

TARIFF DISTRIBUTION

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PURPOSE: This project modifies standard intercept and referral services to refer calls to the standard end office announcement and eliminates all other referral of intercept types.

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.79 211 Dialing Service

A13.79.1 General

- A. 211 Dialing Service is a three digit local dialing arrangement available in specified areas for delivery of general information via voice grade facilities, to the United Way of North Carolina. Pursuant to Federal Communications Commission (FCC) Order 00-256, in CC Docket 92-105 the 211 code has been assigned for access to community information and referral services. In addition, the 211 subscriber must comply with any orders and rules pertaining to 211 Service adopted by the FCC in rulemaking proceeding (CC Docket 92-105).
- B. The Local Calling Area of the 211 Service subscriber will be the basic Local Calling Area defined in A3.5, as facilities permit. If local calling areas are merged, and a 211 number exists in both areas, the 211 subscriber who established the 211 Service first in time will be entitled to retain the 211 Service in the merged local calling area.
- C. 211 Service is limited to use by the United Way of North Carolina, for community resource services.
- D. 211 Service is available from the Company in Company Territory only. To provide access to a 211 number to end users in an independent company territory or to a CLPs end users within the local calling area, the 211 subscriber must make appropriate arrangements with the independent company or CLP serving that territory.
- E. 211 Service can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.).
- F. This service is furnished subject to the availability of the 211 number.
- G. Calls to a disconnected 211 number will be routed to intercept over the announcement facilities for a maximum of 60 days, when the 211 provider is an AT&T subscriber. (C)
- H. Listings may be provided for 211 Service at Rates, Terms and Conditions as specified in Section A6.
- I. Access to 211 Service is not available to the following classes of service:
 - Payphone Service Provider Telephones (PSPs)
 - Hotel/Motel/Hospital Service
 - 1+
 - 0+, 0- (Third-Party Billing, Collect Calls)¹
 - Inmate Service
 - 101XXXX
 - Cellular - Type 2A

In addition, operator assisted calls to the 211 subscriber will not be completed.
- J. 211 Service will not provide calling number information in real time to the 211 subscriber. If the 211 subscriber needs this type of information, the 211 subscriber must subscribe to a compatible Calling Number Identification service in Section A13, as available.
- K. The 211 subscriber is restricted from selling or transferring the 211 number to an unaffiliated entity, either directly or indirectly.
- L. 211 Service will be provided within a maximum of 30 days after the customer's request for service has been processed in order to allow the Company sufficient time for provisioning.

Note 1: Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls and Verification and Emergency Interrupt Service are discontinued.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.81 511 Dialing Service (Cont'd)

A13.81.1 General (Cont'd)

- J.** An "affiliate" of a 511 subscriber is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the 511 subscriber. The term "control" (including the terms "controlling", "controlled by:", and under common control with") means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise.

If a 511 subscriber becomes an affiliate of or is acquired by another 511 subscriber through merger, acquisition, or otherwise, then the affiliated subscribers must surrender all but one 511 number within 6 months of the merger or acquisition.

- K.** 511 will not provide calling number information in real time to the 511 subscriber. If the 511 subscriber needs this type of information, the 511 subscriber must subscribe to a compatible Calling Number Identification service in A13.
- L.** Calls to a disconnected 511 number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 511 provider is a Company subscriber. (C)

A13.81.2 Service Requirements and Conditions

- A.** All requests for 511 must be submitted in writing to the Public Service Commission. The Commission will allocate the 511 code in the specified BLCAs based upon requirements and/or standards established by the FCC.
- B.** Within 30 days of the number assignment, the 511 subscriber must initiate the request for service. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The 511 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company.
- If during this period, the 511 subscriber has failed to establish service or decides to discontinue service establishment, the 511 number will be recalled and the number will be considered available for reassignment as specified in A. If the network has been provisioned for the subscriber, the nonrecurring charge will not be refunded or waived.
- C.** The 511 subscriber, must prior to provisioning of the service, sign a written acknowledgement of possible recall of the 511 number and an agreement to return the code upon receipt of 6 months written notice of such a recall from the Company and abide by all terms and conditions contained in Order 00-256 issued, any subsequent rules which may be identified by the FCC in CC Docket 92-105 regarding the use and return of such 511 codes. If a recall is affected, the Company will work with all 511 subscribers affected by such recall to transfer their service arrangements, to a 7 or 10 digit dialing arrangement within the 6 month notice period. The 511 subscriber will be required to migrate to any standard access arrangement for information services subsequently agreed to by the industry and approved by the FCC. The 511 subscriber will be charged the appropriate Guidebook rates for the establishment of the new access arrangement.
- D.** Only one 7 or 10-digit local number or one 10-digit toll free number may be used as the lead number per basic local calling area. All central offices within a basic local calling area must be pointed to same 7 or 10-digit local number or one 10-digit toll free number. Appropriate rates from Sections A3 and A4 will apply.
- E.** The 511 Dialing Service is provided where facilities permit.
- F.** The 511 subscriber should work separately with cellular companies to ascertain whether Type 1 cellular customers will be able to reach travel information services provided by dialing 511.
- G.** The 511 subscriber should work separately with competing local providers to ascertain that its end user customers will be able to reach travel information services provided by dialing 511.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.82 311 for Non-Emergency Municipal Use

A13.82.1 General

- A. 311 for Non-Emergency Municipal Use (“311”) is a three (3) digit local dialing arrangement available in specified areas for delivery of general information via voice grade facilities. The Federal Communications Commission (FCC) in CC Docket 92-105, assigned the 311 code for access to non-emergency police and other government agencies. The 311 subscriber must comply with any orders and rules pertaining to 311, adopted by the FCC in rulemaking proceeding CC Docket 92-105. Eligible customers that have already received 311 pursuant to the FCC requirements will be considered to be the assignee.
- B. 311 is available from the Company in Company Territory only. To provide access to 311 to end users in an independent company territory or to a Competing Local Providers (CLPs) end users per central office switch, the 311 subscriber must make appropriate arrangements with the independent company or CLP serving that territory. The 311 subscriber should work separately with competing local providers to ascertain that its end user customers will be able to reach non-emergency police and other governmental agencies by dialing 311.
- C. 311 will be assigned to the subscriber on a central office-by-central office basis, as facilities permit. If central offices are merged, and a 311 “point-to” number exists in both central offices, the 311 subscriber who established 311 first in time will be entitled to retain the 311 “point-to” number in the merged central office.
- D. 311 for Non-Emergency Municipal Use is subject to the availability of 311 as an abbreviated dialing code and will be deployed by the Company on a “first come, first served” basis.
- E. 311 for Non-Emergency Municipal Use can be accessed via regular exchange access lines (by individual business lines, PBX trunks, etc.) unless such lines invoke N11 dialing restrictions or other customized dialing restrictions.
- F. Limitations and use of service as stated in Section A2 apply.
- G. Listings may be provided for 311 for Non-Emergency Municipal Use at Rates, Terms and Conditions as specified in Section A6.
- H. Access to 311 is not available to the following classes of service:
 - Payphone Service Provider Telephones (PSPs)
 - Hotel/Motel/Hospital Service
 - 1+
 - 0+, 0- (Third-Party Billing, Collect Calls)¹
 - Inmate Service
 - 101XXXX
 - Cellular - Type 2A

In addition, operator assisted calls to the 311 subscriber will not be completed.
- I. The 311 subscriber is restricted from selling or transferring the 311 code to an unaffiliated entity without prior approval from the Company.
- J. An “affiliate” of a 311 subscriber is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the 311 subscriber. The term “control” (including the terms “controlling”, “controlled by, and under common control with”) means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise.

If a 311 subscriber becomes an affiliate of or is acquired by another 311 subscriber through merger, acquisition, annexation or otherwise, then the affiliated subscribers must surrender all but one (1) 311 number within six (6) months of the merger or acquisition.
- K. 311 will not provide calling number information in real time to the 311 subscriber. If the 311 subscriber needs this type of information, the 311 subscriber must subscribe to a compatible Calling Number Identification service in Section A13.
- L. Calls to a disconnected 311 number will be routed to intercept announcement facilities for a maximum of sixty (60) days, when the 311 subscriber is a Company subscriber. (C)

Note 1: Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls and Verification and Emergency Interrupt Service are discontinued.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.83 811 Call Before You Dig Service

A13.83.1 General

- A.** 811 Call Before You Dig Service (“811”) is a three (3) digit local dialing arrangement used for the North Carolina One Call Center (NCOCC). One call notification is a communication system established by operators of underground facilities and/or state governments to provide a means for excavators and the general public to notify facility operators in advance of their intent to engage in excavation activities.

The North Carolina Utilities Commission ordered the implementation of the use of the 811 abbreviated dialing code for the NCOCC in an order dated February 9, 2006, Docket No. P-100, Sub 158. This service is provided pursuant to the Federal Communications Commission’s (FCC’s) Sixth Report and Order in CC Docket No. 92-105, which designated “811 as the national abbreviated dialing code to be used by state One Call notification systems for providing advanced notice of excavation activities to underground facility operators in compliance with the Pipeline Safety Improvement Act of 2002 (the Pipeline Safety Act).”

- B.** Callers who dial 811 will be routed to the call center via the local 7 or 10 digit or a toll free “point-to” number selected by the One Call Center. There will be no charge to the end user dialing 811.
- C.** Access to 811 is not available to the following:
- Hotel/Motel/Hospital Service
 - 1+
 - 0+, 0- (Third-Party Billing, Collect Calls)¹
 - Inmate Service
 - 101XXXX
 - Cellular - Type 2A
 - Independent Telephone Companies (ICOs)

In addition, operator assisted calls to the 811 subscriber will not be completed.

- D.** 811 will be assigned on a central office-by-central office basis, as facilities permit.
- E.** 811 will be provided under the following conditions.
1. The customer will subscribe to adequate telephone facilities initially and subsequently as may be required, in the judgment of the Company, to adequately handle calls to 811 without impairing the Company's general telephone service or telephone plant.
 2. Calls to a disconnected Public Dialing Service code (including 811) will be routed to intercept announcement facilities for a maximum of sixty (60) days. (C)
 3. Provision of recorded messages and/or announcements associated with 811 Call Before You Dig Service is the sole responsibility of the 811 subscriber.
 4. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this service. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the subscriber.

Note 1: Effective March 19, 2016, Collect, Person to Person, Bill to a Third Number calls and Verification and Emergency Interrupt Service are discontinued.

A112. OBSOLETE CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS**A112.12 ESSX Small, Medium and Large Service - 85 (Cont'd)****A112.12.2 Regulations (Cont'd)****V. (Cont'd)**

3. Charges for main station lines not under contract (Month-to-Month), including minimum service period shall be adjusted as appropriate in those situations where the reclassification will result in a lower rate.

A112.12.3 Definitions**WIRE CENTER DENSITY**

Refers to the average number of main stations (MS) and equivalent main stations (EQ, M.S.) per square mile in the serving wire center area. Wire Center Density Groups are designated "A" and "B" with group "A" having the least density and group "B" having the highest.

OTHER DEFINITIONS - SEE A112.26.

A112.12.4 Intercept Of Calls To Unassigned Station Lines

- A. Incoming calls from the exchange and toll networks to unassigned station lines are intercepted by the same standard central office recorded announcement equipment used to intercept such calls for exchange services. The announcement provided states that the number called is not in service.
- B. Intercommunicating calls to unassigned station lines are intercepted by central office recorded announcement equipment which is common to all ESSX systems served out of the same office. The announcement states that the number is not in service. (C)

A112.12.5 Conversion

- A. (DELETED)

A112. OBSOLETE CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS**A112.13 Digital ESSX Service - 85 (Cont'd)****A112.13.2 Regulations (Cont'd)**

- V. Customer Station Rearrangement (CSR) may be provided with Digital ESSX Service where facilities permit. Rates and charges for CSR will be developed on an individual case basis and will be based on the estimated costs to provide this service.

A112.13.3 Definitions**WIRE CENTER DENSITY**

Refers to the average number of main stations (MS) and equivalent main stations (EQ. MS) per square mile in the serving wire center area. Wire Center Density Groups are designated "A" and "B" with group "A" having the least density and group "B" having the highest.

OTHER DEFINITIONS - SEE A12.13.3

A112.13.4 Intercept of Calls to Unassigned Station Lines

- A. Incoming calls from the exchange and toll networks to unassigned station lines are intercepted by the same standard central office recorded announcement equipment used to intercept such calls for exchange services. The announcement provided states that the number called is not in service.
- B. Intercommunicating calls to unassigned station lines are intercepted by central office recorded announcement equipment which is common to all Digital ESSX systems served out of the same office. The announcement states that the number is not in service. (C)

A112.13.5 Conversion**A. Replacement of Central Office Equipment**

- 1. The rates and charges in this and other tariff sections for Digital ESSX Service and the associated features and services will continue to apply to Digital ESSX subscribers served at a location that is converted through no desire or fault of the subscriber to Digital central office equipment. Should one of the aforementioned existing subscribers wish to utilize features and/or services specific to the Digital central office equipment, the billing for that customer's system will be converted to charges appropriate for the central office equipment providing his service.

A112. OBSOLETE CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A112.20 MultiServ Service (Cont'd)

A112.20.2 Regulations (Cont'd)

S. (Cont'd)

Each ISDN Basic Rate DSL Access Arrangement will be counted as a MultiServ service or MultiServ PLUS service line in determining the total system size.

MultiServ service Optional Features compatible with ISDN may be purchased for use with these ISDN - IBS lines. MultiServ service Feature Groups are not available for use with these ISDN - IBS lines.

ISDN - IBS lines not associated with a MultiServ service or MultiServ PLUS service may not purchase features from this section of the Tariff.

- T.** Expanded local serving Area Calling Plans which are available to MultiServ service and MultiServ PLUS service subscribers in North Carolina include Community Caller Plus. Flat Rate and Measured Rate (Community Caller Plus) service available to the subscriber is outlined in Section A3. of this Tariff.

A112.20.3 Unconditional Satisfaction Guarantee

- A.** If the subscriber is not completely satisfied with MultiServ service within ninety (90) days of the effective billing date, all payments will be handled as indicated in this paragraph.
1. The following charges will be refunded:
 - a. Nonrecurring and recurring charges (up to ninety days recurring billing) for rate elements as specified in this sub-section for MultiServ service.
 - b. Service charges from Section A4. of this Tariff.
 2. The following charges will not be refunded:
 - a. End User Common Line Charges as specified in BellSouth Telecommunications, Inc., FCC No. 1, Section 4.
 - b. Usage Charges from Section A3. of this Tariff.
 3. Customer-provided equipment acquired for use with MultiServ service will not be included in this plan.
 4. This guarantee will not apply to transfers of service, moves, conversions or recasts.
 5. MultiServ service will be disconnected no later than ten (10) days after receipt of notification of dissatisfaction.
 6. Subscribers requesting an extension of the ten (10) day disconnection interval to accommodate installation of a replacement product/service, will be billed the recurring rates for that period, not to exceed six (6) months.
 7. Subscribers must retain continuous service beyond the ninety (90) days via other Local Exchange Services as offered in Section A3. of this Tariff.

A112.20.4 Intercept of Calls

- A.** Rerouting of calls that cannot be completed to the number originally dialed will be offered either standard Intercept or Automatic Number Referral.
1. Intercept - Incoming calls from the exchange and long distance message networks to unassigned station numbers are intercepted by the same standard central office recorded announcement equipment used to intercept such calls for exchange services. The announcement provided states that the number called is not in service.
Intercommunicating calls to unassigned station numbers are intercepted by central office recorded announcement equipment which is common to all subscriber's MultiServ service systems served out of the same office. The announcement states that the number is not in service.

A112. OBSOLETE CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A112.20 MultiServ Service (Cont'd)

A112.20.4 Intercept of Calls (Cont'd)

- A. Rerouting of calls that cannot be completed to the number originally dialed will be offered either standard Intercept or Automatic Number Referral. (Cont'd)
2. Automatic Number Referral - Incoming calls to a telephone number that has been disconnected or changed may be routed to a mechanized announcement that tells the calling party that the number they dialed is not in service. Telephone numbers that are listed in the directory for main station lines will be provided Automatic Number Referral (if desired) at no charge if disconnected or changed. For numbers that are not listed, charges from A112.20.13 apply per telephone number referred. (C)

A112.20.5 Conversions

- A. ESSX Service¹ may be converted to MultiServ service as follows.
 1. Nonrecurring charges from this sub-section will not apply.
 2. Termination Liability/Cancellation Charges for original service will not apply.
 3. Service charges from Section A4. of this Tariff will not apply.
 4. Changes, additions or rearrangements for new lines and/or optional features:
 - a. Nonrecurring charges from this sub-section will apply.
 - b. Service charges from Section A4. of this Tariff will apply.
- B. Subscribers of MultiServ service with analog Feature Groups must, upon the conversion of the central office facilities from analog to digital, convert to a corresponding digital Feature Group.
 1. Conversion will be within thirty (30) days of the central office conversion.
 2. Nonrecurring charges from this sub-section will not apply.
 3. Cancellation charges for original service will not apply.
 4. If subscriber had a Rate Stability Plan in effect, it will continue uninterrupted.
 5. Service charges from Section A4. of this Tariff will not apply.
 6. Changes, additions or rearrangements:
 - a. Nonrecurring charges from this sub-section will apply.
 - b. Service charges from Section A4. of this Tariff will apply.
- C. Subscribers of MultiServ PLUS service may convert to MultiServ service.
 1. Cancellation charge, if in effect, will not apply.
 2. Nonrecurring charges from this sub-section will apply.
 3. Service charges from Section A4. of this Tariff will apply.

A112.20.6 Payment Schedules

- A. General
 1. MultiServ service is offered at the rates and charges indicated in this sub-section.
 2. The rates in this sub-section are offered either as month-to-month rates or may be stabilized for periods of 36 to 59 months or 60 to 120 months with a Rate Stability Plan. A subscriber may not have month-to-month rates on a system with Rate Stability.
 3. MultiServ service under month-to-month rates is subject to Company initiated rate changes pending North Carolina Utilities Commission approval.
 4. Subscribers may apply for rates developed and offered via a Contract Service Arrangement in accordance with North Carolina Utilities Commission rules.

Note 1: Denotes ESSX-1 service, ESSX service - VS, S, M, L or Digital ESSX service - VS, S, M, L.

A112. OBSOLETE CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A112.26 ESSX® Service - Vintage II (Cont'd)

A112.26.3 Definitions (Cont'd)

UNIFORM CALL DISTRIBUTION (UCD)

See Station Hunting Arrangements

A112.26.4 Intercept Of Calls To Unassigned Station Lines

- A. Incoming calls from the exchange and toll networks to unassigned station lines are intercepted by the same standard central office recorded announcement equipment used to intercept such calls for exchange services. The announcement provided states that the number called is not in service.
- B. Intercommunicating calls to unassigned station lines are intercepted by central office recorded announcement equipment which is common to all subscriber systems served out of the same office. The announcement states that the number is not in service. (C)

A112.26.5 Conversion

- A. Conversion of No. 1 or 1A ESS served Centrex C.O. Services to ESSX® service
 - 1. Conditional Requirements - Customers with Centrex C.O. Services may elect to convert to ESSX® service at no charge provided the following conditions are met.
 - a. The Centrex - C.O. Service must be provided from No. 1 or 1A Electronic Switching System (ESS) central offices.
 - b. The customer's system must continue to be served by the same central office equipment.
 - c. There must be no interruption of service, and
 - d. No moves, changes or additions in existing station lines, terminating arrangements, or optional features are requested by the customer.
 - e. Centrex C.O. Service converting to ESSX® service must elect one of the following options:
 - (1) Month-to-Month Payment Plan (One month option)
 - (2) Term Payment Plan of 36, 60 or 84 months
- B. Conversion of ESSX-1 service to ESSX® service
 - 1. When a customer whose present ESSX-1 service elects to convert to ESSX® service, installation and service charges do not apply to Common Equipment, in-service station lines, terminating arrangements, toll diversion and toll restriction equipped station lines, conference arrangements and other optional features and/or services provided that all of the following conditions are met:
 - a. The customer's system must continue to be served by the same central office equipment,
 - b. There must be no interruption of service, and
 - c. There are no moves, changes or additions in existing station lines, terminating arrangements, or optional features requested by the customer.
 - d. A Service Charge as specified in Section A4. of this Tariff will apply.
 - 2. Customers with ESSX-1 service converting to ESSX® service must elect a payment period equal to or greater than the unexpired portion of their current payment plan. The following options are available.
 - a. Month-to-Month Payment Plan (One month option)
 - b. Term Payment Plan of 36, 60 or 84 months
- C. Replacement of Number 1/1A ESS Central Office Equipment
 - 1. The rates and charges in this and other tariff sections for ESSX® service and the associated features and services will continue to apply to existing ESSX® service subscribers served at a location that is converted through no desire or fault of the subscriber to other than Number 1/1A ESS central office equipment. Should one of the aforementioned existing subscribers wish to utilize features and/or services specific to the non-Number 1/1A ESS equipment, the billing for the customer's system will be converted to rates and charges appropriate for the central office equipment providing his service.

A112. OBSOLETE CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A112.28 Digital ESSX® Service - Vintage II (Cont'd)

A112.28.3 Definitions (Cont'd)

THREE-WAY CALLING

Allows a station user to add a third party to an existing two-party conversation.

TOLL DIVERSION

Toll Diversion automatically denies a subscriber's Digital station direct dialing access to the long distance message network. Station users attempting to place such calls are diverted to the attendant.

TOLL RESTRICTION

Toll restriction automatically denies a subscriber's Digital station direct dialing access to the long distance message network. Station users attempting to place such calls will receive an announcement to indicate that access is denied.

In exchanges where expanded local plans are offered, ESSX® service customers who subscribe to Community Caller Plus Service and Toll Restriction may restrict calls to expanded local calling area exchanges outside the local calling area specified in A3.5 of this Tariff.

TRUNK EQUIPMENT

See Miscellaneous Line Termination.

TRUNK VERIFICATION FROM STATION

Permits a designated Digital ESSX® service station to verify the condition of the trunks in the Digital ESSX® service by dialing a predefined access code, the trunk group access code and the member number of the trunk to be verified.

UNIFORM CALL DISTRIBUTION (UCD)

See Station Hunting Arrangements

A112.28.4 Intercept Of Calls To Unassigned Station Lines

- A. Incoming calls from the exchange and toll networks to unassigned station lines are intercepted by the same standard central office recorded announcement equipment used to intercept such calls for exchange services. The announcement provided states that the number called is not in service.
- B. Intercommunicating calls to unassigned station lines are intercepted by central office recorded announcement equipment which is common to all subscriber's Digital systems served out of the same office. The announcement states that the number is not in service. (C)

A112.28.5 Conversion

- A. Replacement of Central Office Equipment
 - 1. The rates and charges in this and other tariff sections for ESSX® service and the associated features and services will continue to apply to ESSX® service subscribers served at a location that is converted through no desire or fault of the subscriber to Digital central office equipment. Should one of the aforementioned existing subscribers wish to utilize features and/or services specific to the Digital central office equipment, the billing for that customer's system will be converted to charges appropriate for the central office equipment providing his service.
- B. Conversion of Centrex or ESSX® service¹ to Digital ESSX® service
 - 1. When a customer whose present Centrex or ESSX® service elects to convert to Digital ESSX® service, installation and service charges do not apply to Common Equipment, in-service station lines, terminating arrangements, toll diversion and toll restriction equipped station lines, conference arrangements and other optional features and/or services provided each of the following conditions are met:
 - a. The Customer's system must continue to be served by the same central office equipment or the customer is moved to other central office equipment at the Company's instance.
 - b. There must be no interruption of service, and

Note 1: Denotes ESSX-1 service or ESSX® service-S, M, L.