1. CENTREX SERVICE

A. Description

Centrex Service is a local exchange telecommunications service, provided by a telecommunications system located in a Company central office, which controls the switching of:

- Calls from the exchange network to the Centrex lines,
- Calls from the Centrex lines to the exchange network,
- Intercommunicating calls between Centrex lines.

Direct Inward Dialing is provided to the Centrex by line selection in the central office.

Identification of outward dialing is provided for Centrex lines by individual line identification in the central office for those inter-exchange carriers for which the Company renders billing services.

Integrated voice/data communication capability is provided for the transmission of Circuit Switched Voice and Circuit Switched Data, signals on an incoming, outgoing and intercom basis utilizing Integrated Services Digital Network (ISDN) architecture.

Centrex Service offers four types of lines:

- Basic Lines
- Electronic Key Lines
- ISDN Lines (Custom and National)

Centrex Service is offered only as a complete service. The network access and intercommunication portions of the Centrex station line are not provided separately.

1. CENTREX SERVICE (cont'd)

A. Description (cont'd)

Centrex Service is usage sensitive as well as subject to PBX trunk equivalents.

A Centrex station to PBX trunk equivalent schedule is used to determine the quantities of network access lines, PBX Terminations, and the PBX message usage packages so that the prices for Centrex exchange access are equivalent to the exchange access prices for an equal line size PBX system.

TRUNK EQUIVALENCY SCHEDULE

Centrex Station Lines In Use	PBX Trunk Equivalents
2 - 19	2
20 - 28	3
29 - 38	4
39 - 47	5
48 - 57	6
58 - 66	7
67 - 76	8
77 - 85	9
86 - 95	10
96 - 104	11
105 - 114	12
115 - 123	13
124 - 132	14
133 - 142	15
143 - 151	16
152 - 161	17
162 - 170	18
171 - 180	19
181 - 189	20
190 - 199	21
200 - 208	22
209 - 218	23
219 - 227	24
228 - 236	25
237 - 246	26
247 - 255	27
256 - 265	28
266 - 274	29
275 - 284	30
285 - 293	31

Each additional 12 lines or fraction thereof requires one additional trunk.

1. CENTREX SERVICE (cont'd)

A. Description (cont'd)

Retail vs. Retail/Resale Application (Terminology)

Centrex Service is available for the provision of local exchange service directly to the entity using such service to place and receive calls (retail application). Centrex Service is also available to an entity for resale, at retail prices, to its customers (retail/resale application).

In the retail application, the terms customer, subscriber, user, station user, group, group member, account, agent, supervisor or attendant position shall be understood to mean the entity which requested and agrees to pay for Centrex Service or its employees, agents and affiliates.

In the retail/resale application, the terms customer or subscriber shall be understood to mean:

The "Reseller" when the context concerns: ordering service (or, as appropriate, blocking service) for resale to its customers; entering into and terminating payment plans for resold service; requesting repair of resold service, including authorization for the dispatch of service technicians to the Reseller's customer's premises as well as performance of any premises work; and billing responsibility for the provision of Centrex Service ordered by Reseller, and the use, activation or premature termination of service by Reseller's customers; or

The "Reseller's customer" when the context concerns: the service location (premises); the configuration and sizing of the telecommunications system, network, or service resold; and the manner in which the resold service, including any aspects or capabilities of the service, are used, activated, or accessed. Reseller's customer is also the equivalent term of any of the following or similar terms: user, station user, group, group member, account, agent, supervisor or attendant position.

1. CENTREX SERVICE (cont'd)

B. Definitions

Addition
Provision of supplementary service to a customer's installed system up to the capacity of the system.

Downgrade
Enumerated changes to an installed system generally resulting in a decrease in capacity, capability and/or lower monthly charge.

Line Category
The number of lines the customer has selected as the contract commitment.

Payment Plan
A period of time selected by the customer from among those currently offered by the Company, over which the customer agrees to pay a specified price for a product/service.

Removal
Deletion of equipment or service from a customer's installed system.

C. Terms and Conditions

1. Provision of Service

Centrex Service is provided from switching equipment located on the Company premises and is offered for 2 or more lines subject to the availability of facilities. Variations in the switching and control equipment used may cause differences in the operations or availability of certain features. Centrex Service is provided at the option of the Company and is furnished subject to central office switching capacity and the availability of outside plant facilities. Centrex Service is limited to a minimum of 2 lines. Centrex Service requires Network Access (See Other Applicable Charges) except with OmniPresence applications. OPTI-Centrex Basic Lines are provisioned via a Company 1.544 Mbps or higher speed facility with multiplexing.

Each OPTI-Centrex Basic line requires one channel on a Company transport facility plus appropriate multiplexing facilities.

1. CENTREX SERVICE (cont'd)

C. Terms and Conditions (cont'd)

2. Intercept of Calls to Unassigned Station Line Numbers

   Incoming and Intra-group calls to unassigned numbers are intercepted by standard recorded announcement. (C) (D)

3. Suspension of Service

   Suspension of service is not offered for Centrex Service.

4. Centrex Service Guarantee

   Centrex Service Guarantee enables customers to install a Centrex System and if, during or up to 90 days after the initial service is installed, the customer decides not to retain the Centrex service, the System Charge and the nonrecurring charge for installed Centrex and/or Electronic Key lines will be credited to the customer's account provided that:

   - The customer will be responsible for any nonrecurring charges associated with the installation of any new service (Exchange Access lines), other than Centrex service.

   - A customer who requests termination of the Centrex service before expiration of the initial 90 days may have it's prior Company service reconnected without incurring any nonrecurring charges, provided the identical service (Exchange Access Lines) is being reconnected. Any nonrecurring charges attributable to changes from the customer's prior service will be paid by the customer.

   The Centrex Service Guarantee shall not apply to Centrex Systems which include the following optional features; however, a customer selecting Centrex service may add the following features after the expiration of the initial 90 day period and upon payment of any applicable nonrecurring charges:

   - Centrex Message Signal Interface (CMSI)
   - ISDN Centrex (Custom or National)

   Customers selecting the Centrex Service Guarantee may make changes to their Centrex service (station additions, feature changes and additions) subject to the above sub-paragraph.

1. CENTREX SERVICE (cont'd)

C. Terms and Conditions (cont'd)

4. Centrex Service Guarantee (cont'd)

Customers must have a signed confirmation of order and select a 36, 60/1/ or 84/1/ month payment plan. Centrex Service Guarantee is not available for service subscribed to on a month-to-month payment option, temporary service or promotional events. The 90 day trial period will be considered as the first 90 days of the contract. (C)

Customers must have a signed confirmation of order and select a 36, 60/1/ or 84/1/ month payment plan. Centrex Service Guarantee is not available for service subscribed to on a month-to-month payment option, temporary service or promotional events. The 90 day trial period will be considered as the first 90 days of the contract. (C)

Prices, charges, terms and conditions specified elsewhere in the offering for Centrex service shall apply.

5. Transmission Specifications

Basic Line Standard Transmission

The standard transmission specification for basic lines consists of: dial pulse signaling or Dual Tone Multi-Frequency (DTMF) signaling - approximate bandwidth of 300 to 3,000 Hz, loss of 0 to 8.5 dbm at 1004 Hz.

Loop Start Signaling

Basic lines and Electronic Key lines are provided on a single two-wire facility with loop start signaling.

Electronic Key Line Standard Transmission (Non-ISDN)

Electronic Key Lines are provided on a non-loaded loop for access by preprogrammed push button features on compatible Customer Provided Equipment (CPE). The distance limitations from the Company's switching equipment is approximately 2.5 miles. If a customer's premises does not meet transmission requirements in the Technical Reference, Distance Extension will apply in addition to Centrex service charges.

/1/ Effective December 31, 2011, the 84 month Term Payment Plan (TPP) term period is no longer available for new installations or renewals of Centrex Service. Effective September 1, 2013, the 60 month TPP term period is no longer available for new installations or renewals of Centrex Service. Centrex customers currently on a 60 month or 84 month TPP term period may continue service at their existing TPP 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) (C)

1. CENTREX SERVICE (cont'd)

C. Terms and Conditions (cont'd)

5. Transmission Specifications (cont'd)

ISDN Line (Custom and National) Standard Transmission

ISDN lines (Custom and National) are provided on a non-loaded loop for access by preprogrammed push button features on compatible Customer Provided Equipment (CPE). ISDN lines are configured as an ISDN Basic Rate Interface with a capacity of two 64 Kbps "B" channels and one 16 Kbps "D" channel (2B+D).

Integrated Services Digital Network (ISDN) architecture, as recommended in the 1984 recommendation of the International Telegraph and Telephone Consultative Committee (CCITT), provides integrated voice/data communication capability for transmission of Circuit Switched Voice (CSV) and Circuit Switched Data (CSD) signals on an incoming, outgoing and intercommunicating basis.

Valid configurations of services are listed in the Company's ISDN Interface Specifications. If a customer's premises does not meet transmission requirements in the Technical Reference, Distance Extension will apply in addition to Centrex service charges.

- ISDN National lines offer features and capabilities that are more standardized with all types of central office switches.

- ISDN Custom lines offer some features which are not available on ISDN National lines and require the use of proprietary Customer Provided Equipment.

OPTI-Centrex Lines

OPTI (Optimally Provisioned Transport Integration) -Centrex lines provide Centrex delivered to a customer premises utilizing a Company provided 1.544 Mbps or higher facility with multiplexing. Centrex Basic line specifications found elsewhere in this guidebook apply. Multiplexing may affect the data transmission characteristics and some features of voice lines.

1. CENTREX SERVICE (cont'd)

C. Terms and Conditions (cont'd)

6. Local Service Area

   The exchange or zone of the serving wire center for Centrex Service determines the local service area for all station lines. (See Reference Section)

7. Business Classes of Service

   See Other Applicable Charges - Usage

8. Mileage Charges

   Where facilities permit, Centrex lines and Electronic Key lines may be provided to a customer's location outside the serving CO area. In such cases, in addition to the prices for the specific Centrex line, appropriate mileage charges apply. (See Reference Section)

   When the customer's premises and the serving central office providing ISDN Centrex service are located in different Service Areas, Base Rate charges will apply. Customers provided this service arrangement will require three Interexchange Mileage component charges and six Channel Mileage Termination charges for each ISDN Centrex line they purchase. (See Reference Section)

9. Cancellation of Service

   In the event of a customer-initiated cancellation of service, equipment and/or facilities before completion, or after installation is completed, but prior to service being established, the loss of equipment and facilities in the process of building or being installed, cost of installation labor, cost of removal and other expenses will apply. In addition, Service Connection Charges may also be applicable.

10. Resale

    See Reference Section.

1. CENTREX SERVICE (cont'd)

C. Terms and Conditions (cont'd)

11. Listings (C)

The Company will furnish without charge one primary listing for each Centrex System in addition to a sub-listing indicating that stations can be dialed directly if the number is known. (C)

Individual business listings of telephone numbers by department, title, or individual name may be indented under the main listing or listed separately at the charges specified for Business Additional Listings. (See Reference Section)

12. CCS Limitations

The intercom prices for each Centrex system are based on a 1-1/2 or less CCS (Centum Call Second) load.

13. Intercom Calling

Centrex intercom calling is only allowed between station users internal to the end user customer or station users of an affiliate company of the end user customer.

14. Direct Interconnection

Direct interconnect of Centrex systems belonging to unaffiliated end user customers is prohibited.

15. ISDN Centrex - Multiple Devices

Multiple circuit switched "B" channel devices are allowed, where facilities permit, on an ISDN Centrex line. The Company supports up to four (4) devices to share the "B" channels, per ISDN Centrex line.

1. CENTREX SERVICE (cont'd)

D. Features

1. Feature Availability

N/A - Not Applicable Std.-Standard Opt.-Optional

Voice	Basic	Electronic Key	ISDN
Add On Modules	N/A	Opt.	Opt.
Analog Line Pickups	N/A	Std.	N/A
Automatic Callback	Opt.	Opt.	Opt.
Automatic Dial	N/A	Std.	Std.
Automatic Line Preselect	N/A	Std.	Std.
Blind Transfer with Recall Identification	N/A	Std.	N/A
Call Camp-On	Opt.	Opt.	Opt.
Call Camp-On Selective	Opt.	Opt.	Opt.
Call Diverting	Std.	Std.	Std.
Call Forward of Call Waiting Calls	Std.	Std.	N/A
Call Forwarding - Busy	Std.	Std.	Std.
Call Forwarding - Don't Answer	Std.	Std.	Std.
Call Forwarding - Variable	Std.	Std.	Std.
Call Forwarding per Key	N/A	Std.	Std.
Call Forwarding Over Private Facilities	Opt.	Opt.	Opt.
Call Hold	Std.	Std.	Std.
Call Park	Opt.	Opt.	Opt.
Call Pickup	Std.	Std.	Std.
Call Request	N/A	Std.	Std.
Call Request with Queue	Opt.	Std.	Std.
Call Transfer - All	Std.	Std.	Std.
Call Transfer (Inter-system) - Deluxe	Std.	Std.	Std.
Call Waiting/Cancel Call Waiting	Std.	Std.	N/A
Called Number Display	N/A	Std.	Std.
Caller ID	Opt.	Opt.	Std.
Caller ID Intercom	N/A	Std.	Std.
Caller ID with Name	Opt.	Opt.	Std.
Calling Name Display on Intercom	N/A	Opt.	Opt.
Calling Reason Display	N/A	Std.	Std.
CLASS Automatic Callback	Opt.	Opt.	Opt.
CLASS Call Screening	Opt.	Opt.	Opt.
CLASS Repeat Dialing	Opt.	Opt.	Opt.
CLASS Visual Message Waiting Indicator	Opt.	N/A	N/A
Conference Calling, 3 Way	Std.	Std.	Std.
Consultation Hold	Std.	Std.	Std.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

1. Feature Availability (cont'd)

N/A - Not Applicable Std.-Standard Opt.-Optional

Voice	Basic	Electronic Key	ISDN
Direct Connect Originating	Opt.	Opt.	Opt.
Custom Calling Name on Centrex	Opt.	Opt.	N/A
Direct Connect Originating with Delay	Opt.	Opt.	Opt.
Direct Inward Dialing (DID)	Std.	Std.	Std.
Direct Outward Dialing (DOD)	Std.	Std.	Std.
Direct Station Selection/Busy Lamp Field with Fast Transfer	N/A	Opt.	Opt.
Directed Call Park	Opt.	Opt.	Opt.
Directed Call Pickup	Opt.	Opt.	Opt.
Directory Number Hunt with Call Waiting and Preferential Hunt	N/A	Std.	N/A
Display Capability	N/A	Std.	Std.
Distance Extension	N/A	Opt.	Opt.
Distinctive Ringing and Call Waiting Tone	Std.	Std.	Std.
End to End Signaling	Std.	Std.	Std.
Equal Access for Inter LATA Calling	Std.	Std.	Std.
Executive Busy Override	N/A	Std.	Std.
Executive Busy Override - Exempt	N/A	Std.	Std.
Executive Display Communications	N/A	Opt.	N/A
Feature Buttons	N/A	Std	Std.
Ground Start Line	Opt.	N/A	N/A
Group Intercom	N/A	Std.	Std.
Hunting Arrangements	Std.	Std.	Std.
Increase Shared Directory Number (DN) Group Size	N/A	N/A	Std.
Intercom Calling	Std.	Std.	Std.
Last Number Redial	Opt.	Std.	Std.
Leave Message Activation	N/A	Std.	Std.
Listen On Hold	N/A	Std.	Std.
Make Busy			
Access Code	Opt.	Opt.	Opt.
Key	Opt.	Opt.	Opt.
Make Set Busy	N/A	Std.	Std.
Make Set Busy except on Group Intercom	N/A	Std.	N/A
Message Retrieval Display	N/A	Std.	Std.
Message Waiting Activation Control	N/A	Std.	Std.
Message Waiting Indication Lamp	Opt.	N/A	N/A
Message Waiting Indication - Visual	N/A	Std.	Std.
Message Waiting Indicator - Audible	Std.	Std.	Std.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

1. Feature Availability (cont'd)

N/A - Not Applicable Std.-Standard Opt.-Optional

Voice	Basic	Electronic Key	ISDN
Multiple Appearance Directory Number (MADN)	N/A	Opt.	N/A
Multiple Call Arrangement (MCA)	N/A	Std.	Std.
Single Call Arrangement (SCA)	Std.	Std.	N/A
Night Answer	N/A	Std.	Std.
On Hook Dialing	Opt.	Opt.	
Premium Feature Package			
Automatic Callback			
Call Camp-On			
Call Camp-on Selective			
Call Park			
Directed Call Park			
Directed Call Pickup			
Pickup Held Conference Call from Shared Directory Number (DN) Call Appearance	N/A	N/A	Std.
Query Busy Station	N/A	Opt.	Opt.
Repeat Alert	N/A	Std.	Std.
Ring Again Idle Set	N/A	Std.	Std.
Ringing Options for MADN	N/A	Std.	Std.
Secondary Directory Telephone Number	N/A	Opt.	Opt.
Secondary MADN Call Forwarding	N/A	Std.	Std.
Set Inspect	N/A	Std.	Std.
Shared Directory Number (DN) Bridging with Conference Calls	N/A	N/A	Std.
Short Hunt	N/A	Std.	Std.
Single Line Extension	Opt.	N/A	N/A
Simultaneous Ring One Number	Opt.	Opt.	Opt.
Speed Calling-Expanded Number Group	Opt.	Opt.	N/A
Speed Calling - Long	Opt.	Opt.	Opt.
Speed Calling - Short	Std.	Std.	Std.
Stop Hunt			
Access Code	N/A	Std.	Std.
Key	Opt.	N/A	N/A
Terminal Management	N/A	N/A	Std.
Time and Date Display	N/A	Std.	Std.
Touch-Tone	Std.	Std.	Std.
Transfer Calls to Restricted Station	Std.	Std.	N/A
Usage Billing by Line Number	Std.	Std.	Std.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

1. Feature Availability (cont'd)

N/A - Not Applicable Std.-Standard Opt.-Optional

Classroom Line/1/

Classroom Lines are Basic Lines which allow out dialing only to 911 Universal Emergency Telephone Number Service and have the following feature availability:

Caller ID	Opt.
Intercom Calling	Std.
Touch-Tone	Std.
Direct Outward Dialing-restricted to 911 Universal Emergency Telephone Number Service	Std.
Direct Inward Dialing	Std.

OPTI-Centrex

OPTI-Centrex Basic lines provide the same feature availability as Voice Basic lines listed elsewhere in this section with the following exceptions.

	OPTI-Centrex Basic
Attendant Consoles	N/A
Call Waiting Lamp Interface	N/A
Ground Start Line	/2/
Message Waiting Indication-Visual	N/A
Music on Hold Interface	N/A
Paging Interface	N/A
High Speed Data Service	N/A

/1/ Classroom Lines are available only to Kindergarten through 12th Grade schools. "Schools" as used herein is limited to those institutions which are chartered by the State Board of Education pursuant to Section 3301.16, Revised Code.

/2/ Ground Start capability is not available in DMS10 switches for Opti-Centrex lines.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

1. Feature Availability (cont'd)

N/A - Not Applicable Std.-Standard Opt.-Optional

ISDN Services

Alternate Circuit Switched Voice/Circuit Switched Data Service	Opt.
Circuit Switched Voice Service	Opt.

ISDN Circuit Switched Data

Alternate Access	Opt.
Calling Display on Intercom	Std.
Call Diverting	Std.
Far End Disconnect Supervision	Std.
Hunt Group for Shared Data Access	Std.
Intercom Calling	Std.
Speed Calling Short	Std.
Queuing	Std.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

1. Feature Availability (cont'd)

Std.-Standard Opt.-Optional

System

Announcement Services	Opt.	
Area Wide Networking (AWN)	Opt.	
Assume Dial "9"	Opt.	
Authorization Codes	Opt.	
Automatic Route Selection Basic	Opt.	
Automatic Route Selection Deluxe	Opt.	
Call Detail Recording Service (CDRS)	Opt.	
Call Forwarding Multi Path	Opt.	
Call Waiting Lamp Interface	Opt.	
Centrex Mate	Opt.	
Centrex Message Signal Interface (CMSI)	Opt.	
Centrex Network Manager/1/		(C)
Operational Measurements		|
SMDR-Premium		(C)
Centrex Routed Number	Opt.	
Centrex Station Identification (CSI)	Opt.	
Centrex Virtual Network (CVN)	Opt.	
OmniPresence CVN	Opt.	
Regional CVN (RCVN)	Opt.	
Virtual Route Selection (VRS)	Opt.	
Conference Services	Opt.	
Customized Call Diverting	Opt.	
Dial Plan for Advanced Solutions (DPAS)	Opt.	
Direct-Inward System Access (DISA) Service/2/	Opt.	
Do Not Disturb	Opt.	
Electronic Directory Interface (EDI) Service	Opt.	
High Speed Data Service	Opt.	
Music On Hold Interface	Opt.	
Network Speed Calling	Opt.	
Number Retention Service (NRS)	Opt.	
Outgoing Deluxe Trunk Queuing	Opt.	
Personal Call Screening	Opt.	

/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. (N)

/2/ Effective August 31, 1996, this feature is no longer available to new Centrex Service customers or to existing customers expanding their current systems.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

1. Feature Availability (cont'd)

Opt.-Optional

System (cont'd)

Private Facility Terminations	Opt.
Line Side Access	
Trunk Side Access	
Queue Slots	Opt.
Split Service/1/	Opt.
Station Message Detail Recording - Premises (SMDR-P)/2/	Opt.
Supplemental Three Digit Dialing	Opt.
Trunk Verification from Designated Station	Opt.
Uniform Call Distribution (UCD)	Opt.
Virtual Routing	Opt.

(D)

Attendant Console Features

Access to Paging, Code Calling, etc.	Std.
Attendant Call Detail Entry	Opt.
Attendant Call Park	Std.
Attendant Camp On	Std.
Attendant Conference Capability	Std.
Attendant Conference (30 Port)	Opt.
Attendant Console Screen Management	Std.
Attendant Control of Call Forward Busy Line and Don't Answer	Std.
Attendant Position Busy	Std.
Attendant Recall from Satellite	Std.
Attendant Recorded Announcement	Std.
Attendant to UCD Transfer	Std.
Attendant Transfer	Std.
Autodial	Std.
Automatic Recall	Std.
Busy Verification of Station/Trunk	Std.

/1/ Effective August 31, 1996, this feature is no longer available to new Centrex Service customers or to existing customers expanding their current systems.
/2/ Effective December 18, 1998, this feature is no longer available to new Centrex Service customers or to existing customers expanding their current systems.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

1. Feature Availability (cont'd)

STD - Standard Opt.-Optional

Attendant Console Features (cont'd)

Call Hold	Std.
Call Hold with Recall	Std.
Call Park Recall Timer	Std.
Call Selection	Std.
Call Splitting	Std.
Call Through Tests	Std.
Console Display Capability	Std.
Console Test	Std.
Control of Trunk Group Access	Std.
Control of Virtual Facilities Groups	Std.
Delayed Operations	Std.
Direct Station Selection and Busy Lamp Field	Opt.
Direct Trunk Group Selection	Std.
End to End Signaling	Std.
Emergency Access to Attendant	Std.
Emergency Override	Std.
Extended Calls to Busy/No Answer	Std.
Foreign Exchange (FX) Termination	Std.
Flexible Console Alerting	Std.
Incoming Call Identification	Std.
Information/Display Calls in Queue	Std.
Interposition Calling	Std.
Locked Loop Operation	Std.
Lockout	Std.
Message Waiting Control	Std.
Multi Position Hunt (MPH)	Opt.
Multiple Console Operation	Std.
Multiple Listed Directory Numbers	Std.
Name Display for Attendant Console	Opt.
Night Service	Std.
Operational Measurements	Opt.
Power Failure Transfer	Std.
Queuing with Call Waiting Indication	Std.
Release upon Completion of Dialing	Std.
Secrecy	Std.
Serial Calling	Std.
Speed Calling	Std.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

1. Feature Availability (cont'd)

STD - Standard Opt.-Optional

Attendant Console Features (cont'd)

Speed Calling	Std.
Straightforward Outward Completion	Std.
Supervisory Console	Std.
Switched Loop Operation	Std.
Through Dialing	Std.
Time of Day and Date	Std.
Timed Reminder	Std.
Toll Diversion to Attendant	Std.
Trunk Busy Identification	Std.
Trunk Group Busy/Access Control Key	Std.
Trunk Group Identification/Indicators	Std.
UCD from Queue	Std.
Verification of Authorization Codes	Std.
Wild Card Key	Std.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

2. Line Features

Add On Modules
Provides the capability to connect 10, 18, 20, 22 or 36 button Add-On Modules.

Analog Line Pickups
Allows analog lines to have a line appearance on properly equipped Customer Provided Equipment (CPE).

Automatic Callback
Permits a station user who places an intrasystem call to a busy Centrex number to be automatically connected to that line when both the called and calling station lines are available.

Automatic Dial
Provides for automatic dialing of a single telephone number via a specific button on the CPE telephone.

For Centrex users with properly equipped Customer Provided Equipment (CPE) having display capabilities, this feature displays the number currently programmed for Automatic Dial.

For ISDN this functionality is provided by properly equipped CPE.

Automatic Line Preselect
Automatically connects a station user to a preselected line when the handset is lifted. Preselect can be configured to select a ringing line, an idle line, a primary line, or no line.

Blind Transfer with Recall Identification
Allows a station user to transfer a call to another party without waiting for that party to answer. If the other party does not answer the transferred call in a specific time-out period, the station from which the call was transferred is recalled. On sets with the optional display that have been assigned the text-message option, an alphanumeric message is displayed to help identify Blind Transfer recalls.

Call Camp-On
Provides a station user the ability to direct an audible tone signal to any other station line, if that line is in use.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

2. Line Features (cont'd)

Call Camp-On Selective
Permits a station user to originate, by dialing a code, an audible tone to a called busy station line in the same Centrex system.

Call Diverting
Outgoing calls may be screened so that completion of calls to preselected areas is denied. Each arrangement is a predefined standard. The following arrangements are standard: intercom only (fully restricted), intercom and local calls (semi-restricted), and intercom, local and toll calls (unrestricted).

Denied Origination prohibits call origination from designated Centrex stations.

Denied Termination prohibits call completion to designated Centrex stations.

Call Forward of Call Waiting Calls
Allows station users that have Call Forwarding and Call Waiting assigned to their lines to forward Call Waiting calls that are not answered within a set period of time automatically to a predetermined destination.

Call Forwarding-Busy
Allows incoming calls to a busy station to be routed to a preselected Centrex station line, attendant, or line outside the system.

Incoming Call Only allows only incoming calls from outside of the Centrex group to be forwarded.

Internal/External Split allows separate, forwarded-to directory numbers to be assigned for calls that originated internally or externally to the customer group.

Station Activation allows a customer to activate/deactivate the feature as well as program the forward-to station from the set by using a dial access code.

To External Number allows calls to be forwarded to a number outside of the Centrex group.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

2. Line Features (cont'd)

Call Forwarding-Don't Answer
Allows incoming calls to automatically route to a preselected Centrex station line, attendant or to a line outside the Centrex group when the called station is not answered after a preset number of rings.

Incoming Call Only allows only incoming calls from outside of the Centrex group to be forwarded.

Ring Cycles defines a predetermined number of rings before the Call Forward-Don't Answer feature is invoked on a per line or a per system basis.

Internal/External Split allows separate, forwarded-to directory numbers to be assigned for calls that originated internally or externally to the customer group.

Forwarded Number Busy Interaction Enhancement on a customer group basis provides additional treatment options for incoming calls that are forwarded to the forward-to destination when busy. This enhancement does not apply for ISDN. The available options are:

- Treat the call according to any features assigned to the forward-to destination (current functionality); or
- Do not forward the call, but continue to ring the base station until answered or abandoned; or
- Do not forward the call, but provide an intercept announcement.

Station Activation allows a customer to activate/deactivate the feature as well as program the forward-to station from the set by using a dial access code.

To External Number allows calls to be forwarded to a number outside of the Centrex group.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

2. Line Features (cont'd)

Call Forwarding-Variable
Permits a station user to activate routing of incoming calls to a preselected station line, attendant, or to a line outside of the system.

Reminder Ring/IntraGroup provides a ring splash when an intragroup call is forwarded and the base station is idle.

To IntraGroup Directory Numbers (DNs) Only allows calls to be forwarded to intragroup directory numbers only.

Incoming Calls Only allows only incoming calls outside of the business group to be forwarded

Call Forwarding per Key
Allows an Electronic Key Line user to enable each line appearance key assigned this feature to call forward to a different number or destination. For Centrex users using properly equipped Customer Provided Equipment with display capabilities, this feature displays the number currently programmed for the Call Forwarding feature.

Call Forwarding Over Private Facilities
Enables a station user to establish automatic forwarding of incoming calls to a specific private facility access group.

Call Hold
Allows a station user to hold a call in progress by dialing an access code, place another call and alternate between the two calls with privacy.

With ISDN CPE, it allows the station user to hold an active call in progress by pressing a button to place or answer another call and alternate between the two calls with privacy.

Call Park
Provides the station user the ability to park a call against the station number. The parked call may be retrieved from any station in the Centrex group by dialing an access code and the station number parked.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

2. Line Features (cont'd)

Call Pickup
Allows a station user to answer calls directed to another station line within the same pickup group by dialing an access code. Where available, incoming calls will be answered on a first in, first out basis (longest call answered first). ISDN station users may also invoke call pickup via a feature button with properly equipped CPE.

Call Request
Allows a station user to activate a call request to an idle or busy station. Additionally, provides the ability of a called station to activate a return call by using a feature button, when the station has received a call request.

Call Request with Queue
Allows a station user to activate a call request, by dialing an access code, to another station user that may be busy or idle. Additionally, this feature provides the ability of the called station user to return a call request, by dialing an access code, to the station user that initiated the call request. This feature requires that both the Centrex line that initiates the call request and the Centrex line that receives the call request be equipped with this feature.

Call Transfer-All
Allows incoming, outgoing and intercom calls to be transferred to other Centrex stations.

Call Transfer (Inter-system)-Deluxe
Incoming, outgoing and intercom calls may be transferred to other Centrex station numbers or other lines outside the Centrex group.

Call Waiting/Cancel Call Waiting
Provides station users with an audible tone to indicate that an incoming call is waiting. This feature can be activated and deactivated with the Cancel Call Waiting capability.

Called Number Display
Capability to display the called number with the proper Customer Provided Equipment.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

2. Line Features (cont'd)

Caller ID
Incoming numbers from outside the Centrex system are displayed on compatible Customer Provided Equipment. In addition the date and time of the incoming call is displayed.

Free per Call Blocking Service is available for customers who are served from appropriately equipped central offices. Centrex Service customers may prevent delivery of their telephone numbers to Caller ID subscribers on a per call basis by activating the appropriate Caller ID activation code prior to placing the call.

Caller ID Intercom
The caller's number, if not blocked, is displayed on compatible Customer Provided Equipment when an incoming intercom call is received.

Caller ID with Name
Provides the name associated with the calling party number, or an indication of anonymity or unavailability in lieu of the name, to the called party. Caller ID with Name is an optional feature to Caller ID. Caller ID with Name is not provided without Caller ID.

Calling Name Display on Intercom
Provides delivery of the calling name on calls from other station users within the Centrex system to station users with Electronic Key Line sets.

Calling Reason Display
In addition to a display of both the caller's number and the number being called, this also indicates the reason a call has been forwarded.

Enhancement provides more information on redirected calls.

CLASS Automatic Callback
(See Part 7, Section 2)

CLASS Call Screening
(See Part 7, Section 2)

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

2. Line Features (cont'd)

CLASS Repeat Dialing
(See Part 7, Section 2)

CLASS Visual Message Waiting Indicator
Provides a visual indication when messages have been left for subscribers who also subscribe to compatible voice messaging systems. For subscribers with display sets or adjuncts, the date and time of the messages if the messaging service supplies this information are also displayed in addition to lighting the visual message indicator lamp.

Conference Calling, 3-Way
Allows a station user to add a third party to an existing call.

Consultation Hold
Allows a station user to hold a call in progress (incoming or outgoing) and originate another call with privacy.

Custom Calling Name on Centrex
Provides internal (employee) and external (Centrex customer of record listed name) calling name display on lines subscribed to the feature. The customer must also subscribe to Caller ID.

The Centrex customer must establish and maintain a directory of all names and lines associated with the Centrex by accessing a Company website. The Company shall not be responsible for the accuracy of the customer directory or any name list that the customer uses for the Custom Calling Name service.

Each Centrex customer of record shall be limited to a maximum of three proprietary website user IDs, and the customer is responsible for protecting the security of the user ID numbers. The Company shall not be liable to the customer or any third party (including but not limited to any employee of the customer) for improper or incorrect designations when such designations are established with the customer's user ID.

Direct Connect Originating
Permits a station line to automatically dial a predetermined telephone number when the calling station line goes off-hook.
Direct Connect Originating with Delay
Permits a station line to automatically dial a predetermined telephone number when the calling station line goes off-hook. The customer can define the time delay, normally 1-20 seconds, after which the predetermined telephone number is dialed when the station user goes off-hook.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

2. Line Features (cont'd)

Direct Inward Dialing (DID)
Calls from outside the Centrex group may be dialed directly to each Centrex number.

Direct Outward Dialing (DOD)
Calls may be placed outside of the Centrex group without the aid of a system attendant.

Direct Station Selection/Busy Lamp Field with Fast Transfer
This provides a set of related features to allow appropriate Customer Premises Equipment to perform attendant console like functions.

Direct Station Selection provides properly equipped Customer Provided Equipment to monitor, via a busy lamp field, status of directory numbers that appear in the Electronic Key line group. It will also provide direct dialing to a monitored station by means of the feature key.

Camp-On allows the user to extend a call to a busy station. The call is held until the called party is free. If the called party does not answer the waiting call, then the station that extended that call is automatically recalled by the calling party.

Fast Transfer allows the transfer of calls without having to conference the called party beforehand.

Directed Call Park
Provides the station user with the ability to park a call against another station number. The parked call may be retrieved from any station in the Centrex group by dialing an access code and the station number.

Directed Call Pickup
Allows a station user to answer calls directed at another station number within the Centrex group without regard to pick-up groups. This feature may be provided with barge-in, if requested.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

2. Line Features (cont'd)

Directory Number Hunt with Call Waiting and Preferential Hunt
Allows a line with Call Waiting to be a member of a directory number hunt group and allows a preferential hunt list for each member of the group.

Display Capability
For Centrex users with properly equipped Customer Provided Equipment having display capabilities, this feature also displays user-entered or incoming call information during the use of other Centrex features.

Distance Extension
Extends the effective working range beyond the normal working range. This arrangement will allow for the proper operation beyond these limitations within the same serving central office.

Distinctive Ringing and Call Waiting Tone
Provides different ringing cadence for incoming calls from within the Centrex system verses outside the system. This feature also provides distinctive call waiting tones for calls coming from within the system verses outside the system for lines equipped with the Call Waiting capability.

End to End Signaling
Allows a station user, while in the talking state, to send Dual Tone Multi-Frequency (DTMF) digits to the other end by using a dial pad.

Equal Access for Inter LATA Calling
Allows each station line to use a predetermined Inter-Exchange Carrier without dialing any special codes. Override to an alternate carrier can be accomplished by dialing an appropriate Inter-Exchange Carrier code.

Executive Busy Override
Allows a station user to gain access to a busy station.

Executive Busy Override-Exempt
Denies access to a station user invoking Executive Busy Override.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

2. Line Features (cont'd)

Executive Display Communications
Allows a station user to leave and retrieve messages at an Electronic Key line set with display.

Feature Buttons
Allows a user to activate features or access trunk groups via buttons on a customer provided set.

Ground Start Line
Permits a Centrex Service line, equipped with ground start signaling, to be terminated in a PBX System, Automatic Call Distributor or Multifunction System (Hybrid), i.e., system that can be arranged through the common equipment to satisfy both the definition of Dial Private Branch Exchange Service and Button Telephone Service.

Group Intercom
Centrex users may be members of an intercom group of up to 99 members. Each member is assigned a unique 2 digit number. This intercom is separate and distinct from station to station Intercom Calling.

Additional intercom capabilities offered, where available, are:

Individual Page allows a Group Intercom member to page another group member using the built-in speaker on a properly equipped set. This capability is not applicable for ISDN.

All Calls allows a Group Intercom member to simultaneously page up to 29 predefined members of the same Group Intercom group, using the built-in speaker on a properly equipped set. This capability is not applicable for ISDN.

Intercom Key allows a user to directly terminate on a predesignated set by pressing the intercom key.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

2. Line Features (cont'd)

Hunting Arrangements
Incoming calls to a busy Centrex line are redirected to a predetermined number(s) to search for an idle line on which to complete the call. If no idle number is found, a busy tone is provided. These types are available:

Circular Hunt permits a complete hunt over all of the station lines in a particular Multi Line Hunt Group (MLHG). Hunting starts with the dialed number and continues to the last terminal prior to the dialed number in the MLHG. Circular Hunt is only provided with Uniform Call Distribution, Preferential Hunt or Multiple Position Hunt (MPH).

Series or Serial Hunt allows a limited number of Centrex lines to be programmed in either a sequential (consecutively numbered) or non-sequential (non consecutively numbered) order for hunting purposes. Series hunting is done through the ordered list until an idle line is encountered or the end of the list is reached. Call handling line features can be added to the last directory number in the series to increase call completion probability. Series Completion redirects a call only once to any given line.

Enhancement redirects a call from a busy directory number to another directory number giving greater flexibility by providing circular Call Forward, Busy type chaining.

Distributed Line Hunting starts the hunting at the first idle line after the previous hunt and continues until the starting point is reached.

Multi Line Hunt Group (MLHG) is a group of lines with common terminating (incoming call) features that are grouped together to share translation data. Hunting is provided by a common program (shared translations) for the group of lines. Each line is identified by a multi-line terminal number, not a Centrex number.

Enhancement allows the assignment of Multiple Pilot Directory Numbers to a MLHG. Hunting can therefore begin at different points in the group depending on the number dialed.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

2. Line Features (cont'd)

Hunting Arrangements (cont'd)

Distributed Line Hunting starts the hunting at the first idle line after the previous hunt and continues until the starting point is reached.

Multi Line Hunt Group (MLHG) is a group of lines with common terminating (incoming call) features that are grouped together to share translation data. Hunting is provided by a common program (shared translations) for the group of lines. Each line is identified by a multi-line terminal number, not a Centrex number.

Enhancement allows the assignment of Multiple Pilot Directory Numbers to a MLHG. Hunting can therefore begin at different points in the group depending on the number dialed.

Non-Hunt Telephone Number in an MLHG can contain station lines which have associated non-hunt directory numbers. If the station line is busy on a call, another call to the non-hunt number will receive busy treatment. These non-hunt numbers are not in the MLHG and do not have access to the MLHG or MPH features.

Preferential Hunt permits a pre-hunt over a preferential list of station lines before hunting the entire MLHG. Each station can be associated with a particular preferential list within a MLHG.

Secretarial allows more than one Centrex line to hunt to the same line in a linear pattern.

Uniform Call Distribution (UCD) without queuing is furnished only on station lines equipped for Circle Hunt. This hunting feature provides equal distribution of incoming calls in a prearranged group. Calls in excess of the number of lines in the UCD group will not be held in queue and will receive a busy tone. A make busy arrangement is required to busy out all lines in a group or single lines in a UCD group by operating a key.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

2. Line Features (cont'd)

Intercom Calling
Centrex users may dial each other's telephone number using 3, 4 or 5 digits without the aid of the system attendant.

Last Number Redial
Allows a designation of a CPE station button to initiate redial of the last number called.

Last Number Redialed associated with Set re-dials last number from business set regardless of which key the call was made from.

Leave Message Activation
Capability for a station user to activate, via a button, an audible or visual message indication at other locations. The receiving station controls the deactivation of the message indication upon retrieval of the message. (Requires Message System Service CPE)

Listen on Hold
Allows a station user to place a called party on hold and listen through the speaker on a properly equipped set.

Make Busy
This feature may be assigned to any hunt line, directory number, multi-line hunt line, or distributed hunt line and is activated by one of the following options:

Access Code
The feature is activated when the customer dials an access code.

Key
By using a customer provided external key, the line is made permanently busy when the key is activated, and is normal when the key is not activated.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

2. Line Features (cont'd)

Make Set Busy
Allows a designation of a CPE station button to busy out all lines terminating on the telephone set.

Make Set Busy except on Group Intercom
Allows an Electronic Key Line station to continue to receive group intercom calls when the set is put into a make busy condition.

Message Retrieval Display
Provides the capability of a station to directly retrieve messages from their display via button activation and cancel the message waiting indication. (Requires Message System Service CPE)

Message Waiting Activation Control
Provides the capability of a predesignated station to activate audible or visual message waiting indications at other stations. The sending station controls both the activation and deactivation of the message waiting indication.

Message Waiting Indication Lamp
Provides the capability of a visual message waiting lamp that indicates a message is waiting at the message center.

Message Waiting Indication-Visual
Provides the capability of a visual message waiting indication key that indicates a message is waiting at the message center.

A directory number can have one to four message waiting lamps assigned on a set.

Message Waiting Indicator-Audible
Provides an audible tone signal, e.g., stutter dial tone, on a Centrex line to indicate a message waiting condition.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

2. Line Features (cont'd)

Multiple Appearance Directory Number(MADN)

- *Multiple Call Arrangement (MCA)*
  Provides capability to terminate duplicate telephone numbers on Electronic Key Line type Sets or Single Line Sets.

  Multiple Call Arrangement (MCA) allows more than one set in the MADN group to be active on the MADN simultaneously. The number of simultaneous calls is restricted only by the number of members in the MADN group.

- *Single Call Arrangement (SCA)*
  Provides capability to terminate duplicate telephone numbers on Electronic Key Line type Sets or Single Line Sets. These numbers are configured in a Single Call Arrangement (SCA).

  Single Call Arrangement (SCA) allows only one set to be active (either originating or terminating) on the MADN at any given time.

  Includes incoming call disconnect to automatically release the bridge for other MADN Directory Numbers.

  Bridging allows more than one set in a MADN group to be active on a line simultaneously.

  Conference Interaction allows a conference call to be either answered or established by one party, placed on hold, or picked up by another party.

  Conference w/3-Way Calling enables a MADN Single Call Arrangement (SCA) with bridging options to establish a three-way call during the bridge state.

  Privacy allows a user to exclude another user with the appearance of the same line from entering an existing conversation.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

2. Line Features (cont'd)

Night Answer
Allows an incoming night call to be indicated by the ringing of a customer provided night bell or a predesignated Centrex line. Calls may be answered at any station other than fully restricted stations by dialing a special code.

Fixed allows calls that are normally routed to the attendant during the day to be routed to predesignated locations at night. The predesignated route can be an individual directory number or a hunt group.

Flexible allows the attendant to program the Night Service routes for each Incoming Call Identification (ICI) classification assigned to the customer group.

Trunk Answer From Any Station allows any station in the customer group to answer an incoming call by dialing a code. The code is dialed when the Trunk Answer From Any Station alert sounds.

On Hook Dialing
A capability available on properly equipped Customer Provided Equipment which allows the user to originate calls without lifting the handset.

Query Busy Station
Allows up to 128 Electronic Key stations to query the busy/idle status of one designated station either Electronic Key line or Centrex within the group. The feature supports up to eight simultaneous requests to monitor the station for idle status display.

Repeat Alert
A station can be designated to receive additional alert tones when a call terminates on a Directory Number (DN), MADN, or Group Intercom Key and while the station is active on another call.

Ring Again Idle Set
Prevents a busy set from receiving call back (ring again) while active on another call. Optionally, the set can be designated to receive additional alert tones while active on another call.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

2. Line Features (cont'd)

Ringing Options for MADN
Provides additional ringing options to a Multiple Appearance Directory Number (MADN) group.

Secondary Directory Telephone Number
Provides an additional directory number which is not physically terminated, but exists in the programming of Electronic Key Line Service. The additional directory number, while not terminated on a dedicated facility, may be accessed from the network and may originate unique outgoing dial tone from an instrument that has another directory number as its primary number.

Secondary MADN Call Forwarding
Allows secondary Multiple Appearance Directory Number (MADN) members to activate or deactivate call forwarding from their sets.

Set Inspect
Allows a station user to either display features assigned to buttons on the set or display calling or called number of an active call or call on hold via operation of a predesignated button.

Enhancement allows this feature to also be enabled on an automatic basis displaying call information as soon as a call is presented.

Short Hunt
Permits incoming calls to hunt over a set of directory number appearances in search of an idle directory number on which to terminate.

Simultaneous Ring One Number (SR-ON)
Causes one additional telephone number of the customer to ring simultaneously whenever the Centrex station number is dialed. The customer's Centrex station and the SR-ON telephone number must be served from the same central office switch.

SR-ON is only available where equipment, features and facilities are available. Other restrictions and limitations may apply.

Single Line Extension
Allows a single line set to be bridged with other single line sets using the same Directory Number. Extensions are bridged at the central office and can be to the same premises, different building or different premises in the same central office.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

2. Line Features (cont'd)

Speed Calling-Expanded Number Group
Allows a station user to place calls to a list of numbers by dialing an access code. The size of the list depends on the serving technology type.

Speed Calling-Long
Allows a station user to place calls to a list of 30 numbers by dialing an access code.

Speed Calling-Short
Allows a station user having access to place calls to a list of 6 or 10 numbers by dialing an access code.

Stop Hunt
This feature may be assigned to any hunt line, directory number, multi-line hunt line, or distributed hunt line and activated by one of the following options:

Access Code
The feature is activated when the customer dials an access code.

Key
The feature is activated by using a customer provided external key.

Time and Date Display
Allows time and date to be displayed. Time and date are provided by the Central Office.

Touch Tone
Provides for dialing a telephone number using Dual Tone Multi-Frequency (DTMF) signaling.

Transfer Calls to Restricted Station
Allows incoming calls initiated from outside the Centrex system to be transferred by a designated station user to a Centrex line that is restricted from receiving incoming calls.

Usage Billing by Line Number
Calls outside of the business system which incur message units or toll charges are billed by individual telephone number when the Company is the billing entity.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

3. ISDN Services and Features

Services

Alternate Circuit Switched Voice/Circuit Switched Data Service
Provides the capability to originate and receive either Circuit Switched Voice or Circuit Switched Data calls over a single "B" channel, but not simultaneously.

The standard capabilities and features are the same as those shown for Circuit Switched Voice and Circuit Switched Data.

Circuit Switched Data Service
Provides the ability to originate and receive Circuit Switched Data calls over the 64 Kbps "B" channel.

Circuit Switched Voice Service
Provides the ability to originate and receive Circuit Switched Voice calls over the 64 Kbps "B" channel.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

3. ISDN Services and Features (cont'd)

Features - Voice

Increase Shared Directory Number (DN) Group Size
Increases the number of customer provided multi-button sets that can share call appearances of a directory number from eight to thirty-two. One of the stations sharing a DN may be an analog set. This arrangement is provided only in association with ISDN National lines. Additionally, the number of station users who can bridge onto a conference call is subject to the restriction that the number of conferees plus conference bridges cannot exceed six.

Pickup Held Conference Call from Shared Directory Number (DN) Call Appearance
Allows a user, with a customer provided multi-button set that shares a call appearance of a directory number with another user, to establish a conference call, place it on hold and have the other user pick it up.

Shared Directory Number (DN) Bridging with Conference Calls
Allows users, with customer provided multi-button sets with shared call appearances of a directory number, to bridge onto a conference call established on a shared call appearance directory.

This arrangement is provided only in association with ISDN lines. Additionally, the number of users who can bridge on to a conference call is subject to the restriction that the number of conferees plus conference bridge cannot exceed six.

Terminal Management
Provides for the management of ISDN terminals by designating the capability of:

Adjunct Control automatically turns on the speaker phone at the station set, if appropriate for the particular feature.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

3. ISDN Services and Features (cont'd)

Features - Voice (cont'd)

Terminal Management (cont'd)

Automatic-Hold/Drop Preference automatically determines how to handle a call active on one call appearance when the user shifts to another appearance. Two types of treatment are provided:
- auto-drop
- auto-hold

Button Management provides software release buttons that can be used for features or call appearances.

Call Appearance Selection for Implicit Conference and Transfer-Automatically selects an idle call appearance for the Implicit Conference and Transfer features.

Display for Ringing Call Appearances Only activates the display on customer provided multi-button sets only for ringing call appearances.

Idle Call Appearances Preference automatically selects an idle call appearance, if available, when a station user equipped with multiple call appearances goes off-hook. The idle call selection occurs when other call appearances are alerting the station set.

Ringing Call Appearance Preference automatically selects the call appearance that has been alerting the longest when the station user goes off-hook and other call appearances are alerting the station set.

Inspect for ISDN Terminals retrieves and displays call-related information on any call appearance that has an associated call.

Features - Data

Alternate Access
Allows designation of an alternate host to be used to complete a call in the event that the primary host does not answer when the host is out of service.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

3. ISDN Services and Features (cont'd)

Features - Data (cont'd)

Far End Disconnect Supervision
Provides automatic disconnect of one end of a data connection when the other end disconnects.

Hunt Group for Shared Data Access
Provides automatic search of a group of shared ports to find an available port in response to a connection request.

Queuing
Permits calls, in excess of the available lines in a hunt group, to be held in the central office and distributed in their order of arrival to the hunt group as the line becomes available.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

4. System Features

Announcement Services
Provides announcements periodically to assure callers that their calls will be answered and provides for delay periods between announcements and the type of treatment callers will receive between announcements (ringing, silence or music).

Announcements can be utilized with various Centrex services, such as UCD, ACD, Special Intercept, ARS, Queue Slots and Music on Hold. Two announcement arrangements are available:

Customer Premises Announcements provides an interface to the customer premises for recorded announcement or music.

Central Office Recorded Announcements provides a standard Company announcement. (C) (D)

(D)

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

4. System Features (cont'd)

Area Wide Networking (AWN)
Allows subscribers to originate calls within geographically different locations using abbreviated dialing where the Company is the intraLATA usage provider. The called party and the calling party may be in locations served by different Central Office switches and different telecommunications systems.

AWN operates across the public network or private facilities and can be provided to subscribers with PBX, ISDN-Direct or other basic exchange services.

AWN is compatible with Centrex Mate.

AWN may include In Network Numbers and Out of Network Numbers. In Network numbers are all the telephone numbers that participate in the AWN dialing plan. Out of Network numbers are locations that may be dialed on an abbreviated basis but cannot dial back on the abbreviated dialing plan. Out of Network numbers may include telephone numbers that are not part of the subscriber's telecommunications system or that are served from areas where the service is not available.

Two dialing plan formats are available: Extension Dialing and Custom Dialing. A combination of both dialing plans may be provided. Extension Dialing utilizes sequential digits from the North American Numbering Plan (the seven-digit telephone number) to originate a call, typically the last four digits of the telephone number. Custom Dialing utilizes a number pattern designed by the customer and may be unrelated to the actual telephone number. If the Custom Dialing format is used, it is the option of the customer to define the dialing format and input all Custom Dialing numbers associated with their dialing plan.

Additional business or residence telephone numbers may be added to the abbreviated dialing plan as Out of Network numbers designated for terminating calls only.

Out of Network numbers may be administered by the subscriber via Centrex Mate or a customer provided VT 100 compatible terminal by accessing the Service Management System (SMS). The subscriber is responsible for any usage charges incurred when accessing the SMS system.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

4. System Features (cont'd)

Area Wide Networking (AWN) (cont'd)
AWN provides subscribers with call management reports. These reports will generate daily, weekly or monthly information for the dialing plan based on originating, terminating or total dialing plan utilization. Customers may access the report feature via the SMS with Centrex Mate or a customer provided VT 100 compatible terminal.

Appropriate usage charges will apply to AWN calls routed over the public network.

Some central office features will require the dialing of the complete telephone number when the AWN feature is utilized. AWN dialing will also impact some line restrictions provided by certain central office features.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

4. System Features (cont'd)

Assume Dial "9"
An arrangement that allows station users to originate network calls by dialing the appropriate seven or 10 digit network telephone number without first dialing "9" for access to the public network.

All lines in the system are equipped with this feature. When associated with Split Service, Assume Dial "9" may be provided on one group of station lines and normal dialing arrangements on another group of station lines.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

4. System Features (cont'd)

Attendant Console
A special customer provided telephone instrument used by the attendant(s) to perform functions such as answering incoming calls, completing outgoing calls for restricted stations, etc. Console Arrangements are available for use with Digital and ISDN Centrex. Each digital console arrangement requires three Centrex lines. Each ISDN console Arrangement requires one ISDN line. A console Arrangement and associated Centrex lines are required for each console position.

Available Standard features are:

Access to Paging, Code Calling, etc. allows an attendant to access customer provided code call, paging, etc. equipment by dialing an access code and a called party code.

Attendant Call Park allows the attendant to park calls against any directory number in the attendant customer group. The parked call may be retrieved from any station by dialing the feature access code for retrieval plus the directory number. The attendant may also retrieve calls parked by stations and by attendants.

Attendant Camp On allows an attendant to extend an incoming call to a busy station. When the busy station becomes idle, it automatically rings and is connected to the waiting call.

Attendant Conference Capability enables an attendant to establish a 6-port conference (not including the attendant).

Attendant Console Screen Management provides management services for the attendant console.

Attendant Control of Call Forward Busy Line and Don't Answer allows an attendant to change a station user Call Forward Busy and Don't Answer designation number from a remote position.

ATT TN OH-08-18004 Effective: April 1, 2008

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

4. System Features (cont'd)

Attendant Console (cont'd)

Available Standard features are: (cont'd)

Attendant Position Busy allows the attendant to make the console unavailable to additional queued calls. The attendant can originate calls and use or program the feature available while the console is in the Position Busy state.

Attendant Recall from Satellite allows line users located at remote Centrex Service locations without attendants to generate a recall of an incoming call back to the main location attendant.

Attendant Recorded Announcement provides callers a recorded announcement when calling the attendant and held in queue longer than the selected delay threshold.

Attendant to UCD Transfer enhances the UCD feature by enabling an attendant to originate or extend calls to UCD directory numbers.

Attendant Recorded Announcement provides callers a recorded announcement when calling the attendant and held in queue longer than the selected delay threshold.

Attendant to UCD Transfer enhances the UCD feature by enabling an attendant to originate or extend calls to UCD directory numbers.

Attendant Transfer enables an attendant to transfer a call to another attendant.

Autodial permits an attendant to dial frequently called numbers by pressing the Autodial feature key, which is programmed with a particular number.

Automatic Recall provides automatic recall timers for unanswered calls, call waiting recalls, and camped-on calls.

Busy Verification of Station/Trunk allows an attendant to determine whether stations or trunks are busy or idle.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

4. System Features (cont'd)

Attendant Console (cont'd)

Available Standard features are: (cont'd)

Call Hold allows an attendant to manually hold a call on the loop by depressing the hold/release key, or automatically hold the call on the loop by depressing another loop key.

Call Hold with Recall provides automatic recall timers for calls on hold.

Call Park Recall Timer provides a separate timer for calls parked by the attendant. The timer defines the maximum time period that a call can spend in the parking lot.

Call Selection allows an attendant to answer calls as queued or manually select specific call types.

Call Splitting allows the attendant to talk privately to either the calling party or the called party. The attendant can alternate between the parties as required. Either party can be excluded; both cannot be excluded simultaneously.

Call Through Tests allows an attendant to access specific trunks within a Centrex trunk group for testing.

Console Display Capability allows the attendant to handle calls more efficiently by providing an alphanumeric display, LED indications and multiple line key board.

Console Test allows an attendant or maintenance personnel to test the functional operations of a console.

Control of Trunk Group Access allows the attendant to control access of all stations and incoming trunks to various trunk groups by operating corresponding keys.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

4. System Features (cont'd)

Attendant Console (cont'd)

Available Standard features are: (cont'd)

Control of Virtual Facilities Groups allows the attendant to control access from all stations and trunks to various trunk groups by operating corresponding keys.

Delayed Operations enables the attendant to place a call for a calling station while the calling station waits on-hook. When the called station answers, the attendant can recall the calling station by depressing the signal source key. On answering, the calling station and the called station are connected.

Direct Trunk Group Selection allows the attendant to select an idle trunk for an outgoing call by pressing a single button on the console.

End to End Signaling allows the attendant console to send Dual Tone Multi Frequency (DTMF) signals.

Emergency Access to Attendant allows a station user to dial an emergency access code to gain immediate access to the attendant.

Emergency Override allows an attendant to complete incoming calls to stations that: are busy from activating the make busy key, have a series completion or multi-line hunt arrangement, have call forwarding activated, or have terminating restrictions.

Extended Calls to Busy/No Answer allows extended calls to a station with Call Forwarding Busy and Don't Answer to be forwarded to a predetermined path.

Foreign Exchange (FX) Termination provides the ability to terminate an FX line on a console.

Flexible Console Alerting alerts the attendant to a call requiring attention by an alert tone through the headset instead of the console speaker.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

4. System Features (cont'd)

Attendant Console (cont'd)

Available Standard features are: (cont'd)

Incoming Call Identification assigns incoming call information in one of four categories:

- Direct Calls
- Directory Assistance Calls
- INWATS Calls
- Precedence Calls

Information/Display Calls in Queue provides the attendant with a visual indication of the number of calls waiting in queue.

Interposition Calling enables an attendant to call and speak to another attendant.

Locked Loop Operation allows the attendant to hold a call on a loop.

Lockout denies an attendant the ability to reenter a call unless the attendant is recalled by a station user or by Automatic Recall.

Message Waiting Control allows the attendant to activate/deactivate message waiting indication for station users.

Multiple Console Operation allows for a multiple number of consoles and loops.

Multiple Listed Directory Numbers allows the customer to have many listed directory numbers. To handle this efficiently, each number has a unique Incoming Call Identification (ICI) lamp so that the attendant can answer appropriately.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

4. System Features (cont'd)

Attendant Console (cont'd)

Available Standard features are: (cont'd)

Night Service

- Fixed permits the forwarding of an incoming call to a predesignated station at night or time when attendant positions are unattended or inoperative. This feature is activated/deactivated by a button on the console.

- Flexible uses the Centrex Call Forwarding Variable Feature to activate or cancel night service.

Power Failure Transfer routes calls destined for an attendant to a preassigned directory number during a communications failure or loss of power to the attendant console.

Queuing with Call Waiting Indication permits incoming calls to be held awaiting the availability of an idle line, and to be delivered from the queue on a first in, first out basis. Additionally, on properly equipped customer premises equipment, a visual signal on each attendant position is provided to indicate when calls are waiting to be served.

Release Upon Completion of Dialing allows an attendant to extend a call to a trunk, then release the call after the dialing is completed and before out-pulsing to the trunk is completed.

Secrecy allows the attendant to talk to a called party (destination) without the calling party (source) hearing the conversation. When the Attendant releases from the call, the source and the destination are connected.

Serial Calling allows an attendant to extend a call to more than one station.

Speed Calling allows an attendant to dial frequently dialed numbers by depressing a speed calling key and dialing one or two digits. The frequently dialed number may be a directory number, authorization code, account code or access code.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

4. System Features (cont'd)

Attendant Console (cont'd)

Available Standard features are: (cont'd)

Straightforward Outward Completion allows an attendant to extend a call outside the customer group while the station user may remain off-hook.

Supervisory Console allows an attendant to call a supervisor for assistance and to extend a call to a supervisor for subsequent call handling. It also allows the supervisor to monitor the progress of an attendant and to give assistance while the attendant is handling a call.

Supervisory Console allows an attendant to call a supervisor for assistance and to extend a call to a supervisor for subsequent call handling. It also allows the supervisor to monitor the progress of an attendant and to give assistance while the attendant is handling a call.

Switched Loop Operation (virtual loop concept) trunks and lines do not have direct termination on the consoles.

Through Dialing allows the attendant to select the trunk facility for a station in the same customer group and send dial tone to the station user. The station user then dials the called number. This feature provides an override of station restrictions in the same customer group.

Time of Day and Date provides a display of the time of day and date.

Timed Reminder provides a timer whose length is specified by the customer. The timer is started when a call is camped-on a busy station. When the called party has not answered, or when a call is on hold, and the timer expires, the attendant is recalled and can pick up the call to talk to the calling party.

Toll Diversion to Attendant reroutes toll calls, which are attempted by toll restricted stations, to the attendant for assistance.

Trunk Busy Identification provides a display of the trunk group status on the attendant console. The lamp state is:

- off - when one or more trunks in the group is idle
- on - when all trunks in the group are busy

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

4. System Features (cont'd)

Attendant Console (cont'd)

Available Standard features are: (cont'd)

Trunk Group Busy/Access Control Key provides special keys to serve as a common interface for Trunk Group Busy and Trunk Group Access Control for all trunk groups allocated to the customer group.

Trunk Group Identification/Indicators provides a display of the trunk group and member number of the incoming or outgoing trunk in use either at the request of the attendant or automatically on incoming trunk calls.

UCD from Queue provides for a uniform distribution of calls from the attendant queue to a group of attendant positions.

Verification of Authorization Codes allows customer group attendants to validate authorization codes.

Wild Card Key enables the attendant to invoke special features not directly available through a feature key on the console. Any special feature normally available through the use of a feature key may be invoked through the Wild Card Key, with the exception of intercom caller identification.

800 Termination provides capability of terminating an 800 service call into a UCD group or on a compatible console.

Available Optional features are:

Attendant Call Detail Entry allows the attendant to enter cost allocation information into the Station Message Detail Recording (SMDR) or Call Detail Recording Service (CDRS) service record. This feature requires Call Detail Account Recording (CDAR) Service and SMDR or CDRS.

Attendant Conference (30 Port) enables the attendant to establish a 30 port conference (not including the attendant).

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

4. System Features (cont'd)

Attendant Console (cont'd)

Available Optional features are: (cont'd)

Direct Station Selection and Busy Lamp Field allows the attendant to monitor, via a busy lamp field, the status of directory numbers that appear in the group. It will also provide direct dialing to a monitored station by depressing a key.

Multi Position Hunt (MPH) distributes calls over a group of up to 16 line-loop attendant positions each of which can handle up to six types of calls. Incoming calls are rerouted only to idle positions with a loop for that type of call. Only Multi Line Hunt Group (MLHG) lines can be used with the MPH features.

Name Display for Attendant Console enables the attendant console to display the name of a calling (or called) party.

Operational Measurements provides attendant operational measurements for a customer group or subgroup. Types of operational measurements included are counts for aggregate work time, minutes active, and number of calls handled for each attendant position.

Authorization Codes
An arrangement used to identify callers for billing purposes to assign network class of service and to control network access. Available for both voice and data in initial 100 count. Additional codes are available in counts of 25.

Station Specific Codes is an arrangement that allows up to ten Authorization Codes to be assigned for use on a specific line.

Automatic Route Selection-Basic
Allows for the completion of calls to a public network telephone number by automatically scanning the digits and selecting a first choice completion route when available, or a subsequent route if the first choice route is not available. Routes may include Foreign Exchange lines, WATS lines, Carrier access lines, the DDD network, or other compatible arrangements. The final completion route may be the public network. The delivery of digit one to an interexchange carrier is available.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

4. System Features (cont'd)

Automatic Route Selection-Basic (cont'd)
It is the responsibility of the customer to notify the Company regarding updates to the customer's ARS patterns whether caused by changes in the customer's private network or the public switched network.

Automatic Route Selection-Deluxe
Allows for the completion of calls to a public network telephone number by automatically scanning the digits and selecting a first choice completion route when available, or a subsequent route if the first choice route is not available. Routes may include Foreign Exchange lines, WATS lines, Carrier access lines, the DDD network, the IDDD network, or other compatible arrangements. The delivery of digit one to an interexchange carrier is available.

It is the responsibility of the customer to notify the Company regarding updates to the customer's ARS patterns whether caused by changes in the customer's private network or the public switched network.

The final completion route may be the public network, or at the direction of the customer, the call attempt can be routed to Expensive Route Warning Tone.

Facility Restriction Levels (FRL) are required with ARS-D and are required on each Centrex line and incoming tie line to determine both the type of call and type of facility within the privileges of the associated user.

Authorization codes are required to allow a station user to dial a code to override the restriction level associated with the dialing Centrex line or tie line. The Centrex requests the Authorization code when the default FRL has insufficient privileges to complete the call. The Authorization code is also inspected for validity as a security check.

Time of Day routing, an option, permits the pre-programming selection of alternate routing pattern groups for off-network calls on a time of day and day of the week basis.

Automatic Alternate Routing for tie lines provides automatic routing of calls to alternate tie line routes when the primary tie line route is in use.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

4. System Features (cont'd)

Automatic Route Selection-Deluxe (cont'd)
Automatic Overflow to DDD provides completion of on-network calls via the toll network when all primary and alternate tie line routes are busy.

Deluxe queuing permits station users to be placed in a queue whenever all facilities in the first choice route in a pattern for completing a particular call are already in use.

ARS-Deluxe can be optionally equipped to scan up to 10 digits or provide IDD Dialing.

Call Detail Recording Service (CDRS)
Provides Centrex customers with network calling information that is generated at the central office and saved on a central storage medium for retrieval by the customer. An identifier is included which indicates the number of attempted and completed calls. An alternative access arrangement utilizing File Transfer Protocol (FTP) may be used.

Call Forwarding Multi Path
Provides for the simultaneous forwarding of multiple incoming calls to a predesignated telephone number. Adequate facilities are required for their termination. One such Multi Path feature is required for each type of call forwarding feature such as Variable, Busy, Don't Answer, and each line with which it is associated. Availability is limited to an intraoffice basis except where inter-office forwarding is available and facilities permit.

Call Waiting Lamp Interface
Provides a visual status of queued calls via busy lamps. Busy lamps are activated through a channel from the serving central office.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

4. System Features (cont'd)

Centrex Mate

The Centrex Mate feature is provided as a standard feature for customers selecting a 7-line category or higher and as an optional feature for customers selecting less than a 7-line category. The Centrex Mate feature allows a Centrex customer to make changes in the station line and/or feature configuration of the Centrex System as an alternative to the standard Company service order process. Centrex Mate allows the customer to manage feature assignments per line, exchange station numbers between like station lines, verify the assignment of features on an individual station line or bulk basis, sort for stations that have particular features, and obtain internal directory information for stations in the Centrex Mate database. Centrex Mate is offered subject to availability of facilities and compatibility of the serving central office.

The customer is responsible for any charges incurred to access the Centrex Mate system.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

4. System Features (cont'd)

Centrex Mate (cont'd)
Centrex Mate customers may elect to continue to use standard service order procedures at any time, and the service will be implemented by the Company at the prevailing charges and service intervals as specified elsewhere.

Customers may elect to have a third party other than the customer implement and manage their system for them. If this option is elected, the customer assumes responsibility for all changes executed by their authorized agent.

The Company reserves the right to withhold the service if it is determined to be incompatible with existing Switching Systems. Also, some functions of the central office switching system will have priority over execution of customer change requests. The Company assumes no responsibility for change requests delayed by priority central office functions.

Not all features and capabilities are included in Centrex Mate. A service order will be required to rearrange some items. These include but are not limited to:

- swaps of off-premises lines in different wire centers;
- lines not included in Centrex Mate such as attendant lines,
- multi-line hunt lines, and lines with special equipment.

Responsibility of the Company
The Company will provide training to these customers who elect to utilize Centrex Mate themselves and decline to elect an authorized agent. Training will be provided by the Company at the time Centrex Mate is activated without charge. Subsequent training can be provided for the customer at an additional charge, as specified elsewhere in this offering.

The Company will provide the customer or the designated authorized agent with the security password access codes for the customer's Centrex Mate System.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

4. System Features (cont'd)

Centrex Mate (cont'd)

*Responsibility of the Company (*cont'd)
The customer is responsible for the administration and protection of the Centrex Mate password and access code and will be responsible for any charges arising out of unauthorized use of the password. Customers electing an authorized agent to administer and manage their Centrex System shall be responsible for that agent's use and protection of the password and access codes.

The customer will designate at the time of installation whether they will manage their Centrex Mate system themselves or through an authorized agent. If the authorized agent is selected, the customer will provide the Company with a signed and dated letter authorizing the agent to manage the Centrex Mate system on their behalf. The customer accepts responsibility for all changes made on their behalf by their agent.

Centrex Message Signal Interface (CMSI)
Provides for the transmission at 1200 and 9600 baud rates of certain called number and other identification information via a data link connecting the CMSI input/output port located in the Company central office to Customer Provided Equipment.

ACMSI service consists of three features: Call History Package Delivery, Remote Activation of Message Waiting Indicator and Message Waiting Indication.

Call History Package Delivery provides detailed information of calls forwarded from Centrex lines via a Centrex multi-line hunt group and associated data link from the Company's central office to the customer provided Message System Interface.

Remote Activation of Message Waiting Indicator allows the Centrex customer to activate/deactivate an audible message waiting tone on Centrex lines or a visual LED indication on electronic business sets.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

4. System Features (cont'd)

Centrex Message Signal Interface (CMSI) (cont'd)

Message Waiting Indication Audible provides an audible tone signal on a Centrex line or, where technology permits, a visual LED indication on an electronic business set. The Message Waiting Indication Audible feature is provided as part of the Centrex Basic Line on a per line basis.

Centrex Message Signal Interface - Expanded (CMSI-E)
Centrex Message Signal Interface-Expanded (CMSI-E) is a Centrex feature designed to link a Centrex customer's premises equipment (CPE) to the Company's central office in order to pass signaling and message detail information. This service will allow a customer with operations located in multiple Central Office locations, operations located in multiple Central Office locations and an alternate carrier's service, or operations in a single Central Office and an alternate carrier's service in the same LATA to use a single data (CMSI-E) link.

This service is available at both a low speed (1200 baud) and a high speed (9600 baud).

CMSI-E service consists of three features: Call History Package Delivery, Remote Activation of Message Waiting Indicator and Message Waiting Indication.

Call History Package Delivery provides detailed information of calls forwarded from Centrex lines via a Centrex multi-line hunt group and associated data link from the Company's central office to the customer provided Message System Interface.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

4. System Features (cont'd)

Centrex Message Signal Interface - Expanded (CMSI-E) (cont'd)

Remote Activation of Message Waiting Indicator has two options.

Remote Activation of Message Waiting Indicator:

- allows the Centrex customer to activate/deactivate an audible message waiting tone (stutter dial tone) on Centrex Lines or a visual LED indication on electronic business sets.

Remote Activation of Message Waiting Indicator-Alternate Network Delivery:

- allows the Centrex customer to activate/deactivate an audible message waiting tone (stutter dial tone) on Centrex Lines or a visual LED indication on electronic business sets, and

- send MWI messages to one pre-defined SS7 Point Code of its suitably equipped alternate network provider. The alternate network telephone numbers must be in the same LATA as the customer's CMSI-E link.

The Remote Activation of Message Waiting Indicator-Alternate Network Delivery option is limited to customers with operations in five or less Central Office locations in the LATA.

Message Waiting Indication Audible provides an audible tone signal on a Centrex line or, where technology permits, a visual LED indication on an electronic business set. The Message Waiting Indication Audible feature is provided as part of the Centrex Basic Line on a per line basis.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

4. System Features (cont'd)

Centrex Message Signal Interface - Expanded (CMSI-E) (cont'd)

The following terms and conditions apply for CMSI-E:

- CMSI-E may be provided only from Central Offices equipped for this service, subject to the technical limitations and availability of equipment and facilities.
- A modem is required in the central office and a compatible modem is required at the customer's premise.
- Multi-line hunt groups will be required at the host Central Office only.
- All customer locations linked by the CMSI-E link must be located in the same LATA.
- A System Feature Change Charge applies for customer requested changes (e.g., Remote Activation of Message Waiting Indicator to Remote Activation of Message Waiting Indicator-Alternate Network Delivery) to the feature.
- If a customer upgrades from CMSI to CMSI-E or from 1200 to 9600 baud, only the incremental difference in nonrecurring charges will be charged.

Centrex Network Manager /1/ (C)
Centrex Network Manager is an integrated platform that allows customers to obtain operational measurements and information on calls originating from the Centrex Service.

The customer can use either File Transfer Protocol (FTP)/2/ or a dial out connection(s) for the Operational Measurements and SMDR-Premium features. The customer is responsible for any charges incurred to access the CNM platform.

/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. (N) | (N)

/2/ This option is referred to as Virtual Access.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

4. System Features (cont'd)

Centrex Network Manager (cont'd) /1/ (C)
Centrex Network Manager is only available where facilities permit and Central Office capacity exists.

The following capabilities are available with Centrex Network Manager:

Operational Measurements provide reports that give customers the peg count and usage information for Trunk Groups, Peak Trunk Groups, Virtual Facility Groups, Peak Virtual Facility Groups, Customer Group Usage, Subgroup and Attendant Console, Off Hook Call Back Queuing, Call Park and Integrated Business Network (IBN) Calls. The customer is provided with information (such as total call attempts, total failures and duration) that can be used to size and monitor its Centrex operation. The reports will be delivered to the customer via FTP or a dial out connection on a mutually agreed upon, scheduled basis. The report information is stored for 7 calendar days, after which time the data is overwritten. The number of concurrent Subscriber Line Usage Reports (SLU Reports) is limited based on switch capacity.

Optional features for Operational Measurements include:

- Subscriber Line Usage Reports provide information on an individual station
- Killer Trunk Reports provide the customer with a tool for analysis of its private network. The information flags potential calling failures that the customer's end users may be experiencing

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

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

4. System Features (cont'd)

Centrex Network Manager (cont'd) /1/ (C)

SMDR-Premium provides information on calls originating from Centrex Service lines. The calling information, generated at the central office, is provided in a data stream format and is delivered to the customer's premise via FTP or a dial out connection to the customer provided equipment. Customers can make their own requests for resending data. The calling information is not rated and is not indicative of billing data. The calling information is stored for 10 calendar days, after which time the data is overwritten.

Optional features for SMDR-Premium include:

- The Company resending data for customers
- 30 or 45 days of storage
- Centrex Station-to-Station call information
- Centrex Group Intercom call information

Centrex Routed Number
This feature routes calls to a Centrex System telephone number to an answering point at the customer location. Centrex Routed Number includes the Centrex telephone number and the routing facility. Calls must be routed within the customer's common block.

Centrex Station Identification (CSI)
Provides the automatic transmission of a ten digit number and information digits to the customer's tie trunk for calls originating in the Centrex system, to identify the calling Centrex station for purposes of billing administration within a private network. The feature is a central office software function which is associated on a call-by-call basis with all individual transmission paths connected to a trunk group provisioned with CSI. CSI may be provided subject to the availability of facilities and the compatibility of serving central office technology. The ten digit CSI telephone number, consisting of the NPA plus the seven digit CSI telephone number, will be transmitted on al calls except those identified a CSI failure, in which case only the NPA will be transmitted. The CSI telephone is the telephone number of the calling station and is not the listed telephone number of the customer.

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

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

4. System Features (cont'd)

Centrex Virtual Network (CVN)
Centrex Virtual Network (CVN) extends intercom calling geographically within a LATA, providing virtual connectivity among all types of Centrex lines using the public network.

All lines in the Centrex system and at each premises location must be included in a customer's CVN. Multiple customers sharing Centrex Common Blocks cannot be part of an CVN. A minimum of 50 lines is required to establish CVN except with OmniPresence. CVN applies to only Company provided Centrex lines using the Company as their intraLATA usage provider. Systems exceeding 25,000 lines may require special construction charges, except with OmniPresence. See the OmniPresence description elsewhere in this offering for exceptions to the above.

All lines in the network must terminate at an authorized premises location of the Customer of Record. Authorized locations include branches, factories, plants, etc., of the Customer of Record, or a subsidiary of the Customer of Record. A network may not be shared among unaffiliated end users.

CVN requires a measurement of the customer's usage busy hour represented by CCS value. A CCS is defined as a measure of traffic usage expressed in Hundred Call Second Increments (where the Roman numeral C represents one hundred). One call which lasts 100 seconds constitutes one CCS. There are 36 CCS in one hour.

When CVN is provided through resale, all lines in each CVN network must terminate at an authorized premises location of the same end user customer of the reseller. All other terms and conditions as stated above, including the requirement of a minimum of 50 lines per end user customer, apply.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

4. System Features (cont'd)

Centrex Virtual Network (CVN) (cont'd)

OmniPresence CVN

OmniPresence CVN provides a virtual local presence from multiple remote Centrex locations to a hub location of the same end user customer of record. OmniPresence is an Centrex Virtual Network (CVN) feature and CVN service parameters apply. The customer must subscribe to both Remote OmniPresence and Hub OmniPresence.

The OmniPresence network requires a minimum of 26 lines/channels. All remote location lines/channels in the OmniPresence network are OmniPresence Centrex Basic lines or OmniPresence Centrex National ISDN lines with a Circuit Switched Data "B" channel.

Circuit Switched Data Service standard capabilities (Call Diverting, Hunt Group for Shared Data Access, Intercom Calling, and Speed Calling-Short) are not available when used with OmniPresence CVN. The Centrex line feature Call Forwarding-Busy is provided as a standard Circuit Switched Data Service capability when used with OmniPresence CVN.

Each remote location requires a dedicated Centrex System and the Centrex system feature, Call Forwarding MultiPath.

Centrex Mate is not available on OmniPresence Lines.

Digital Transport Service and/or ISDN Prime Service are/is required at the hub location to provide termination of calls to the customer premises.

OmniPresence service must terminate on Customer Premises Equipment in the LATA where Centrex OmniPresence service is provided.

Additional lines/channels at the OmniPresence hub location are not required to be a part of a customer's OmniPresence CVN.

Networks exceeding 2,000 lines/channels may require special construction charges.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

4. System Features (cont'd)

Centrex Virtual Network (CVN) (cont'd)

Regional CVN (RCVN)

Regional CVN is a regional virtual network service for on-net calling using abbreviated/customized dialing. It interconnects a maximum of five (5) CVNs in multiple LATAs within the Company's Midwest region. RCVN requires private facility terminations into the hub Centrex. Private facilities provided by an interexchange carrier (IXC) facilitate transport of interLATA calls. All intraLATA transport is virtual and is carried by the Company. All CVN parameters apply for Regional CVN.

Virtual Route Selection (VRS)

Virtual Route Selection is a Centrex Virtual Network (CVN) option that provides multi-location customers the means to redirect all their direct dialed interLATA off-net and out-of-network calling to a single or multiple location(s).

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

4. System Features (cont'd)

Conference Services
A Six Port Conference circuit allows attendants and station users to establish conference calls beyond the standard Three Way Calling feature up to six conferees.

A Six Port Conference circuit may be expanded to accommodate up to 30 conferees by adding Conference Linking arrangements. One Conference Linking arrangement provides four additional ports.

- Meet Me conferencing allows station users to hold a conference by dialing a directory number associated with a specific conference bridge at a predetermined time.

- Station Controlled allows station users to hold a conference by dialing a directory number associated with a specific conference bridge at a predetermined time.

Privacy Release Conference Control
Provides conference circuits designated for the exclusive use of MADNs and allows them to use three port as well as six port conference circuits.

Preset Conference
Allows a Centrex station line, trunk, or attendant console, to establish a conference call with a maximum of 25 conferees by dialing a specific directory number. The dialing of the DN invokes simultaneous ringing of the preselected conferees. The conferees are specified and notified in advance.

Customized Call Diverting
Enables the customer to block or allow one or more NPA and/or NXX numbers when these numbers are dialed by selected stations within the customer group.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

4. System Features (cont'd)

Dial Plan for Advanced Solutions (DPAS)

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

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

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

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

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

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

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

4. System Features (cont'd)

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

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

The Company will charge a DPAS Change Charge and a Service Order Charge for modifications to the customer's DPAS feature. Neither a DPAS Change Charge nor a Service Order Charge will apply for changing an in-network number to an out-of-network number.

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

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

4. System Features (cont'd)

Direct Inward System Access (DISA) Service/1/
Allows users outside Centrex Service system to access the Centrex Service system by dialing predetermined Network Access Lines.

DISA requires two additional Optional System Features, Authorization Codes and Station Message Detail Recording (SMDR) Service.

The DISA service includes the following features:

Invalid Authorization Code Treatment - Routes incoming calls to optional announcement. The optional announcement may provide additional information as to why the call was not completed.

Time out of Incoming Calls - Routes incoming calls that time out waiting for digits to be dialed to an attendant or an optional announcement.

A Directory Telephone Number is required for each access arrangement to a Centrex Service System, i.e., three simultaneous calls to the DISA service will require three telephone numbers.

Do Not Disturb
An arrangement that intercepts incoming calls to a Centrex line(s) during specified periods of time when a station user(s) does not want to be disturbed. This arrangement can be provisioned for individual lines or groups of lines. This feature may be activated/deactivated via a key by the attendant or a designated station user.

Electronic Directory Interface (EDI) Service
Provides station users and the attendant(s) the ability to communicate with an electronic directory. This arrangement is available to calls originated within the Centrex Service system. The EDI interface, located in the Company's central office, routes calls for directory information to a customer provided processor.

/1/ Effective August 31, 1996, this feature is no longer available to new *Centrex Service* customers or to existing customers expanding their current systems.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

4. System Features (cont'd)

Electronic Directory Interface (EDI) Service (cont'd)
Electronic Directory provides for the following on ISDN lines associated with properly equipped customer provided sets.

Calling Name Display provides the name and directory number of the calling party to be displayed.

Direct Query Display allows the station user with a properly equipped customer provided set to query for a person's directory number.

Automatic Calling permits the party associated with the information being displayed to be called during a directory query without dialing the designated directory telephone number.

(D)

(D)

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

4. System Features (cont'd)

High Speed Data Service
An arrangement that provides digital, full-duplex synchronous data transmission within a Centrex Service System, at speeds of 1.2 Kbps to 56 Kbps and asynchronous data transmission at speeds of 100 Kbps to 19.2 Kbps over a standard twisted pair loop. High Speed Data Service requires appropriately equipped Customer Provided Equipment.

High Speed Data Service may be used to access Public Switched Digital Services.

Music On Hold Interface
An arrangement that allows access to Customer Provided Equipment that provides a continuous broadcast of music when a caller is placed on hold. Customer Premises Announcements are required per unique music source.

Network Speed Calling
Allows up to 1000 numbers per system to be accessed via individual lists of up to 100 numbers each.

Number Retention Service (NRS)
Allows calls placed to telephone number equipped with NRS to be automatically forwarded to a dialable telephone number served by the same central office switch or by a different central office switch located in the same central off area building serving the same exchange. The calling party pays only the applicable charges to call the number equipped with an NRS features.

Each NRS feature allows simultaneous forwarding of up to a maximum of twelve (12) calls or an unlimited call path threshold with a 1000 message cap per NRS line. Messages exceeding the cap per line will be billed at the Local Message charge.

The customer of record must subscribe to sufficient facilities at the terminating station to adequately handle calls without impairing, disrupting, or deteriorating services offered by the Company.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

4. System Features (cont'd)

Outgoing Deluxe Trunk Queuing
An arrangement that allows station users to have their outgoing call held in queue, by dialing a code, when the associated outgoing facilities are in use. This arrangement provides station users with "off-hook" or "on-hook" queuing for busy outgoing facilities. A queue slot is required for each call held in queue.

The following options are available for calls that are held in "off-hook" queue:

Silence on Queue provides silence when calls are held in queue. This arrangement is standard unless the customer elects Music on Queue or Recorded Announcement.

Music on Queue is an interface that provides for the connection with customer provided music equipment.

Recorded Announcement provides for one continuous repeating type announcement.

Priority Queuing station lines, equipped with this option have originating priority and their calls are loaded into queue ahead of non-priority calls. When the queue is full, priority calls route to overflow tone or to the DDD network.

Personal Call Screening
Allows a station to whom another station's calls are being forwarded, to transfer the call back to the forwarding station, overriding the forwarding feature.

Private Facility Access Termination

Line Side Access Connections

- Code Call Access permits station users and attendants to dial an access code and a called party code to activate customer provided audible and visible signaling devices.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

4. System Features (cont'd)

Private Facility Access Termination (cont'd)

Line Side Access Connections (cont'd)

- Dial Dictation Access provides station users access to customer provided dictation recording equipment by dialing an access code.

- Loudspeaker Paging Access allows stations and attendants to access customer provided loudspeaker paging equipment located on the customer's premises by dialing an access code.

- Radio Paging Access allows stations and attendants to access customer provided and radio paging equipment located on the customer's premises by dialing a Centrex station number.

Trunk Side Access Connections
The following trunk side access connections are available in either analog or digital format as outlined below.

- Advanced Private Line Access connects tie lines, private line facilities and access lines from switched private line services to Centrex dial switching equipment. It may also be used when compatible with and required for termination of facilities by Other Common Carriers (OCC's)

- DS1 Connection is a termination used to connect dial type tie lines or Other Common Carrier (OCC) private communication services to a Centrex System. The termination can accommodate twenty-four channels, each dedicated to a specific service.

- Radio Paging Access provides station users and attendants the capability to access customer provided and radio paging equipment located on the customer's premises via an access code.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

4. System Features (cont'd)

Private Facility Access Termination (cont'd)

Trunk Side Access Connections (cont'd)

- PRI Connection is an ISDN Primary Rate 1.544 Mbps termination between two (2) central offices. It is used to connect tie lines, private switched network access lines, and Interexchange Carrier (IXC) private communication services to a Centrex system. The termination can accommodate twenty-three 64 Kbps "B" channels for circuit switching and one 64 Kbps "D" channel (23B+D) or twenty-four 64 Kbps "B" channel where "D" channels can be shared by several terminations.

Optional Features:

Channel Backup Arrangement provides backup for primary "D" channel under those circumstances where three or more PRI Connections share a single "D" channel. A predetermined channel on another PRI Connection would automatically take over call control and signaling functions.

Network Ring Again allows a station user that places a call over the PRI Connection to a busy station line at a distant PRI terminating location to be connected to the called station line without redialing when both the called and calling station lines become available.

Network Name Display allows a station user that laces a call over the PRI Connection to a station line at a distant PRI terminating location to view the caller's name on a properly equipped customer provided set.

- Tandem Tie Line Access allows tandem connection of special service circuits dedicated to a customer group.

- Tie Line Access allows connection of special service circuits dedicated to a customer group.

Other Private Facility Access Connections

- Foreign Exchange/Feature Group A (FX)/FGA provides access to/from an FX/FGA line. Station users have the ability to transfer a foreign exchange call.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

4. System Features (cont'd)

Private Facility Access Termination (cont'd)

Other Private Facility Access Connections (cont'd)

- OUTWATS Access allows a station user access to OUTWATS services dedicated to a customer group by dialing an access code.

Queue Slots
Queue slots are dedicated time slots in the central office, used to hold calls in a delayed state until a call can be further processed. A queue slot is required for each call to be held in queue. Calls in Queue may be provided a recorded announcement or music.

(D)
(D)

Split Service/1/
Permits segregation of station lines into separate groups, using an additional common block/customer group, enabling each separate group to have a different set of common system features.

Station Message Detail Recording Service - Premises (SMDR-P)/2/
Provides information on calls originating from Centrex Service lines to locations outside of the Centrex Service system. The calling information, generated at the Company's central office, is provided in a data stream format and is delivered to the customer's premises via a data link that is connected to Customer Provided Equipment. The calling information is not rated.

/1/ Effective August 31, 1996, this feature is no longer available to new *Centrex Service* customers or to existing customers expanding their current systems.
/2/ Effective December 18, 1998, this feature is no longer available to new *Centrex Service* customers or to existing customers expanding their current systems.

1. CENTREX SERVICE (cont'd)

D. Features (cont'd)

4. System Features (cont'd)

Supplemental Three Digit Dialing
Available on a Centrex system arranged for four- or five-digit intercom dialing. Three-digit dialing is provided as a means to reach an emergency station line on the same system, such as fire, police, etc.

Trunk Verification from Designated Station
An arrangement that provides audible transmission level testing for originating and terminating trunk groups or a trunk within a trunk group for trunks associated with a Centrex system by a designated station user(s).

Uniform Call Distribution (UCD)
Provides for the even distribution of incoming calls to all groups of lines arranged in a special hunting arrangement. Queuing may be provided with the addition of queue slots. The UCD capability may be provided with Electronic Key Line Service.

Virtual Routing
Provides routing and call completion over 24 software defined access paths (virtual/simulated facilities group) for ValueLink Premier intraLATA toll service.

E. Technical References

Customer Provided Equipment (CPE) compatibility requirements are listed in Ameritech Technical References. All Customer Provided Equipment used to interface with Centrex Service is required to conform with the Technical Reference Specifications as used by the Company and found in the following Technical references:

Subject	Technical Reference
Caller ID - Display	AM-TR-TSY-000030 AM-TR-TSY-000031
Data	AM-TR-NPL-850005
Electronic Key (Non--ISDN)	AM-TR-NPL-850004
ISDN Console	AM-TR-NPL-850006
ISDN Interface	AM-TR-NIS-000068
OPTI-Centrex Digital Channel Bank	MDP-326-140

1. CENTREX SERVICE (cont'd)

E. Technical References

The Technical References can be obtained from:

APEx Support Team
(734) 523-7348

F. Prices

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, Intercom line 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 Base Rate.

ISDN Centrex Circuit Switched calls outside of the system will be subject to measured usage prices. 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)

System Conversion Charges

When a customer converts existing service as a billing conversion only, service remains configured exactly as it currently exists, with no additional features (Centrex Mate is not provided). The following charges apply:

- Service Order Charge
- Recurring System Charge

When a customer converts service, adding new features, and the customer programs the new line features with Centrex Mate. The following charges apply:

- Service Order Charge
- Non-Recurring System Conversion Charge
- Recurring System Charge

When the customer converts service, adding new features, and the Company programs the new line features. The following charges apply:

- Service Order Charge
- Non-Recurring System Conversion Charge
- Recurring System Charge
- Appropriate Line Programming Charge

Intercom Lines/1/
The quantity of Centrex Intercom lines is determined by the Company by subtracting the number of Centrex network access lines from the total number of Centrex stations in service. The intercom line price and the associated discounts are determined by access area and quantity of Centrex Station Lines.

/1/ OmniPresence applications do not require Intercom Lines.

1. CENTREX SERVICE (cont'd)

F. Prices (cont'd)

1. Service Elements

Description /Billing Code/		Monthly Price per Intercom Line Access Area A	B	C	D
Intercom Lines /CPXJB/ /CPXJC/ /CPXJD/					
2 - 47	For		$11.50	$13.00	$14.50
48 - 95	Future		11.50	13.00	14.50
96 - 199	Use		11.50	13.00	14.50
200 - 293			11.50	13.00	14.50
294 - 387			11.50	13.00	14.50
388 - 579			11.50	13.00	14.50
580 - above			11.50	13.00	14.50
Classroom Line Intercom Lines/1/			6.53	7.64	13.14

Description /Billing Code/	Nonrecurring Charge	Monthly Payment *Term Payment Plans* 1 Month	36 Months	60/2/ Months	84/2/ Months	
System Charges per system						
2- 50 lines /CYA1X/	$ 250.00	$5.00	$5.00	$5.00	$5.00	
51-100 lines /CYA2X/	400.00	5.00	5.00	5.00	5.00	
101-200 lines /CYA3X/	575.00	5.00	5.00	5.00	5.00	
201-500 lines /CYA4X/	1,000.00	5.00	5.00	5.00	5.00	
501 or more lines /CYA5X/	1,500.00	5.00	5.00	5.00	5.00	
or per OmniPresence Remote System, 2-6 OmniPresence remote lines /CYAXA/	100.00	5.00	5.00	5.00	5.00	

(C)

/1/ Classroom Lines are available only for K-12 Schools, see Features.

/2/ Effective December 31, 2011, the 84 month Term Payment Plan (TPP) term period is no longer available for new installations or renewals of Centrex Service. Effective September 1, 2013, the 60 month TPP term period is no longer available for new installations or renewals of Centrex Service. Centrex customers currently on a 60 month or 84 month TPP term period may continue service at their existing TPP 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) (C)

1. CENTREX SERVICE (cont'd)

F. Prices (cont'd)

1. Service Elements (cont'd)

Description /Billing Code/	Nonrecurring Charge	Monthly Payment *Term Payment Plans* 1 Month	12 Months	24 Months	36 Months	60[/1/] Months	84[/1/] Months
System Conversion Charge[/3/] per system							
2- 50 lines /UDP1X/	$100.00						
51-100 lines /UDP2X/	200.00						
101-200 lines /UDP3X/	275.00						
201-500 lines /UDP4X/	500.00						
501 or more lines /UDP5X/	750.00						
Centrex Lines, each 7+ line categories include Centrex Mate							
Basic Line /NDC/							
2+ line category	12.00	$563.00 (I)	$12.50	$11.00	$ 8.00	$ 8.00	$ 8.00
7+ line category	12.00	563.00	12.50	11.00	7.90	7.75	7.75
25+ line category	12.00	563.00	12.50	11.00	7.75	7.50	7.50
50+ line category	12.00	563.00	12.50	11.00	7.50	7.25	7.25
100+ line category	12.00	563.00	12.50	11.00	7.25	7.00	7.00
200+ line category	12.00	563.00 (I)	12.50	11.00	7.00	6.75	6.75
Electronic Key Line /NDU/							
2+ line category	12.00	565.00 (I)	13.50	12.00	11.50	11.50	11.50
7+ line category	12.00	565.00	13.50	12.00	11.25	11.00	11.00
25+ line category	12.00	565.00	13.50	12.00	11.00	10.50	10.50
50+ line category	12.00	565.00	13.50	12.00	10.50	10.00	10.00
100+ line category	12.00	565.00	13.50	12.00	10.00	9.50	9.50
200+ line category	12.00	565.00 (I)	13.50	12.00	9.50	9.00	9.00
Classroom Line[/2/]	12.00	N/A	N/A	N/A	2.95	2.95	2.95

/1/ Effective December 31, 2011, the 84 month Term Payment Plan (TPP) term period is no longer available for new installations or renewals of Centrex Service. Effective September 1, 2013, the 60 month TPP term period is no longer available for new installations or renewals of Centrex Service. Centrex customers currently on a 60 month or 84 month TPP term period may continue service at their existing TPP 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/ Classroom Lines are available only for K-12 Schools, see Features.

/3/ Customers converting to Centrex Service where the System Conversion Charge applies will be subject to the monthly recurring $5.00 *System Charge* shown on Sheet 80.

1. CENTREX SERVICE (cont'd)

F. Prices (cont'd)

1. Service Elements (cont'd)

Description /Billing Code/	Nonrecurring Charge	Monthly Payment *Term Payment Plans* 1 Month	36 Months	60/1/ Months	84/1/ Months	(C)
An ISDN line requires an ISDN Service to make the line operational						
ISDN Custom line /ZDZ/						
2+ line category	$54.00	$17.00	$16.00	$16.00	$16.00	
7+ line category	54.00	17.00	15.75	15.25	15.25	
25+ line category	54.00	17.00	15.25	14.50	14.50	
50+ line category	54.00	17.00	14.50	13.75	13.75	
100+ line category	54.00	17.00	13.75	13.00	13.00	
200+ line category	54.00	17.00	13.00	12.25	12.25	
ISDN National line /ZDQ/						
2+ line category	54.00	17.00	16.00	16.00	16.00	
7+ line category	54.00	17.00	15.75	15.25	15.25	
25+ line category	54.00	17.00	15.25	14.50	14.50	
50+ line category	54.00	17.00	14.50	13.75	13.75	
100+ line category	54.00	17.00	13.75	13.00	13.00	
200+ line category	54.00	17.00	13.00	12.25	12.25	

/1/ Effective December 31, 2011, the 84 month Term Payment Plan (TPP) term period is no longer available for new installations or renewals of Centrex Service. Effective September 1, 2013, the 60 month TPP term period is no longer available for new installations or renewals of Centrex Service. Centrex customers currently on a 60 month or 84 month TPP term period may continue service at their existing TPP 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) (C)

1. CENTREX SERVICE (cont'd)

F. Prices (cont'd)

1. Service Elements (cont'd)

Description /Billing Code/	Nonrecurring Charge	Monthly Payment *Term Payment Plans* 1 Month	36 Months	60[4] Months	84[4] Months	
OmniPresence Remote Location-Basic line /NUH/						
2-6 line category	-	$8.00	$8.00	$8.00	$8.00	
7-24 line category	-	8.00	7.80	7.70	7.65	
OmniPresence Remote Location-National ISDN line /ZNZAX/						
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	
OPTI-Centrex-Basic line[1][2] /NUC/						
2+ line category	16.00	9.00[3]	8.00[3]	8.00[3]	8.00[3]	
7+ line category	16.00	9.00[3]	7.80	7.70	7.65	
25+ line category	16.00	9.00[3]	7.80	7.60	7.55	
50+ line category	16.00	9.00[3]	7.65	7.30	7.00	
100+ line category	16.00	9.00[3]	7.50	7.10	6.75	
200+ line category	16.00	9.00[3]	7.40	6.95	6.50	

(C)

/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/ Rates effective July 1, 1999.

/4/ Effective December 31, 2011, the 84 month Term Payment Plan (TPP) term period is no longer available for new installations or renewals of Centrex Service. Effective September 1, 2013, the 60 month TPP term period is no longer available for new installations or renewals of Centrex Service. Centrex customers currently on a 60 month or 84 month TPP term period may continue service at their existing TPP 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) (C)

1. CENTREX SERVICE (cont'd)

F. Prices (cont'd)

1. Service Elements (cont'd)

Description /Billing Code/	Nonrecurring Charge	Monthly Payment *Term Payment Plans* 1 Month	36 Months	60[/1/] Months	84[/1/] Months	
ISDN Services						
Circuit Switched Voice per "B" channel equipped /BSB5X/	$25.00	$4.70	$4.40	$4.30	$4.15	
Circuit Switched Data per "B" channel equipped /BSB6X/	20.00	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	

(C)

/1/ Effective December 31, 2011, the 84 month Term Payment Plan (TPP) term period is no longer available for new installations or renewals of Centrex Service. Effective September 1, 2013, the 60 month TPP term period is no longer available for new installations or renewals of Centrex Service. Centrex customers currently on a 60 month or 84 month TPP term period may continue service at their existing TPP 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) (C)

1. CENTREX SERVICE (cont'd)

F. Prices (cont'd)

1. Service Elements (cont'd)

Description /Billing Code/	Nonrecurring Charge	Monthly Price
Optional Line Features		
Add On Modules		
10 or 18 Button	$ 50.00	
20, 22 or 36 Button	100.00	
Call Forward Over Private Facilities /PFY/	5.00	$4.00
Call Request with Queue		
per line		1.00
per system /RQQPS/	95.00	
Caller ID on Non ISDN lines /ZC1ND/		
1 to 6 lines, per line		3.25
7 to 11 lines, per line		1.45
12 to 19 lines, per line		1.15
20 to 95 lines, per line		1.00
96 and over lines, per line		.80
Caller ID with Name/NMP/ (See Reference Section-Advanced Custom Calling Features)		
Calling Name Display on Intercom /NM3/		.50
CLASS Automatic Callback /ZCLAR/		3.00
CLASS Call Screening /ZACSR/		3.50
CLASS Repeat Dialing /ZACRD/		3.50
CLASS Visual Message Waiting Indicator per line (VWG) /ZMWVM/	5.00	1.00
Custom Calling Name on Centrex, per line /NHE/	5.00	3.50

1. CENTREX SERVICE (cont'd)

F. Prices (cont'd)

1. Service Elements (cont'd)

Description /Billing Code/	Nonrecurring Charge	Monthly Price
Optional Line Features (cont'd)	$ 5.50	
Direct Connect Originating, per line /DOK/	5.50	$ 1.00
Direct Connect Originating with Delay, per line /WLS/	100.00	1.00
Direct Station Selection/Busy Lamp Field with Fast Transfer /BUY/		9.00
Distance Extension		
Per Electronic Key line /XTN/		26.00
Per ISDN Custom or National line /XTN/		26.00
Executive Display Communications		.50
Calling Name Display on Intercom /NM3/	5.00	.50
CLASS Visual Message Waiting Indicator per line (VWG) /ZMWVM/ (Multiple feature discount may apply see Reference Section for location of Advanced Custom Calling Features)		1.00
Custom Calling Name on Centrex, per line /NHE/	5.00	3.50
Direct Connect Originating, per line /DOK/	5.50	1.00
Direct Connect Originating with Delay, per line /WLS/	5.50	1.00
Direct Station Selection/Busy Lamp Field with Fast Transfer /BUY/	100.00	9.00

1. CENTREX SERVICE (cont'd)

F. Prices (cont'd)

1. Service Elements (cont'd)

Description /Billing Code/	Nonrecurring Charge	Monthly Price
Optional Line Features (cont'd)		
Distance Extension		
Per Electronic Key line /XTN/		$26.00
Per ISDN Custom or National line /XTN/		26.00
Executive Display Communications		.50
Ground Start Line /GST/	$5.00	10.00
Make Busy Key /DXV/ (Certain switch types may require a Dedicated Communications Services channel)	2.00	5.50
Message Waiting Indication Lamp /MLN/ (Certain switch types may require a Dedicated Communications Services channel)	5.00	1.65
Multiple Appearance Directory Number Multiple Call Arrangement /MA8/	5.00	.25
Premium Feature Package per line or "B" channel service /ESY79/	5.00	1.00
Query Busy Station, per queued station /QB2/	7.50	1.50
Secondary Directory Telephone Number, each /SOT/		.25
Simultaneous Ring One Number	6.50	2.50
Single Line Extension, same premises, different building /SXBBA/ different premises /SXBCA/ Apply the price for a Centrex line(s) (May require a Dedicated Communications Services channel)		

1. CENTREX SERVICE (cont'd)

F. Prices (cont'd)

1. Service Elements (cont'd)

Description /Billing Code/	Nonrecurring Charge	Monthly Price
Optional Line Features (cont'd)		
Speed Calling-Long /ESHC3/	$10.75	$ .40
Speed Calling-Expanded Number Group /EJ3/	10.75	.60
Stop Hunt Key /2URSH/ (Certain switch types may require a Dedicated Communications Services channel)	2.00	4.95
Optional ISDN Data Features Provided on a per feature basis		
Alternate Access /NZ2/	5.00	3.00
Queuing /CQYPQ/	10.00	1.00
Single Line Extension, same premises, different building /SXBBA/ different premises /SXBCA/ Apply the price for a Centrex line(s) (May require a Dedicated Communications Services channel)		
Speed Calling-Long /ESHC3/	0.75	.40
Speed Calling-Expanded Number Group /EJ3/	10.75	.60
Stop Hunt Key /2URSH/ (Certain switch types may require a Dedicated Communications Services channel)	2.00	4.95

1. CENTREX SERVICE (cont'd)

F. Prices (cont'd)

1. Service Elements (cont'd)

Description /Billing Code/	Nonrecurring Charge	Monthly Payment *Term Payment Plans* 1 Month	36 Months	60/2/ Months	84/2/ Months	
Optional ISDN Data Features (cont'd) Provided on a per feature basis						(C)
Alternate Access /NZ2/	$5.00	$3.00				
Queuing /CQYPQ/	10.00	1.00				
Announcement Services						
Customer Premises Announcement						
- per announcement /N5A/ (Requires a Dedicated Communciations Services channel)	185.00	18.00	$17.00	$16.00	$15.00	
Central Office Recorded Announcement/1/						
- per announcement /RKQ/	70.00	40.00	37.00	34.00	30.00	
Secondary Announcement						
- per announcement /RKQ/	70.00	40.00	37.00	34.00	30.00	
Area Wide Networking (AWN)						
per network						
1-200 lines /NR9AE/	700.00					
201-500 lines /NR9AF/	1,000.00					
additional 500 line block /NR9AG/	800.00					

/1/ For instances where the Company records the announcement on the customer's behalf, the Customization Charge as shown on Sheet No. 104 will also apply.

/2/ Effective December 31, 2011, the 84 month Term Payment Plan (TPP) term period is no longer available for new installations or renewals of Centrex Service. Effective September 1, 2013, the 60 month TPP term period is no longer available for new installations or renewals of Centrex Service. Centrex customers currently on a 60 month or 84 month TPP term period may continue service at their existing TPP 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) (C)

1. CENTREX SERVICE (cont'd)

F. Prices (cont'd)

1. Service Elements (cont'd)

Description /Billing Code/	Nonrecurring Charge	Monthly Payment *Term Payment Plans* 1 Month	36 Months	60/1/ Months	84/1/ Months	
Area Wide Networking (AWN) (cont'd)						
per network						
Out of Network numbers up to 10 numbers /NR9AL/	$30.00					
per 50 number block /NR9AM/ (each time block of 50 ordered)	30.00					
Numbers input by the Company up to 10 numbers /NR9AN/	75.00					
per 50 number block /NR9AO/	300.00					
per line /D6PLX/		$1.00				
Out of Network Numbers up to 10 numbers /D7P1X/		1.00				
per 50 number block /D7PBX/		2.50				
Assume Dial "9" per system, per line /A9D/ (required on all lines)	5.00	7.50	$7.50	$7.50	$7.50	

(C)

/1/ Effective December 31, 2011, the 84 month Term Payment Plan (TPP) term period is no longer available for new installations or renewals of Centrex Service. Effective September 1, 2013, the 60 month TPP term period is no longer available for new installations or renewals of Centrex Service. Centrex customers currently on a 60 month or 84 month TPP term period may continue service at their existing TPP 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) (C)

1. CENTREX SERVICE (cont'd)

F. Prices (cont'd)

1. Service Elements (cont'd)

Description /Billing Code/	Nonrecurring Charge	Monthly Payment *Term Payment Plans* 1 Month	36 Months	60[/1/] Months	84[/1/] Months	
Attendant Console Digital, each /NG9PC/ (Requires 3 Basic lines)	$500.00	$220.00	$180.00	$165.00	$150.00	
ISDN, each /MD9PC/ (Requires 1 ISDN line)	1,500.00	220.00	180.00	165.00	150.00	
Optional Features						
Attendant call Detal Entry, per console /AE3PB/	20.00	3.00	3.00	3.00	3.00	
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/	50.00	2.50				
Name Display for Attendant Console per console /NDFPC/	250.00	20.00	20.00	20.00	20.00	
Operational Measurements per console /AOKPC/	65.00	5.00	5.00	5.00	5.00	

(C)

/1/ Effective December 31, 2011, the 84 month Term Payment Plan (TPP) term period is no longer available for new installations or renewals of Centrex Service. Effective September 1, 2013, the 60 month TPP term period is no longer available for new installations or renewals of Centrex Service. Centrex customers currently on a 60 month or 84 month TPP term period may continue service at their existing TPP 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) (C)

1. CENTREX SERVICE (cont'd)

F. Prices (cont'd)

1. Service Elements (cont'd)

Description /Billing Code/	Nonrecurring Charge	Monthly Payment *Term Payment Plans* 1 Month	36 Months	60/1/ Months	84/1/ Months	
Authorization Codes						
Intial 100 count /AKG1X/	$350.00	$5.00	$5.00	$5.00	$5.00	
Additional Codes, per 25 or fraction therof /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	
ARS Basic						
Initial pattern /AR9/	700.00	10.00	7.50	6.00	5.00	
Additional pattern /ARH/	100.00	4.00	3.00	2.50	2.00	
Digit 1 Deliver /DTN1x/	300.00					

(C)

/1/ Effective December 31, 2011, the 84 month Term Payment Plan (TPP) term period is no longer available for new installations or renewals of Centrex Service. Effective September 1, 2013, the 60 month TPP term period is no longer available for new installations or renewals of Centrex Service. Centrex customers currently on a 60 month or 84 month TPP term period may continue service at their existing TPP 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) (C)

1. CENTREX SERVICE (cont'd)

F. Prices (cont'd)

1. Service Elements (cont'd)

Description /Billing Code/	Nonrecurring Charge	Monthly Payment *Term Payment Plans* 1 Month	36 Months	60[1/] Months	84[1/] Months	
ARS Deluxe per system /AQVPS/	$1,200.00	$40.00	$30.00	$24.00	$20.00	(C)
Routing Arrangements						
Additional ARS pattern, each /ARH/	100.00	4.00	3.00	2.50	2.00	
IDDD Dialing per system /A1GPS/	1,000.00	25.00	25.00	25.00	25.00	
Seven to Ten digit screening per translation /AHAPS/	900.00					
Time of Day routing per schedule /TMQ/	150.00	10.00	9.50	9.00	8.50	
Digit 1 Delivery /DTN1X/	300.00					
Other available options are 900 Special Access and/or 976						

/1/ Effective December 31, 2011, the 84 month Term Payment Plan (TPP) term period is no longer available for new installations or renewals of Centrex Service. Effective September 1, 2013, the 60 month TPP term period is no longer available for new installations or renewals of Centrex Service. Centrex customers currently on a 60 month or 84 month TPP term period may continue service at their existing TPP 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) (C)

1. CENTREX SERVICE (cont'd)

F. Prices (cont'd)

1. Service Elements (cont'd)

Description /Billing Code/	Nonrecurring Charge	Monthly Payment *Term Payment Plans* 1 Month	36 Months	60/1/ Months	84/1/ Months	
Call Detail Recording Service (CDRS)						
Common Equipment Establishment	$355.00					
Per Station/CRV/		$.50	$.45	$.40	$.40	
Call Forwarding Multi Path per system, forwarding arrangement /ESD/	50.00	5.00	5.00	5.00	5.00	
Call Waiting Lamp Interface per unique timing state /SUGPL/ (Requires a Dedicated Communications Services channel)	50.00	6.00	6.00	6.00	6.00	

(C)

/1/ Effective December 31, 2011, the 84 month Term Payment Plan (TPP) term period is no longer available for new installations or renewals of Centrex Service. Effective September 1, 2013, the 60 month TPP term period is no longer available for new installations or renewals of Centrex Service. Centrex customers currently on a 60 month or 84 month TPP term period may continue service at their existing TPP 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) (C)

1. CENTREX SERVICE (cont'd)

F. Prices (cont'd)

1. Service Elements (cont'd)

Description /Billing Code/	Nonrecurring Charge	Monthly Payment *Term Payment Plans* 1 Month	36 Months	60/3/ Months	84/3/ Months	
Centrex Mate (all stations must be equipped)						
- per system /MLBPS/	$600.00	$60.00	$60.00	$60.00	$60.00	
- per station /MLB/		.40	.40	.40	.40	
Centrex Message Signal Interface (CMSI)						
- per system 1200 baud/1/ /SMQPS/	975.00	150.00	144.00	140.00	135.00	
- 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/	2,200.00	4,100.00	2,275.00	1,995.00	1,500.00	
Each CO after 5/2/ /ML7AX/		800.00	365.00	300.00	250.00	
- per system 9600 baud/1/ /AEXHX/	2,600.00	4,900.00	2,895.00	2,425.00	1,900.00	
Each CO after 5 /ML7AX/		800.00	365.00	300.00	250.00	

(C)

/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 December 31, 2011, the 84 month Term Payment Plan (TPP) term period is no longer available for new installations or renewals of Centrex Service. Effective September 1, 2013, the 60 month TPP term period is no longer available for new installations or renewals of Centrex Service. Centrex customers currently on a 60 month or 84 month TPP term period may continue service at their existing TPP 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) (C)

1. CENTREX SERVICE (cont'd)

F. Prices (cont'd)

1. Service Elements (cont'd)

Description /Billing Code/	Nonrecurring Charge	Monthly Payment *Term Payment Plans* 1 Month	36 Months	60/2/ Months	84/2/ Months	
Centrex Network Manager /1/						
Service Establishment /SEPNM/	$1,300.00	-	-	-	-	
Switch Connection, per switch /S9W/	400.00	$275.00	$150.00	$150.00	$150.00	
System Access, per concurrent user						
- Virtual Access /S9ALX/	325.00	75.00	65.00	50.00	40.00	
- Dial-Out Connection /S9ADX/	150.00	125.00	110.00	100.00	90.00	
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	

(C)

/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 December 31, 2011, the 84 month Term Payment Plan (TPP) term period is no longer available for new installations or renewals of Centrex Service. Effective September 1, 2013, the 60 month TPP term period is no longer available for new installations or renewals of Centrex Service. Centrex customers currently on a 60 month or 84 month TPP term period may continue service at their existing TPP 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) (C)

1. CENTREX SERVICE (cont'd)

F. Prices (cont'd)

1. Service Elements (cont'd)

Description /Billing Code/	Nonrecurring Charge	Monthly Payment *Term Payment Plans* 1 Month	36 Months	60[/2/] Months	84[/2/] Months	(C)
Centrex Network Manager (cont'd) [/1/]						
SMDR-Premium, per line /S6P/	-	$.50	$.20	$.15	$.10	
- the Company resends data, per occurrence /NR9NF/	$250.00	-	-	-	-	
- 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	
Centrex Station Identification (CSI)						
- per CTX tie line group equipped /STNPG/	1,500.00					
- per tie line arranged /STN/		5.00	5.00	5.00	5.00	

/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 December 31, 2011, the 84 month Term Payment Plan (TPP) term period is no longer available for new installations or renewals of Centrex Service. Effective September 1, 2013, the 60 month TPP term period is no longer available for new installations or renewals of Centrex Service. Centrex customers currently on a 60 month or 84 month TPP term period may continue service at their existing TPP 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) (C)

1. CENTREX SERVICE (cont'd)

F. Prices (cont'd)

1. Service Elements (cont'd)

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.

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

CCS Values

	0-15 Miles		15+ Miles	
Description	Billing Code	Rate	Billing Code	Rate
CCS				
Maximum 2.5	X 16KFX	$2.20	X 16KFX	$ 5.40
Maximum 3.5	X 16KFX	3.30	X 16KFX	8.10
Maximum 4.5	X 16KFX	4.40	X 16KFX	10.80
Maximum 5.5	X 16KFX	5.50	X 16KFX	13.50
Maximum 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.

The following discount table is used for networks over 1,500 lines and is based on the contract length of the hub locations.

Description	3 Year	5 Year	7 Year
Line Size			
1,500 - 3,999	10%	15%	20%
4,000 - 5,999	15%	20%	25%
6,000 - 7,999	20%	25%	30%
8,000 and above	25%	30%	35%

1. CENTREX SERVICE (cont'd)

F. Prices (cont'd)

1. Service Elements (cont'd)

Centrex Virtual Network (CVN) (cont'd)

Description /Billing Code/	Nonrecurring Charge	Monthly Payment *Term Payment Plans* 1 Month	36 Months	60/2/ Months	84/2/ Months	
OmniPresence CVN/1/						
Remote OmniPresence CVN per line/channel/300 16KFX/	-	$15.00				
Hub OmniPresence CVN per each channel /1U2F1/	-	43.00				

Virtual Route Selection

The following prices for Virtual Route Selection are in addition to charges for CVN.

The following equation based on CCS and distance is used to determine the applicable monthly price. The number of remote lines located 0 to 15 miles and 15 or more miles from the hub are used. The price per remote line is applied to each remote line in the network.

(Total remote lines within 0-15 miles) ($CCS) / (Total remote lines in the Network)
+ (Total remote lines within 15+ miles) ($CCS) / (Total remote lines in the Network)
+ $1.50
= Price per remote line per month (Rounded to the nearest multiple of $.05) /16KFX/

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

/2/ Effective December 31, 2011, the 84 month Term Payment Plan (TPP) term period is no longer available for new installations or renewals of Centrex Service. Effective September 1, 2013, the 60 month TPP term period is no longer available for new installations or renewals of Centrex Service. Centrex customers currently on a 60 month or 84 month TPP term period may continue service at their existing TPP 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) (C)

1. CENTREX SERVICE (cont'd)

F. Prices (cont'd)

1. Service Elements (cont'd)

Centrex Virtual Network (CVN) (cont'd)

Virtual Route Selection (cont'd)

CCS Values

Description	0-15 Miles	15+ Miles
CCS		
Maximum 2.5	$3.50	$ 7.00
Maximum 3.5	4.50	9.00
Maximum 4.5	5.50	12.00
Maximum 5.5	6.50	15.00
Maximum 8.0	8.50	20.00

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.

Regional CVN (RCVN)

The following equation is used to determine the monthly price:

RCVN/1/, per line = (1.5) * (weighted average price of CVNs in customer's network)

/1/ Use a factor of 1.2 if customer subscribes to VRS. The price for VRS is in addition to the price for RCVN. All remote locations must have VRS for the 1.2 factor to apply.

1. CENTREX SERVICE (cont'd)

F. Prices (cont'd)

1. Service Elements (cont'd)

Description /Billing Code/	Nonrecurring Charge	Monthly Payment *Term Payment Plans* 1 Month	36 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	25.00	25.00	25.00	25.00	
Privacy Release Conference Control - per system equipped /PE8/	25.00	20.00	20.00	20.00	20.00	
Customized Call Diverting public or private network facilities - per system /RSHPS/	165.00					

(C)

/1/ Effective December 31, 2011, the 84 month Term Payment Plan (TPP) term period is no longer available for new installations or renewals of Centrex Service. Effective September 1, 2013, the 60 month TPP term period is no longer available for new installations or renewals of Centrex Service. Centrex customers currently on a 60 month or 84 month TPP term period may continue service at their existing TPP 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) (C)

1. CENTREX SERVICE (cont'd)

F. Prices (cont'd)

1. Service Elements (cont'd)

Description /Billing Code/	Nonrecurring Charge	Monthly Payment *Term Payment Plans* 1 Month	36 Months	60/1/ Months	84/1/ Months	
Dial Plan for Advanced Solutions(DPAS) Per DPAS Dial Plan established or Centrex Dial Plan or System added /SEPA3/	$200.00		-	-	-	(C)
Basic Dial Plan option, per Centrex Station /D6PAB/	1.00	$.50	-	-	-	
Deluxe Dial Plan option, per Centrex Station /D6PAD/	1.00	1.75	-	-	-	

/1/ Effective December 31, 2011, the 84 month Term Payment Plan (TPP) term period is no longer available for new installations or renewals of Centrex Service. Effective September 1, 2013, the 60 month TPP term period is no longer available for new installations or renewals of Centrex Service. Centrex customers currently on a 60 month or 84 month TPP term period may continue service at their existing TPP 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) (C)

1. CENTREX SERVICE (cont'd)

F. Prices (cont'd)

1. Service Elements (cont'd)

Description /Billing Code/	Nonrecurring Charge	Monthly Payment *Term Payment Plans* 1 Month	36 Months	60/2/ Months	84/2/ Months	
Direct Inward System Access (DISA) Service/1/ per system /DJMPS/ (DISA requires authorization codes and SMDR)	$300.00	$80.00	$80.00	$80.00	$80.00	
Do Not Disturb per line /DJD/	5.00	2.00	2.00	2.00	2.00	
per group of lines /DJDPG/	50.00	4.00	4.00	4.00	4.00	
Electronic Directory Interface (EDI) Service per EDI service /EDT/	1,000.00	88.00	71.00	48.00	40.00	
per lines equipped						
1 - 250 /EDT1X/	225.00	45.00	36.00	27.00	27.00	
251 - 500 /EDT2X/	225.00	90.00	72.00	54.00	54.00	
501 - 1,000 /EDT3X/	225.00	179.00	143.00	108.00	108.00	
1,001 - 2,000 /EDT4X/	225.00	358.00	286.00	216.00	216.00	
2,001 - 4,000 /EDT5X/	225.00	716.00	572.00	432.00	432.00	
4,001 + /EDT6X/ (requies an ISDN line (OB+D))	225.00	1,432.00	1,144.00	864.00	864.00	

(C)

/1/ Effective August 31, 1996, this feature is no longer available to new *Centrex Service* customers or to existing customers expanding their current systems.

/2/ Effective December 31, 2011, the 84 month Term Payment Plan (TPP) term period is no longer available for new installations or renewals of Centrex Service. Effective September 1, 2013, the 60 month TPP term period is no longer available for new installations or renewals of Centrex Service. Centrex customers currently on a 60 month or 84 month TPP term period may continue service at their existing TPP 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) (C)

1. CENTREX SERVICE (cont'd)

F. Prices (cont'd)

1. Service Elements (cont'd)

Description /Billing Code/	Nonrecurring Charge	Monthly Payment *Term Payment Plans* 1 Month	36 Months	60/1/ Months	84/1/ Months	
High Speed Data per line /DP9/	419.00	12.00	10.00	9.50	9.50	(D)
Music on Hold Interface per system /MOH/ (Requires a Dedicated Communication Services Channel)	185.00	18.00	16.00	16.00	16.00	(D)
Network Speed Calling per 100 number block speed call list, or fraction thereof /NWSPS/	100.00	2.50	2.50	2.50	2.50	
Number Retention Service (see Sheet 98 following)						
Outgoing Deluxe Trunk Queuing per termination	200.00	8.00	7.25	7.00	6.80	
Personal Call Screening per group /EV3PS/	50.00	5.00	5.00	5.00	5.00	

/1/ Effective December 31, 2011, the 84 month Term Payment Plan (TPP) term period is no longer available for new installations or renewals of Centrex Service. Effective September 1, 2013, the 60 month TPP term period is no longer available for new installations or renewals of Centrex Service. Centrex customers currently on a 60 month or 84 month TPP term period may continue service at their existing TPP 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.

1. CENTREX SERVICE (cont'd)

F. Prices (cont'd)

1. Service Elements (cont'd)

Description /Billing Code/	Nonrecurring Charge	Monthly Price
Number Retention Service		
Same Central Office Switch, add to common block only, per number retained /NR9NR/	$60.00	
Same Central Office Switch, number conflict with dialing plan, per number retained and up to:		
1 to 2 Call Path Range /N1S12/	60.00	$25.00
Unlimited Call Paths with 100 message cap, per number retained /N1SUA/	60.00	44.00
Messages over 1000 Local Message Charges apply		
Different Central Office Switch, Same Central Office Building, Same Exchange Area within Same Central Office Building per number retained and up to:		
1 to 12 Call Path Range /N1D12/	60.00	25.00
Unlimited Call Paths with 1000 messages cap per number retained /N1DUA/	60.00	44.00
Messages over 1000 Local Message Charges apply		
The calling party is responsible for payment of the applicable charges for sent-paid calls to the number equipped with NRS. For collect calls, the customer with NRS is responsible for payment of charges if the call is accepted by the forwarded to number./1/		(C)

/1/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued. (N) (N)

1. CENTREX SERVICE (cont'd)

F. Prices (cont'd)

1. Service Elements (cont'd)

Description /Billing Code/	Nonrecurring Charge	Monthly Payment *Term Payment Plans* 1 Month	36 Months	60/1/ Months	84/1/ Months	(C)
Private Facility Access Termination						
Line Side Access (apply the price for a Basic Centrex line(s)						
Trunk Side Access Ananlog 2-Wire Termination per arrangement /2PV/	$75.00	$25.00	$25.00	$25.00	$25.00	
Analog 4-Wire Termination per arrangement /4PV/	75.00	25.00	25.00	25.00	25.00	
DS1 Connection 24 channel digital termination) each arrangement /OP3/	549.00	575.00	500.00	450.00	400.00	
PRI Connection (24 channel digital termination) each arrangement /DUG1X/ (Requires a Dedicated Communications Service channel)	2,000.00	450.00	440.00	430.00		
Optional Features						
"D" Channel Backup, each /ZPBXDP/	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 December 31, 2011, the 84 month Term Payment Plan (TPP) term period is no longer available for new installations or renewals of Centrex Service. Effective September 1, 2013, the 60 month TPP term period is no longer available for new installations or renewals of Centrex Service. Centrex customers currently on a 60 month or 84 month TPP term period may continue service at their existing TPP 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) (C)

1. CENTREX SERVICE (cont'd)

F. Prices (cont'd)

1. Service Elements (cont'd)

Description /Billing Code/	Nonrecurring Charge	Monthly Payment *Term Payment Plans* 1 Month	36 Months	60[/3/] Months	84[/3/] Months	
Queue Slots per slot /AQA/	$10.00	$1.00	$1.00	$1.00	$1.00	(D) | (D)
Split Service[/1/] per system, per additional customer group /EBSPG/	200.00	5.00	5.00	5.00	5.00	
Station Message Detail Recording Central Office (See Reference Section)						
Premises[/2/] per system /NDR/ (Requires a Dedicated Communications Services channel or a dial-up exchange access line)	900.00	300.00	300.00	300.00	300.00	
Supplemental Three Digit Dialing per system /TENPS/	125.00					
per three digit access code /T38/	75.00					

/1/ Effective August 31, 1996, this feature is no longer available to new *Centrex Service* customers or to existing customers expanding their current systems.

/2/ Effective December 18, 1998, this feature is no longer available to new *Centrex Service* customers or to existing customers expanding their current systems.

/3/ Effective December 31, 2011, the 84 month Term Payment Plan (TPP) term period is no longer available for new installations or renewals of Centrex Service. Effective September 1, 2013, the 60 month TPP term period is no longer available for new installations or renewals of Centrex Service. Centrex customers currently on a 60 month or 84 month TPP term period may continue service at their existing TPP 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.

1. CENTREX SERVICE (cont'd)

F. Prices (cont'd)

1. Service Elements (cont'd)

Description /Billing Code/	Nonrecurring Charge	Monthly Payment *Term Payment Plans* 1 Month	36 Months	60/1/ Months	84/1/ Months	
Trunk Verification from Designated Station						
per system /BVSPS/	$50.00	$10.00	$10.00	$10.00	$10.00	
Uniform Call Distribution (UCD) with queuing per UCD group /UQZPG/	175.00	38.00				
per line equipped /A82/	5.00	2.00				
per Electronic Key Line /UGP/	5.00	3.50				
Virtual Routing						
each group of 24 access paths /VF1/		100.00	100.00	100.00	100.00	

(C)

/1/ Effective December 31, 2011, the 84 month Term Payment Plan (TPP) term period is no longer available for new installations or renewals of Centrex Service. Effective September 1, 2013, the 60 month TPP term period is no longer available for new installations or renewals of Centrex Service. Centrex customers currently on a 60 month or 84 Centrex customers currently on an 84 month TPP term period may continue service at their existing TPP 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) (C)

1. CENTREX SERVICE (cont'd)

F. Prices (cont'd)

1. Service Elements (cont'd)

Change Charges cover Additions and Changes of features subsequent to the initial installation. Other Service Order Charges may apply.

Description /Billing Code/	Nonrecurring Charge
Station (Line) Feature Change Charge per line, per occasion /REAFW/	$ 42.00
For lines equipped with Centrex Mate or not Change NCOS/CAT/LCC code performed on the Centrex line level Add or change (one or more) feature(s) Add or change hunting Change Line Class Code (Class of Service) Add or change pickup groups Add or change telephone numbers in the call pickup group or Centrex group Move a station line from one Centrex Group to another Add or change a Restriction Level Add or change button feature assignments	
System Feature Changes	
ARS-Basic/Deluxe Rearrangements, per occasion /RCHAZ/	118.00
Additions, or modifications of codes or routing patterns for codes in three digit or in six digit routing arrangements Add, or change a route, pattern, Restriction Level or expensive route warning tone Add or change priority queuing Change from Ring Back Queuing to Off Hook Queuing or vice versa Change in the quantity of queue slots, or the queue threshold time limit or in the post queue routing from subsequent routes to tone or vice versa	
Deluxe Time of Day Routing, per arrangement /RCHAT/	128.00
Add, or change schedules Arrangements for additional Pattern Groups for Time of Day Routing	

1. CENTREX SERVICE (cont'd)

F. Prices (cont'd)

1. Service Elements (cont'd)

Description /Billing Code/	Nonrecurring Charge	
System Feature Changes (cont'd)		
Area Wide Networking		
Additions/Deletions/Changes to Dialing Plain in existing Dialing plan central office switches:		
Add/delete/change any type Centrex line	Apply line feature Change Charge	
Change access code or report format	$300.00	
Centrex Mate		
Change or reset password when the customer requests it be done by the Company, per change /CWGPC/	10.25	
Centrex Network Manager /1/		(C)
Subsequent rearrangement, per occasion /REAKX/	50.00	
Changing the number of storage days Changing the access method Adding or deleting trunk groups, numbers, etc.		
Centrex Virtual Network		
See Area Wide Networking for applicable charges.		
Console Changes /REAG8/	45.00	
Add, change or delete Multi Position feature, per occasion Add or change a feature, per console Rearrange ICI keys or Night Answer key Change a wild card feature Change console through dialing, per occasion		
Customization Charges, per occasion /REAGX/		
Change or rearrange any or all central office circuitry, Centrex software translations, or customer custom requests.	Based on Costs	
Dial Plan for Advanced Solutions (DPAS)		
DPAS Change, per request /REATH/	50.00	

/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. (N) | (N)

1. CENTREX SERVICE (cont'd)

F. Prices (cont'd)

1. Service Elements (cont'd)

Description /Billing Code/	Nonrecurring Charge
System Feature Changes (cont'd)	
Number Retention Service Add or change forward-to number or number of call paths	/1/
Private Facility Access Terminations	
PRI Connections, per occasion, per PRI Connection /REA1F/ Changes and/or additions to an existing PRI Connection	100.00
SMDR Additions and Changes/2/, per occasion /RCHMH/ Change from recording completed calls only to all calls, or vice versa Change in status of all station lines, or an individual facility from "records not required" to "records required" Add lines Add or change authorization codes or account codes	27.00
Reprogramming of a Non-Centrex or Centrex Line in the same stored controlled central office into or out of a Centrex system, per occasion, per switch	20.00
Customer request to convert from one switch type to another	Apply charges as new service
All Other System Feature Changes, per occurrence/REAG9/ Change a system feature Add or change a Centrex Access code Add, change or re-arrange Centrex Access Treatment code (CAT/NCOS) Expanded station range (per 40 lines) of lines Change recorded announcement	64.00

/1/ Apply the Station (Line) Feature Change Charge /REAFW/
/2/ Effective December 18, 1998, SMDR-P is no longer available to new *Centrex Service* customers or to existing customers expanding their current systems.

1. CENTREX SERVICE (cont'd)

F. Prices (cont'd)

1. Service Elements (cont'd)

Training

Training is performed at a Company location. The customer is responsible for all expenses associated with travel to and from the Company location.

However, at State area locations where the Company does not have a training center, training is performed at the customer's location.

Initial training of customer personnel in system operation is provided at the time of system cut over, or within 30 days of system cut over.

The number of customer's personnel trained is as follows:

Station User via the Communications Counselor Program (CCP)	2 counselors per system
Console Management via (CCP)	2 counselors per system

Subsequent training per occasion at Company locations applies as shown following:

Description /Billing Code/	Nonrecurring Charge	
Subsequent Training		
Station User, per Company person, per hour	$135.00	
Centrex Mate, per Company person, per hour	135.00	
Console Management, per Company person, per hour	135.00	
Centrex Network Manager, per Company Trainer /1/		(C)
- initial 4 hour session /NR9NG/	540.00	
- each additional hour /NR9NH/	135.00	

/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. (N) | (N)

1. CENTREX SERVICE (cont'd)

F. Prices (cont'd)

2. Other Applicable Charges and Payments

Network Access
See Part 4 Section 2 of this Guidebook./1/

OPTI-Centrex lines require Company provided Transport facilities and central office multiplexing as specified in Part 15, Section 3 of this Guidebook. OPTI-Centrex lines must terminate at a customer premises within the serving wire center boundaries.

End User Common Line
Centrex lines are subject to an End User Common Line Charge (EUCL) as filed for the State of Ohio by the Ameritech Operating Companies in F.C.C. No. 2. The customer will be responsible for all increases and decreases in the EUCL charge, as authorized by the Federal Communications Commission. The monthly EUCL charge will be assessed on a per line terminated basis.

Usage
Calls (voice or data) outside of the Centrex system are subject to applicable charges. (See Reference Section)

Telephone Numbers
Telephone numbers may be obtained individually or in blocks of 20.

Description	USOC	Nonrecurring Charge	Monthly Price	
- Individual telephone number	SXS	None	$0.25	
- Per block of 20 numbers	ND7	$174.50	/2/	(C)
- Each additional group of 20 numbers provided on the same occasion as initial group of 20 numbers		54.20	/2/	(C)

Touch Tone
Touch Tone service is provided as a basic feature of Centrex and is included in the charges for Centrex lines.

Caller ID

In Association with ISDN

Caller ID for calls from outside the system is a standard feature for Electronic Key Service on Circuit Switched Voice and Alternate Circuit Switched Voice/Circuit Switched Data services.

/1/ OPTI-Centrex Basic Lines and OmniPresence Remote Location Lines do not apply as Centrex Service Lines in the PBX Trunk Equivalency Schedule.
/2/ See Part 8, Section 8, 3.B Telephone Numbers for current rate. (N)

1. CENTREX SERVICE (cont'd)

F. Prices (cont'd)

2. Other Applicable Charges and Payments (cont'd)

References:

Service	*Reference*	
Advanced Custom Calling Features	AT&T Ohio Guidebook Part 7, Section 2	
	P.U.C.O. Tariff No. 20 Part 7, Section 2	
Digital Transport Services	AT&T Ohio Guidebook Part 6, Section 7	
ISDN Prime Service	AT&T Ohio Guidebook Part 17, Section 2	
Dedicated Communications Services	AT&T Ohio Guidebook Part 15	
Digital Services	AT&T Ohio Guidebook Part 6, Section 7	
Listings	AT&T Ohio Guidebook Part 12, Section 1	(C)
	P.U.C.O. Tariff No. 20 Part 12, Section 1	
Resale	AT&T Ohio Guidebook Part 2, Section 2	
Service and Equipment Charges	AT&T Ohio Guidebook Part 3, Section 1	
Usage Measured Usage Rate Message Usage Rate	AT&T Ohio Guidebook Part 4, Section 2	
	P.U.C.O. Tariff No. 20 Part 4, Section 2	

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

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 that that for a longer period.

Contract Plans are available for payment periods of 12 Months, 24 Months, 36 Months, 60/1/ Months, or 84 Months/1/. (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 months contract includes:
Centrex Intercommunication lines

Services covered by a 36, 60/1/ or 84/1/ months contract includes: (C)
Centrex Intercommunication lines
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.

Services *not* covered by a 12, 24, 36, 60/1/ or 84/1/ month contract are: (C)
Centrex Network Access Line Charge
End User Common Line Charge (EUCL)

/1/ Effective December 31, 2011, the 84 month Term Payment Plan (TPP) term period is no longer available for new installations or renewals of Centrex Service. Effective September 1, 2013, the 60 month TPP term period is no longer available for new installations or renewals of Centrex Service. Centrex customers currently on a 60 month or 84 month TPP term period may continue service at their existing TPP 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) (C)

(D)

1. CENTREX SERVICE (cont'd)

F. Prices (cont'd)

3. Payment Plans (cont'd)

Term Payment Plans (cont'd)

Minimum Line Capacity Categories /1/

Centrex provides 7 digit telephone numbers in Line Categories with the following capacities:

Number of Lines
2+
7+
25+
50+
100+
200+

/1/

/1/ Material formerly appeared on Sheet 115.

1. CENTREX SERVICE (cont'd)

F. Prices (cont'd)

3. Payment Plans (cont'd)

Term Payment Plans (cont'd)

Additions

Customers may add additional lines and/or features to existing Centrex service anytime during the contract term. All additions of Centrex lines will be added at contracted prices. All additions to existing Centrex service will be coterminous with the original contract.

Upon growth to a higher Line Category, the customer may commit to a new term commitment that is equal to or longer than the remaining life of the existing contract. The customer will become liable for the new Line Category at the designated Term Payment Plan's current monthly price. These prices will not be subject to Company-initiated increases for the duration of the new term payment period selected.

If the customer chooses not to contract for a higher Line Category, the monthly price for the additional Centrex lines will be the price appropriate to the Line Category of the customer's existing term payment plan.

Contract Options

Prior to the completion of a contract, a customer may enter into a new contract for a period equal to, or greater than, the life of 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.

1. CENTREX SERVICE (cont'd)

F. Prices (cont'd)

3. Payment Plans (cont'd)

Term Payment Plans (cont'd)

Contract Options (cont'd)

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-month/1/ 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. (C)

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 not 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.

'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 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 a Individual Case Basis (ICB) offering.

/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) (N)

1. CENTREX SERVICE (cont'd)

F. Prices (cont'd)

3. Payment Plans (cont'd)

Term Payment Plans (cont'd)

Contract Options (cont'd)

Nonrecurring Charge Waiver Options

The following Waiver Options are available (given the specified conditions are met), but are not applicable to customers covered under an Individual Case Basis (ICB) contract.

New 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 Payment Plan and install a minimum of 8 stations. Nonrecurring charges will be waived for each analog or ISDN BRI station connected during installation of the 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.

The nonrecurring charges to be waived under these Waiver Options are as follows:
- Service Ordering Charge, Line Connection Charge and Central Office Connection Charge
- System Charge
- Basic Centrex and Electronic Key Line NRC Charges
- ISDN National Line and ISDN Custom Line NRC Charges

1. CENTREX SERVICE (cont'd)

F. Prices (cont'd)

3. Payment Plans (cont'd)

Single Payment Option (SPO) /1/

For payment period longer than one month, the customer may prepay the total outstanding recurring charges for items under a Contract Payment Plan. The prepayment of charges in no way constitutes a purchase and the Company retains full ownership of all equipment covered by the prepayment.

The annual percentage rate for SPO is included in Part 2 Section 3 of this Guidebook. /1/

Deferred Payment Option (DPO)

The Nonrecurring Charges (NRC's) associated with Centrex may be paid in full with the first bill after cut-over to the system or may be financed under the provisions of the following plan:

Payment of Nonrecurring Charge may be deferred, subject to conditions outlined herein. The deferral periods must be equal to or shorter than the customer's chosen contract payment period.

The minimum amount of Nonrecurring Charges which may be deferred for the initial establishment of service is $150.00 per Contract Plan.

Subsequent, Nonrecurring Charges applicable for later additions may be deferred for a period equal to or less than the period remaining in the customer's chosen contract payment period.

The interest rate to be charged on deferred payment of Nonrecurring Charges is determined at the time of execution of the deferred payment plan agreement and is not subject to change during the term of the deferred payment plan.

If, in the judgment of the Company, the maximum interest rate allowed by law is insufficient to cover the costs of providing the deferred payment option on new Contract Plans, the Company may suspend the offering of new deferred payment options until the costs can be recovered through the application of a lawful interest rate.

Deferred charges will be come immediately due and must be paid in full at the option of the Company when the customer:

Enters into a new contract prior to the expiration of the existing contract.

Discontinues service prior to expiration of the selected deferral period.

Fails to pay any charges applicable to the service within 30 days of its due date.

/1/ Material formerly appeared on Sheet 117.

1. CENTREX SERVICE (cont'd)

F. Prices (cont'd)

3. Payment Plans (cont'd)

Deferred Payment Option (DPO) (cont'd)

The customer may prepay all or part of the total outstanding deferred charges during the selected deferral period and will be given a credit for the amount of unearned interest.

Termination Charges

Full Termination

Discontinuance of the entire service within the original or extended service contract period will result in termination charges calculated as the present value of the (Line Category Commitment) X (contracted monthly Centrex station feature price) X (unexpired portion (in months) of the contract or contract extension period).

The present value will be calculated using the Company's current cost of capital as specified in department practices.

Partial Termination

A customer who fails to maintain the minimum number of lines established by the pre-selected Line Category, will be liable for the minimum number of lines at the Line Category selected for the remainder of the term.

Classroom Line Termination

Discontinuance of Classroom Lines within the original or extended service contract period will result in termination charges calculated as the present value of the (Number of Classroom Lines Terminated) X (contracted monthly Classroom Line station feature price X 50%) X (unexpired portion (in months) of the contract or contract extension period).

The present value will be calculated using the Company's current cost of capital as specified in department practices.

1. CENTREX SERVICE (cont'd)

F. Prices (cont'd)

3. Payment Plans (cont'd)

Termination Charges (cont'd)

No Termination Liability Conditions

The primary location of Centrex service is moved to a new location within the serving central office boundary at the same capacity category.

Move of a secondary location.

Election of a new capacity category and/or payment term that is equal or greater than the existing payment plan.

The primary location of Centrex is moved to a new location in a different central office serving area. The customer must elect a new capacity category and payment plan that are equal to or greater than the existing capacity category and payment plan. A payment plan minimum of 36 months must be selected.

The customer is responsible for all applicable Non Recurring installation charges (including: line connection, service order, and system establishment) for Centrex Service at the new location.

Assumption of Existing Contract

The customer shall not assign or otherwise transfer its rights or obligations under any Centrex arrangement provided under this guidebook without prior written consent of the Company. Such consent will not be unreasonably withheld or delayed. Any provisions to the contrary found elsewhere in this Guidebook are superseded.

Service Migration and Early Termination Charges

If Customer migrates an AT&T 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.