

5.1. CENTREX SERVICE (CS)

5.1.1 DIGITAL CENTREX SERVICE

A. DESCRIPTION

Digital Centrex Service (DCS) is a flat rate business service with regulations, features, descriptions, and rates and charges described in this section. DCS is a central office based Touch-Tone service provided from suitably equipped digital central office facilities and where operating conditions permit.

B. REGULATIONS

1. The Company reserves the right to approve any service request.
2. Some standard and optional features may not be available in any given location, depending on the central office technology being deployed.
3. A customer's primary location must be served by a digital central office to be under the jurisdiction of this service offering. Those DCS customers whose primary location is digitally served and who also have Centrex systems in other non-digital central offices of the Company may utilize the DCS service offering for all of their Centrex services.
4. This section applies to the Digital Centrex Service general offering only. DCS is considered to be a system offering. No equivalent DCS rate element from this section may be utilized for other guidebook, tariffed or contracted exchange services with the following exception: other Centrex or DCS contractual agreements may utilize the rate elements herein described only for features and functions not available in their service agreements with the Company if available. (N)
5. All telephones, consoles, or any terminal devices residing on the customer's premise shall be provided by the customer.
6. Any tie line, mileage, wiring or other system or station feature or functionality that may be required for DCS Service that is not specified in this section may be acquired pursuant to other Centrex service offerings, existing Guidebook provisions or F.C.C. tariffs, or in the absence of appropriate pricing jurisdiction, by contractual agreement (if offered).

5.1. CENTREX SERVICE (CS)

5.1.1 DIGITAL CENTREX SERVICE (Cont'd)

B. REGULATIONS (Cont'd)

7. The customer primary location shall be the customer's service address, unless otherwise requested by the customer and approved by the Company.

8. DCS Rate Stability

This DCS offering permits customers, in specific rate bands, with protection against Company-initiated rate increases for a set period of time. Time period options range from two to seven^{/1/} years, unless modified by the Company. Rate stability includes only those rate elements listed in this section with the exception of System Establishment Charges (I.H.1), and non-recurring charges (I.H.5 and 6). All other rate elements are not rate stabilized and are subject to rate changes.

(N)

- a. The rate stability DCS customer assumes the obligation for billing for 75% of the DCS lines in service at the time of subscription for the length of the term. The line rate for all lines below the 75% requirement shall be comprised of the End User Common Line charge, trunking charges, standard feature charges, and the appropriate DCS line rate. Any reductions in the number of DCS lines below the 75% commitment will not reduce the payments for the duration of the term, unless termination charges are applied as described below.
- b. All DCS lines in the system, regardless of location, will be billed under the same rate stability conditions. Nonrecurring charges are not covered by rate stability. Rate stability customers are subject to all appropriate nonrecurring charges for additions, moves or changes. Rate stability requires that the customer's primary location continue to be in the same central office, or in another suitable Company digital central office.

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

5.1. CENTREX SERVICE (CS)

5.1.1 DIGITAL CENTREX SERVICE (Cont'd)

B. REGULATIONS (Cont'd)

- c. If a rate stability agreement is canceled completely or in part by the customer or is terminated for cause by the Company prior to the expiration of the agreed upon payment period, the customer shall be required to pay a sum determined by the application of the formula below:

$$\begin{array}{l} \text{TERMINATION} \\ \text{CHARGE} \end{array} = \begin{array}{l} 75\% \text{ OF THE DCS} \\ \text{LINES IN SERVICE} \\ \text{AT THE} \\ \text{ESTABLISHMENT} \end{array} \times \begin{array}{l} \text{DOLLAR AMOUNT} \\ \text{DETERMINED BY} \\ \text{FORMULA IN a.} \\ \text{ABOVE} \end{array} \times \begin{array}{l} \text{NUMBER OF} \\ \text{REMAINING} \\ \text{MONTHS IN THE} \\ \text{CUSTOMER'S} \\ \text{AGREEMENT} \end{array} \times 75\%$$

- d. Any rate stability DCS customer wishing to continue service beyond the end of the agreed upon period may elect one of the following options:

1. Prevailing month to month rates.
2. If offered, a renewal of rate stability with new rates.^{/1/}
3. If offered, any future Company service offering.

- e. Should a customer's line size increase over the rate stability period, the customer may elect to subscribe to the line rates of the appropriate rate band in effect at that time, providing that the remaining rate stability interval is greater than two years^{/2/}. The customer may elect to extend his rate stability period for two or more years (in writing)^{/2/} to take advantage of line growth and the possibility of reduced line rates, but no line rate reduction shall be implemented for remaining rate periods of less than two years. The Company reserves the right to make future rate changes while honoring all current agreements for rate stability. Future customer line growth over the length of the customer's rate stability period will not automatically result in a future rate reduction.

(N)
(N)

/1/ See paragraph 5.1.1.H.8 for applicability of the "Thank You For Renewing" Credit Option.

/2/ Effective September 1, 2013, the 48 and 60 month Payment Plan term periods are no longer available for new installations or renewals of Centrex Service. Centrex 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)

5.1. CENTREX SERVICE (CS)

5.1.1 DIGITAL CENTREX SERVICE

B. REGULATIONS (Cont'd)

- f. With written permission of the Company, the obligation to pay the rate stability charges for the remainder of the plan period may be assigned to another customer for an administrative fee per billed telephone number as shown in Part 3, Section 1 of this Guidebook. In addition to assuming the responsibility to pay for the remainder of the period, the superseding customer assumes the conditions applicable to the rate stability offering at the time of assignment.
9. Nonrecurring charges may be billed in installments with interest. Customers may elect, as an option, to pay 100% of their nonrecurring charges over a period of time not to exceed 12 months. Interest at the rate of 1% per month will be charged on the unpaid balance. If the customer fails to maintain the payment schedule, the entire amount of nonrecurring charges shall become due immediately.
10. The Company will render to the customer two or more sectional bills as determined by the customer. Each sectional bill will be rendered in the name of the customer's DCS Service, who is responsible for the payment of all sectional bills applicable to the service. Sectional billing arrangements may include multiple locations for the same billing name. Multiple location sectional billing is not available to Centrex Joint User Promotion subscribers.
11. Any customer with Customer Change Capability changeable shall be subject to optional feature restrictions that assure appropriate billing as determined by the Company.
12. Station Message Detail Recording is not intended to be a provision of actual billing detail.
13. Changes other than provided in this Guidebook, will be billed on an individual case basis as determined by the Company.
14. Mileage applies to primary and primary interior lines and extensions at secondary locations as shown in this Section H.7.a. (C)
15. When tie lines are furnished to connect a PBX system and a Centrex system the tie lines will be denied access to the local trunk facilities of the Centrex System, except as stated in 16.

5.1. CENTREX SERVICE (CS)

5.1.1 DIGITAL CENTREX SERVICE

B. REGULATIONS (Cont'd)

16. Where facilities and operating conditions permit, Centrex Lines may be terminated as tie lines in a PBX system in lieu of PBX trunks at the rate shown below.

17. In accordance with the Federal Communications Commission (FCC) Order in CC Docket 79-143 amending Part 68 of the Commission's Rules and Regulations, the direct connection of terminal equipment and multiline terminating systems to certain Category III private line services is permitted. The following is required in addition to Rate, at no increase in rate:

a. Signaling Arrangements (except for continuous property)

For off-premises station channels used with PBX, or similar multiline terminating systems arranged for dial signaling.

- Type A - Furnished for station ports capable of operation over channels with a station port resistance in the range of 0-199 ohms. (USOC-SAL)
- Type B - Furnished for station ports capable of operation over channels with a station port resistance in the range of 200-899 ohms (USOC-SAU).
- Type C - Furnished for station ports capable of operations over channels with a station port resistance in the range of 900 ohms or more (USOC-SAY).

b. Refer to Part 2, Section 9 of the Guidebook for Network Interfaces associated with Category III services.

18. Service Migration and Early Termination Charges

If Customer migrates an AT&T Digital Centrex 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.

5.1. CENTREX SERVICE (CS)

5.1.1 DIGITAL CENTREX SERVICE

C. Standard Line Features

The availability and operation of standard line features may vary according to the Company's central office technologies being deployed. Compatible customer-provided terminal equipment is required for certain feature functionality. Features may be ordered individually on a per line basis.

Automatic Callback Calling¹

Call Forwarding

All Calls

Busy Line

No Answer

Remote Access to Call Forwarding

Call Hold

Call Park¹

Call Pickup

Call Transfer

3-Way

Consultation Hold

Call Waiting

DID, CCSA

Intragroup

Originating

Directed Call Pickup

Direct Connect¹

Executive Busy Override¹

Executive Busy Override – Exempt¹

Last Number Redial¹

Speed Calling

6-10

30

50¹

70¹

Network¹

Station Controlled Conference-Six Port (Conference Calling-Six Port)

NOTE 1: Not available to rate band A & B customers with 1-6 Centrex lines.

5.1. CENTREX SERVICE (CS)

5.1.1 DIGITAL CENTREX SERVICE
D. STANDARD CENTREX FEATURES

The availability and operation of standard Centrex features may vary due to different technologies being deployed in the Company's central offices.

Rate Band A & B customers with 1-6 business lines also have standard line features as defined in 5.1.1.C preceding.

Automatic Identification of Outgoing Calls
Class of Service Restrictions
Code Calling Access¹
Code Restrictions and Diversion¹
Custom Access Treatment Codes
Data Protection
Denied Access to Private Facilities¹
Denied Originating Service
Denied Terminating Service¹
Dial Through Attendant¹
Direct Inward Dialing
Direct Outward Dialing
Distinctive Ringing/Call Waiting Tone¹
Dual Tone Multi-frequency Dialing
Hunting
Intercom Dialing¹
Music on Hold^{1,2}
Night Service¹
Toll Restriction
TouchTone
Trunk Answer Any Station¹

NOTE 1: Not available to rate band A & B customers with 1-6 Centrex lines.

NOTE 2: Music on Hold is available as a standard feature only for Rate Band 3 through 5 (customers with over 50 Centrex lines).

5.1. CENTREX SERVICE (CS)

5.1.1 DIGITAL CENTREX SERVICE

E. OPTIONAL FEATURES

1. Attendant

Compatible consoles shall be provided by the customer. The availability and operation of attendant features may vary due to different technologies being deployed in the Company's central offices.

- Access to Code Calling
- Access to Paging
- Busy Line Verification
- Call Transfer
- Call Waiting Lamps
- Camp-On
- Conference
- Control of Facilities
- Dial Through Attendant
- Direct Station Selection
- ID on Incoming Calls
- Indication of Camp-On
- Intercom
- Multiple Console Operation
- Multiple Listed Directory Numbers
- Multi-Position Hunting
- Night Service
- Position Busy
- Tie Trunk Busy Verification
- Toll Diversion to Attendant
- Trunk Group Busy Lamps
- Two-Way Splitting

5.1. CENTREX SERVICE (CS)

5.1.1 DIGITAL CENTREX SERVICE

E. OPTIONAL FEATURES (Cont'd)

2. Line Features

- Centrex Routed Numbers¹
- Centrex Simultaneous Ring One Number
- Centrex Simultaneous Ringing
- Custom Calling Name
- Meet Me Conference – Small¹
- Meet Me Conference – Large¹
- Message Waiting Lamp
- Remote Access to Call Forwarding
- Station Controlled Conference – Large¹
- Universal Call Transfer

Class Features

- Call Return
- Call Screen
- Call Trace
- Caller Identification
- Priority Ringing
- Repeat Dialing
- Selected Call Acceptance
- Selected Call Forwarding
- Visual Message Waiting - Visual or Combined Audio & Visual

NOTE 1: Not available to Rate Band A & B customers with 1-6 Centrex lines.

5.1. CENTREX SERVICE (CS)

5.1.1 DIGITAL CENTREX SERVICE
E. OPTIONAL FEATURES (Cont'd)

3. Set Features¹

- Automatic Answerback
- Automatic Dial
- Station Busy Lamp – Field, Direct Station Selection
- Calling Name Display
- Camp-On
- Electronic Multi-Function Set Interface¹
- Feature Display
- Group Intercom
- Intercom
- Make Set Busy
- Multiple Access Directory Numbers-Multiple Call Arrangement

- Privacy Release
- Query Time and Day

- Virtual Directory Numbers-Secondary

4. System Features¹

The availability and operation of optional system features may vary according to the Company's office technology being deployed. These system features are not available to Rate Band A & B customers with 1-6 Centrex lines.

- Automatic Route Selection
- Call Center Manager, with various optional features (ACD)
- CENTREX Smart
- Centrex Management Service (CMS)
- Customer Change Capability [*Grandfathered, see CMS*]
- Dial Plan for Advanced Solutions (DPAS)
- Direct Digital Interface (DDI)
- System-Wide Dialing
- Station Message Detail recording to Premises - SMDR - P
 - Grandfathered - See Centrex Smart
- Simplified Message Desk Interface
- Uniform Call Distribution

NOTE 1: Not available to Rate Band A & B customers with 1-6 Centrex lines.

5.1. CENTREX SERVICE (CS)**5.1.1 DIGITAL CENTREX SERVICE (Cont.)****F. Feature Descriptions - Standard****1. Standard Line Features****a. Automatic Callback Calling**

Enables callers receiving a busy tone to request that the system call back when both stations are idle.

b. Call Forwarding – All Calls

Is used to transfer all incoming calls from an idle station that does not answer after a specified number of ring cycles, to a pre-selected remote station within the same Centrex group, or to the attendant, or optionally to another telephone number outside the Centrex. Only ten calls can be forwarded simultaneously.

c. Call Forwarding - Don't Answer¹

Automatically diverts unanswered incoming calls to the attendant or an alternate station within the system.

d. Call Forwarding - Busy Line¹

Allows a customer to determine, when stations are busy, incoming calls are automatically diverted to the attendant or an alternate station within the system.

e. Call Pickup

Allows a station to answer incoming calls directed to another station within the same "pickup" group.

f. Directed call Pickup

Allows a station to answer the ringing station in its "directed call pickup group" by dialing an access code and the desired ringing station number.

g. Direct Connect

Instructs the system to automatically call a preassigned number when a station user lifts the handset.

NOTE 1: For Remote Access to Call Forwarding – see 5.1.1.G.2.b. below.

5.1. CENTREX SERVICE (CS)

5.1.1 DIGITAL CENTREX SERVICE (Cont.)

F. Feature Descriptions - Standard

1. Standard Line Features (Cont'd)

h. Call Waiting – DID, CCSA

Provides “call waiting tones” to alert a busy station when a DID call is waiting to be answered.

i. Call Waiting - Intragroup

Provides “call waiting tones” to alert a busy station when an internal station, tieline, or attendant call is waiting to be answered.

j. Call Waiting – Originating

Enables a station to send a call waiting tone when calling a busy station, even if the called station is not equipped with Call Waiting-Intragroup.

k. Call Transfer-Individual, 3-Way and Consultation Hold

Allows a station to transfer an incoming call to another telephone number. The station can then drop out of the call and leave the two parties connected and/or have a 3-way conference call. However, calls cannot be transferred to high risk or international destinations. The capacity to transfer calls to high risk destinations including international calls, is provided by the optional feature as defined in 5.1.1.G.2.c.

l. Call Park

Permits a station user to place a call on hold in a "parking space" designated for that particular station. The parked call can then be retrieved from any station in the system.

m. Executive Busy Override

Enables a station, upon reaching a busy, to interrupt an existing conversation.

5.1. CENTREX SERVICE (CS)

5.1.1 DIGITAL CENTREX SERVICE (Cont.)

F. Feature Descriptions - Standard

1. Standard Line Features (Cont'd)

n. Executive Busy Override-Exempt

Protects a station from the Executive Busy Override feature to guarantee uninterrupted privacy on all calls.

o. Last Number Redial

Enables a station to automatically redial the last number called by depressing the "pound sign".

p. Call Hold

Allows station users to place an existing call on hold, then place another call or answer a waiting call before returning to the originally held call.

q. Speed Calling: Individual 6-10, 30, 50, 70, and/or Group 30, 50, 70

Enables station to create personalized, abbreviated-dial call lists.

r. Network Speed Calling

Provides a station user access to the system wide telephone directory of frequently called numbers.

s. Station Controlled Conference Calling (Conference Calling-Six Port)

Allows a station to establish a six party conference without an attendant's assistance.

5.1. CENTREX SERVICE (CS)**5.1.1 DIGITAL CENTREX SERVICE (Cont.)****G. Feature Descriptions - Optional****1. Attendant****a. Attendant Busy Line Verification**

This feature allows an attendant to determine the busy or idle status of lines within the subscriber group and to break-in on a conversation when the line is busy.

b. Attendant Call Waiting Lamps

The Call Waiting Lamp component provides the multiline hunt group (MLHG) subscriber with a means of monitoring in real time the delay experienced by queued calls. If at least one queued call experiences a delay greater than a subscriber specified threshold, this lights a lamp at the subscribers premises.

c. Attendant Camp-On

This feature alerts a busy directory number that a transferred call from the attendant is waiting to be answered. The attendant can send an incoming call to a busy station. When the busy station becomes idle, it automatically rings and is connected to the waiting call.

d. Attendant Camp-On Indication

A call waiting indication is given to alert the busy party. When the busy station becomes idle, it is alerted and connected to the calling party without attendant intervention.

e. Attendant Conference

This feature allows the attendant to establish a Conference call involving up to 5 parties, not including the attendant (up to six parties in suitably equipped digital central offices).

f. Attendant Control of Facilities

This feature permits an attendant to restrict dial access by all stations to tie lines, foreign exchange lines, and WATS lines by operating a key or dialing a code at the attendant position.

5.1. CENTREX SERVICE (CS)

5.1.1 DIGITAL CENTREX SERVICE

G. Feature Descriptions – Optional (Cont'd)

1. Attendant (Cont'd)

g. Attendant Direct Station Selection

Attendant Direct Station Selection allows an attendant to place calls to stations in the business group by simply depressing a nonlocking pushbutton key associated with the desired station line.

h. Attendant Identification of Incoming Calls

The identification of incoming calls to attendant positions allows the attendant to identify the type of facility that an incoming call was routed over.

i. Attendant Intercom

The intercom features allows a subscriber, upon depressing the intercom key, to directly terminate upon predesignated set.

j. Attendant "Tie Trunk" Verification

This feature allows the attendant to verify that a trunk in a business group is busy.

k. Attendant Dial Through Attendant

This feature allows a subscriber to complete the dialing after the attendant selects the facility.

l. Attendant Multiple Console Operation

Allows for the assignment of multiple consoles.

m. Attendant Multiple Listed Directory Numbers

Allows many listed directory numbers. Each number has a unique lamp so that the attendant can answer appropriately.

n. Attendant Night Service

This service provides for the handling of calls when the attendant is absent. It is usually activated after regular hours on weekends.

5.1. CENTREX SERVICE (CS)

5.1.1 DIGITAL CENTREX SERVICE (Cont'd)

G. Feature Descriptions – Optional (Cont'd)

1. Attendant (Cont'd)

o. Attendant Access To Paging

This feature allows an attendant to gain access to customer provided loudspeaker paging equipment in order to summon a party over speakers located throughout the customer's premises.

p. Attendant Position Busy

Position Busy allows the attendant to make the console busy and unavailable to additional queued calls.

q. Attendant Toll Diversion

This feature intercepts toll or code calls from restricted business group lines and routes them to the attendant (or other designated line).

r. Attendant Trunk Group Busy Lamps

This feature allows the attendant to monitor the level of traffic on customer-selected trunk groups. Each attendant position is capable of monitoring a different set of trunk groups. This feature provides the console attendant with a visual indication when all trunks in a trunk group are busy.

s. Attendant Two Way Splitting

The attendant can talk privately to either the calling party or the called party. The attendant can alternate between the source and the destination as required.

t. Attendant Access to Code Calling

This feature allows attendants and station users to dial an access code and a 2 or 3 digit party code to activate customer provided code-call equipment with a coded signal corresponding to the called code.

5.1. CENTREX SERVICE (CS)

5.1.1 DIGITAL CENTREX SERVICE (Cont'd)

G. Feature Descriptions – Optional (Cont'd)

1. Attendant (Cont'd)

u. Attendant Call Transfer

Attendant Call Transfer allows the called business group station user, while connected to a DID or private network incoming call, to transfer the call to the attendant to transfer the call to another party.

v. Attendant Multi-Position Hunting

Multi-Position Hunting provides the ability to distribute calls over a group of console positions, each of which can handle several types of calls.

w. Station Controlled Conference Calling

Allows a station to establish a six party conference without an attendant's assistance.

5.1. CENTREX SERVICE (CS)

15.1.1 DIGITAL CENTREX SERVICE (Cont'd)

G. Feature Descriptions – Optional (Cont'd)

2. Line Features (Cont'd)

2.A. Centrex CLASS Features (Cont'd)

b. Conditions and Restrictions (Cont'd)

2. There are restrictions regarding public and private agencies receiving and/or sending forward Caller ID information based on public trust and confidence issues. Some restricted agencies are listed in Part 7, Section 1 of this Guidebook. Public or private agencies which request screening or restriction must self-certify to the Company in writing that their request is consistent with the public interest as outlined in Part 7, Section 1 of this Guidebook.
3. Except for willful misconduct or gross negligence of the Company, each customer releases, indemnifies and holds harmless the Company, it's employees and agents, from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by the customer, or by any other party or person, for any business loss, personal injury to or death of any person or persons, or for any loss, damage, or destruction of any property whether owned by the customer or others, arising out of the use of Caller ID or any Centrex service.
4. Access codes to activate or deactivate features listed in this guidebook are standardized codes to Centrex customers. Access code conflicts with existing customer feature arrangements should be resolved in favor of the standard access codes wherever possible. (C)
5. Privacy Features include the ability to block the calling telephone number from being transmitted to the called party. These features are governed by regulations contained in Part 7, Section 1 of this Guidebook.
6. Centrex lines that subscribe to electronic Set Interface, or AT&T Nevada ISDN options have Caller ID as part of their display features. All other CLASS features are subject to rates and charges as described herein. (C)
7. Centrex CLASS features are not included in any feature package, or contract. Centrex CLASS features are subject to rates and charges as specified herein.

5.1. CENTREX SERVICE (CS)

5.1.1 DIGITAL CENTREX SERVICE (Cont'd)

G. Feature Descriptions – Optional (Cont'd)

4. System Features (Cont'd)

- h. Call Center Manager (CCM) (also known as Automatic Call Distribution) - ACD (Cont'd)
 - 1. 800 Service, Foreign Exchange Trunks and Tie Line/Interexchange Channel – Interwire Center Private Lines may be routed directly to the CCM pilot number via a Centrex Primary Line.
 - 2. Lines furnished in a group may consist of Primary, Primary Semi-Restricted, Interior Lines or any combination of such lines provided in H.3 following.
 - 3. Electronic Telephone Features are available at the rates, charges and regulations as set forth in I.H.4 following.
 - 4. When agent positions or supervisor positions are located off premises from the primary service location of the CCM, the service will only be provided to stations serviced by the same central office switch.
 - 5. Tie lines from other PBX or Centrex services may be terminated in the CCM at the rates, charges and regulations applicable to tie line as set forth in the respective tariff or guidebook schedules. (N)
 - 6. Commercial power, including outlets necessary for the operation of the system will be furnished, owned and maintained by the customer.
 - 7. Basic Centrex Features available with the CCM service offering:
 - Call Transfer
 - Touch-Tone Calling Service
 - Intercommunication between stations of the same Centrex

5.1. CENTREX SERVICE (CS)**5.1.1 DIGITAL CENTREX SERVICE (Cont'd)****G. Feature Descriptions – Optional (Cont'd)****4. System Features (Cont'd)****I. CENTREX Dial Plan for Advanced Solutions (DPAS) (Cont'd)****A. DESCRIPTION (Cont'd)**

6. In addition to the CENTREX system establishment charge and non-recurring and monthly recurring charges as set forth in this Catalog at Part 5 Section 1.1.H. Rates and Charges, CENTREX customers that establish DPAS may choose either an Extension or Location Dialing Plan, a calling plan with usage or flat-rate billing options and make DPAS system feature changes.

B. TERMS AND CONDITIONS

1. DPAS is available only to CENTREX customers who currently subscribe to CENTREX service or any new CENTREX subscriber.
2. All stations in a CENTREX system dialing plan must be provisioned with the DPAS feature.
3. Dialing plan options noted in section 6 below do not need to be provisioned with the DPAS feature.
4. All in-network and out-of-network numbers must be the same Customer of Record or legal subsidiary of the Customer of Record.
5. The following DPAS dialing conditions apply:
 - Inter-CENTREX calls must remain intra-LATA and will be handled as usage based or flat rated at the customer's choice.
 - CENTREX-to-non-CENTREX calls can either be usage based or flat rated at the customer's discretion and must be part of the same LATA as the original CENTREX system.
 - CENTREX-to-CENTREX calls will be two-way capable; CENTREX-to-off-network calls will be one way only (i.e., leaving the CENTREX system)
 - For Deluxe Dial Plan option, the Utility must be the intra-LATA carrier (LPIC) for local toll calls when a DPAS call is placed. All other directly dialed, local toll calls will default to the customer's pre-existing LPIC carrier.

5.1. CENTREX SERVICE (CS)

5.1.1 DIGITAL CENTREX SERVICE (Cont'd)

G. Feature Descriptions – Optional (Cont'd)

4. System Features (Cont'd)

I. CENTREX Dial Plan for Advanced Solutions (DPAS) (Cont'd)

B. TERMS AND CONDITIONS (Cont'd)

6. DPAS subscribers must choose between two dialing plan options.
 - Extension Dialing uses the extension number (sequential digits from a seven-digit telephone number) to route the call. This extension number is used to identify an in-network or out-of-network number. Each extension number in the Extension Dialing Option plan must be a unique number without duplication.
 - Location Code Dialing uses a leading identification digit in addition to the extension number to identify an in-network or out-of-network number. This Location Code Dialing permits extension number duplication.
7. DPAS subscribers can choose between Basic or Deluxe billing options. Both billing options are in addition to other applicable CENTREX non-recurring and monthly recurring charges as set forth in Part 5, Section 1.1.H of this Guidebook.
 - Basic Dial Plan Billing - Usage charges apply for both in-network (inter-CENTREX) and out-of-network completed calls.
 - Deluxe Dial Plan Billing – Flat-rate charges apply for both in-network and out-of-network calls completed to telephone numbers in the same Rate Center as the originating Centrex telephone number as set forth in Part 5, Section 1.1.H.4.d.13 following.
8. Calls to an out-of network telephone number in a Rate Center that is different from that of the originating CENTREX telephone number are subject to usage charges.
9. Calls between CENTREX stations at different sites within the same LATA would either be billed on a usage basis or a flat-rate basis, depending on the dial calling plan selected by the customer.
10. DPAS feature modifications are subject to a change charge.
11. DPAS subscribers will not incur a change charge for changing an in-network number to an out-of-network number.

5.1. CENTREX SERVICE (CS)

5.1.1 DIGITAL CENTREX SERVICE (Cont'd)
H. RATES AND CHARGES (Cont'd)

3. DCS Lines

VS+++ indicates billing code for sectional billed accounts
VM+++ Indicates billing code for non-sectional billed accounts

	<u>C.O. Line Connection Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
a. Primary Line ^{1,2,3,4,6,7}			
- Each	\$36.00	RR ⁵	DML++
- Each terminating on a multiline jack	36.00	RR ⁵	DC2++
- Each remote location (Grandfathered)	36.00	RR ⁵	DPY++
b. Primary – Interior Line ^{1,2,3,4,6}			
- Each	36.00	RR ⁵	DC5++
c. Primary – Minimum Line ^{1,6,7}			
- Each to meet the minimum requirement in any rate band	36.00	RR ⁵	DCMNL

NOTE 1: Service connection charges apply as shown in 5.1.1.H.6.a.

NOTE 2: In addition to the line rate, a trunking rate applies for each line.

NOTE 3: In addition to the line rate, an optional interior wiring maintenance charge may apply for each primary line as shown in Part 7.I.D.b.

NOTE 4: In addition to the line rate, the FCC No. 1 access charges apply for each line.

NOTE 5: Monthly rates are applied per applicable rate band and rate period on 5.1.1.H.3.f. and 5.1.1.H.3.g.

NOTE 6: Mileage may apply as shown in 5.1.1.H.7.a.

NOTE 7: In addition to the line rate, a surcharge for the Hearing- and Speech-impaired and a business pass-through tax has been added to each line. This surcharge and tax can be found in Part 2, Section 2.2.6. (C)
(C)
(N)

5.1. CENTREX SERVICE (CS)

5.1.1 DIGITAL CENTREX SERVICE (Cont'd)

H. RATES AND CHARGES (Cont'd)

3. DCS Lines (Cont'd)

f. Monthly Rate – Primary Lines, Primary Interior Lines and Extension Lines

		RATE BANDS						
RATE PERIOD	A 1 Line	B 2-6 Lines	1 7-19 Lines	2 20-49 Lines	3 50-199 Lines	4 200-499 Lines	5 500+ Lines	
Month to Month	VM866	VS867 VM867	VS801 VM801	VS802 VM802	VS803 VM803	VS804 VM804	VS805 VM805	(l)
	\$103.74 ^{/1,2/}	\$103.74 ^{/1/}	\$101.74	\$99.74	\$97.14	\$95.34	\$93.74	
24 Months	--	VS868 VM868	VS821 VM821	VS822 VM822	VS823 VM823	VS824 VM824	VS825 VM825	
		\$19.50	\$17.00	\$15.00	\$12.40	\$10.60	\$9.00	
36 Months	--	VS869 VM869	VS831 VM831	VS832 VM832	VS833 VM833	VS834 VM834	VS835 VM835	
		\$18.00	\$16.50	\$14.50	\$11.90	\$10.10	\$8.50	
48 ^{/4/} Months	--	--	--	VS842 VM842	VS843 VM843	VS844 VM844	VS845 VM845	
				\$14.00	\$11.40	\$9.60	\$8.00	
60 ^{/4/} Months	--	--	--	--	VS853 VM853	VS854 VM854	VS855 VM855	
					\$10.90	\$9.10	\$7.50	
72/84 ^{/3/} Months	--	--	--	--	VS863 VM863	VS864 VM864	VS865 VM865	
					\$10.40	\$8.60	\$7.00	

/1/ Rate Band A customers can choose only a month-to-month rate period.

/2/ Rate Band A customers who have only 1 business line shall be charged single business line End User Common Line (EUCL) charge as described in FCC 1, if applicable.

/3/ This Rate Period/Rate Band was grandfathered effective October 17, 2005.

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

5.1. CENTREX SERVICE (CS)

5.1.1 DIGITAL CENTREX SERVICE (Cont'd)

H. RATES AND CHARGES (Cont'd)

3. DCS Lines (Cont'd)

g. Monthly Rate - Primary Lines to meet minimum

		RATE BANDS						
RATE PERIOD	A 1 Line	B 2-6 Lines	1 7-19 Lines	2 20-49 Lines	3 50-199 Lines	4 200-499 Lines	5 500+ Lines	
Month to Month	VM866	VS867 VM867	VS801 VM801	VS802 VM802	VS803 VM803	VS804 VM804	VS805 VM805	(l)
	\$103.74 ^{/1,2/}	\$103.74 ^{/1/}	\$101.74	\$99.74	\$97.14	\$95.34	\$93.74	
24 Months	--	VS868 VM868	VS821 VM821	VS822 VM822	VS823 VM823	VS824 VM824	VS825 VM825	
		\$19.50	\$17.00	\$15.00	\$12.40	\$10.60	\$9.00	
36 Months	--	VS869 VM869	VS831 VM831	VS832 VM832	VS833 VM833	VS834 VM834	VS835 VM835	
		\$18.00	\$16.50	\$14.50	\$11.90	\$10.10	\$8.50	
48 ^{/4/} Months	--	--	--	VS842 VM842	VS843 VM843	VS844 VM844	VS845 VM845	
				\$14.00	\$11.40	\$9.60	\$8.00	
60 ^{/4/} Months	--	--	--	--	VS853 VM853	VS854 VM854	VS855 VM855	
					\$10.90	\$9.10	\$7.50	
72/84 ^{/3/} Months	--	--	--	--	VS863 VM863	VS864 VM864	VS865 VM865	
					\$10.40	\$8.60	\$7.00	

/1/ Rate Band A customers can choose only a month-to-month rate period.

/2/ Rate Band A customers who have only 1 business line shall be charged single business line End User Common Line (EUCL) charge as described in FCC 1, if applicable.

/3/ This Rate Period/Rate Band was grandfathered effective October 17, 2005.

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

5.1. CENTREX SERVICE (CS)

5.1.1 DIGITAL CENTREX SERVICE (Cont'd)
H. RATES AND CHARGES (Cont'd)

4. Features (Cont'd)	Nonrecurring Charge	Monthly Rate	USOC	
b. Optional Line Features (Cont'd)				
7. Universal Call Transfer - Each line	\$11.00		FRDRV	
8. Centrex Routed Number - Per telephone number routed		\$0.25	R1SCX	(C)
9. Route Index Established charge - Per route established	150.00		SEPR1	
10. Custom Calling name (CCNAM) on Centrex - per station ²	5.00	3.50	NHE	(C)
11. Simultaneous Ring One Number -Per Station ^{1,2}	6.50	2.50	S3S1X	(C)
12. Simultaneous Ring -Per Station ^{1,2}	5.00	5.00	S3M	(C)

NOTE 1: Not available to ISDN Basic Rate Interface (BRI) Stations.

2: Due to a typographical error, the Monthly Rate was inadvertently not shown in prior version.

(N)
(N)

5.1. CENTREX SERVICE (CS)

5.1.1. DIGITAL CENTREX SERVICE (Cont'd)

H. RATES AND CHARGES (Cont'd)

8. "Thank You For Renewing" Credit Option

Eligible customers are those month-to-month Centrex customers, renewing Centrex term payment plan contract customers, or new customers, who choose either a 36-, 48-^{/1/} or 60-^{/1/} month contract term. Eligible customers will receive a one-time bill credit of \$50 per station (Basic stations or Off-Premise stations), up to a maximum of \$1,500 per contract. This credit option is only available to existing Centrex customers (month-to-month or contract), but is not available to customers with more than 12 months remaining on their existing Centrex contract. Standard Centrex termination charges will apply. This credit option is not available to customers covered under an Individual Case Basis (ICB) contract.

9. Nonrecurring Charge Waiver OptionsNew Service

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

Additional Lines

Nonrecurring charges associated with the installation of new Centrex 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.

These Waiver Options are not available to customers covered under an Individual Case Basis (ICB) contract.

/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 Centrex Service. Centrex customers currently on a 48 or 60 month term period may continue service at their existing Payment Plan rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

/2/ Material now appears on Sheet 69.

5.1. CENTREX SERVICE (CS)

5.1.1. DIGITAL CENTREX SERVICE (Cont'd)

H. RATES AND CHARGES (Cont'd)

10. 12 and 24 Month Term Extension Option

With this option, existing Centrex customers who have 12 months or less remaining on their existing term agreement may extend their term agreement for either an additional 12-month or 24-month^{/1/} period at the same rates provided under the original term agreement. Customers may extend their term agreement up to three times. Customers who exercise the option to extend the term of the agreement are not entitled to a different rate based on the overall term of the agreement as extended (i.e., customers with an initial 24-month agreement and extend it by an additional 12 months are not entitled to the rates allowed under a 36-month agreement). The extension will begin on the expiration date of the existing agreement or extension. This extension option is not available to customers covered under an Individual Case Basis (ICB) Contract.

/2/ |
(C) |
/2/

/1/ Effective October 1, 2013, the 24-Month option will no longer be available for customers seeking to extend their contract under this option. (N)
/2/ Material formerly appeared on Sheet 68. (N)