer premises equipment under FCC Part 68.
21. Upon subscribing to Plexar-II BRI service, the customer may be required to change existing telephone number(s) if the Company determines that it is not reasonably feasible for technical or number administration reasons to continue to provide the customer's existing telephone number(s).
22. The serving central office from which a customer's Plexar BRI service is provided shall be designated as the customer's Plexar BRI equipped serving office. BRI service will be provided at the rates and charges specified in paragraph F. *Rates*. The following additional regulations are associated with the serving arrangement:
- If the customer's normal serving office is BRI equipped and is located in an ISDN Service Area, BRI service will be provided from that serving office.
  - If the customer's normal serving office is not BRI equipped or lacks BRI capacity and is located in an ISDN Service Area, the BRI service may be provided from a BRI equipped office (located in the ISDN Service Area) designated by the Company. At the customer's request, their Basic Stations and BRI Stations may be served from the BRI serving central office, if capacity is available. When this occurs, Foreign Serving Office charges apply to Basic Stations (non-BRI) as specified in Part 4, Section 3. If the customer requests BRI service to be provisioned from a BRI equipped serving office (in the exchange) other than the one designated by the Company and the Company agrees, the arrangement can be provided. In this case, Foreign Serving Office charges apply per B channel in addition to any other charges.

If a new central office becomes the designated Basic Rate Interface (BRI)-equipped serving office, the customer's Plexar BRI service will continue to be provided from the original Plexar BRI serving office. Should the customer subsequently request that their Plexar BRI service be provisioned from the new designated serving office, all nonrecurring charges associated with the move will be applicable. The Company may request that the customer, at the customer's option, have the customer's BRI service provided from the new designated serving office and, in conjunction therewith, will waive the move charges. Such a move may require the customer to change telephone number(s).

**PLEXAR®-II SERVICE (cont'd)****D. Rules and Regulations (cont'd)**

## 22. (cont'd)

- c. If the customer's normal serving office has a collocated BRI-equipped central office switch and is located in an ISDN Service Area, BRI service will be provided from that switch if there is capacity. At the customer's request, their Basic Stations may be provided from the collocated BRI-equipped switch, if facilities are available. In this case, no Foreign Serving Office (FSO) charges are applicable but service establishment charges and other nonrecurring charges will apply as appropriate. If BRI capacity is not available, BRI service may be provided from another Company-designated BRI-equipped serving office (located in the ISDN Service Area). At the customer's request, Basic Plexar and BRI Stations may be served from the designated BRI-equipped serving office, if capacity is available. In this case, FSO charges specified in Part 4, Section 3 apply to Basic Stations in addition to other applicable charges.
- d. If the customer's normal serving office is located outside of an ISDN Service Area, the customer may request Plexar BRI service. In this case, BRI service may be provided from a BRI-equipped serving office located in an ISDN serving area (within the LATA), if the Company agrees. In such cases, the charges for Link Extension specified in paragraph F.4., will apply. Intercom calling between the BRI Stations and Basic Stations in this situation will not be provided unless they are connected together via a tie trunk arrangement at charges specified in paragraph F.5., following. The multi-switch additive is not applicable in this case. If the customer requests Plexar BRI service from a serving office other than the Plexar BRI-equipped serving office designated by the Company and the Company agrees, Link Extension charges will apply. In addition, charges for Foreign Exchange (FX) Service, under Part 4, Section 3 will apply per B channel.

If the customer's normal serving office becomes Basic Rate Interface (BRI)-equipped, their Plexar BRI service may be moved from their original Plexar BRI serving central office to the customer's normal serving office. Such a move may require the customer to change telephone number(s). In such a case, the Company will waive the move charges specified in paragraph D.7. Link Extension charges will no longer apply once the customer has been moved back to the normal serving central office. However, subject to the Company's agreement, the customer may request that their service not be moved. In such a case, the Link Extension charges will continue to apply.

23. When BRI service is provided from a central office other than the customer's normal serving office, calls to Universal Emergency Number Service (911) originated over the BRI service may route to a different answering point than 911 calls originating from Basic Station lines served by the customer's normal serving office. If so routed, the different answering point may not have the information available to respond to the call as efficiently as possible.
24. With the exception of BRI Station and Station Line Facility rates (USOCs XRB, ILSDA, ILSDB and LKX) found in paragraphs F.3. and F.4., regulations and rates applying on a per station or per line basis shall be interpreted to apply per channel when the customer subscribes to Plexar BRI Service.



**PLEXAR®-II SERVICE (cont'd)**

**E. Payment Plans<sup>/1/</sup>**

(C)

1. The Plexar-II 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 deferred over the length of any fixed term on initial and subsequent installations of service. See 'Rules and Regulations Applying to All Customers' Contracts' in Part 2, Section 2 for appropriate annuity factors utilized in deferring these charges.

The customer's contract specifies the discount rate that will be used if a customer terminates service under the conditions specified in paragraph E.9. following. The discount rate used in initiating a contract is found in 'Rules and Regulations Applying to All Customers' Contracts' in Part 2, Section 2 and remains fixed over the life of the contract.

3. Additions to service under the two plans specified in paragraph E.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. If more than 90 days remain on the contract, apply rates equivalent to those of the original contract term. If less than 90 days remain, additions must be made only under the Month-to-Month Plan.

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

Additions to the Fixed Monthly Rate Plan that exceed the number of stations initially covered under the agreement are subject to the same termination liability charges as the initial stations.

4. Station rates, station line facility rates, facility terminating arrangements and optional features are covered under the Plexar-II payment plans. All other rates and charges not specifically covered in this section are not included. Plexar-II access lines are not included in these payment plans.
5. Existing Plexar-I customers may convert to Plexar-II subject to the payment of the conversion charges specified in paragraph F.1.b. following.

/2/

/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-II Service. Plexar-II 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.

(N)

(N)

/2/ Material now appears on Sheet 33.

**PLEXAR®-II SERVICE (cont'd)**

**E. Payment Plans<sup>/1/</sup> (cont'd)**

(C)

- 6. With prior Company agreement, service under these plans may be transferred from one customer to another at the same location for a Supersedure Fee as identified in paragraph F.1.c. following. The new customer assumes all obligations under the existing contract. Changes and additions to the assumed service can be made after the first day of service has been assumed. /2/
- 7. Customers exceeding 74 stations within any serving central office may request a Plexar-Custom serving arrangement prior to the expiration of the existing contract term provided that the requested contract term be at least 12 months longer than the time remaining on the existing contract. Termination liability charges will not apply when the customer continues with an equivalent Plexar service arrangement (i.e., same system size). /2/

/3/

/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-II Service. Plexar-II 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. (N)

/2/ Material formerly appeared on Sheet 32.

/3/ Material now appears on Sheet 33.1.

**PLEXAR®-II SERVICE (cont'd)****E. Payment Plans<sup>/1/</sup> (cont'd)**

8. At the conclusion of the fixed term for any contract, the customer may renew the service at terms, conditions and rates that exist at the time of renewal by subscribing to a Fixed Monthly Rate Plan, changing to the Month-to-Month Plan for all rate elements (standard and optional), or subscribing to the Contract Extension Option.

'Thank You For Renewing' Credit Option: With this option, customers who sign a new Plexar-II 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 (Basic stations, ISDN BRI stations or Off-Premise stations), up to a maximum of \$1,500.00 per contract. This credit option is only available to existing Plexar-II customers (month-to-month or contract), but is not available to customers with more than twelve months remaining on their existing Plexar-II term Payment Plan contract. Standard Plexar-II termination charges will apply. This credit option is not available to customers covered under an Individual Customer Pricing (ICP) contract.

Contract Extension Option: The contract extension option must be subscribed to during the last twelve months of a Plexar-II term contract. The customer may extend their contract for either an additional 12-month or 24-month<sup>/2/</sup> period at the same rates provided under the original contract. Subject to the Company's right to seek to discontinue this option to extend the contract period or to otherwise change the terms and conditions of this option, the customer may exercise this option up to three separate times. Customers who exercise the option to extend the term of the contract are not entitled to a different rate based on the overall term of the contract as extended (e.g., customers who initially have a 36-month contract and extend it by an additional 24 months are not entitled to the rates allowed under a 60-month contract). An extension will begin on the expiration date of the existing contract or extension. Requests to terminate contract extensions will be governed by the terms and conditions found in this same guidebook under Payment Plans. (C)

Upon the expiration date, as noted on the Company billing records, of a contract or contract extension option, if the customer does not elect to subscribe to a new contract and does not request discontinuance of the service, service will be continued on a Month-to-Month basis. The Month-to-Month rates currently in effect at the time of expiration of the contract will apply. Once on a Month-to-Month Plan the customer will not have additional service commitment and will no longer be subject to termination charges. The Month-to-Month service rates will be subject to Company-initiated rate changes.

Customers with arrangements exceeding 74 stations in any serving central office may convert the service at terms, conditions and rates set forth in the Plexar-Custom offering found at the end of this Section.

<sup>/1/</sup> Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II 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.

<sup>/2/</sup> Effective October 1, 2103, the 24-Month option will no longer be available for customers seeking to extend their contract under this option. (N)  
(N)

**PLEXAR®-II SERVICE (cont'd)**

**E. Payment Plans<sup>/1/</sup> (cont'd)**

(C)

9. Termination charges apply if the subscriber:
- disconnects the entire service;
  - disconnects more than 35% of the maximum contracted station quantity installed during the duration of the contract.

The number of stations disconnected that exceed this allowable number is the net terminated stations.

The termination charge is calculated as follows:

- number of net terminated stations, multiplied by
- total monthly Plexar-II rates for the net terminated stations, relevant to that customer's contract term, multiplied by
- the number of months remaining in the customer's Plexar-II contract, multiplied by
- fifty percent (50%).

Termination charges are not applicable to Plexar-II station line facilities under the following conditions:

- when the customer adds Plexar-II access lines with an equivalent reduction in the number of station line facility rate elements;
- 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 specified above.

10. The customer may, at their option, prior to the expiration of the existing contract term, terminate the contract without incurring termination charges provided the customer:
- signs a new contract at prevailing rates for a term at least as long as the period remaining in the original contract;
  - continues with an equivalent Plexar service arrangement (i.e., current system size); and
  - agrees to pay the deferred installation and nonrecurring charges incurred on the original contract, by taking the present worth of the remaining amount and applying current annuity factors as specified in 'Rules and Regulations Applying to All Customers' Contracts' in Part 2, Section 2 for the new term. These deferred installation and nonrecurring charges may be paid in full, applied to another Plexar contract payment plan or deferred over the length of another Plexar contract term.

/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-II Service. Plexar-II 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.

(N)  
|  
(N)

**PLEXAR®-II SERVICE (cont'd)**

**E. Payment Plans<sup>/1/</sup> (cont'd)**

11. Nonrecurring Charge Waiver Options

New Service

Nonrecurring charges associated with the installation of new PLEXAR-II service will be waived for new, winback and win customers. In addition, existing PLEXAR-II subscribers moving their PLEXAR-II service to a new location are eligible. Customers must agree to sign a 24-month or greater term Payment Plan and install a minimum of 8 stations. Nonrecurring charges will be waived for each analog or ISDN BRI Station connected during installation of the PLEXAR-II system.

Additional Lines

Nonrecurring charges associated with the installation of new PLEXAR-II stations will be waived for existing customers who agree to install a minimum of 3 additional stations and add the stations to an existing agreement.

The nonrecurring charges to be waived under these Waiver Options are as follows:

- Service Establishment Charge to Establish a New System (per Central Office)
- Station Rates, Initial Installation, Service Connection Charge (per station)
- Station Line Facility Rates Installation Charge (based on mileage)

These Waiver Options are not available to customers covered under an Individual Customer Pricing (ICP) contract.

12. Service Migration and Early Termination Charges

If Customer migrates an AT&T Plexar-II 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.

<sup>/1/</sup> Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II 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®-II SERVICE (cont'd)**

**F. Rates**

1. Nonrecurring Charges

	<u>USOC</u>	<u>Nonrecurring Charge</u>
a. Service Establishment Charge to Establish a New System:		
Per Serving Central Office, Basic Plexar		
Month-to-Month .....	NRCEX	\$600.00
12 Months .....	NRCEX	600.00
24 to 60 Months .....	NRCEX	600.00
Per Serving Central Office, Basic Plexar/BRI mix		
Month-to-Month .....	C3CCB	600.00
12 Months .....	C3CCB	600.00
24 to 60 Months .....	C3CCB	600.00
Per Serving Central Office, BRI only <sup>1,2/</sup>		
Month-to-Month .....	C3CBR	314.00
12 Months .....	C3CBR	157.00
24 to 60 Months .....	C3CBR	---
b. Conversion Charges, Applicable to Converting Existing Systems, Per Serving Central Office:		
Plexar-I, Package 1 or Package 2 to Plexar-II .....	C3VIX	\$600.00
Add Basic Plexar to Existing BRI only <sup>3,4/</sup>		
Month-to-Month .....	FSCBA	\$286.00
12 Months .....	FSCBA	443.00
24 to 60 Months .....	FSCBA	600.00
c. Supersedure Fee		
Per system .....	NRV08	\$21.00
d. System Subsequent Change Charge, Per Serving Central Office, Per Change <sup>5/</sup> .....		
	1CRAL	\$41.20
Service Connection Charge .....		\$3.20
e. Transfer of Telephone Numbers		
To Plexar®-II:		
Installation Charge, per number <sup>6/</sup> .....	NR9TH	\$25.00
Service Connection Charge, per number <sup>7/</sup> .....		3.20
To Other Business Services:		
Installation Charge, per number <sup>8/</sup> .....	NR9TJ	\$25.00
Service Connection Charge, per number <sup>8/</sup> .....		3.20

Refer to footnotes on following sheet.

**PLEXAR®-II SERVICE (cont'd)****F. Rates (cont'd)**

## 1. Nonrecurring Charges (cont'd)

## Footnotes:

- /1/ If a customer chooses a contract term of 12 months or longer and then disconnects the system prior to the expiration of that contract, a termination charge is applicable, except as specified in E.10. preceding. The termination charge is equal to the difference between the BRI only Month-to-Month Service Establishment Charge in effect at the time of disconnect and the actual Service Establishment Charge paid at the time the system was installed.
- /2/ If a Plexar-II customer disconnects service within 60 days after installation, a refund equivalent to the Service Establishment Charge paid at the time service was installed will be refunded on their monthly bill. If a customer has a multi-location system involving more than one BRI only central office, the refund per customer will be equivalent to one Service Establishment Charge. This refund is not available when Plexar-II systems are provided to transient locations or use, such as trade shows, convention centers and exhibit halls.
- /3/ There is no conversion charge applicable when converting a system in a serving central office that provides only Basic Plexar (non-BRI) to a system that provides only BRI service or when converting a system in a serving central office that provides only Basic Plexar to a system that provides a mix of Basic Plexar and BRI service, but a System Subsequent Change Charge is applicable as specified in paragraph F.1.d.
- /4/ There is no conversion charge applicable when converting a system in a serving central office that provides a mix of Basic Plexar and BRI service to a system that provides only Basic Plexar service or provides only BRI service, but a System Subsequent Change Charge is applicable as specified in paragraph F.1.d.
- /5/ Applies when changes are made that affect the entire system.
- /6/ Standard capability of a Plexar-II arrangement includes the customer retaining a maximum of ten existing telephone numbers, at the time of initial installation, per serving central office. This charge applies to those numbers exceeding ten. When the customer requests the addition of telephone numbers subsequent to initial installation, this charge applies to each number.
- /7/ Applicable when transferring telephone numbers to initial system installation.
- /8/ Not applicable when the customer disconnects the entire Plexar-II system.

**PLEXAR®-II SERVICE (cont'd)**

**F. Rates (cont'd)**

2. Plexar-II Access Line Rates

- a. Apply the Plexar Exchange Access Line monthly rate per Plexar-II Access Line, as specified in Part 4, Section 2. (TCPCX, TCPOX, TCP1X, TJFCX) In addition, apply the monthly Touch-tone Calling Service central office trunk rate, specified in Part 4, Section 2, to access lines arranged for outgoing or two-way traffic.
- b. End User Common Line (EUCL) charges will be billed to Plexar-II as set forth in the F.C.C. No. 73 Access Service Tariff.
- c. For Plexar-II, an equivalent to the Business EUCL charge will apply per Plexar-II Access Line. The difference between the calculation from paragraph F.2.b preceding and this paragraph will be credited to the customer's account, once each month on the customer's bill. No credit or debit will be applied to the customer's partial month Business EUCL charges for stations that may have been added or deleted during the bill period.



**PLEXAR®-II SERVICE (cont'd)**

**F. Rates (cont'd)**

3. Plexar-II Station Rates

	<u>USOC</u>	Month to Month	Monthly Rates					(C)
			12 Month	24 Month	36 Month	48 Month <sup>/4/</sup>	60 Month <sup>/4/</sup>	
<i>Less than 30 stations, per system:</i>								
Basic Station.....	FZA	\$12.75	\$10.00	\$9.00	\$7.00	\$6.50	\$6.25	
	FZAX3							
	HRAX3							
	HRQX3							
Off-Premises Station .....	FZN	12.75	10.00	9.00	7.00	6.50	6.25	
	FZNX3							
	HZNX3							
BRI Station <sup>/1,3/</sup> .....	XRB	18.00	17.00	16.00	15.00	14.00	13.00	
- CSV/CSD, per B Channel <sup>/2/</sup> .....	LTG1X	7.50	7.25	7.00	6.75	6.50	6.25	

Additional Charges apply - refer to the following sheet for Per Station Nonrecurring Charges.

/1/ Maximum of two B Channels of CSV/CSD and one D Channel per BRI station.

/2/ Applies in addition to the BRI station rate based on the customer's configuration of B & D Channels.

/3/ Not available when associated with Access Advantage Plus as found in Part 6, Section 7.

/4/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II 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.

(N)  
|  
(N)

**PLEXAR®-II SERVICE (cont'd)**

**F. Rates (cont'd)**

3. Plexar-II Station Rates (cont'd)

	<u>USOC</u>	Monthly Rates						(C)
		Month to Month	12 Month	24 Month	36 Month	48 Month <sup>/7/</sup>	60 Month <sup>/7/</sup>	
<i>30 stations and above, per system:</i>								
Basic Station.....	FZA	\$11.75	\$9.00	\$8.00	\$6.00	\$5.50	\$5.25	
	FZAX3							
	HRAX3							
	HRQX3							
Off-Premises Station .....	FZN	11.75	9.00	8.00	6.00	5.50	5.25	
	FZNX3							
	HZNX3							
BRI Station <sup>/1,6/</sup> .....	XRB	17.00	16.00	15.00	14.00	13.00	12.00	
- CSV/CSD, per B Channel <sup>/2/</sup> .....	LTG1X	7.50	7.25	7.00	6.75	6.50	6.25	
Multi-Switch Station Additive <sup>/3/</sup> .....	1LVTS	1.00	1.00	1.00	1.00	1.00	1.00	

Nonrecurring Charges

	<u>USOC</u>	<u>Installation Charge</u>	<u>Service Connection Charge</u>
Initial Installation, Per Basic, BRI and Off-Premises Station.....		---	\$23.15
Subsequent Change Charge .....	SG9PA	\$0.30 <sup>/4/</sup>	\$3.20 <sup>/5/</sup>

- /1/ Maximum of two B Channels of CSV/CSD and one D Channel per BRI station.
- /2/ Applies in addition to the BRI station rate based on the customer's configuration of B & D Channels.
- /3/ Not applicable to Plexar-II Off-Premises Stations.
- /4/ Applies per feature, per station or per channel, when making changes to standard features or BRI capabilities (e.g. channel activation/deactivation) subsequent to initial station installation for additions, changes or rearrangements. Not applicable to changes made by Plexar Mate (Previously CRS).
- /5/ Applies per station or per channel regardless of the number of standard features added, changed or rearranged.
- /6/ Not available when associated with Access Advantage Plus as found in Part 6, Section 7.
- /7/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II 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.

(N)  
|  
(N)

**PLEXAR®-II SERVICE (cont'd)**

**F. Rates (cont'd)**

4. Station Line Facility Rates

		Monthly Rates					
	<u>USOC</u>	Month to Month	12 Month	24 Month	36 Month	48 Month <sup>/6/</sup>	60 Month <sup>/6/</sup>
Basic, per Plexar-II Station <sup>/1,2,4/</sup>							
0 – 2.0 miles .....	1LSEA	\$146.00 (I)	\$9.85	\$8.65	\$7.80	\$6.50	\$6.00
Over 2.0 miles .....	1LSEB	195.00 (I)	16.10	14.20	12.70	11.00	10.50
BRI, per Plexar-II BRI Station <sup>/2,3,5/</sup>							
0 – 2.0 miles .....	1LSDA	195.00 (I)	23.00	22.75	22.50	22.25	22.00
Over 2.0 miles .....	1LSDB	66.25	66.00	65.75	65.50	65.25	65.00
Link Extension, per BRI Station <sup>/3,5/</sup> .....	LKX	54.50	54.00	53.50	53.00	52.50	52.00

Nonrecurring Charges

	<u>USOC</u>	<u>Installation Charge</u>
Installation, per station		
.....	1LSEA	---
.....	1LSEB	---
.....	1LSDA	\$182.65
.....	1LSDB	182.65
.....	LKX	97.60

- /1/ Apply, as appropriate, Foreign Serving Office Service rates or Foreign Exchange Service charges as specified in Part 4, Section 3 to Off-Premises Stations in lieu of Station Line Facility rates.
- /2/ The Station Line Facility rate applies to Plexar-II Basic and BRI Stations in excess of the number of Plexar-II Access Lines. In no case shall the credit applied for station line facility rates exceed the number of the station line facility rates billed.
- /3/ Apply Link Extension in addition to the appropriate BRI Station Line Facility rate as set forth in paragraph D.22. preceding.
- /4/ Not applicable on stations associated with Access Advantage Plus found in Part 6, Section 7.
- /5/ Not available when associated with Access Advantage Plus as found in Part 6, Section 7.
- /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-II Service. Plexar-II 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®-II SERVICE (cont'd)**

**F. Rates (cont'd)**

5. Facility Terminations

a. Tie Trunk Terminations

		Monthly Rates						
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month<sup>/6/</sup></u>	<u>60 Month<sup>/6/</sup></u>	(C)
Analog Facility <sup>/1/</sup> .....	KT6	\$30.00	\$26.00	\$26.00	\$26.00	\$26.00	\$26.00	
Digital Facility:								
Per DS0 Connection <sup>/2/</sup> .....	KES	160.00	155.00	155.00	155.00	155.00	155.00	
Per DS0 Channel <sup>/3/</sup> .....	K6S	7.50	7.00	7.00	7.00	7.00	7.00	
Digital Direct Facility								
Per Digital Direct Termination <sup>/2/</sup> .....	UTAPX	800.00	750.00	600.00	500.00	400.00	300.00	
Optional Feature Backup D Channel, each <sup>/4/</sup>								

		Nonrecurring Charges	
		<u>Installation Charge</u>	<u>Service Connection Charge</u>
Analog Facility <sup>/1/</sup> .....		\$51.45	\$4.95 <sup>/5/</sup>
Digital Facility:			
Per DS1 Connection <sup>/2/</sup> .....		52.45	4.95 <sup>/5/</sup>
Per DS0 Channel <sup>/3/</sup> .....		8.95	4.95 <sup>/5/</sup>
Digital Direct Facility:			
Per Digital Direct Termination <sup>/2/</sup> .....		2,000.00	4.95 <sup>/5/</sup>
Optional Feature Backup D Channel, each <sup>/4/</sup>			

/1/ Appropriate rates and charges for analog facilities apply.

/2/ Appropriate rates and charges for the digital 1.544 MBPS facilities apply.

/3/ One DS1 connection is required per 24 DSOs.

/4/ For Optional Backup D Channel USOC, Rates, and Non-Recurring Charges, see Primary Rate ISDN SmartTrunk in Part 17, Section 2, paragraph N. *Rate and Charge Schedule*.

/5/ Not applicable if the feature is installed at the same time as the Plexar-II system.

/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-II Service. Plexar-II 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.

(N)  
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(N)

**PLEXAR®-II SERVICE (cont'd)**

**F. Rates (cont'd)**

5. Facility Terminations

b. Out-WATS Termination<sup>/1/</sup>

		Monthly Rates						
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month<sup>/3/</sup></u>	<u>60 Month<sup>/3/</sup></u>	(C)
Per Termination .....	EET	\$7.50	\$7.50	\$5.00	\$5.00	\$5.00	\$5.00	

	Nonrecurring Charges	
	<u>Installation Charge</u>	<u>Service Connection Charge</u>
.....	\$36.55	\$4.95 <sup>/2/</sup>

/1/ Appropriate rates and charges for the facility being terminated also apply.

/2/ Not applicable if the feature is installed at the same time as the Plexar-II system.

/3/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II 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.

(N)  
|  
(N)

**PLEXAR®-II SERVICE (cont'd)**

**F. Rates (cont'd)**

6. Optional Features

	<u>USOC</u>	Monthly Rates						(C)
		<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month<sup>/5/</sup></u>	<u>60 Month<sup>/5/</sup></u>	
Assume Dial Nine Per System, per Serving Central Office .....	A9DPO	\$25.00	\$25.00	\$25.00	\$25.00	\$25.00	\$25.00	
Automatic Route Selection (ARS) – Basic Per Plexar-II Station in an ARS Arrangement.....	ABBPA	0.75	0.70	0.60	0.50	0.40	0.30	
Busy Verification <sup>/4/</sup> Per System .....	EDSPS	2.00	1.90	1.80	1.70	1.60	1.50	

	<u>USOC</u>	Nonrecurring Charges	
		<u>Installation Charge</u>	<u>Service Connection Charge</u>
Assume Dial Nine, Per Serving Central Office .....	A9DPO	\$21.60	\$4.95 <sup>/1/</sup>
Automatic Route Selection (ARS) – Basic Initial Installation, Per System .....	1CRPB	97.85	4.95 <sup>/1/</sup>
Subsequent Change Charge: Per System <sup>/2/</sup> .....	SG9PB	97.85	3.20
Per Plexar-II Station <sup>/3/</sup> .....	SG9PV	0.30	3.20
Busy Verification .....		20.80	4.95 <sup>/1/</sup>

/1/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.

/2/ Applies when making changes subsequent to initial optional feature installation to add or make changes to the ARS arrangement.

/3/ Applies when making changes subsequent to initial optional feature installation to equip additional stations or change the stations accessibility to the ARS arrangement.

/4/ Not available to BRI stations.

/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-II Service. Plexar-II 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.

(N)  
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(N)

**PLEXAR®-II SERVICE (cont'd)**

**F. Rates (cont'd)**

6. Optional Features (cont'd)

		Monthly Rates						
	<u>USOC</u>	Month to Month	12 Month	24 Month	36 Month	48 Month <sup>/3/</sup>	60 Month <sup>/3/</sup>	(C)
Call Forwarding Busy Line/ Don't Answer Outside System Per Plexar-II Station Equipped with:								
Busy .....	FBJ	\$2.00	\$1.50	\$1.25	\$1.00	\$0.75	\$0.50	
Don't Answer .....	FDJ	2.00	1.50	1.25	1.00	0.75	0.50	
Busy and Don't Answer .....	FVJ	3.00	2.50	2.00	1.50	1.00	0.75	

		Nonrecurring Charges		
	<u>USOC</u>	Installation Charge	Service Connection Charge	
Call Forwarding Busy Line/ Don't Answer Outside System Per Plexar-II System Equipped with:				
Busy .....	1CRCF	\$8.35	\$4.95 <sup>/1/</sup>	
Don't Answer .....	1CRCG	8.35	4.95 <sup>/1/</sup>	
Busy and Don't Answer .....	1CRCH	16.70	4.95 <sup>/1/</sup>	
Per Plexar-II Station Equipped with:				
Busy .....		---	4.95 <sup>/1/</sup>	
Don't Answer .....		---	4.95 <sup>/1/</sup>	
Busy and Don't Answer .....		---	4.95 <sup>/1/</sup>	
Subsequent Change Charge:				
Per Plexar-II Station <sup>/2/</sup> .....	SG9PV	0.30	3.20	

/1/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.

/2/ Applies when making changes subsequent to initial optional feature installation to change the destination telephone number of the number of ringing cycles.

/3/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II 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.

(N)  
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(N)

**PLEXAR®-II SERVICE (cont'd)**

**F. Rates (cont'd)**

6. Optional Features (cont'd)

		Monthly Rates							
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month<sup>/4/</sup></u>	<u>60 Month<sup>/4/</sup></u>		
Custom Calling Services Per Plexar-II Station:								(C)	
Auto Redial .....	NX9	\$1.15	\$0.95	\$0.95	\$0.95	\$0.95	\$0.95		
Call Blocker.....	NX5	0.90	0.75	0.75	0.75	0.75	0.75		
Call Return.....	NX8	1.15	0.95	0.95	0.95	0.95	0.95		
Priority Call .....	NX2	0.90	0.75	0.75	0.75	0.75	0.75		
Selective Call Forwarding....	NX6	0.90	0.75	0.75	0.75	0.75	0.75		
Custom Calling Services Package (all five Custom Calling Services listed above) .....		NLH5U	2.95	2.45	2.45	2.45	2.45	2.45	(C) (C)
				Nonrecurring Charges					
			<u>USOC</u>	<u>Installation Charge</u>	<u>Service Connection Charge</u>				
Custom Calling Services Per System:								(C)	
Auto Redial .....	NX9PS			\$44.10	\$4.95 <sup>/1/</sup>				
Call Blocker.....	NX5PS			24.55	4.95 <sup>/1/</sup>				
Call Return.....	NX8PS			44.10	4.95 <sup>/1/</sup>				
Priority Call .....	NX2PS			24.55	4.95 <sup>/1/</sup>				
Selective Call Forwarding.....	NX6PS			24.55	4.95 <sup>/1/</sup>				
Custom Calling Services Package .....	NLH5V			161.85 <sup>/2/</sup>	4.95 <sup>/1,3/</sup>			(C)	

Additional Charges apply – see following sheet for Per Station Nonrecurring Charges

See the following sheet for Call Trace Rates and Charges

- /1/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.
- /2/ This charge applies only when the complete Custom Calling Services Package is subscribed to. If individual services have previously been installed, apply the individual installation charge for each service being added in lieu of the Custom Calling Services Package installation charge. (C)
- /3/ This charge applies only when the complete Custom Calling Services Package is subscribed to or if a customer subsequently subscribes to services which complete the package. (C)
- /4/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II 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®-II SERVICE (cont'd)**

**F. Rates (cont'd)**

6. Optional Features (cont'd)

		Nonrecurring Charges		
	<u>USOC</u>	<u>Installation Charge</u>	<u>Service Connection Charge</u>	
Custom Calling Services (cont'd)				(C)
Per Plexar-II Station:				
Auto Redial .....	NX9	\$0.95	\$4.95 <sup>/1/</sup>	
Call Blocker.....	NX5	0.95	4.95 <sup>/1/</sup>	
Call Return.....	NX8	0.95	4.95 <sup>/1/</sup>	
Priority Call .....	NX2	0.95	4.95 <sup>/1/</sup>	
Selective Call Forwarding.....	NX6	0.95	4.95 <sup>/1/</sup>	
Custom Calling Services Package .....	NLH5U	4.75 <sup>/2/</sup>	4.95 <sup>/3/</sup>	(C)
Call Trace:				
Per Plexar-II Station .....	N6T	0.95	4.95 <sup>/1/</sup>	
Per System .....	N6TPS	41.65	4.95 <sup>/1/</sup>	
Per Successful Trace <sup>/4/</sup>				

/1/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.

/2/ This charge applies only when the complete Custom Calling Services Package is subscribed to. If individual services have previously been installed, apply the individual installation charge for each service being added in lieu of the Custom Calling Services Package installation charge. (C)

/3/ This charge applies only when the complete Custom Calling Services Package is subscribed to or if a customer subsequently subscribes to services which complete the package. (C)

/4/ Apply the Business Call Trace, Per Successful Trace, rate as specified in Part 7, Section 2.

**PLEXAR®-II SERVICE (cont'd)**

**F. Rates (cont'd)**

6. Optional Features (cont'd)

		Monthly Rates						
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month<sup>/2/</sup></u>	<u>60 Month<sup>/2/</sup></u>	(C)
Call Park Per Station .....	C4Z	\$0.20	\$0.20	\$0.20	\$0.20	\$0.20	\$0.20	
Caller ID								
Per Plexar-II Station:								
Calling Number Delivery .....	NXD	2.45	2.25	2.25	2.25	2.25	2.25	
Calling Name Delivery .....	NN2	2.45	2.25	2.25	2.25	2.25	2.25	
Calling Number and Name Delivery .....	NXM	2.75	2.55	2.55	2.55	2.55	2.55	
Nonrecurring Charges								
		<u>USOC</u>	<u>Installation Charge</u>	<u>Service Connection Charge</u>				
Call Park Per System .....		C4ZPS	\$32.30	\$4.95 <sup>/1/</sup>				
Per Station .....		C4Z	1.40	4.95 <sup>/1/</sup>				
Caller ID								
<i>Initial Installation</i>								
Calling Number Delivery, Per System .....		NXDPS	19.45	4.95 <sup>/1/</sup>				
Per Station .....		NXD	2.20	4.95 <sup>/1/</sup>				
Calling Name Delivery, Per Station .....		NN2	2.20	4.95 <sup>/1/</sup>				
Calling Number and Name Delivery, Per System .....		NXMPS	19.45	4.95 <sup>/1/</sup>				
Per Station .....		NXM	3.60	4.95 <sup>/1/</sup>				
<i>Conversion Charges</i>								
Calling Number Delivery <b>to</b> Calling Number and Name Delivery								
Per Station .....		NR9C2	2.20	4.95				
Calling Name Delivery <b>to</b> Calling Number and Name Delivery,								
Per System .....		NR9C4	19.45	4.95				
Per Station .....		NR9C3	2.20	4.95				

/1/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.

/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-II Service. Plexar-II 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.

(N)  
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(N)

**PLEXAR®-II SERVICE (cont'd)**

**F. Rates (cont'd)**

6. Optional Features (cont'd)

		Monthly Rates						
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month<sup>/4/</sup></u>	<u>60 Month<sup>/4/</sup></u>	(C)
Cancel Call Waiting <sup>/1/</sup> Per Plexar-II Station .....	PQK	\$0.60	\$0.55	\$0.50	\$0.45	\$0.40	\$0.35	
Conference Calling – 6-Port Conference Arrangement Per 6-Port Conference Arrangement <sup>/3/</sup> .....	EAA	33.00	30.00	27.50	25.00	22.50	20.00	
Dial Plan for Advanced Solutions (DPAS) Basic Dial Plan, per Plexar station .....	D6PAB	0.50						
Deluxe Dial Plan, per Plexar station .....	D6PAD	1.75						

		<u>USOC</u>	<u>Installation Charge</u>	<u>Nonrecurring Charges Service Connection Charge</u>
Cancel Call Waiting Per System .....	1CRCW		\$14.35	\$4.95 <sup>/2/</sup>
Per Plexar-II Station .....			---	4.95 <sup>/2/</sup>
Conference Calling – 6-Port Conference Arrangement .....			9.90	4.95 <sup>/2/</sup>
DPAS Dial Plan established or Plexar Dial Plan or System Added .....	SEPA3		200.00	
Basic Dial Plan, per Plexar station added .....	D6PAB		1.00	
Deluxe Dial Plan, per Plexar station added .....	D6PAD		1.00	
Subsequent Change Charge, per request.....	REATH			50.00

/1/ Not available to BRI Stations.

/2/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.

/3/ When combining two or more conference arrangements, a reduction of available ports will occur.

/4/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II 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.

(N)  
|  
(N)

**PLEXAR®-II SERVICE (cont'd)**

**F. Rates (cont'd)**

6. Optional Features (cont'd)

		Monthly Rates						
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month<sup>/4/</sup></u>	<u>60 Month<sup>/4/</sup></u>	(C)
Electronic Key Telephone Service (EKTS) Package <sup>/1/</sup>								
Per B Channel .....	EFV	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	
		Nonrecurring Charges						
			<u>USOC</u>	<u>Installation Charge</u>	<u>Service Connection Charge</u>			
Electronic Key Telephone Service (EKTS) Package								
<i>Initial Installation</i>								
Per System .....		1CREP		\$109.25		\$4.95 <sup>/2/</sup>		
<i>Subsequent Change Charge<sup>/3/</sup></i>								
Per Channel.....		REA18		3.70		3.20 <sup>/2/</sup>		
Per System .....		REA13		22.20		3.20 <sup>/2/</sup>		

/1/ Available only to BRI Stations.

/2/ Not applicable if the feature is installed at the same time as the Plexar-II system.

/3/ Applies when making changes subsequent to initial optional feature installation to add, change or rearrange features contained in the EKTS Package.

/4/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II 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.

(N)  
|  
(N)

**PLEXAR®-II SERVICE (cont'd)**

**F. Rates (cont'd)**

6. Optional Features (cont'd)

		Monthly Rates						
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month</u> <sup>/8/</sup>	<u>60 Month</u> <sup>/8/</sup>	(C)
Message Waiting Indication Per Plexar-II Station								
With SMDI <sup>/2,3/</sup> .....	MWZ <sup>/4/</sup>	\$0.15	\$0.10	\$0.10	\$0.10	\$0.10	\$0.10	
Without SMDI <sup>/5/</sup> .....	MWC3X <sup>/6/</sup>	---	---	---	---	---	---	
Nonrecurring Charges								
			<u>USOC</u>	<u>Installation Charge</u>	<u>Service Connection Charge</u>			
Message Waiting Indication Per Plexar-II Station								
With SMDI <sup>/2,3/</sup> .....				\$1.05	\$4.95 <sup>/7/</sup>			
Without SMDI <sup>/5/</sup> .....				1.05	4.95 <sup>/7/</sup>			

- /1/ Not available to Basic Rate Interface (BRI) stations. For the message waiting indication feature available to BRI stations, see 'Visual Message Waiting Indication' in paragraph C.2.
- /2/ Requires Simplified Message Desk Interface (SMDI). These rates are in addition to the rates for SMDI.
- /3/ This charge is applicable to SMDI arrangements when calls are forwarded to the message desk hunt group within the Plexar-II system, whether utilizing an external message desk provider or customer-provided message desk equipment. This provides for activation of an audible and/or visual message waiting indication.
- /4/ The MWZ USOC applies when both audible and visual alerting are provided. For audible signal only, the M9Z USOC applies; for visual signal only, the M5Z USOC applies. For Business Sets (DMS100) only, the MW4PK USOC applies.
- /5/ This charge is applicable to Plexar-II arrangements subscribing to voice mail services provided by an external message desk where calls are forwarded outside the Plexar-II system. This one-time charge allows the activation of message waiting indication (audible and/or visual) per Plexar-II station. Additionally, rates and charges for "Call Forwarding/Busy Line Don't Answer Outside System" apply per Plexar-II station.
- /6/ The MWC3X USOC applies when both audible and visual alerting are provided. For audible signal only, the MW72X USOC applies; for visual signal only, the MWS USOC applies. For Business Sets (DMS100) only, the MW9PK USOC applies.
- /7/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.
- /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-II Service. Plexar-II 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®-II SERVICE (cont'd)**

**F. Rates (cont'd)**

6. Optional Features (cont'd)

		Monthly Rates						
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month<sup>/5/</sup></u>	<u>60 Month<sup>/5/</sup></u>	(C)
Music on Hold <sup>/1/</sup> Per System, Per Serving Central Office .....	MHDPS	\$33.00	\$33.00	\$33.00	\$33.00	\$33.00	\$33.00	
Night Service Per Arrangement .....	NS6PA	7.50	7.00	6.50	6.00	5.50	5.00	
Number Retention Service <sup>/3/</sup>  Outgoing Trunk Queuing <sup>/4/</sup> Per System .....	OTYPS	2.00	1.75	1.50	1.25	1.00	0.75	
				Nonrecurring Charges				
			<u>USOC</u>	<u>Installation Charge</u>	<u>Service Connection Charge</u>			
Music on Hold Per System, Per Serving Central Office .....	MHDPS			\$35.60	\$4.95 <sup>/2/</sup>			
Per Station .....	MHD			1.40	4.95 <sup>/2/</sup>			
Night Service .....				59.30	4.95 <sup>/2/</sup>			
Outgoing Trunk Queuing .....				---	4.95 <sup>/2/</sup>			

/1/ Not applicable to business sets.

/2/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.

/3/ See paragraph D.11. for Rules and Regulations associated with transfer of telephone numbers.

/4/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.

/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-II Service. Plexar-II 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.

(N)  
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(N)

**PLEXAR®-II SERVICE (cont'd)**

**F. Rates (cont'd)**

6. Optional Features (cont'd)

		Monthly Rates						
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month<sup>/7/</sup></u>	<u>60 Month<sup>/7/</sup></u>	(C)
Plexar Mate (previously Customer Rearrangement Service (CRS) – Basic) <sup>/1/</sup>								
Per Plexar-II Station <sup>/2/</sup> .....	DWD	\$1.95	\$1.00	\$0.90	\$0.75	\$0.60	\$0.50	
Preferential Hunting								
Per Plexar-II Station .....	PHG	0.35	0.30	0.25	0.20	0.15	0.10	
		Nonrecurring Charges						
			<u>USOC</u>	<u>Installation Charge</u>	<u>Service Connection Charge</u>			
Plexar Mate								
Per Plexar Mate Database <sup>/4/</sup> .....			1CRCR	\$473.35		\$4.95 <sup>/5/</sup>		
Per Plexar-II Station <sup>/2/</sup> .....				---		4.95 <sup>/5/</sup>		
Preferential Hunting								
<i>Initial Installation</i>								
Per Plexar-II Station .....				---		4.95 <sup>/5/</sup>		
<i>Subsequent Change Charge</i>								
Per Plexar-II Station <sup>/6/</sup> .....			SG9PV	0.30		3.20		
Additional Plexar Mate Training, per hour .....	NR9TR						Nonrecurring Charge	
							\$54.60	

/1/ Refer to paragraph D.5., preceding for parameters associated with this feature.

/2/ Applicable only to Plexar-II stations loaded into the Plexar Mate database.

/3/ Available only to existing Plexar Mate contracted customers at the conclusion of their fixed term contract.

/4/ A separate Plexar Mate database must be established for each different central office served by a single Plexar-II system. The installation charge applies to each Plexar Mate database established.

/5/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.

/6/ Applies when making changes subsequent to initial optional feature installation to add, change, or rearrange a hunt list.

/7/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II 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.

(N)  
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(N)

**PLEXAR®-II SERVICE (cont'd)**

**F. Rates (cont'd)**

6. Optional Features (cont'd)

		Monthly Rates						
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month<sup>/4/</sup></u>	<u>60 Month<sup>/4/</sup></u>	(C)
Remote Access Capability <sup>/1/</sup>								
Per Remote Access Facility.....	RAUPS	\$13.00	\$12.00	\$11.50	\$11.00	\$10.50	\$10.00	
Remote Access to Call Forwarding								
Per Station.....	FRC	1.00	1.00	1.00	1.00	1.00	1.00	
Routed Numbers								
Per Telephone Number Routed.....	R1SCX	0.25	0.25	0.25	0.25	0.25	0.25	

		Nonrecurring Charges		
	<u>USOC</u>	<u>Installation Charge</u>	<u>Service Connection Charge</u>	
Remote Access Capability				
Initial Installation.....		---	\$4.95 <sup>/2/</sup>	
Subsequent Change Charge <sup>/3/</sup> .....	SG9PR	\$4.60	3.20	
Remote Access to Call Forwarding				
Per System.....	FRCPS	53.75	4.95 <sup>/2/</sup>	
Per Station.....	FRC	1.40	4.95 <sup>/2/</sup>	
Routed Numbers				
Route Index Established Charge, Per Route Established.....	SEPR1	150.00	5.05 <sup>/2/</sup>	

/1/ Appropriate rates and charges for incoming and outgoing facilities also apply.

/2/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.

/3/ Applies when making changes subsequent to initial optional feature installation when making changes associated with accessing the Remote Access Facility.

/4/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II 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.

(N)  
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(N)



**PLEXAR®-II SERVICE (cont'd)**

**F. Rates (cont'd)**

6. Optional Features (cont'd)

		Monthly Rates						
		Month to	12	24	36	48	60	
		<u>USOC</u>	<u>Month</u>	<u>Month</u>	<u>Month</u>	<u>Month</u> <sup>/7/</sup>	<u>Month</u> <sup>/7/</sup>	
Simplified Message Desk Interface (SMDI) <sup>/1,2/</sup> Per System, Per Serving Central Office <sup>/3,4,5/</sup> .....		SMQPS	\$200.00	\$190.00	\$180.00	\$170.00	\$160.00	\$150.00
					Nonrecurring Charges			
					Installation	Service		
					<u>Charge</u>	<u>Connection</u>		
						<u>Charge</u>		
Simplified Message Desk Interface Per System, Per Serving Central Office <sup>/3,4,5/</sup> .....					\$69.70	\$4.95 <sup>/6/</sup>		

- /1/ Plexar-II Stations in the SMDI message desk hunt group must be in the same Plexar-II system as the stations accessing the message desk. Apply the Plexar-II Off-Premises Station rate to the stations in the SMDI hunt group when the voice mail equipment is provided by an external message desk/voice mail provider. Apply the Plexar-II Station rate and Station Line Facility rate to stations in the SMDI hunt group when the voice mail equipment is customer-owned.
- /2/ Message Waiting Indication which provides the Plexar-II Station user an audible alerting tone (intermittent dial tone) from the customer's serving central office indicating waiting messages, may be subscribed to as specified in paragraph F.6. for Message Waiting Indication.
- /3/ SMDI arrangements utilizing customer-owned message desk/voice mail equipment, require the Plexar-II customer to additionally subscribe to a voice grade data channel from Part 3, Section 7 of the Special Access Guidebook, or Part 15, Section 2 of this Guidebook. Customer-provided modem, answering equipment, and Message Desk controller conforming to the technical specifications of the Company are also required. The message desk Plexar-II hunt group provides the access links to the customer's premises. (C)
- /4/ This rate provides for called party number delivery.
- /5/ SMDI arrangements utilizing an external message desk/voice mail provider require access links and a voice grade channel, subscribed to by the external message desk/voice mail provider from Part 3, Section 7 of the Special Access Guidebook, or Part 15, Section 2 of this Guidebook. The external message desk provider must also provide a modem conforming to the technical standards of the Company. Access links carry the voice traffic between the Plexar-II system and the message desk/mail box. The data channel carries called party number information and the message waiting indicator. The Plexar-II message desk hunt group is connected to the access links in the central office. (C)
- /6/ Not applicable if the feature is installed at the same time as the Plexar-II system.
- /7/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II 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®-II SERVICE (cont'd)**

**F. Rates (cont'd)**

6. Optional Features (cont'd)

		Monthly Rates						
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month<sup>/2/</sup></u>	<u>60 Month<sup>/2/</sup></u>	(C)
Speed Calling – 30 Codes Per Plexar-II Station .....	E3Z	\$0.40	\$0.30	\$0.30	\$0.30	\$0.30	\$0.30	
Speed Calling – 50 Codes Per Plexar-II Station .....	E5V	0.60	0.50	0.50	0.50	0.50	0.50	
Split Service Offering Per Additional Common Block .....	SOJ	10.00	9.00	8.00	7.00	6.00	5.00	
Station Message Detail Recording (SMDR) Per Plexar-II Station .....	SMR	1.70	1.60	1.50	1.40	1.30	1.20	
Trunk Answer Any Station Per Arrangement .....	NTUPA	0.75	0.50	0.50	0.50	0.50	0.50	
		Nonrecurring Charges						
		<u>USOC</u>		<u>Installation Charge</u>	<u>Service Connection Charge</u>			
Speed Calling – 30 Code <i>Initial Installation</i> Per System .....			1CRSC	\$6.40	\$4.95 <sup>/1/</sup>			
Per Plexar-II Station .....				---	4.95 <sup>/1/</sup>			
Speed Calling – 50 Code <i>Initial Installation</i> Per System .....			1CRSD	6.40	4.95 <sup>/1/</sup>			
Per Plexar-II Station .....				---	4.95 <sup>/1/</sup>			
Split Service Offering .....				94.00	4.95 <sup>/1/</sup>			
Station Message Detail Recording (SMDR) Per System .....			SMRPS	172.80	4.95 <sup>/1/</sup>			
Trunk Answer Any Station .....				---	4.95 <sup>/1/</sup>			

/1/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.

/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-II Service. Plexar-II 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.

(N)  
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(N)

**PLEXAR®-II SERVICE (cont'd)**

**F. Rates (cont'd)**

6. Optional Features (cont'd)

	<u>USOC</u>	Month to Month	Monthly Rates				
			12 Month	24 Month	36 Month	48 Month <sup>/5/</sup>	60 Month <sup>/5/</sup>
Uniform Call Distribution (UCD)							
UCD, Per UCD Group <sup>/1/</sup>							
With Queuing <sup>/4/</sup> .....	UQAPG	\$45.00	\$40.00	\$40.00	\$40.00	\$40.00	\$40.00
Without Queuing .....	A6VPG	27.50	25.00	25.00	25.00	25.00	25.00
Additional Queue Slots,							
Per Queue Slot .....	QSSA1	1.50	1.00	1.00	1.00	1.00	1.00
Make Busy Key, Per Key <sup>/2/</sup> ..	DXVPB	2.50	2.00	2.00	2.00	2.00	2.00
Music on Queue, per UCD							
Group <sup>/2/</sup> .....	MQQPG	29.50	28.00	28.00	28.00	28.00	28.00

	<u>USOC</u>	Nonrecurring Charges	
		Installation Charge	Service Connection Charge
Uniform Call Distribution (UCD)			
UCD, Per UCD Group			
With Queuing .....		\$46.75	\$4.95 <sup>/3/</sup>
Without Queuing .....		31.20	4.95 <sup>/3/</sup>
Additional Queue Slots, Per Queue Slot .....		2.15	4.95 <sup>/3/</sup>
Make Busy Key, Per Key .....		---	4.95 <sup>/3/</sup>
Music on Queue, Per UCD Group .....		19.60	4.95 <sup>/3/</sup>

- /1/ Maximum of 25 agents per UCD group.
- /2/ A Voice Grade channel may be required for this service. Apply the appropriate rates and charges as specified in Part 3, Section 7 of the Special Access Guidebook, or private line charges as specified in Part 15, Section 2 of this Guidebook. (C)
- /3/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.
- /4/ Equal to 30% of all UCD stations in the group.
- /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-II Service. Plexar-II 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®-II SERVICE (cont'd)**

**F. Rates (cont'd)**

6. Optional Features (cont'd)

		Monthly Rates					
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month<sup>5/</sup></u>	<u>60 Month<sup>5/</sup></u>
Uniform Call Distribution (UCD) (cont'd)							
Recorded Delay Announcement, Per							
Per Announcement <sup>1/</sup> .....	RKDEX	\$26.00	\$25.00	\$25.00	\$25.00	\$25.00	\$25.00
Stop Hunt Key, Per Key <sup>1/</sup> .....	BHKPB	2.50	2.00	2.00	2.00	2.00	2.00
UCD Queue Status Lamp, Per UCD Group <sup>1/</sup> .....							
	AQQPG	11.00	10.00	10.00	10.00	10.00	10.00
UCD on Business Set <sup>2/</sup> , Per UCD Group .....							
	UGPPG	10.75	9.50	9.50	9.50	9.50	9.00
Per Business Set .....							
	UGPPK	0.15	0.10	0.10	0.10	0.10	0.10
Visual Message Waiting Indication <sup>4/</sup> , Per B Channel .....							
	OFABN	0.50	0.50	0.50	0.50	0.50	0.50

		Nonrecurring Charges	
	<u>USOC</u>	<u>Installation Charge</u>	<u>Service Connection Charge</u>
Uniform Call Distribution (UCD) (cont'd)			
Recorded Delay Announcement, Per Announcement <sup>1/</sup> .....			
		\$120.10	\$4.95 <sup>3/</sup>
Stop Hunt Key, Per Key <sup>1/</sup> .....			
		---	4.95 <sup>3/</sup>
UCD Queue Status Lamp, Per UCD Group <sup>1/</sup> .....			
		18.40	4.95 <sup>3/</sup>
UCD on Business Set <sup>2/</sup> , Per UCD Group .....			
		22.95	4.95 <sup>3/</sup>
Per Business Set .....			
		1.55	4.95 <sup>3/</sup>
Visual Message Waiting Indication, Per B Channel .....			
	OFABN	3.25	4.95 <sup>3/</sup>

/1/ A Voice Grade channel may be required for this service. Apply the appropriate rates and charges as specified in Part 3, Section 7 of the Special Access Guidebook, or private line charges as specified in Part 15, Section 2 of this Guidebook. (C)

/2/ Available only in DMS offices where applicable software exists.

/3/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.

/4/ Available only to Basic Rate Interface (BRI) stations. For Basic Stations, this functionality is provided through the Message Waiting Indication optional feature.

/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-II Service. Plexar-II 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®-II SERVICE (cont'd)**

**F. Rates (cont'd)**

7. Digital Multiplex System (DMS) Optional Features

		Monthly Rates					
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month<sup>/9/</sup></u>	<u>60 Month<sup>/9/</sup></u>
Automatic Call Distribution (ACD) <sup>/1,8/</sup>							
Electronic Business Sets <i>Basic Feature Package</i>							
Per Agent <sup>/2,3/</sup> .....	BQEPA	\$14.25	\$14.00	\$13.75	\$13.50	\$13.25	\$13.00
		Nonrecurring Charges					
		<u>USOC</u>		<u>Installation Charge</u>		<u>Service Connection Charge</u>	
Automatic Call Distribution (ACD)							
Electronic Business Sets <i>Basic Feature Package</i>							
Service Establishment Charge, Per Agent.....	SEPE2			\$400.00 <sup>/4/</sup>			
Initial Installation, Per System .....	BQEPS			225.90 <sup>/5/</sup>		\$4.95 <sup>/6/</sup>	
Per Agent.....				7.70		4.95 <sup>/6/</sup>	
Subsequent Change Charge <sup>/7/</sup> Per System .....	BQESS			206.80		3.20	
Per Agent.....	BQESA			2.60		3.20	

/1/ Not available to BRI Stations.

/2/ Features in this package are not available on an individual basis.

/3/ A Voice Grade channel may be required for Call Delay Announcement. Apply the appropriate rates and charges as specified in Part 3, Section 7 of the Special Access Guidebook, or private line charges as found in Part 15, Section 2. (C)

/4/ Also applies to supervisor sets that are agent sets as well.

/5/ When combining Electronic Business Sets and Non-Electronic Sets, apply the Non-Electronic Set installation charge. (USOC: BQBPS)

/6/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.

/7/ Applies when making changes subsequent to initial optional feature installation to add, change, or rearrange features contained in the Basic Feature Package.

/8/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.

/9/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II 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®-II SERVICE (cont'd)**

**F. Rates (cont'd)**

7. Digital Multiplex System (DMS) Optional Features

			Monthly Rates				
	<u>USOC</u>	Month to Month	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month</u> <sup>/8/</sup>	<u>60 Month</u> <sup>/8/</sup>
Automatic Call Distribution (ACD) <sup>/1,7/</sup> (cont'd)							
Electronic Business Sets (cont'd)							
<i>Advanced Feature Package</i>							
Per Agent <sup>/2,3,4/</sup> .....	BQAPA	\$4.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00
<i>Display Feature Package</i>							
Per Agent <sup>/2,3/</sup> .....	BQVBA	3.00	2.60	2.60	2.60	2.60	2.60

	<u>USOC</u>	<u>Installation Charge</u>	<u>Service Connection Charge</u>
Automatic Call Distribution (ACD) (cont'd)			
Electronic Business Sets (cont'd)			
<i>Advanced Feature Package</i>			
Initial Installation,			
Per Agent.....		\$36.70	\$4.95 <sup>/5/</sup>
Subsequent Change Charge <sup>/6/</sup>			
Per Agent.....	BQASA	36.70	3.20
<i>Display Feature Package</i>			
Initial Installation,			
Per System .....	BQVPS	19.65	4.95 <sup>/5/</sup>
Per Agent.....		34.10	4.95 <sup>/5/</sup>
Subsequent Change Charge <sup>/6/</sup>			
Per System .....	BQVSS	19.65	3.20
Per Agent.....	BQVSA	34.10	3.20

- /1/ Not available to BRI Stations.
- /2/ Features in this package are not available on an individual basis.
- /3/ Requires the Basic Feature Package. These rates are in addition to the rates for the Basic Feature Package.
- /4/ A Voice Grade channel may be required for Call Delay Announcement. Apply the appropriate rates and charges as specified in Part 3, Section 7 of the Special Access Guidebook, or private line charges as found in Part 15, Section 2 of this Guidebook. (C)
- /5/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.
- /6/ Applies when making changes subsequent to initial optional feature installation to add, change, or rearrange features contained in the Advanced or Display Feature Package.
- /7/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.
- /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-II Service. Plexar-II 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®-II SERVICE (cont'd)**

**F. Rates (cont'd)**

7. Digital Multiplex System (DMS) Optional Features (cont'd)

		Monthly Rates						
	<u>USOC</u>	Month to Month	12 Month	24 Month	36 Month	48 Month <sup>/4/</sup>	60 Month <sup>/4/</sup>	(C)
Automatic Call Distribution (ACD) <sup>/1,3/</sup> (cont'd)								
Electronic Business Sets (cont'd)								
<i>Optional Features</i>								
Additional ACD Directory Number, per Number .....	BQGOB	\$0.15	\$0.10	\$0.10	\$0.10	\$0.10	\$0.10	
Additional ACD Directory Number Priority, per Number .....	BQGOD	0.15	0.10	0.10	0.10	0.10	0.10	
Additional Incoming Call Queue (10%), per ACD Group .....	BQGOF	6.00	5.00	5.00	5.00	5.00	5.00	
Additional Secondary Directory Number, per Number .....	BQGMB	0.15	0.10	0.10	0.10	0.10	0.10	

		Nonrecurring Charges		
	<u>USOC</u>	Installation Charge	Service Connection Charge	
Automatic Call Distribution (ACD) (cont'd)				
Electronic Business Sets (cont'd)				
<i>Optional Features</i>				
Additional ACD Directory Number, per Number .....		---	\$4.95 <sup>/2/</sup>	
Additional ACD Directory Number Priority, Per Number .....		---	4.95 <sup>/2/</sup>	
Additional Incoming Call Queue (10%), Per System .....	BQGOE	\$37.50	4.95 <sup>/2/</sup>	
Additional Secondary Directory Number, Per Number .....		---	4.95 <sup>/2/</sup>	

/1/ Not available to BRI Stations.

/2/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.

/3/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.

/4/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II 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.

(N)  
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(N)

**PLEXAR®-II SERVICE (cont'd)**

**F. Rates (cont'd)**

7. Digital Multiplex System (DMS) Optional Features (cont'd)

	<u>USOC</u>	Month to Month	Monthly Rates				
			<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month<sup>/5/</sup></u>	<u>60 Month<sup>/5/</sup></u>
Automatic Call Distribution (ACD) <sup>/1,3/</sup> (cont'd)							
Electronic Business Sets (cont'd) <i>Optional Features (cont'd)</i>							
Agent Key, per Agent .....	BQGMC	\$0.10	\$0.05	\$0.05	\$0.05	\$0.05	\$0.05
Attendant Console to ACD, Per Console .....	BQGMD	2.50	2.00	2.00	2.00	2.00	2.00
Call Agent Key, per Agent ...	BQGME	0.10	0.05	0.05	0.05	0.05	0.05
Call Transfer with Time, Per ACD Group.....	BQGMF	2.50	2.00	2.00	2.00	2.00	2.00
Controlled Interflow, Per ACD Group.....	BQGMH	6.00	5.00	5.00	5.00	5.00	5.00
Display Agent Summary Key, per ACD Supervisor ....	BQGMK	0.15	0.10	0.10	0.10	0.10	0.10
Emergency Key, Per Agent <sup>/4/</sup> .....	BQGMM	0.60	0.55	0.55	0.55	0.55	0.55

	<u>USOC</u>	Nonrecurring Charges	
		<u>Installation Charge</u>	<u>Service Connection Charge</u>
Automatic Call Distribution (ACD) (cont'd)			
Electronic Business Sets (cont'd) <i>Optional Features (cont'd)</i>			
Agent Key, per Agent .....		---	\$4.95 <sup>/2/</sup>
Attendant Console to ACD, Per Console .....		---	4.95 <sup>/2/</sup>
Call Agent Key, Per Agent.....		---	4.95 <sup>/2/</sup>
Call Transfer with Time, Per Agent.....	BQGOT	\$8.55	4.95 <sup>/2/</sup>
Controlled Interflow, per ACD System.....	BQGMG	8.55	4.95 <sup>/2/</sup>
Display Agent Summary Key, Per ACD Supervisor .....		---	4.95 <sup>/2/</sup>
Emergency Key, per System .....	BQGML	51.15	4.95 <sup>/2/</sup>

- /1/ Not available to BRI Stations.
- /2/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.
- /3/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.
- /4/ A Voice Grade channel may be required for this service. Apply the appropriate rates and charges as specified in Part 3, Section 7 of the Special Access Guidebook, or private line charges as found in Part (C) 15, Section 2.
- /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-II Service. Plexar-II 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®-II SERVICE (cont'd)**

**F. Rates (cont'd)**

7. Digital Multiplex System (DMS) Optional Features (cont'd)

	<u>USOC</u>	Month to Month	Monthly Rates				
			<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month</u> <sup>/6/</sup>	<u>60 Month</u> <sup>/6/</sup>
Automatic Call Distribution (ACD) <sup>/1,3/</sup> (cont'd)							
Electronic Business Sets (cont'd) <i>Optional Features (cont'd)</i>							
Enhanced Group Status							
Display, per System.....	BQGMN	\$6.00	\$5.00	\$5.00	\$5.00	\$5.00	\$5.00
Forced Agent Availability, Per System .....	BQGMO	6.00	5.00	5.00	5.00	5.00	5.00
Increased MIS Links, Per MIS Link .....	BQGMQ	21.00	20.00	20.00	20.00	20.00	20.00
Line of Business Code Key, per Agent.....	BQGMR	0.25	0.20	0.20	0.20	0.20	0.20
Load Management, Per System .....	BQGMS	2.50	2.00	2.00	2.00	2.00	2.00
MIS Interface, Per MIS Interface <sup>/2,3/</sup> .....	BQGMU	1.50	1.25	1.25	1.25	1.25	1.25

	<u>USOC</u>	Nonrecurring Charges	
		<u>Installation Charge</u>	<u>Service Connection Charge</u>
Automatic Call Distribution (ACD) (cont'd)			
Electronic Business Sets (cont'd) <i>Optional Features (cont'd)</i>			
Enhanced Group Status Display, per System ....		---	\$4.95 <sup>/2/</sup>
Forced Agent Availability, per System.....		---	4.95 <sup>/2/</sup>
Increased MIS Links, per System.....	BQGMP	8.55	4.95 <sup>/2/</sup>
Line of Business Code Key, per Agent.....		25.60	4.95 <sup>/2/</sup>
Load Management, per System .....		---	4.95 <sup>/2/</sup>
MIS Interface, per MIS Interface.....	BQGMT	69.95	4.95 <sup>/2/</sup>

- /1/ Not available to BRI Stations.
- /2/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.
- /3/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.
- /4/ A Voice Grade channel may be required for this service. Apply the appropriate rates and charges as specified in Part 3, Section 7 of the Special Access Guidebook, or private line charges as found in Part (C) 15, Section 2.
- /5/ This feature requires User Interface to MIS. The rates for User Interface to MIS are in addition to the MIS Interface rates.
- /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-II Service. Plexar-II 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®-II SERVICE (cont'd)**

**F. Rates (cont'd)**

7. Digital Multiplex System (DMS) Optional Features (cont'd)

	<u>USOC</u>	Month to Month	Monthly Rates					(C)
			12 Month	24 Month	36 Month	48 Month <sup>/4/</sup>	60 Month <sup>/4/</sup>	
Automatic Call Distribution (ACD) <sup>/1,3/</sup> (cont'd)								
Electronic Business Sets (cont'd) <i>Optional Features (cont'd)</i>								
Multistage Queue Status Refresh, per ACD Group .....	BQGMW	\$2.50	\$2.00	\$2.00	\$2.00	\$2.00	\$2.00	
Music on Delay (Queue), Per System <sup>/2/</sup> .....	BQGOG	2.50	2.00	2.00	2.00	2.00	2.00	
Night Service Recorded Announcement and Forward, Per System .....	BQGOH	2.50	2.00	2.00	2.00	2.00	2.00	
Observe Agent, Per Observe Key .....	BQGMX	3.00	2.00	2.00	2.00	2.00	2.00	
Overflow of Enqueued Calls, Per ACD Group.....	BQGOK	1.25	1.00	1.00	1.00	1.00	1.00	
Remote Load Management, Per System .....	BEGMY	1.50	1.25	1.25	1.25	1.25	1.25	

	<u>USOC</u>	Nonrecurring Charges	
		<u>Installation Charge</u>	<u>Service Connection Charge</u>
Automatic Call Distribution (ACD) (cont'd)			
Electronic Business Sets (cont'd) <i>Optional Features (cont'd)</i>			
Multistage Queue Status Refresh, per System ..	BQGMV	\$8.55	\$4.95 <sup>/2/</sup>
Music on Delay (Queue), Per System .....		---	4.95 <sup>/2/</sup>
Night Service Recorded Announcement And Forward, per System.....		17.05	4.95 <sup>/2/</sup>
Observe Agent, per Observe Key.....		---	4.95 <sup>/2/</sup>
Overflow of Enqueued Calls, per System.....	BQGOJ	11.10	4.95 <sup>/2/</sup>
Remote Load Management, per System.....		132.15	4.95 <sup>/2/</sup>

/1/ Not available to BRI Stations.

/2/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.

/3/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.

/4/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II 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.

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**PLEXAR®-II SERVICE (cont'd)**

**F. Rates (cont'd)**

7. Digital Multiplex System (DMS) Optional Features (cont'd)

		Monthly Rates					
	<u>USOC</u>	Month to Month	12 Month	24 Month	36 Month	48 Month <sup>6/</sup>	60 Month <sup>6/</sup>
Automatic Call Distribution (ACD) <sup>1,3/</sup> (cont'd)							
Electronic Business Sets (cont'd) <i>Optional Features (cont'd)</i> Second & Third Recorded Announcements, per							
Announcement.....	BQGOL	\$1.25	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00
Status Lamp Enhanced, Per Agent <sup>2/</sup> .....	BQGM2	1.00	0.75	0.75	0.75	0.75	0.75
Transfer to In-Calls Key, Per Agent.....	BQGM3	0.15	0.10	0.10	0.10	0.10	0.10
User Interface to MIS, Per MIS Interface <sup>3/</sup> .....	BQGM4	1.50	1.25	1.25	1.25	1.25	1.25

		Nonrecurring Charges		
	<u>USOC</u>	<u>Installation Charge</u>	<u>Service Connection Charge</u>	
Automatic Call Distribution (ACD) (cont'd)				
Electronic Business Sets (cont'd) <i>Optional Features (cont'd)</i> Second & Third Recorded Announcements, Per System .....				
	BQGMZ	\$51.15		\$4.95 <sup>2/</sup>
Status Lamp Enhanced, per Agent.....		---		4.95 <sup>2/</sup>
Transfer to In-Calls Key, per Agent .....		---		4.95 <sup>2/</sup>
User Interface to MIS, per MIS Interface .....		---		4.95 <sup>2/</sup>

- /1/ Not available to BRI Stations.
- /2/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.
- /3/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.
- /4/ A Voice Grade channel may be required for this service. Apply the appropriate rates and charges as specified in Part 3, Section 7 of the Special Access Guidebook, or private line charges as found in Part 15, Section 2. (C)
- /5/ This feature requires MIS Interface. The rates for MIS Interface are in addition to User Interface to MIS.
- /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-II Service. Plexar-II 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®-II SERVICE (cont'd)**

**F. Rates (cont'd)**

7. Digital Multiplex System (DMS) Optional Features (cont'd)

		Monthly Rates						
	<u>USOC</u>	Month to Month	12 Month	24 Month	36 Month	48 Month <sup>/4/</sup>	60 Month <sup>/4/</sup>	(C)
Automatic Call Distribution (ACD) <sup>/1,3/</sup> (cont'd)								
Electronic Business Sets (cont'd) <i>Optional Features (cont'd)</i>								
Variable Wrap-Up Time, Per System .....	BQGM5	\$1.25	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	
Virtual Facility Group (VFG) Data in ACD/MIS,								
Per ACD Group.....	BQGM7	0.15	0.10	0.10	0.10	0.10	0.10	
Walkaway/Closed Key, Per Agent.....								
	BQGM8	0.15	0.10	0.10	0.10	0.10	0.10	

		Nonrecurring Charges		
	<u>USOC</u>	<u>Installation Charge</u>	<u>Service Connection Charge</u>	
Automatic Call Distribution (ACD) (cont'd)				
Electronic Business Sets (cont'd) <i>Optional Features (cont'd)</i>				
Variable Wrap-Up Time, per System.....		\$17.05	\$4.95 <sup>/2/</sup>	
Virtual Facility Group (VFG) Data in ACD/MIS, Per System .....	BQGM6	19.65	4.95 <sup>/2/</sup>	
Walkaway/Closed Key, per Agent .....		---	4.95 <sup>/2/</sup>	

/1/ Not available to BRI Stations.

/2/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.

/3/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.

/4/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II 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.

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**PLEXAR®-II SERVICE (cont'd)**

**F. Rates (cont'd)**

7. Digital Multiplex System (DMS) Optional Features (cont'd)

		Monthly Rates					
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month<sup>/8/</sup></u>	<u>60 Month<sup>/8/</sup></u>
Automatic Call Distribution (ACD) <sup>/1,7/</sup> (cont'd)							
Non-Electronic Sets							
<i>Basic Feature Package</i>							
Per Agent <sup>/2,3/</sup> .....	BQBPA	\$12.75	\$12.50	\$12.25	\$12.00	\$11.75	\$11.50

		<u>USOC</u>	<u>Installation Charge</u>	<u>Service Connection Charge</u>
Automatic Call Distribution (ACD) (cont'd)				
Non-Electronic Sets				
<i>Basic Feature Package</i>				
Service Establishment Charge,				
Per Agent.....	SEPE4		\$488.00 <sup>/4/</sup>	
<i>Initial Installation,</i>				
Per System .....	BQBPS		303.45	\$4.95 <sup>/5/</sup>
Per Agent.....			22.20	4.95 <sup>/5/</sup>
<i>Subsequent Change Charge<sup>/6/</sup>,</i>				
Per System .....	BQBSS		276.55	3.20
Per Agent.....	BQBSA		17.05	3.20

- /1/ Not available to BRI Stations.
- /2/ Features in this package are not available on an individual basis.
- /3/ A Voice Grade channel may be required for Call Delay Announcement. Apply the appropriate rates and charges as specified in Part 3, Section 7 of the Special Access Guidebook, or private line charges as found in Part 15, Section 2. (C)
- /4/ Also applies to supervisor sets that are agent sets as well.
- /5/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.
- /6/ Applies when making changes subsequent to initial optional feature installation to add, change, or rearrange features contained in the Basic Feature Package.
- /7/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.
- /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-II Service. Plexar-II 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®-II SERVICE (cont'd)**

**F. Rates (cont'd)**

7. Digital Multiplex System (DMS) Optional Features (cont'd)

	<u>USOC</u>	Month to Month	Monthly Rates				
			<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month</u> <sup>/5/</sup>	<u>60 Month</u> <sup>/5/</sup>
Automatic Call Distribution (ACD) <sup>/1,3/</sup> (cont'd)							
Non-Electronic Sets (cont'd)							
<i>Optional Features</i>							
Additional ACD Directory Number, per Number .....	BQHOB	\$0.15	\$0.10	\$0.10	\$0.10	\$0.10	\$0.10
Additional ACD Directory Number Priority, Per Number .....	BQHOD	0.15	0.10	0.10	0.10	0.10	0.10
Additional Incoming Call Queue (10%), Per ACD Group.....	BQHOF	6.00	5.00	5.00	5.00	5.00	5.00
Music on Delay (Queue), Per System <sup>/4/</sup> .....	BQHOG	2.50	2.00	2.00	2.00	2.00	2.00
Night Service Recorded Announcement and Forward, Per System .....	BQHOH	2.50	2.00	2.00	2.00	2.00	2.00

	<u>USOC</u>	Nonrecurring Charges	
		<u>Installation Charge</u>	<u>Service Connection Charge</u>
Automatic Call Distribution (ACD) (cont'd)			
Non-Electronic Sets (cont'd)			
<i>Optional Features</i>			
Additional ACD Directory Number, Per Number .....		---	\$4.95 <sup>/2/</sup>
Additional ACD Directory Number Priority, Per Number .....		---	4.95 <sup>/2/</sup>
Additional Incoming Call Queue (10%), Per System .....	BQHOE	\$37.50	4.95 <sup>/2/</sup>
Music on Delay (Queue), per System.....		---	4.95 <sup>/2/</sup>
Night Service Recorded Announcement And Forward, per System.....		17.05	4.95 <sup>/2/</sup>

/1/ Not available to BRI Stations.

/2/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.

/3/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.

/4/ A Voice Grade channel may be required for this service. Apply the appropriate charges as specified in Part 3, Section 7 of the Special Access Guidebook, or private line charges as found in Part 15, Section 2. (C)

/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-II Service. Plexar-II 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®-II SERVICE (cont'd)**

**F. Rates (cont'd)**

7. Digital Multiplex System (DMS) Optional Features (cont'd)

		Monthly Rates						
	<u>USOC</u>	Month to Month	12 Month	24 Month	36 Month	48 Month <sup>/4/</sup>	60 Month <sup>/4/</sup>	(C)
Automatic Call Distribution (ACD) <sup>/1,3/</sup> (cont'd)								
Non-Electronic Sets (cont'd) <i>Optional Features (cont'd)</i>								
Overflow of Enqueued Calls, per ACD Group .....	BQHOK	\$1.25	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	
Second & Third Recorded Announcement, per Announcement.....	BQHOL	1.25	1.00	1.00	1.00	1.00	1.00	
2500 Set MIS/Load Management, per System ...	BQHNB	1.25	1.00	1.00	1.00	1.00	1.00	

		Nonrecurring Charges		
	<u>USOC</u>	Installation Charge	Service Connection Charge	
Automatic Call Distribution (ACD) (cont'd)				
Non-Electronic Sets (cont'd) <i>Optional Features (cont'd)</i>				
Overflow of Enqueued Calls, Per System .....	BQHOJ	\$11.10	\$4.95 <sup>/2/</sup>	
Second & Third Recorded Announcement, Per Announcement.....	BQHNA	51.15	4.95 <sup>/2/</sup>	
2500 Set MIS/Load Management, per System ..		---	4.95 <sup>/2/</sup>	

/1/ Not available to BRI Stations.

/2/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.

/3/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.

/4/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II 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.

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**PLEXAR®-II SERVICE (cont'd)**

**F. Rates (cont'd)**

7. Digital Multiplex System (DMS) Optional Features (cont'd)

	<u>USOC</u>	<u>Month to</u>	<u>12</u>	<u>Monthly Rates</u>				
		<u>Month</u>	<u>Month</u>	<u>24</u>	<u>36</u>	<u>48</u>	<u>60</u>	(C)
				<u>Month</u>	<u>Month</u>	<u>Month</u> <sup>/7/</sup>	<u>Month</u> <sup>/7/</sup>	
<i>Business Set Interface</i> <sup>/1,6/</sup>								
<i>Basic Business Set Interface Package</i>								
Per Business Set <sup>/2/</sup> .....	BPZ	\$1.75	\$1.70	\$1.65	\$1.60	\$1.55	\$1.50	
<i>Business Set Display Feature Package</i>								
Per Business Set <sup>/2,3/</sup> .....	BPJ	0.50	0.45	0.40	0.35	0.30	0.25	
Individual Business Line,								
Per Business Set <sup>/3/</sup> .....	BPZ1R	0.15	0.10	0.10	0.10	0.10	0.10	
				<u>USOC</u>		<u>Nonrecurring Charges</u>		
					<u>Installation</u>	<u>Service Connection</u>		
					<u>Charge</u>	<u>Charge</u>		
<i>Business Set Interface</i>								
<i>Basic Business Set Interface Package</i>								
Initial Installation								
Per System .....	1CRS1			\$23.70		\$4.95 <sup>/4/</sup>		
Per Business Set .....				8.95		4.95 <sup>/4/</sup>		
Subsequent Change Charge <sup>/4/</sup>								
Per System .....	SG9PX			5.85		3.20		
Per Business Set .....	SG9PV			0.30		3.20		
<i>Business Set Display Feature Package</i>								
Initial Installation								
Per System .....	1CRS2			40.80		4.95 <sup>/4/</sup>		
Per Business Set .....				---		4.95 <sup>/4/</sup>		
Subsequent Change Charge <sup>/5/</sup>								
Per System .....	SG9S2			8.75		3.20		
Per Business Set .....	SG9PV			0.30		3.20		
Individual Business Line								
Initial Installation								
Per System .....	1CRS3			59.40		4.95 <sup>/4/</sup>		
Per Business Set .....				---		4.95 <sup>/4/</sup>		

/1/ Not available to BRI Stations.

/2/ Features in this package are not available on an individual basis.

/3/ This feature/feature package requires the Basic Business Set Interface Package. These rates are in addition to the rates for the Business Set Interface Package.

/4/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.

/5/ Applies when making changes subsequent to initial optional feature installation to add, change, or rearrange features contained in the Business Set Display Feature Package.

/6/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.

/7/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II 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.

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**PLEXAR®-II SERVICE (cont'd)**

**F. Rates (cont'd)**

7. Digital Multiplex System (DMS) Optional Features (cont'd)

		Monthly Rates						
	<u>USOC</u>	Month to Month	12 Month	24 Month	36 Month	48 Month <sup>/7/</sup>	60 Month <sup>/7/</sup>	(C)
Business Set Interface <sup>/1,4/</sup> (cont'd)								
Direct Station Selection/ Busy Lamp Field, Per Business Set <sup>/2/</sup> .....								
	BUDPK	\$15.00	\$15.00	\$15.00	\$15.00	\$15.00	\$15.00	
Call Park <sup>/1,5/</sup>								
Per Plexar-II Station .....								
	C5Z	0.15	0.10	0.10	0.10	0.10	0.10	
Last Number Redial								
Per Station .....								
	LNJ	0.25	0.25	0.25	0.25	0.25	0.25	
Meet-Me Conference <sup>/1/</sup>								
Per 6-Port Conference Arrangement <sup>/6/</sup> .....								
	MMJPA	33.00	30.00	27.50	25.00	22.50	20.00	
Nonrecurring Charges								
Service								
Installation      Connection								
Charge              Charge								
<u>USOC</u>								
Business Set Interface								
Direct Station Selection/Busy Lamp Field, Per Business Set .....								
	BUDPK			\$6.05		\$4.95 <sup>/3/</sup>		
Call Park								
Per System .....								
	1CRCP			11.30		4.95 <sup>/3/</sup>		
Per Plexar-II Station .....								
				---		4.95 <sup>/3/</sup>		
Last Number Redial								
Per System .....								
	LNJPS			2.30		4.95 <sup>/3/</sup>		
Per Station .....								
	LNJ			1.40		4.95 <sup>/3/</sup>		
Meet-Me Conference .....								
				8.75		4.95 <sup>/3/</sup>		

/1/ Not available to BRI Stations.

/2/ This feature requires the Basic Business Set Interface Package. These rates are in addition to the rates for the Business Set Interface Package.

/3/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.

/4/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.

/5/ Obsolete to existing customers as defined in Part 2, Section 1 (see *Obsolete*).

/6/ When combining two or more conference arrangements, a reduction of available ports will occur.

/7/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Plexar-II Service. Plexar-II 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.

(N)  
|  
(N)

**PLEXAR®-II SERVICE (cont'd)**

**F. Rates (cont'd)**

7. Digital Multiplex System (DMS) Optional Features (cont'd)

		Monthly Rates						
	<u>USOC</u>	<u>Month to Month</u>	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>	<u>48 Month<sup>/6/</sup></u>	<u>60 Month<sup>/6/</sup></u>	(C)
Simultaneous Ring One Number <sup>/1/</sup> , Per Plexar-II Station Equipped.....	S3S1X	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	
Visual Message Waiting Indication <sup>/3,4,5/</sup> Per Station .....	MLN	1.50	1.50	1.50	1.50	1.50	1.50	

	<u>USOC</u>	Nonrecurring Charges	
		<u>Installation Charge</u>	<u>Service Connection Charge</u>
Simultaneous Ring One Number Initial Installation Per Plexar-II Station Equipped .....	S3S1X	\$6.50	\$4.95 <sup>/2/</sup>
Visual Message Waiting Indication Per System .....	MLNPS	18.50	4.95 <sup>/2/</sup>
Per Station .....	MLN	3.25	4.95 <sup>/2/</sup>

/1/ Not available to Basic Rate Interface (BRI) Stations.

/2/ Not applicable if the feature is installed at the same time as the Plexar-II system or station.

/3/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.

/4/ Not available to Basic Rate Interface (BRI) stations. For the message waiting indication feature available to BRI stations, see 'Visual Message Waiting Indication' in paragraph C.2.

/5/ This feature is for use with customer equipment that requires a voltage signal to activate the message waiting light.

/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-II Service. Plexar-II 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.

(N)  
|  
(N)

**PLEXAR®-CUSTOM SERVICE****A. Descriptive Summary**

Plexar-Custom service is a central office-based service. Two serving arrangements are available. They are:

***Electronic Switching System (ESS) Arrangement***

The ESS Arrangement for Plexar-Custom Service is a switched voice communications system which is provided by an arrangement of simulated exchange access lines, station lines, switching equipment, customer facility groups, and other facilities located on Company premises which utilizes ESS technology. This arrangement is based on the concept of simulated exchange access lines which allows a customer to specify a grade of service based on individual usage needs. The ESS Arrangement is based on individual customer pricing cost analysis with costing uniformity among similarly situated customers.

***Specialized Arrangement***

The Specialized Arrangement for Plexar-Custom Service is provided when the customer's requirements are not met with current ESS technology. This arrangement uses the concept of simulated exchange access lines which allows a customer to specify a grade of service based on individual usage needs. The Specialized Arrangement is based on individual customer pricing cost analysis with costing uniformity among similarly situated customers.

Both Plexar-Custom Service serving arrangements may be provided by utilizing existing Company facilities and equipment, construction of new facilities and the purchase of new central office equipment or any combination thereof. These arrangements will be provided only when in the judgment of the Company it is practicable and will not be detrimental to any other services furnished by the Company. The minimum station size for both service arrangements is 75 stations within any serving central office.

**B. General Regulations**

1. Each Plexar-Custom Service Specialized Arrangement is intended for use by the specific customer at the designated locations only. Major changes to the service arrangement made by the customer will require review by the Company which may result in a change of rates and charges.
2. On or prior to the expiration date of any Plexar-Custom service contract negotiated on or after August 1, 2012, the customer must elect one of the following options:
  - a. Negotiate and enter into a new contract mutually agreeable to the customer and the Company;
  - b. Continue to accept service which the Company will provide solely on a month-to-month basis, at the original contract rates plus an additional \$10.00 per station; or
  - c. Discontinue service.

If the customer makes no election, the Company will continue to provide service on a month-to-month basis, at the original contract rates plus an additional \$10.00 per station, until either a new contract is negotiated or service is discontinued.

**PLEXAR®-CUSTOM SERVICE (cont'd)****B. General Regulations (cont'd)**

3. For service negotiated prior to August 1, 2012:  
At the conclusion of the contract, the customer must elect one of the following options:
  - a. Renew the contract at the terms, conditions and rates that are offered at that time.
  - b. Discontinue the service.
4. Listing will be furnished in accordance with the regulations set forth in Part 12, Section 1. (C)
5. The assignment of telephone numbers for this service shall be in accordance with 'Rules and Regulations Applying to All Customers' Contracts' in Part 2, Section 2.
6. Each station line will terminate in a Network Interface at the customer's premises as described in 'Network Interface/Demarcation Point' in Part 8, Section 8. The Network Interface is included in the station line service and equipment charge.
7. Sufficient floor space and the necessary wiring, outlets and commercial power for the operation of the service are furnished by the customer who assumes all responsibility for the safe condition of such floor space, wiring, outlets and power.
8. Other facilities, miscellaneous and supplemental service offerings requested by the customer and not detrimental to this service will be furnished in accordance with regulations and at the rates set forth in applicable Company guidebooks.
9. Customer requests for special or modified standard service offerings will be furnished whenever possible if not detrimental to this service or other services of the Company. Such requests will be furnished at additional charges.
10. Service Connection Charges as set forth in Part 3, Section 1 shall apply.
11. End User Common Line (EUCL) charges will be billed per Plexar-Custom local exchange access line as prescribed by the F.C.C. and set forth in the F.C.C. Tariff No. 73, Access Service Tariff. An additive equivalent to the Business EUCL charge will apply per Plexar-Custom Service Access Line. The difference between these two amounts will be credited to the customer's account, once each month on the customer's bill. No credit or debit will be applied to the customer's partial month Business EUCL charges for stations that may have been added or deleted during the bill period.

**PLEXAR®-CUSTOM SERVICE (cont'd)**

**C. Features**

ESS Arrangement

The following standard features will be provided with the ESS Arrangement: Direct outward calling, direct inward calling, station-to-station calling, station hunting, call transfer-attendant, restriction from outgoing calls, station restriction, reserve power, identified outward calling, call interception, call transfer-individual, consultation hold, add-on, trunk answer from any station, touch-tone and basic customer rearrangement service.

All other requested features will be considered optional.

Specialized Arrangement

Features will be provided as requested by the customer, when available. Appropriate rates and charges for the available features will be developed.

**D. Rates**

Rates for Plexar-Custom Service arrangements will be individual customer priced based on the economic costs, contribution level and the payment plan and contract option selected.

**E. Payment Options**

Payment options specified by the customer will be offered when possible. The customer will be required to sign a Letter of Election for the contract period agreed upon by the customer and the Company.