

AT&T MICHIGAN GUIDEBOOK

PART 5 - Centrex / Plexar Services
SECTION 1 - Centrex Service (CS)

6th Revised Sheet 1

1. CENTREX SERVICE

Effective September 30, 2024, customers may not establish new term plans greater than 12 months for Centrex service, and existing term plans greater than 12 months may not be renewed or extended for a term greater than 12 months. Effective September 1, 2025, upon expiration of an existing Term Payment Plan (TPP), Centrex Services will continue at the 12-month TPP rates in effect at expiration, subject to the Company's right, on 30 days' prior notice to customer to modify the applicable rates and terms.

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A. DESCRIPTION

- a. Centrex service is provided from central office switching equipment located on a premises owned or leased by the Company and connected by local loops to the premises of the customer or an authorized user.
- b. Centrex service is provided from analog electronic central office switching equipment such as No. 1, No. 1A or No. 2 ESS or from digital electronic central office switching equipment such as DMS 100 or No. 5 ESS.
- c. Centrex enables station users to dial intra-system and outgoing calls directly. Incoming calls may be dialed directly to any station. Incoming calls to the main listed number for the service are connected to a designated answering point and then may be transferred to the desired party.
- d. The Centrex station line includes a local loop (which includes dial tone and a telephone number) and the unregulated basic features package. Unregulated Optional features and services are available.
- e. Centrex is offered only where the customer's location is served by central office switching equipment which has available the equipment and the capacity to provide the service.
- f. Centrex is offered only as a complete service. The local loop is not provided without unregulated basic features or vice versa.
- g. Centrex is offered for a minimum period of one month. Centrex is also available under optional Term Payment Plans of up to and including 84 months.
- h. The Company may annually adjust the rates applicable for a term plan, and such adjusted rates will apply on the date specified in the Company notification of change in rates. Subject to Company initiated price adjustments, term payment plan rates as listed in *F. PRICES* will apply during term plan based on the number of lines subscribed.

1. Classes of Service

- a. Business Measured Service - those station lines that serve the premises of business customers including college or university administrative functions, such as office and classroom buildings, faculty clubs, student unions, or administrative quarters of dormitories. Where service in dormitories or other residence locations is provided for instructional purposes as part of the educational process (e.g., for communications with computer assisted education systems) and is not normally used for social or domestic purposes, business service is provided. Business Measured Rate message charge as specified in Part 4, Section 2 apply for local usage.
- b. Residence Flat Rate (Dormitory) - those station lines that serve the living quarters of a college, university or hospital (dormitories, apartments, etc.) and where the major use is of a social or domestic nature by students, faculty members or employees.

2. Intercept of Calls to Unassigned Station Line Numbers

Incoming and Intragroup calls to unassigned numbers are intercepted by a standard recorded announcement.

1. CENTREX SERVICE (cont'd)**C. Terms and Conditions (cont'd)****4. Centrex Service Guarantee (cont'd)**

- f. Customers electing the Centrex Service Guarantee may make changes to their Centrex service (station additions, feature changes and additions, etc.) subject to the sub-paragraph above; however, the 90 day initial period applicable to the additions or changes shall begin from the date of installation of the original Centrex service.
- g. Customers may select 36^{/1/}, 60^{/1/} or 84^{/1/} month service plans. Month-to-month service plans are not available. However, if the customer terminates the service before expiration of the initial 90 days, the month-to-month rate shall apply for that period. (C)
- h. Except as otherwise provided in this sub-paragraph, rates, charges, term and conditions as specified elsewhere in this Guidebook for Centrex shall apply as applicable.
- i. Centrex Service Guarantee is limited to customers with 2 - 100 lines.
- j. Centrex Service Guarantee is not available to temporary service customers.

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1. CENTREX SERVICE (cont'd)**F. PRICES**

Effective September 30, 2024, customers may not establish new term plans greater than 12 months for Centrex service, and existing term plans greater than 12 months may not be renewed or extended for a term greater than 12 months. Effective September 1, 2025, upon expiration of an existing Term Payment Plan (TPP), Centrex Services will continue at the 12-month TPP rates in effect at expiration, subject to the Company's right, on 30 days' prior notice to customer to modify the applicable rates and terms..

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The following prices are applicable to standard installations of Centrex Service and are in addition to all other charges for associated services and equipment necessary to provide telecommunications service.

The total charge per Primary Station is the sum of the appropriate Network Access and Intercommunication charges (Basic lines, Electronic Key lines, ISDN Custom and National lines.)

When the customer's premises and the central office providing Centrex Service are located in different Service Areas, Base Rate, DS1 or DS3 Service charges will apply. (See Other Applicable Charges). Customers provided this service arrangement will require Channel Mileage (CM) and Channel Mileage Terminations (CMT) for each Centrex line. For ISDN Centrex lines having this service arrangement, three Channel Mileage (CM) and six Channel Mileage Terminations (CMT) are applicable when using Ameritech Base Rate.

Refer to the Other Applicable Charges section for additional charges associated with the provision of Centrex Service.

System Charge

The System Charge is applicable to the establishment of any new Centrex system and to any relocation of an entire Centrex system, unless the customer's relocation is within the serving central office boundary. The System Charge will be determined at time of installation based on the total number of equipped telephone numbers. A System Charge applies to each Centrex Service arrangement or common block.

1. CENTREX SERVICE (cont'd)**F. Prices (cont'd)**

1. Service Elements

Description /Billing Code/	Nonrecurring Charge	1 Month	Monthly Payment Term Payment Plans			(C)
			36 ^{/1/} Months	60 ^{/1/} Months	84 ^{/1/} Months	
System Charges						
per system						
2- 50 lines /CYA1X/	\$ 250.00	\$20.00	\$20.00	\$20.00	\$20.00	
51-100 lines /CYA2X/	400.00	20.00	20.00	20.00	20.00	
101-200 lines /CYA3X/	575.00	20.00	20.00	20.00	20.00	
201-500 lines /CYA4X/	1000.00	20.00	20.00	20.00	20.00	
501 or more lines /CYA5X/	1500.00	20.00	20.00	20.00	20.00	
or						
per OmniPresence Remote System,						
2-6 OmniPresence remote lines /CYAXA/	100.00	5.00	5.00	5.00	5.00	
System Conversion Charge						
per system						
2- 50 lines /UDP1X/	100.00	20.00	20.00	20.00	20.00	
51-100 lines /UDP2X/	200.00	20.00	20.00	20.00	20.00	
101-200 lines /UDP3X/	275.00	20.00	20.00	20.00	20.00	
201-500 lines /UDP4X/	500.00	20.00	20.00	20.00	20.00	
501 or more lines /UDP5X/	750.00	20.00	20.00	20.00	20.00	
Billing Change, Only						
All Line Size /CVR/	35.00	20.00	20.00	20.00	20.00	

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1. CENTREX SERVICE (cont'd)**F. Prices (cont'd)****1. Service Elements (cont'd)**

Effective September 1, 2025, the following rates will apply to all Centrex customers in the state of Michigan, except customers located in certain Wire Center CLLIs in the Upper Peninsula of Michigan^{/2/}:

Description <u>/Billing Code/</u>	Nonrecurring <u>Charge</u>	<u>1 Month</u>	Monthly Payment <i>Term Payment Plans</i>				
			<u>12 Months</u>	<u>24^{/1/} Months</u>	<u>36^{/1/} Months</u>	<u>60^{/1/} Months</u>	<u>84^{/1/} Months</u>
<i>Centrex Lines</i> , each 7+ line categories include Centrex Mate							
<i>Basic line</i> /NUM/							
2+ line category	-	\$897.00	\$65.00(l)	\$8.00	\$3.60	\$3.60	\$3.60
7+ line category	-	897.00	65.00	8.00	2.62	2.36	2.26
25+ line category	-	897.00	65.00	8.00	2.62	2.36	2.26
50+ line category	-	897.00	65.00	8.00	2.62	2.36	2.26
100+ line category	-	897.00	65.00	8.00	2.62	2.36	2.26
200+ line category	-	897.00	65.00	8.00	2.62	2.36	2.26
500+ line category	-	897.00	65.00(l)	8.00	2.62	2.36	2.26
<i>Electronic Key line</i> /NUE/							
2+ line category	\$15.00	\$914.00	65.00(l)	8.50	6.60	6.60	6.60
7+ line category	15.00	914.00	65.00	8.50	5.62	5.36	5.26
25+ line category	15.00	914.00	65.00	8.50	5.62	5.36	5.26
50+ line category	15.00	914.00	65.00	8.50	5.62	5.36	5.26
100+ line category	15.00	914.00	65.00	8.50	5.62	5.36	5.26
200+ line category	15.00	914.00	65.00	8.50	5.62	5.36	5.26
500+ line category	15.00	914.00	65.00(l)	8.50	5.62	5.36	5.26

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1. CENTREX SERVICE (cont'd)**F. Prices (cont'd)**

1. Service Elements (cont'd)

Description <u>/Billing Code/</u>	Nonrecurring <u>Charge</u>	<u>1 Month</u>	Monthly Payment <i>Term Payment Plans</i>				
			<u>12 Months</u>	<u>24^{/1/} Months</u>	<u>36^{/1/} Months</u>	<u>60^{/1/} Months</u>	<u>84^{/1/} Months</u>
<i>Centrex Lines, each 7+ line categories include Centrex Mate</i>							
<i>Basic line /NUM/</i>							
2+ line category	-	\$897.00	\$9.00	\$8.00	\$3.60	\$3.60	\$3.60
7+ line category	-	897.00	9.00	8.00	2.62	2.36	2.26
25+ line category	-	897.00	9.00	8.00	2.62	2.36	2.26
50+ line category	-	897.00	9.00	8.00	2.62	2.36	2.26
100+ line category	-	897.00	9.00	8.00	2.62	2.36	2.26
200+ line category	-	897.00	9.00	8.00	2.62	2.36	2.26
500+ line category	-	897.00	9.00	8.00	2.62	2.36	2.26
<i>Electronic Key line /NUE/</i>							
2+ line category	\$15.00	\$914.00	9.75	8.50	6.60	6.60	6.60
7+ line category	15.00	914.00	9.75	8.50	5.62	5.36	5.26
25+ line category	15.00	914.00	9.75	8.50	5.62	5.36	5.26
50+ line category	15.00	914.00	9.75	8.50	5.62	5.36	5.26
100+ line category	15.00	914.00	9.75	8.50	5.62	5.36	5.26
200+ line category	15.00	914.00	9.75	8.50	5.62	5.36	5.26
500+ line category	15.00	914.00	9.75	8.50	5.62	5.36	5.26

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1. CENTREX SERVICE (cont'd)**F. Prices (cont'd)**

1. Service Elements (cont'd)

Description /Billing Code/	Nonrecurring Charge	1 Month	Monthly Payment Term Payment Plans		
			36 ^{/1/} Months	60 ^{/1/} Months	84 ^{/1/} Months
An ISDN line requires an ISDN Service to make the line operational					
<u>ISDN Custom line /ZCZ/</u>					
2+ line category	\$225.00	\$11.00	\$11.00	\$11.00	\$11.00
7+ line category	225.00	11.00	10.00	9.90	9.85
25+ line category	225.00	11.00	10.00	9.90	9.85
50+ line category	225.00	11.00	10.00	9.90	9.85
100+ line category	225.00	11.00	10.00	9.90	9.85
200+ line category	225.00	11.00	10.00	9.90	9.85
500+ line category	225.00	11.00	10.00	9.90	9.85
<u>ISDN National line /ZNZ/</u>					
2+ line category	225.00	11.00	11.00	11.00	11.00
7+ line category	225.00	11.00	10.00	9.90	9.85
25+ line category	225.00	11.00	10.00	9.90	9.85
50+ line category	225.00	11.00	10.00	9.90	9.85
100+ line category	225.00	11.00	10.00	9.90	9.85
200+ line category	225.00	11.00	10.00	9.90	9.85
500+ line category	225.00	11.00	10.00	9.90	9.85

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1. CENTREX SERVICE (cont'd)**F. Prices (cont'd)****1. Service Elements (cont'd)**

Description /Billing Code/	Nonrecurring Charge	1 Month	Monthly Payment Term Payment Plans		
			36 ^{/3/} Months	60 ^{/3/} Months	84 ^{/3/} Months
<u>OmniPresence Remote</u>					
<u>Location-Basic line /NUH/</u>					
2-6 line category	-	\$8.00	\$8.00	\$8.00	\$8.00
7-24 line category	-	8.00	7.80	7.70	7.65
<u>OmniPresence Remote</u>					
<u>Location-National ISDN line</u>					
<u>/ZNZAX/</u>					
2-6 line category	\$15.00	9.85	9.85	9.85	9.85
7-24 line category	15.00	9.85	9.65	9.55	9.50
<u>OPTI-Centrex-Basic line^{/1,2/}</u>					
<u>/NUC/</u>					
2+ line category	16.00	8.00	8.00	8.00	8.00
7+ line category	16.00	8.00	7.80	7.70	7.65
25+ line category	16.00	8.00	7.80	7.60	7.55
50+ line category	16.00	8.00	7.65	7.30	7.00
100+ line category	16.00	8.00	7.50	7.10	6.75
200+ line category	16.00	8.00	7.40	6.95	6.50

/1/ OPTI-Centrex Basic lines require a Company 1.544 Mbps or higher facility with multiplexing. The channel may be a Dedicated Communications Service DS1 Local Distribution Channel with DS1 multiplexing or part of a higher speed arrangement. (See Reference Section)

/2/ The same charges apply for Ground Start on Opti-Centrex Basic lines as those that apply for Basic Centrex lines. (See Optional Line Features, Ground Start Line)

/3/ Effective September 30, 2024, customers may not establish new term plans greater than 12 months for Centrex service, and existing term plans greater than 12 months may not be renewed or extended for a term greater than 12 months. Effective September 1, 2025, upon expiration of an existing Term Payment Plan (TPP), Centrex Services will continue at the 12-month TPP rates in effect at expiration, subject to the Company's right, on 30 days' prior notice to customer to modify the applicable rates and terms.

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1. CENTREX SERVICE (cont'd)**F. Prices (cont'd)**

1. Service Elements (cont'd)

Description <u>/Billing Code/</u>	Nonrecurring <u>Charge</u>	<u>1 Month</u>	Monthly Payment <i>Term Payment Plans</i>		
			<u>36^{/1/} Months</u>	<u>60^{/1/} Months</u>	<u>84^{/1/} Months</u>
ISDN Services					
Circuit Switched Voice, per “B” channel equipped /BSB5X/	\$55.00	\$ 6.50	\$ 5.15	\$4.80	\$4.70
Circuit Switched Data, per “B” channel equipped /BSB6X/	25.00	9.00	8.50	8.00	7.50
Alternate Circuit Switched Voice/ Circuit Switched Data, per “B” channel equipped /BSB1X/	25.00	10.50	10.00	9.50	9.00

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1. CENTREX SERVICE (cont'd)**F. Prices (cont'd)**

1. Service Elements (cont'd)

Description <u>/Billing Code/</u>	Nonrecurring <u>Charge</u>	Monthly Payment <i>Term Payment Plans</i>			
		<u>Monthly</u>	<u>36^{/1/} Months</u>	<u>60^{/1/} Months</u>	<u>84^{/1/} Months</u>
Optional Line Features					
Add on Modules					
10 or 18 Button /PT3CA/	\$ 50.00				
20, 22 or 36 Button /PT3CB/	100.00				
Advanced Custom Calling Features (CLASS)					
Automatic Callback /ZCLAR/		\$4.00			
Call Screening /ZACSR/		4.50			
Repeat Dialing /ZACRD/		4.00			
Call Forward Over Private Facilities /ZCFVP/		4.00	\$4.00	\$4.00	\$4.00
Call Forward Reason Display					
per customer group /FCDPG/	65.00				
per display set /ZFRD1/	11.00				

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1. CENTREX SERVICE (cont'd)**F. Prices (cont'd)****1. Service Elements (cont'd)**

Description /Billing Code/	Nonrecurring Charge	Monthly Monthly	Monthly Payment Term Payment Plans		
			36 ^{/1/} Months	60 ^{/1/} Months	84 ^{/1/} Months
Optional Line Features (cont'd)					
Caller ID					
1-6 Lines /ZC1ND/	-	\$3.25	-	-	-
7-11 Lines /ZC1ND/	-	1.45	-	-	-
12-19 Lines /ZC1ND/	-	1.15	-	-	-
20-95 Lines /ZC1ND/	-	1.00	-	-	-
96+ Lines /ZC1ND/	-	.80	-	-	-
Caller ID with Name (See Other Applicable Charges Section)					
Calling Name Display on Intercom /ZCQMD/	\$5.00	0.25	\$0.25	\$0.25	\$0.25
Centrex Open Interface					
- per DS1 to Voice Grade /HPD1X/	-	442.66	442.66	442.66	442.66
- per DS3 to DS1 /HPD3X/	-	970.21	848.93	727.66	600.00
CLASS Visual Message					
- per line /ZMWVW/	-	1.65	1.65	1.65	1.65
Custom Calling Name on Centrex					
- per line /NHE/	5.00	3.50	3.50	3.50	3.50

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1. CENTREX SERVICE (cont'd)**F. Prices (cont'd)**

1. Service Elements (cont'd)

Description /Billing Code/	Nonrecurring Charge	Monthly	Monthly Payment Term Payment Plans		
			36 ^{/1/} Months	60 ^{/1/} Months	84 ^{/1/} Months
Optional Line Features (cont'd)					
Direct Connect Originating, per line /ZAULN/		\$1.00	\$1.00	\$1.00	\$1.00
Direct Connect Originating with Delay, per line /ZXAWL/		1.00	1.00	1.00	1.00
Direct Station Selection/Busy Lamp Field with Camp On /BUY/	\$510.00	9.00	9.00	9.00	9.00
Distance Extension per Electronic Key line /LOV/	50.00	18.50	18.50	18.50	18.50
per ISDN Custom or National line /XTN/	50.00	18.50	18.50	18.50	18.50
Executive Display Communications per System /EMVPS/ per EKL Line /ZZEMW/	1,325.00	.50	.50	.50	.50
Group Intercom per Station /NGA/	6.00				

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1. CENTREX SERVICE (cont'd)**F. Prices (cont'd)****1. Service Elements (cont'd)**

Description /Billing Code/	Nonrecurring Charge	Monthly Monthly	Monthly Payment Term Payment Plans		
			36 ^{/1/} Months	60 ^{/1/} Months	84 ^{/1/} Months
Optional Line Features (cont'd)					
Make Busy /ZXMBK/ (Certain switch types may require a Dedicated Communications Services channel)		\$4.95	\$4.95	\$4.95	\$4.95
Message Waiting Indicator – Lamp /ZMYAV/	\$15.00	3.15	3.15	3.15	3.15
Multiple Appearance Directory Number Multiple Call Arrangement /MA8/	5.00	.25	.25	.25	.25
Premium Feature Package per line or “B” channel service /ESY79/		1.00	1.00	1.00	1.00
Query Busy Station, per queued station /ZQBST/	7.50	1.50	1.50	1.50	1.50
Secondary Directory Telephone Number, each /SOT/		1.20	1.20	1.20	1.20
Simultaneous Ring One Number per line equipped /S3S1X/	6.50	2.50	2.50	2.50	2.50

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1. CENTREX SERVICE (cont'd)**F. Prices (cont'd)**

1. Service Elements (cont'd)

Description <u>/Billing Code/</u>	Nonrecurring <u>Charge</u>	Monthly Payment <i>Term Payment Plans</i>			
		<u>Monthly</u>	<u>36^{1/} Months</u>	<u>60^{1/} Months</u>	<u>84^{1/} Months</u>
Optional Line Features (cont'd)					
Single Line Extension, different premises (See Reference Section)					
Speed Calling Long (30 Number List)					
Control Station, Per List /ZSCC3/		\$0.40	\$0.40	\$0.40	\$0.40
Speed Calling-Expanded Number Group					
Control Station (50 Numbers), per list /ZSCC5/		.60	.60	.60	.60
Control Station (70 numbers), per list /ZSCC7/		.60	.60	.60	.60
Stop Hunt /2URSH/ (Certain switch types may require a Dedicated Communications Services channel)		4.95	4.95	4.95	4.95

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1. CENTREX SERVICE (cont'd)

F. Prices (cont'd)

1. Service Elements (cont'd)

Description /Billing Code/	Nonrecurring Charge	1 Month	Monthly Payment Term Payment Plans		
			36 ^{/1/} Months	60 ^{/1/} Months	84 ^{/1/} Months
Optional ISDN Data Features					
Provided on a per feature basis					
Alternate Access per B Channel /NZ2/	\$10.00	\$4.00			
Queuing per B Channel /QHQ/	5.00	3.00			

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1. CENTREX SERVICE (cont'd)**F. Prices (cont'd)****1. Service Elements (cont'd)**

<u>Description</u> <u>/Billing Code/</u>	<u>Nonrecurring</u> <u>Charge</u>	<u>Monthly</u>	Monthly Payment <i>Term Payment Plans</i>		
			<u>36^{/2/}</u> <u>Months</u>	<u>60^{/2/}</u> <u>Months</u>	<u>84^{/2/}</u> <u>Months</u>
Announcement Services					
Customer Premises Announcement					
- per announcement /N5A/ (Requires a Dedicated Communications Services channel)	\$185.00	\$18.00	\$17.00	\$16.00	\$15.00
Central Office Recorded Announcement ^{/1/}					
- per announcement /RKQ/	180.00	40.00	37.00	34.00	30.00

/1/ For instances where the Company records the announcement on the customer's behalf, the *Customization Charge* as shown on Sheet 132 will also apply.

/2/ Effective September 30, 2024, customers may not establish new term plans greater than 12 months for Centrex service, and existing term plans greater than 12 months may not be renewed or extended for a term greater than 12 months. Effective September 1, 2025, upon expiration of an existing Term Payment Plan (TPP), Centrex Services will continue at the 12-month TPP rates in effect at expiration, subject to the Company's right, on 30 days' prior notice to customer to modify the applicable rates and terms.

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1. CENTREX SERVICE (cont'd)**F. Prices (cont'd)****1. Service Elements (cont'd)**

Description <u>/Billing Code/</u>	Nonrecurring <u>Charge</u>	1 <u>Month</u>	Monthly Payment <i>Term Payment Plans</i>		
			36 ^{/1/} <u>Months</u>	60 ^{/1/} <u>Months</u>	84 ^{/1/} <u>Months</u>
Area Wide Networking (AWN)					
<u>per Network</u>					
1-200 lines /NR9AE/	\$ 700.00				
201-500 lines /NR9AF/	1,000.00				
additional 500 line block /NR9AG/	800.00				
Out of Network numbers up to 10 numbers /NR9AL/ per 50 number block /NR9AM/	30.00 30.00				
Number input by Ameritech up to 10 numbers /NR9AN/ per 50 number block /NR9AO/	75.00				
<u>per line</u> /D6PLX/	300.00	\$1.00			
Out of Network Numbers up to 10 numbers /D7P1X/ per 50 number block /D7PBX/		1.00 2.50			
Assume Dial “9”					
per system, per line /A9D/	5.00	4.00	\$3.00	\$3.00	\$3.00

/1/ Effective September 30, 2024, customers may not establish new term plans greater than 12 months for Centrex service, and existing term plans greater than 12 months may not be renewed or extended for a term greater than 12 months. Effective September 1, 2025, upon expiration of an existing Term Payment Plan (TPP), Centrex Services will continue at the 12-month TPP rates in effect at expiration, subject to the Company's right, on 30 days' prior notice to customer to modify the applicable rates and terms. (C)

1. CENTREX SERVICE (cont'd)**F. Prices (cont'd)**

1. Service Elements (cont'd)

Description /Billing Code/	Nonrecurring Charge	1 Month	Monthly Payment Term Payment Plans		
			36 ^{/1/} Months	60 ^{/1/} Months	84 ^{/1/} Months
Attendant Console					
Digital, each /NG9PC/ (Requires 3 Basic lines)	\$500.00	\$100.00	\$85.00	\$80.00	\$75.00
ISDN, each /MD9PC/ (Requires 1 ISDN line)	1,500.00	150.00	128.00	120.00	112.00
<u>Optional Features</u>					
Attendant Conference (30 port), each /C3P/ (Requires conference service components)	20.00	8.00	5.00	5.00	5.00
Direct Station Selection and Busy Lamp Field per 100 stations /BUDPC/	50.00	2.50	2.50	2.50	2.50
Multi Position Hunt per group /AHBPG/ per position /A6V/	2,350.00	2.50	2.50	2.50	2.50
Authorization Codes					
Initial 100 count /AKG1X/	350.00	5.00	5.00	5.00	5.00
Additional Codes, per 25 or fraction thereof /AKG/	80.00	1.00	1.00	1.00	1.00
Station Specific per line /AJN/	2.00	1.20	1.10	1.00	.95

/1/ Effective September 30, 2024, customers may not establish new term plans greater than 12 months for Centrex service, and existing term plans greater than 12 months may not be renewed or extended for a term greater than 12 months. Effective September 1, 2025, upon expiration of an existing Term Payment Plan (TPP), Centrex Services will continue at the 12-month TPP rates in effect at expiration, subject to the Company's right, on 30 days' prior notice to customer to modify the applicable rates and terms. (C)

1. CENTREX SERVICE (cont'd)**F. Prices (cont'd)**

1. Service Elements (cont'd)

Description /Billing Code/	Nonrecurring Charge	1 Month	Monthly Payment Term Payment Plans		
			36 ^{/1/} Months	60 ^{/1/} Months	84 ^{/1/} Months
Automatic Call Distribution (ACD) - Basic					
- per system /AQDPS/	\$1,850.00				
- per ACD group /AQDPG/	475.00	\$45.00	\$30.00	\$26.00	\$25.00
- per E.B.S. agent position /EBB/	12.00	15.00	7.00	5.00	4.00
- per E.B.S. supervisor position /EBT/	170.00	25.00	18.00	16.00	15.00
ACD-2500 set agent position capability per agent position (2500 set) /P2S/	12.00	24.00	20.00	19.00	18.00
ACD-Music On Delay					
- per system /MHBPS/	25.00				
- per trunk/line termination to CPE music source /MHBPT/	140.00				
- per CPE music source /A5K/		80.00	40.00	35.00	30.00
ACD-Additional Delay Announcement /UU/					
- per ACD group per announcement /AQ2/	110.00	40.00	20.00	18.00	16.00
ACD-Additional Queue Slots					
- per additional queue slot /QS5A1/	1.00				

/1/ Effective September 30, 2024, customers may not establish new term plans greater than 12 months for Centrex service, and existing term plans greater than 12 months may not be renewed or extended for a term greater than 12 months. Effective September 1, 2025, upon expiration of an existing Term Payment Plan (TPP), Centrex Services will continue at the 12-month TPP rates in effect at expiration, subject to the Company's right, on 30 days' prior notice to customer to modify the applicable rates and terms.

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1. CENTREX SERVICE (cont'd)**F. Prices (cont'd)****1. Service Elements (cont'd)**

Description /Billing Code/	Nonrecurring Charge	1 Month	Monthly Payment Term Payment Plans		
			36 ^{/1/} Months	60 ^{/1/} Months	84 ^{/1/} Months
Automatic Call Distribution (ACD) -Deluxe					
- per ACD group /AQJPG/		\$75.00	\$40.00	\$35.00	\$30.00
ACD-MBT Assistance w/Load Management Programming					
- per hour - regular time /MWMNT/		45.00	45.00	45.00	45.00
- per hour - premium time /MWMOT/		90.00	90.00	90.00	90.00
ARS Basic					
Initial pattern /AR9/	\$1,150.00	10.00	7.50	6.00	5.00
Additional pattern /ARH/	100.00	4.00	3.00	2.50	2.00
ARS Deluxe					
per system /AQVPS/	2,100.00	40.00	30.00	24.00	20.00
<u>Routing Arrangements</u>					
Additional ARS pattern, each /ARH/	100.00	4.00	3.00	2.50	2.00
Seven to Ten digit screening per translation /AHAPS/	150.00				
Permissive Home NPA Code Dialing per ARS Group /PHNPG/	550.00				

/1/ Effective September 30, 2024, customers may not establish new term plans greater than 12 months for Centrex service, and existing term plans greater than 12 months may not be renewed or extended for a term greater than 12 months. Effective September 1, 2025, upon expiration of an existing Term Payment Plan (TPP), Centrex Services will continue at the 12-month TPP rates in effect at expiration, subject to the Company's right, on 30 days' prior notice to customer to modify the applicable rates and terms.

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1. CENTREX SERVICE (cont'd)**F. Prices (cont'd)****1. Service Elements (cont'd)**

Description /Billing Code/	Nonrecurring Charge	1 Month	Monthly Payment Term Payment Plans		
			36 ^{/1/} Months	60 ^{/1/} Months	84 ^{/1/} Months
Call Detail Recording Service (CDRS)					
- service establishment and basic call detail reporting service, per customer /RSD/	\$500.00	\$ 51.50	\$ 51.50	\$ 51.50	\$ 51.50
- subsequent rearrangement, per arrangement /READK/	97.00				
- additional storage per add'l 5,000 call records /RS51X/		40.00	40.00	40.00	40.00
- additional storage per 25,000 call records /RS52X/		150.00	150.00	150.00	150.00
- additional storage per 50,000 call records /RS53X/		275.00	275.00	275.00	275.00
- retrieval of duplicate call detail, per retrieval /REH1X/	250.00				
- FGA and/or tie line call detail /C6FFA/	300.00				
Call Forwarding Multi Path					
per system,					
- per call forwarding arrangement /ESD/	50.00	6.00	5.00	5.00	5.00

/1/ Effective September 30, 2024, customers may not establish new term plans greater than 12 months for Centrex service, and existing term plans greater than 12 months may not be renewed or extended for a term greater than 12 months. Effective September 1, 2025, upon expiration of an existing Term Payment Plan (TPP), Centrex Services will continue at the 12-month TPP rates in effect at expiration, subject to the Company's right, on 30 days' prior notice to customer to modify the applicable rates and terms. (C)

1. CENTREX SERVICE (cont'd)**F. Prices (cont'd)****1. Service Elements (cont'd)**

Description /Billing Code/	Nonrecurring Charge	1 Month	Monthly Payment Term Payment Plans		
			36 ^{/3/} Months	60 ^{/3/} Months	84 ^{/3/} Months
Centrex Mate (all stations must be equipped)					
per system /MLBPS/ per station /MLB/	\$600.00	\$60.00 .40	\$60.00 .40	\$60.00 .40	\$60.00 .40
Centrex Message Signal Interface (CMSI)					
per system 1200 baud ^{/1/} /SMQPS/	975.00	305.00	245.50	225.50	180.00
per system 9600 baud ^{/1/} /SM9PS/	1,700.00	1,100.00	850.00	775.00	545.00
Centrex Message Signal Interface - Expanded (CMSI-E)					
per system 1200 baud ^{/1/} /AEXLX/ each CO after 5 ^{/2/} /ML7AX/	2,200.00	4,100.00 800.00	2,275.00 365.00	1,955.00 300.00	1,500.00 250.00
per system 9600 baud ^{/1/} /AEXHX/ each CO after 5 ^{/2/} /ML7AX/	2,600.00	4,900.00 800.00	2,895.00 365.00	2,425.00 300.00	1,900.00 250.00

/1/ Requires a 3002 Dedicated Communications Service Channel between the customer premises and serving Central Office.

/2/ Not available to customers who choose the Remote Activation of Message Waiting Indicator-Alternate Network Delivery option.

/3/ Effective September 30, 2024, customers may not establish new term plans greater than 12 months for Centrex service, and existing term plans greater than 12 months may not be renewed or extended for a term greater than 12 months. Effective September 1, 2025, upon expiration of an existing Term Payment Plan (TPP), Centrex Services will continue at the 12-month TPP rates in effect at expiration, subject to the Company's right, on 30 days' prior notice to customer to modify the applicable rates and terms. (C)

1. CENTREX SERVICE (cont'd)**F. Prices (cont'd)****1. Service Elements (cont'd)**

Description /Billing Code/	Nonrecurring Charge	1 Month	Monthly Payment Term Payment Plans		
			36 ^{/2/} Months	60 ^{/2/} Months	84 ^{/2/} Months
Centrex Network Manager ^{/1/}					
Service Establishment Charge /SEPNM/	\$1,300.00				
Switch Connection, per switch /S9W/	400.00	\$275.00	\$150.00	\$150.00	\$150.00
System Access, per concurrent user					
- Dedicated/Virtual Access /S9ALX/	325.00	75.00	65.00	50.00	40.00
- Dial-Up/Dial-Out Connection /S9ADX/	150.00	125.00	110.00	100.00	90.00
Map Pass Thru, per line /D6X/	2.00	3.00	2.25	2.00	2.00
- Query database, per line /D5Q/	2.00	.30	.25	.25	.25
Operational Measurements, per line /RUR/	-	.50	.10	.10	.10
- Subscriber Line Usage Reports /ROS/	-	.10	.10	.10	.10
- Killer Trunk Reports /RON/	-	.10	.05	.05	.05

/1/ Effective January 30, 2009, Centrex Network Manager is no longer available for new installations. Existing customers may keep current arrangements in place until they move, but may not add any additional capabilities or features with Centrex Network Manager.

/2/ Effective September 30, 2024, customers may not establish new term plans greater than 12 months for Centrex service, and existing term plans greater than 12 months may not be renewed or extended for a term greater than 12 months. Effective September 1, 2025, upon expiration of an existing Term Payment Plan (TPP), Centrex Services will continue at the 12-month TPP rates in effect at expiration, subject to the Company's right, on 30 days' prior notice to customer to modify the applicable rates and terms.

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1. CENTREX SERVICE (cont'd)**F. Prices (cont'd)****1. Service Elements (cont'd)**

Description /Billing Code/	Nonrecurring Charge	1 Month	Monthly Payment Term Payment Plans		
			36 ^{/2/} Months	60 ^{/2/} Months	84 ^{/2/} Months
Centrex Network Manager^{/1/} (cont'd)					
SMDR-Premium, per line /S6P/	-	\$0.50	\$0.20	\$0.15	\$0.10
- Ameritech resends data, per occurrence /NR9NF/	\$250.00	-	-	-	-
- Slower speed access (spooled leased line only) /SLP/	100.00	100.00	100.00	100.00	100.00
- Storage, per line					
30 days /RS5AX/	-	.20	.10	.10	.10
45 days /RS5BX/	-	.30	.15	.15	.15
- Station to station detail /D6D/	-	.10	.10	.10	.10
Centrex Routed Number					
Route index establishment charge per route established	150.00				
Per telephone number routed		.25	.25	.25	.25

/1/ Effective January 30, 2009, Centrex Network Manager is no longer available for new installations. Existing customers may keep current arrangements in place until they move, but may not add any additional capabilities or features with Centrex Network Manager.

/2/ Effective September 30, 2024, customers may not establish new term plans greater than 12 months for Centrex service, and existing term plans greater than 12 months may not be renewed or extended for a term greater than 12 months. Effective September 1, 2025, upon expiration of an existing Term Payment Plan (TPP), Centrex Services will continue at the 12-month TPP rates in effect at expiration, subject to the Company's right, on 30 days' prior notice to customer to modify the applicable rates and terms.

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1. CENTREX SERVICE (cont'd)**F. Prices (cont'd)****1. Service Elements (cont'd)**

Description /Billing Code/	Nonrecurring Charge	1 Month	Monthly Payment Term Payment Plans		
			36 ^{/1/} Months	60 ^{/1/} Months	84 ^{/1/} Months
Centrex Station Identification (CSI)					
- per CTX tie line group equipped /STNPG/	\$1,500.00	-	-	-	-
- per tie line arranged /STN/	-	\$6.50	\$5.00	\$5.00	\$5.00

Centrex Virtual Network (CVN)

The following equation based on CCS and distance is used to determine the applicable monthly charge. The number of remote lines located 0 to 15 miles and 15 or more miles from the Hub location are used in the equation.

$$(\text{Total remote lines within 0 to 15 miles})(\$CCS)/(\text{Total remote lines in Network}) + (\text{Total remote lines beyond 15 miles})(\$CCS)/(\text{Total remote lines in Network}) + \$1.00 = \text{Price per line per month (Rounded to the nearest multiple of $.05)}$$

CCS Values

CCS	0-15 Miles		15+Miles	
Max. 2.5	/X 16KFX/	\$2.20	/X 16KFX/	\$ 5.40
Max. 3.5	/X 16KFX/	3.30	/X 16KFX/	8.10
Max. 4.5	/X 16KFX/	4.40	/X 16KFX/	10.80
Max. 5.5	/X 16KFX/	5.50	/X 16KFX/	13.50
Max. 8.0	/X 16KFX/	7.70	/X 16KFX/	18.90

The Company reserves the right to reassess the pricing of the customer's network if the negotiated CCS is exceeded.

Nonrecurring Charges and charges/prices for optional Out Of Network Numbers are found under the Area Wide Networking feature described elsewhere in this offering.

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1. CENTREX SERVICE (cont'd)

F. Prices (cont'd)

1. Service Elements (cont'd)

Description <u>/Billing Code/</u>	Nonrecurring <u>Charge</u>	1 <u>Month</u>	Monthly Payment <i>Term Payment Plans</i>		
			36 ^{/2/} <u>Months</u>	60 ^{/2/} <u>Months</u>	84 ^{/2/} <u>Months</u>
Centrex Virtual Network (CVN) (cont'd)					
OMNIPRESENCE CVN^{/1/}					
Remote OmniPresence CVN per line/channel /300 16KFX/	-	\$15.00			

/1/ For Nonrecurring Charges, see *Area Wide Networking, per network* feature described elsewhere in this offering.

/2/ Effective September 30, 2024, customers may not establish new term plans greater than 12 months for Centrex service, and existing term plans greater than 12 months may not be renewed or extended for a term greater than 12 months. Effective September 1, 2025, upon expiration of an existing Term Payment Plan (TPP), Centrex Services will continue at the 12-month TPP rates in effect at expiration, subject to the Company's right, on 30 days' prior notice to customer to modify the applicable rates and terms.

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1. CENTREX SERVICE (cont'd)

F. Prices (cont'd)

1. Service Elements (cont'd)

Description <u>/Billing Code/</u>	Nonrecurring <u>Charge</u>	1 <u>Month</u>	Monthly Payment <i>Term Payment Plans</i>		
			36 ^{/1/} <u>Months</u>	60 ^{/1/} <u>Months</u>	84 ^{/1/} <u>Months</u>
Centrex Virtual Network (CVN) (cont'd)					
OMNIPRESENCE CVN (cont'd)					
Hub OmniPresence CVN per each channel /1U2F1/	-	\$43.00	-	-	-

/1/ Effective September 30, 2024, customers may not establish new term plans greater than 12 months for Centrex service, and existing term plans greater than 12 months may not be renewed or extended for a term greater than 12 months. Effective September 1, 2025, upon expiration of an existing Term Payment Plan (TPP), Centrex Services will continue at the 12-month TPP rates in effect at expiration, subject to the Company's right, on 30 days' prior notice to customer to modify the applicable rates and terms.

1. CENTREX SERVICE (cont'd)**F. Prices (cont'd)****1. Service Elements (cont'd)**

Description /Billing Code/	Nonrecurring Charge	1 Month	Monthly Payment Term Payment Plans		
			36 ^{/1/} Months	60 ^{/1/} Months	84 ^{/1/} Months
Conference Services					
six port conference circuit, each /EQ6/	\$ 50.00	\$60.00	\$57.50	\$57.50	\$57.50
Linking with four additional conference ports, each arrangement /EQ6PA/	65.00	40.00	40.00	40.00	40.00
Conferencing Preset per group /MO9/	400.00	30.00	25.00	25.00	25.00
Privacy Release Conference Control per system equipped /PE8PS/	2,300.00				
per line /PE8/	25.00	20.00	20.00	20.00	20.00
Customized Call Diverting					
public or private network facilities per system /RSHPS/	165.00				
Data Path Critical Path Restoration					
- per data path line /ZCFPR/		30.00	17.00	16.00	15.00

/1/ Effective September 30, 2024, customers may not establish new term plans greater than 12 months for Centrex service, and existing term plans greater than 12 months may not be renewed or extended for a term greater than 12 months. Effective September 1, 2025, upon expiration of an existing Term Payment Plan (TPP), Centrex Services will continue at the 12-month TPP rates in effect at expiration, subject to the Company's right, on 30 days' prior notice to customer to modify the applicable rates and terms.

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1. CENTREX SERVICE (cont'd)**F. Prices (cont'd)****1. Service Elements (cont'd)**

Description /Billing Code/	Nonrecurring Charge	1 Month	Monthly Payment Term Payment Plans		
			36 ^{/1/} Months	60 ^{/1/} Months	84 ^{/1/} Months
Do Not Disturb					
- per line /ZDMDB/	\$5.00	\$3.00	\$2.00	\$2.00	\$2.00
- per group of lines /DJDPG/	50.00	4.00	4.00	4.00	4.00
Dial Plan for Advanced Solutions(DPAS)					
Per DPAS Dial Plan established or Centrex Dial Plan or System added /SEPA3/	200.00				
Basic Dial Plan option, per Centrex Stn /D6PAB/	1.00	.50			
Deluxe Dial Plan option, per Centrex Stn /D6PAD/	1.00	1.75			
	-				

/1/ Effective September 30, 2024, customers may not establish new term plans greater than 12 months for Centrex service, and existing term plans greater than 12 months may not be renewed or extended for a term greater than 12 months. Effective September 1, 2025, upon expiration of an existing Term Payment Plan (TPP), Centrex Services will continue at the 12-month TPP rates in effect at expiration, subject to the Company's right, on 30 days' prior notice to customer to modify the applicable rates and terms.

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1. CENTREX SERVICE (cont'd)**F. Prices (cont'd)****1. Service Elements (cont'd)**

Description /Billing Code/	Nonrecurring Charge	1 Month	Monthly Payment Term Payment Plans		
			36 ^{/1/} Months	60 ^{/1/} Months	84 ^{/1/} Months
High Speed Data per line /DP9/	\$419.00	\$12.00	\$10.00	\$9.50	\$9.50
Music On Hold Interface per system /MOH/ (Requires a Dedicated Communications Services channel)	185.00	18.00	16.00	16.00	16.00
Network Number Display per system /NKVPS/ per customer group /NKVPG/	3,750.00 45.00				
per trunk group /NKVTG/	25.00				
per trunk /NKVPT/	25.00				
Network Speed Calling per 100 number block speed call list, or fraction thereof /NWSPS/	100.00	2.50	2.50	2.50	2.50

/1/ Effective September 30, 2024, customers may not establish new term plans greater than 12 months for Centrex service, and existing term plans greater than 12 months may not be renewed or extended for a term greater than 12 months. Effective September 1, 2025, upon expiration of an existing Term Payment Plan (TPP), Centrex Services will continue at the 12-month TPP rates in effect at expiration, subject to the Company's right, on 30 days' prior notice to customer to modify the applicable rates and terms.

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1. CENTREX SERVICE (cont'd)**F. Prices (cont'd)**

1. Service Elements (cont'd)

Description /Billing Code/	Nonrecurring Charge	1 Month	Monthly Payment Term Payment Plans		
			36 ^{/1/} Months	60 ^{/1/} Months	84 ^{/1/} Months
Personal Call Screening per system /EV3/	\$ 50.00	\$ 5.00	\$ 5.00	\$ 5.00	\$ 5.00
Private Facility Access Termination					
<u>Line Side Access</u> (apply the price for a Basic Centrex line(s))					
<u>Trunk Side Access</u> Analog 2-Wire Termination per arrangement /2PV/	105.00	45.00	35.00	35.00	35.00
Analog 4-Wire Termination per arrangement /4PV/	105.00	45.00	35.00	35.00	35.00
DS1 Connection (24 channel digital termination) each arrangement /D1E1X/	1,500.00	350.00	300.00	285.00	270.00

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1. CENTREX SERVICE (cont'd)**F. Prices (cont'd)**

1. Service Elements (cont'd)

Description /Billing Code/	Nonrecurring Charge	1 Month	Monthly Payment Term Payment Plans	
			36 Months ^{/1/}	60 Months ^{/1/}
Private Facility Access Termination (cont'd)				
<u>Trunk Side Access</u>				
PRI Connection (24 channel digital termination) each arrangement /DUG1X/	\$2,000.00	\$450.00	\$440.00	\$430.00
<u>Optional Features</u>				
“D” Channel Backup, each/ZPBXD/	200.00	120.00	115.00	110.00
Network Ring Again, per arrangement /ZRA/	400.00	75.00	65.00	55.00
Network Name Display, per arrangement /ZNN/	400.00	75.00	65.00	55.00

/1/ Effective September 30, 2024, customers may not establish new term plans greater than 12 months for Centrex service, and existing term plans greater than 12 months may not be renewed or extended for a term greater than 12 months. Effective September 1, 2025, upon expiration of an existing Term Payment Plan (TPP), Centrex Services will continue at the 12-month TPP rates in effect at expiration, subject to the Company's right, on 30 days' prior notice to customer to modify the applicable rates and terms.

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1. CENTREX SERVICE (cont'd)**F. Prices (cont'd)****1. Service Elements (cont'd)**

Description /Billing Code/	Nonrecurring Charge	1 Month	Monthly Payment Term Payment Plans		
			36 ^{/1/} Months	60 ^{/1/} Months	84 ^{/1/} Months
Priority Console Alerting					
- per system/A5VSY/	\$900.00	-	-	-	-
- per customer group /A5VPG/	3.50	-	-	-	-
- per console /A5VCN/	35.00	-	-	-	-
Queue Slots					
- per slot /AQA/	10.00	\$4.00	\$3.00	\$3.00	\$3.00

/1/ Effective September 30, 2024, customers may not establish new term plans greater than 12 months for Centrex service, and existing term plans greater than 12 months may not be renewed or extended for a term greater than 12 months. Effective September 1, 2025, upon expiration of an existing Term Payment Plan (TPP), Centrex Services will continue at the 12-month TPP rates in effect at expiration, subject to the Company's right, on 30 days' prior notice to customer to modify the applicable rates and terms.. (C)

1. CENTREX SERVICE (cont'd)**F. Prices (cont'd)****1. Service Elements (cont'd)**

Description <u>/Billing Code/</u>	Nonrecurring <u>Charge</u>	1 <u>Month</u>	Monthly Payment <i>Term Payment Plans</i>		
			36 ^{/1/} <u>Months</u>	60 ^{/1/} <u>Months</u>	84 ^{/1/} <u>Months</u>
Speed Call Pause Insertion					
- per customer group /P1SPG/	35.00	-	-	-	-
Station Controlled Conference (6 Port)					
- per system /EAAPS/	25.50	-	-	-	-
- per customer group /EAAPG/	-	5.25	4.00	4.00	4.00
- per station /ZCQF6/	.50	-	-	-	-
Station Controlled Conference (30 Port)					
- per system /C3RPS/	500.00	-	-	-	-
- per customer group /C3RPG/	-	7.50	5.00	5.00	5.00

/1/ Effective September 30, 2024, customers may not establish new term plans greater than 12 months for Centrex service, and existing term plans greater than 12 months may not be renewed or extended for a term greater than 12 months. Effective September 1, 2025, upon expiration of an existing Term Payment Plan (TPP), Centrex Services will continue at the 12-month TPP rates in effect at expiration, subject to the Company's right, on 30 days' prior notice to customer to modify the applicable rates and terms.

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1. CENTREX SERVICE (cont'd)**F. Prices (cont'd)**

1. Service Elements (cont'd)

Description /Billing Code/	Nonrecurring Charge	1 Month	Monthly Payment Term Payment Plans		
			36 ^{/2/} Months	60 ^{/2/} Months	84 ^{/2/} Months
Station Call Through Test					
- per customer /SAT/	\$2,750.00	\$65.00	\$50.00	\$45.00	\$40.00
Station Message Detail Recording					
Central Office ^{/1/}					
per system /CSH/	1,000.00	75.00	60.00	60.00	60.00
per facility terminated /SMDPT/	50.00	2.50	2.50	2.50	2.50
Premises ^{/1/}					
per system /MDR/ (Requires a Dedicated Communications Services channel or a dial-up exchange access line)	1,600.00	300.00	300.00	300.00	300.00
per termination /SMDPT/	50.00	2.50	2.50	2.50	2.50

/1/ Effective December 18, 1998, this feature is no longer available to new *Centrex Service* customers or to existing customers expanding their current systems.

/2/ Effective September 30, 2024, customers may not establish new term plans greater than 12 months for Centrex service, and existing term plans greater than 12 months may not be renewed or extended for a term greater than 12 months. Effective September 1, 2025, upon expiration of an existing Term Payment Plan (TPP), Centrex Services will continue at the 12-month TPP rates in effect at expiration, subject to the Company's right, on 30 days' prior notice to customer to modify the applicable rates and terms.

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1. CENTREX SERVICE (cont'd)**F. Prices (cont'd)****3. Payment Plans**

- **Month to Month**

The minimum period is one month, unless otherwise specified.

- **Term Payment Plans**^{/1/}

The Contract Plan is a payment plan that allows customers to pay a fixed price for equipment and service over optional payment periods (terms). A different monthly price applies for the duration of each payment period. The monthly price varies inversely with the length of the payment period, e.g., the monthly price for a shorter period is greater than that for a longer period.

Contract Plans are available for payment periods of 12 Months, 24 Months^{/1/}, 36 Months^{/1/}, 60^{/1/} Months or 84^{/1/} Months. (C)

The 12 Month term is also available as a 12 Month verbal agreement. The customer will receive written notification of their selection outlining the details of the agreement.

During the effective term of a Contract Plan period, the monthly price is not subject to Company-initiated changes for payment periods longer than one month.

Service covered by a 12 or 24^{/1/} months contract includes: (C)
Centrex Intercommunication lines

Services covered by a 3^{/1/6}, 60^{/1/} or 84^{/1/} months contract include: (C)
Centrex Intercommunication lines
Centrex Local Loops (The duration for a local loop TPP must be identical to the duration of the TPP for the basic and optional features. The local loops will be priced at the prices specified in the Centrex Local Loop Matrix (Section 5.2 of the Tariff) on the day of the signing of the contract.)
Optional System Features (no Termination Liability applies)
Optional Line Features (no Termination Liability applies)

The same payment plan must apply to Intercommunication lines and features

Service not covered by a 12, 24^{/1/}, 36^{/1/}, 60^{/1/} or 84^{/1/} months contract includes: (C)
End User Common Line Charge (EUCL)

^{/1/} Effective September 30, 2024, customers may not establish new term plans greater than 12 months for Centrex service, and existing term plans greater than 12 months may not be renewed or extended for a term greater than 12 months. Effective September 1, 2025, upon expiration of an existing Term Payment Plan (TPP), Centrex Services will continue at the 12-month TPP rates in effect at expiration, subject to the Company's right, on 30 days' prior notice to customer to modify the applicable rates and terms. (C)

1. CENTREX SERVICE (cont'd)**F. PRICES (cont'd)****3. Payment Plans (cont'd)**

- Term Payment Plans^{/1/} (cont'd)

Contract Options

Prior to the completion of a contract, a customer may enter into a new contract with the same or a larger Line Category for a term equal to, or greater than, the term remaining on the original contract at the prices currently in effect at the time of the new contract. The customer will begin paying the new contract prices on the day of signing the new contract.

'Thank You For Renewing' Credit Option

Effective September 30, 2024, the Thank you for Renewing Credit Option will no longer be available for customers.

Eligible customers are

- month-to-month Centrex customers, or
- renewing Centrex term payment plan contract customers, or
- new customers

who choose either a three, five or seven year term payment plan period. Eligible customers will receive a one-time bill credit of \$50.00 per line, up to a maximum of \$1,500.00 per contract. Existing customers must have 12 months or less on an existing contract or currently be on month-to-month rates. The customer must commit to the highest line category possible given the number of Centrex lines purchased under contract. In addition to the eligibility criteria noted above, the customer must not have had service disconnected for nonpayment, and not have any past due bills for regulated service owed to the Company. This option is not available to customers with Centrex provided under an Individual Case Basis (ICB) offering.

During the last twelve months of a term contract, the customer may extend its contract with the same Line Category for either an additional 12 month or 24^{/1/}-month 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, if applicable, of the contract as extended. Requests to terminate contract extensions will be governed by the terms and conditions found in 1.F.3. following.

Upon expiration of a contract or contract extension, 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 prices currently in effect at the time of expiration of the contract will apply. Once on a month-to-month basis, the customer will have no additional service commitment and will no longer be subject to termination charges. The month-to-month service prices will be subject to Company-initiated price changes.

- /1/ Effective September 30, 2024, customers may not establish new term plans greater than 12 months for Centrex service, and existing term plans greater than 12 months may not be renewed or extended for a term greater than 12 months. Effective September 1, 2025, upon expiration of an existing Term Payment Plan (TPP), Centrex Services will continue at the 12-month TPP rates in effect at expiration, subject to the Company's right, on 30 days' prior notice to customer to modify the applicable rates and terms.

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