

**1. CENTREX SERVICE****A. Stations of Centrex Systems**

## 1. Monthly Rates

## a. Regulations Governing Application of Monthly Rates

- (1) End User common Line (EUCL) Parity Provisions are applicable only to Centrex CO 100 Service and Centrex CO Zone-Type I and II Service.

Note: The provisions in this paragraph describe the process by which the interstate End User charge is adjusted via a PBX Trunk Equivalency process. The resulting amount is then applied as an offset against the Centrex CO 100 and Centrex CO Zone-Type I and II Service intercommunication station rate.

- (a) EUCL access charges for Centrex CO 100 Service and Centrex CO Zone-Type I and II Service main station lines are based on PBX trunk equivalents, i.e., by relating the number of main stations used by a Centrex CO 100 Service and Centrex CO Zone-Type I and II Service customer to the number of PBX trunks that would be required to serve that Centrex CO 100 Service and Centrex CO Zone-Type I and II Service customer's main station lines if he subscribed to a customer premises based switching system.
- (b) The Company uses the same PBX trunk to station ratio to determine the appropriate EUCL access charge per Centrex CO 100 Service and Centrex CO Zone-Type I and II Service main station as is used to compute the exchange access portion of the Centrex CO 100 Service and Centrex CO Zone I and II Service main station line rates.

**1. CENTREX SERVICE (Cont'd)**

**A. Stations of Centrex Systems (Cont'd)**

1. Monthly Rates (Cont'd)

a. Regulations Governing Application of Monthly Rates (Cont'd)

(1) (Cont'd)

(c) The Company will adjust its intercommunication station rates in the following manner:

Interstate EUCL Rate

$$\begin{array}{r}
 - \\
 \text{Interstate EUCL Rate} = \text{Adjustment}^{**} \\
 \text{PBX Trunk Equivalent}^* \text{ to Centrex CO 100} \\
 \text{Service and Centrex} \\
 \text{CO Zone-Type I \& II} \\
 \text{Service Inter-} \\
 \text{communication Rate}
 \end{array}$$

Note: Effective January 9, 1995, the End User Common Line (EUCL) Parity Provision will no longer be applicable. The Parity Provision will continue to be used for those customers who are on a Centrex Variable Term Payment Plan (VTPP) contract, longer than month to month, on the aforementioned date, until the expiration of the VTPP contract. All Centrex customers whether or not under VTPP contract may retain or expand their Centrex systems until December 31, 1996.

\* PBX Trunk Equivalency Ratio: greater than 900 stations 10.3, less than 900 stations 7.8.

\*\* At no time will the adjustment to the Intercommunication Station Rate cause the rate to be below the intrastate cost of a Centrex CO 100 Service and Centrex CO Zone-Type I and II Service station. The adjustment will not exceed the Interstate EUCL rates of \$5.09.

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

**A. Stations of Centrex Systems (Cont'd)**

1. Monthly Rates (Cont'd)

b. Centrex Stations

(1) Station lines

(a) for Exchange Access

(i) Centrex CO - Type II Monthly Rate £

(aa) First 100 stations	\$4.90
(bb) Next 200 stations	4.15
(cc) Next 300 stations	3.40
(dd) Next 300 stations	3.25
(ee) Over 900 stations	3.10

(ii) Centrex CO 100

For rate, see (i)(aa) preceding.

(iii) Centrex CO Zone-Type I and II

- (aa) First 900 stations  
For rates, see (i)(bb) preceding.
- (bb) Over 900 stations  
For rates, see (i)(ee) preceding.

(b) for Exchange Access with Direct Inward Dialing (DID) and Touch-Tone

(i) Centrex CO - Type II Monthly Rate £ USOC

(aa) First 900 stations		
Message Rate Service	6.00	MUBA2
Measured Rate Service	5.45	MUBB2
(bb) Over 900 stations		
Message Rate Service	4.60	MUBA3
Measured Rate Service	4.20	MUBB3

Note: Effective January 9, 1995, no new installations of Centrex Exchange Access will be made. Customers who are on a Centrex Variable Term Payment Plan (VTPP) contract, longer than month to month, on the aforementioned date, will be permitted to expand their system until the expiration of the VTPP contract. All Centrex customers whether or not under VTPP contract may retain or expand their Centrex systems until December 31, 1996.

£ No message allowance is provided. The message or measured usage charges in Part 4, Section 2 are applicable.

**2. EXHIBITION HALL SERVICE<sup>(1)</sup>**

**A. General**

Exhibition Hall Service will be furnished to a public authority for the sole purpose of providing a telephone system for use in the managing and operating of a public auditorium or exhibition hall. The Company will also furnish stations on such telephone system to exhibitors who lease space in the public auditorium or exhibition hall.

- (1) Exhibition Hall Service is provided on a detariffed basis except for management stations and exchange access.

**2. EXHIBITION HALL SERVICE (Cont'd)**

**A. General (Cont'd)**

2. Description of Terms Used in this Section

a. Exhibition Hall System Stations

(1) Management Station

A non-restricted main station of the Exhibition Hall Service which has full inward dialing privileges and access to and from the attendant position or positions. Such stations may:

(a) either have full outward dialing privileges, or

(b) be arranged to be restricted from direct outward dialing privileges.

**2. EXHIBITION HALL SERVICE (Cont'd)****B. Rates and Charges**

## 1. Management Stations of Exhibition Hall Service

	<u>Monthly Rate</u>
a. Stations and sets	
(1) Management station	\$23.65
b. No message allowance is provided to station of the Management. The charge for each outgoing local message is that specified for message rate service additional local messages in Part 4, Section 2.	

Note: Effective January 9, 1995, no new installations of Management stations will be made. Customers who are on an Exhibition Hall Service Variable Term Payment Plan (VTPP) contract, longer than month to month, on the aforementioned date, will be permitted to add Management stations to their system until the expiration of the VTPP contract. All Centrex customers whether or not under VTPP contract may retain or expand their Exhibition Hall Service until December 31, 1996.

**2. EXHIBITION HALL SERVICE (Cont'd)**

**B. Rates and Charges (Cont'd)**

2. Exhibitor Stations of Exhibition Hall Service

	<u>Minimum Monthly Rate</u>	<u>Monthly Rate</u>
a. Station lines		
(1) Exhibitor station line		
- For exchange access	-	\$4.90
b. No message allowance is provided to stations of the Exhibitor. The charge for each outgoing local message is that specified for message rate service additional local message in Part 4, Section 2.		

Note: Effective January 9, 1995, no new installations of Exhibitor station lines for exchange access will be made. Customers who are on an Exhibition Hall Service Variable Term Payment Plan (VTPP) contract, longer than month to month, on the aforementioned date, will be permitted to expand their system until the expiration of the VTPP contract. All Centrex customers whether or not under VTPP contract may retain or expand their Exhibition Hall Service until December 31, 1996.

### 3. AIRPORT SERVICE

#### A. Regulations

##### 1. Description of Offering

- a. Airport Service is an arrangement of switching equipment and other facilities which provides a group of airport customers, each of whom individually subscribes to telephone service with the following common service features, in addition to those features provided with each individual service:
  - (1) Four digit dial intercommunication between the individual services of all the Airport Service customers without the application of local message charges.
  - (2) Dial access to common interexchange private line services furnished between the airport and the appropriate Federal Aviation Agency location.
  - (3) Optional dial access to a customer-provided common loudspeaker paging system.



**3. AIRPORT SERVICE (Cont'd)**

**A. Regulations (Cont'd)**

2. Types of Service Available to Airport Service Customers

a. Airport PBX Trunks

Airport PBX Trunks, arranged to provide the features specified in A-1-a preceding in addition to the features and services regularly provided with such trunks, may be associated with Airport Service customers' manual or dial PBX systems, subject to the provisions of this section.

- (1) A combination of airport PBX trunks at the rates specified in this section and regular PBX trunks at the rates specified in Part 4, Section 2 may be associated with such a PBX system.
- (2) Airport PBX trunks will not be furnished to transient hotels and motels or apartment houses and apartment hotels.

b. Airport Individual Non-Residence Stations

Individual non-residence stations, arranged to provide the features specified in A-1-a preceding and terminating in telephones or in any other station equipment may be furnished to Airport Service customers as set forth in this section.

**3. AIRPORT SERVICE (Cont'd)**

**A. Regulations (Cont'd)**

3. General Regulations

- a. One primary listing will be provided without charge for each airport switching system, for each PBX system, and for each call number in connection with airport individual non-residence services. Additional listings may be provided on such service subject to the provisions of Part 12, Section 1. (C)

**B. Rates and Charges**

1. Airport Switching Systems

a. Stations

(1) Primary Location

(a) Station lines

Minimum Rate

- Non-restricted and semi-restricted station line
  - For exchange access - Types I and II
- \$4.90

Note: Effective January 9, 1995, no new installations of Airport station lines for exchange access will be made. Customers who are on an Airport Service Variable Term Payment Plan (VTPP) contract, longer than month to month, on the aforementioned date, will be permitted to expand their system until the expiration of the VTPP contract. All Centrex customers whether or not under VTPP contract may retain or expand their Airport Service until December 31, 1996.

**3. AIRPORT SERVICE (Cont'd)**

**B. Rates and Charges (Cont'd)**

2. Airport PBX Trunks

Monthly Rate

- a. Airport PBX trunk. The monthly rate is that specified for a PBX trunk in Part 4, Section 2.

(1) No message allowance is provided for airport PBX trunks. The charge for each outgoing local message is that specified for message rate service additional local messages in Part 4, Section 2.

(2) Local message charges are not applicable to calls between Airport Service customers.

3. Airport Non-Residence Individual Stations

Monthly Rate

- a. Individual non-residence stations The monthly rate is that specified for an individual non-residence service in Part 4, Section 2.

(1) No message allowance is provided for airport individual non-residence stations. The charge for each outgoing local message is that specified for message rate service additional local messages in Part 4, Section 2.

(2) Local message charges are not applicable to calls between Airport Service customers.

**4. CENTREX LSI SERVICE**

Effective January 9, 1995, no new installations of Centrex LSI Service will be made. Customers who are on a Centrex LSI contract on the aforementioned date, will be permitted to expand their system under the terms of their contract until the expiration of the LSI contract. All Centrex customers, whether or not under the LSI contract, may retain or expand their Centrex systems until December 31, 1996.

**A. Centrex LSI Service****1. General**

- a. Centrex LSI Service, a local exchange telecommunication service, provides a voice and data communication capability offered from switching equipment located in Company central offices. The service provides for the transmission and switching of signals on an incoming, outgoing and intercommunicating basis.

Centrex LSI Service is offered as Centrex 100 LSI for customers requiring a total of 100 or less lines and Centrex II LSI for customers who require 100 or more lines.

Centrex LSI Service offerings are available only to those customers subscribing to Centrex LSI Service.

Centrex LSI Service requires Exchange Access arrangements as provided for in Part 20, Section 5.

- b. Centrex LSI Service requires Local Service Increments (LSI) as provided for in Paragraph B. following. LSI used for Centrex LSI Service intercommunication purposes is an integral part of the Centrex LSI Service offering and is a local exchange telecommunication service.
- c. Centrex LSI Service provides the following capabilities as standard:<sup>/1/</sup>

Add-on Conferencing of All Calls (three way conferencing)

Centrex LSI Service line users may initiate or receive a call, initiate a second call and then bridge both calls together.

/1/ The availability and function of these capabilities may vary by serving central office.

**4. CENTREX LSI SERVICE (cont'd)****A. Centrex LSI Service (cont'd)**

## 1. General (cont'd)

- c. Centrex LSI Service provides the following capabilities as standard: (cont'd)

Add-on Conferencing of All Calls (three way conferencing)

Centrex LSI Service line users may initiate or receive a call, initiate a second call and then bridge both calls together.

Automatic Callback Calling

Automatic callback calling permits a Centrex LSI Service line user who places an intercommunication call to a busy Centrex LSI Service line to be automatically connected to that line when both the called and calling lines are subsequently available.

Call Diverting

Outgoing local message and toll network calls may be screened by line class code assigned to the originating line so that completion of calls to preselected areas is denied.

Call Forwarding-Busy and Call Forwarding-Don't Answer

Incoming calls to a Centrex LSI Service line that does not answer or is busy will be forwarded to a different Centrex LSI Service line(s).

Call Forwarding Variable inside/outside the system

Centrex LSI Service line users may selectively choose a telephone number either within or outside of the Centrex LSI Service system to which incoming calls will be forwarded.

Call Hold

Call hold allows a Centrex LSI Service line user to place a call on hold by flashing the switchhook and then dialing a code.

Call Park

Provides the Centrex LSI Service line user with the capability to park a call against a line's directory number. The parked call maybe retrieved by any Centrex LSI Service line by first requesting park retrieve and then dialing that directory number.

**4. CENTREX LSI SERVICE (cont'd)****A. Centrex LSI Service (cont'd)**

## 1. General (cont'd)

- c. Centrex LSI Service provides the following capabilities as standard: (cont'd)

Call Pickup

Call pickup allows a Centrex LSI Service line to dial a code to answer another line within a preset pick up group.

Call Waiting and Distinctive Call Waiting

Call waiting provides a tone signal to indicate to a busy Centrex LSI Service line that another call is trying to reach that line. Distinctive call waiting provides distinctive tones indicating the source of the calls. Call waiting may be provided as dial, originating and/or terminating. Call waiting terminating can be for incoming and/or intragroup calls.

Cancel Call Waiting

Allows the Centrex LSI Service line user to inhibit receipt of the call waiting or camp-on tone for the duration of a single call.

Consultation Hold of all calls

Centrex LSI Service line users may hold incoming or outgoing calls, initiate another call then return to the original call.

Denied Originating Line

Prohibits call originations from designated Centrex LSI Service lines.

Denied Terminating Line

Prohibits call completions to designated Centrex LSI Service lines.

Dial Access to Private Facilities and Dedicated Interexchange Carrier Trunks

The Centrex LSI Service system permits dial access to such facilities as tie lines, telecommunication channel services, private switched network lines, and dedicated Interexchange Carrier (IXC) access lines. A private facility terminating arrangement is required at the rates specified in Part 20, Section 5.

**4. CENTREX LSI SERVICE (cont'd)****A. Centrex LSI Service (cont'd)**

## 1. General (cont'd)

- c. Centrex LSI Service provides the following capabilities as standard: (cont'd)

Direct Connect Originating and Terminating

Provides for the automatic dialing of a fixed telephone number from a Centrex LSI Service line or terminating arrangement.

Direct Inward Dialing to lines

Incoming local message unit and toll calls may be placed directly to Centrex LSI Service lines.

Direct Outward Dialing by lines

Centrex LSI Service line users may place outgoing local message unit and toll calls without the aid of the system attendant.

Directed Call Pickup

Directed call pickup allows a Centrex LSI Service line user to answer calls directed at another line without regard to pick up groups. This feature may be provided with barge-in at the customer's option.

Barge-in

If the call has already been answered, the station initiating the directed call pick-up will barge in on the call and be connected into a three way call.

Non-Barge-in

If the call has already been answered, the station initiating the directed call pickup will not be able to barge-in, but will receive a busy tone.

Distinctive Ringing

Distinctive ringing indicates the source, e.g., intercommunication or network, of calls to idle Centrex LSI Service lines.

Hunting

Routes a call to an idle Centrex LSI Service line in a prearranged group when the called line is busy.

**4. CENTREX LSI SERVICE (cont'd)****A. Centrex LSI Service (cont'd)**

## 1. General (cont'd)

- c. Centrex LSI Service provides the following capabilities as standard: (cont'd)

Identification of Ohio Bell billed outgoing local message unit and toll charges when directly dialed.

Message or measured units are summarized by Centrex LSI Service line number.

Toll charges are itemized by Centrex LSI Service line number.

Intercommunication between lines and trunks associated with the Centrex LSI Service system

Centrex LSI Service system line users may dial each other on a 4 or 5 digit basis without the aid of the system attendant.

Last Number Redial

A Centrex LSI Service line user may redial the last called number by dialing a code.

Line Transfer of all calls

Users of Centrex LSI Service lines may transfer incoming or outgoing calls to other lines within or outside the system.

Multiple Appearance Directory Number

Allows single line number to have multiple appearances on compatible customer-provided telephone sets.

Night Answer

Incoming calls to the listed directory number may be answered by selected Centrex LSI Service lines (Fixed or Flexible) or, by any Centrex LSI Service line (Trunk answer any Station) which is optional.

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.

Trunk Answer From Any Station - allows any station in the customer group to answer an incoming call by dialing a code.



**4. CENTREX LSI SERVICE (cont'd)****A. Centrex LSI Service (cont'd)**

## 1. General (cont'd)

- c. Centrex LSI Service provides the following capabilities as standard: (cont'd)

One listing in the Company's Listing Information System of the name, address and main telephone number of the customer. (C)

Speed Calling

Provides abbreviated dialing of local exchange and toll calls. available, a Centrex LSI Service line user may have up to seventy (70) numbers in a speed calling list.

Touch-tone Equipped Telephone Lines

All Centrex LSI Service lines are equipped to provide push button dialing.

Uniform Call Distribution Without Queuing

UCD is a service which evenly distributes incoming calls to a group of Centrex LSI lines. Provisions of the service is subject to the availability of the necessary central office equipment. The customer shall subscribe to a sufficient number of lines equipped with UCD so that no more than 10% of the calls attempting to terminate shall fail to complete in any customer busy hour during 25 days out of a 30 consecutive day study period. Call volume studies will be conducted by the Company as it deems necessary. Queuing and Delay Announcement are provided as optional features in 8. following.

- d. The following capabilities are provided with attendant lines:
- <sup>/1/</sup>

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 the attendants.

/1/ The availability and function of these capabilities may vary by serving central office.

**4. CENTREX LSI SERVICE (cont'd)****A. Centrex LSI Service (cont'd)**

## 1. General (cont'd)

- d. The following capabilities are provided with attendant lines: (cont'd)

Attendant Camp-on

Allows an incoming call, which an attendant attempts to complete to a busy line, to be held until the called line becomes idle. The called line is then automatically signaled and connected to the waiting call.

Attendant Console Screen Management

Provides management services for the attendant console.

Attendant Position Busy

Allows an attendant to make a position unavailable to additional queued calls. The attendant can still originate calls and use or program the features available while the console is in the Attendant Position Busy state.

Attendant Recall from Satellite

Line users located at remote Centrex LSI Service locations without attendants may generate a recall of an incoming call back to the main location attendant.

Attendant Recorded Announcement

Provides callers a recorded announcement when they are held in queue longer than the selected delay threshold.

Attendant 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.

Attendant Transfer

Calls that are transferred from a Centrex LSI Service line back to the attendant are queued on a first in, first out basis.

**4. CENTREX LSI SERVICE (cont'd)****A. Centrex LSI Service (cont'd)**

## 1. General (cont'd)

- d. The following capabilities are provided with attendant lines: (cont'd)

Call Park Recall Timer

Provides a timer for calls parked by the attendant. If a call is not retrieved or abandoned within the time limit, the attendant is recalled.

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 the calling or the called party.

Console Test

Allows the attendant to test a console's operation.

Direct Trunk Group Selection

Allows the attendant to select an idle trunk for an outgoing call by pressing a single button on the console.

Flexible Console Alerting

Alerts the attendant to a call requiring attention by an alert tone thru the headset instead of the console speaker.

Interposition Calling

Allows communication and transfer of calls between attendants.

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.

Switched Loop Operation

Trunks and lines do not have direct termination on the console(s). Each console may be assigned one through six loops to provide the attendant with voice-access to all calls routed to the console. However, only one call is connected to a console at any one time.

**4. CENTREX LSI SERVICE (cont'd)****A. Centrex LSI Service (cont'd)**

## 1. General (cont'd)

- d. The following capabilities are provided with attendant lines: (cont'd)

Through Dialing

Allows the attendant to select a facility for a Centrex LSI Service line and send dial tone to that line. The line user may then dial the call.

Time of Day and Date

Provides a display of the day and date.

Timed Reminder

Provides a timer that is started when a call is camped-on, when the called party has not answered after a transfer, or when a call is on hold. When the timer expires the attendant is alerted and can pick up the call to talk to the calling party. The length of the timer is specified by the customer.

Trunk Group Identification

Provides a display of the trunk group and member number of the incoming or outgoing trunk in use at the request of the attendant, or automatically on incoming trunk calls.

Uniform Call Distribution from queue

Provides for a uniform distribution of calls from the attendant queue to a group of attendant positions.

Wild Card Key

The attendant may use the wild card key to invoke special features not directly available through a feature key on the console.

**4. CENTREX LSI SERVICE (cont'd)****A. Centrex LSI Service (cont'd)**

## 1. General (cont'd)

## e. Electronic Key Line

Electronic key lines are designed specifically for access by pre-programmed push-button features on a compatible customer-provided electronic business telephone set. Technical specifications and imitations for compatible telephone sets can be found in the various Technical References referred to in Paragraph A.3.d. following.

- A feature of the electronic key line allows a single line number to have multiple appearances on compatible customer-provided telephone sets.

## f. High Speed Data Lines

High speed data lines are designed for direct switched digital data capabilities over a 2- or 4-wire facility within the same customer group. High speed data lines will offer full duplex asynchronous transmission at rates from 300 bps through 19.2 kbps and full duplex synchronous transmission at rates from 1200 bps through 19.2 kbps or 48, 56 and 64 kbps.

High speed data lines support coax elimination on 3270 type terminals and cluster control units. High speed data lines may be interworked with Public Switched Digital Service (PSDS).

High speed data lines may be provided access to a 1.544 mbps trunk module interface for High Capacity, point-to-point communication with host computers. See Part 20, Section 5.

High speed data lines can be used to communicate over analog facilities through modem pools. Pools for inbound and outbound calling can be established.

**4. CENTREX LSI SERVICE (cont'd)****A. Centrex LSI Service (cont'd)**

## 1. General (cont'd)

## f. High Speed Data Lines (cont'd)

High speed data lines include the following capabilities as standard:

- Direct Inward Dialing
- Direct Outward Dialing
- Intercommunication within the same customer group
- Automatic Callback Calling
- Call Diverting
- Denied Originating Line
- Denied Terminating Line
- Dial Access to Modem Pools
- Direct Connect Originating and Terminating
- Disconnect Timeout
- Hunting
- No Double Connect
- Speed Calling

Technical specifications and limitations for compatible telephone sets can be found in the various Technical References referred to in Paragraph A.3.d following.

## g. Hot Spare Lines

Centrex LSI Service lines may be obtained on a standby, hot spare basis. Although hot spare lines are fully connected and wired as part of the Centrex LSI Service system, they are not able to originate or receive any calls. All Centrex LSI Service lines may be activated to working line status or deactivated to hot spare status as required by the customer. Activation of hot spare lines and deactivation of working lines requires the use of the Centrex-Mate feature provided in this Section 5 following.

For billing purposes only, one activation of hot spare lines or deactivation of working lines will be recognized within the same billing period.

Sufficient Exchange Access and Transport Arrangements as provided in this Part 20, Section 5 and Paragraph B following, are required for both working and hot spare lines.

**4. CENTREX LSI SERVICE (cont'd)**

**A. Centrex LSI Service (cont'd)**

1. General (cont'd)

h. Programming Charges

The Company will install new Centrex LSI Service systems without activating those capabilities, which can be activated by the Centrex-Mate feature. Customers who are converting from Centrex CO, Centrex 100 LSI or Centrex Zone Service to Centrex LSI Service will have all line features associated with their Centrex lines automatically programmed to their respective Centrex LSI Service lines. Additional feature implementation will be the customer's responsibility. However, at the customer's option, the Company will program Centrex-Mate features according to the following schedule of charges:

Description /Billing Code/	Nonrecurring Charge
Program Change Charge, per Centrex LSI Service line programmed /C3CSC/	\$42.00

The customer is responsible for providing all of the necessary line information required by the Company to program each Centrex LSI Service line with the requested capabilities. In the event that the customer requests the Company to determine individual line information, the Company will do so at the following rate:

Description /Billing Code/	Nonrecurring Charge
Station Review Charge, per Centrex LSI Service Line /CGY/	5.00

i. Descriptions, rates and charges for optional features and capabilities are found in 8. following.

**4. CENTREX LSI SERVICE (cont'd)****A. Centrex LSI Service (cont'd)**

## 2. Availability of Centrex LSI Service

The service is furnished subject to the availability of the necessary switching and control equipment and the execution of a mutually acceptable agreement. Variations in the switching and control equipment used may cause differences in the operation or availability of certain features. Such variations shall not be deemed or construed to be a breach of any agreement entered into for Centrex LSI Service. Centrex LSI Service will be provided where facilities permit and where capacity is available.

## 3. Regulations

- a. Service and Equipment Charges as provided for in Part 3, Section 1 are applicable.
- b. Centrex LSI Service rates and charges apply to intercom and transport arrangements only. Exchange access is provided through rates and charges in this Section 5 of Part 20.
- c. Temporary suspension of service as described in Part 2, Section 1 is not permitted.
- d. Centrex LSI Service requires the use of customer premises equipment. Customer premises equipment associated with Centrex LSI Service is subject to the limitations specified in the following Technical References:

<u>Line Type</u>	<u>Technical Reference</u>
Electronic Key	AM-TR-NPL-850004
Data	AM-TR-NPL-850004
Attendant	AM-TR-NPL-850004

Technical References may be obtained from:

APEX Support Team  
(734) 523-7348



**4. CENTREX LSI SERVICE (cont'd)****A. Centrex LSI Service (cont'd)**

3. Regulations (cont'd)
  - e. The Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Company utilized in the provision of Centrex LSI Service render any facilities provided by the customer obsolete or require modification or alteration of such equipment or systems or otherwise affect its use or performance.
  - f. Centrex LSI Service may be resold or shared under the provisions in Part 2, Section 2. Measured service rates apply. The customer of record shall be responsible for all recurring and nonrecurring rates and charges as well as local and toll usage billed by the Company to any Centrex LSI Service line in the system.
4. Service Establishment Charge
  - a. A Service Establishment Charge is applicable to the establishment of any new Centrex LSI Service, except for customers converting from Centrex Services. A service establishment charge(s) applies to any relocation of an entire Centrex LSI Service unless the customer's relocation is within the serving central office boundary. The service establishment charge does not apply to additions (within station capacities of a system as previously defined in A.1.a.) to an existing Centrex LSI Service System.
  - b. The Nonrecurring Charges (NRCs) associated with Centrex LSI Service may be paid in full with the first bill after cutover of the system or may be financed under the provisions of the Deferred Payment of Variable Term Payment Plan as specified in Part 2, Section 3.

**4. CENTREX LSI SERVICE (cont'd)****A. Centrex LSI Service (cont'd)**

## 5. Variable Term Payment Plan

- a. The Variable Term Payment Plan regulations provided in Part 2, Section 3 apply except as noted below.
- b. The contract period for Centrex LSI Service voice lines, electronic key lines and high speed data lines furnished under this plan is the service period for which the customer contracts to pay the monthly rates for such lines. Subject to the provisions of Paragraphs (1) and (2) following, for the duration of the contract period, customers will assume the obligation for a minimum of 70 percent of the total number of all lines in service at the time such customer enters the contract. A customer who reduces such lines below the 70 percent commitment has the following options for the duration of the contract period:
  - Continue to pay an amount equal to the monthly rates for 70 percent of the lines in service at the time such customer entered into the contract; or
  - Pay termination charges as covered in Paragraph A.5.e. following on the number of station lines below the 70 percent commitment which are disconnected and continue to pay only for the actual number of station lines in service.
- c. Upgrades from Centrex Service

Customers with Centrex CO, Centrex 100 or Centrex Zone Service, hereinafter collectively referred to as Centrex Service, may upgrade their service to Centrex LSI Service subject to the availability of switching equipment.

- Centrex customers who convert to Centrex LSI Service will be liable for Centrex termination charges only in the event that they disconnect or decrease the number of lines in the Centrex LSI Service below the limit associated with the Centrex contract prior to the expiration date of the original contract.

**4. CENTREX LSI SERVICE (cont'd)**

**A. Centrex LSI Service (cont'd)**

5. Variable Term Payment Plan (cont'd)

d. Conversions from Centrex 100 LSI Service to Centrex II LSI Service

- Customers with Centrex 100 LSI Service may convert to Centrex II LSI Service, subject to the availability of switching equipment.
- Installation, service establishment, service ordering and other nonrecurring charges will apply for newly installed items of service.
  - If the Centrex 100 LSI Service service establishment charge has been satisfied, the service establishment charge for the conversion to the Centrex II LSI Service will be the difference between the current Centrex II LSI Service and the current Centrex 100 LSI Service service establishment charges.

e. Termination Charges

If the contract is canceled in whole or part by the customer or is terminated for cause by the Company prior to expiration of the 36-, 60-, 84- or 120-month payment period, the customer shall be required to pay to the Company a sum determined by the application of the following formula for voice lines, electronic key lines and high speed data lines, hereinafter referred to as line(s), in this paragraph:

# of lines Below	)X	Monthly Rate	X	# of Months )
the 70% Level of	)	(Exchange Access and		Remaining In)
Commitment Disconnect	)	LINE Rate)		Contract )
	)			

- f. The End User Common Line (EUCL) Parity Provision set forth in Part 20, Section 5 applies to Centrex 100 LSI and Centrex II LSI.
- g. 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.

**4. CENTREX LSI SERVICE (cont'd)**

**A. Centrex LSI Service (cont'd)**

6. Centrex 100 LSI Rates and Charges Centrex 100 LSI is a charging plan designed for customers requiring 100 or less Centrex LSI Service lines

Centrex 100 LSI Rates and Charges

Description/Billing Code/	Service Establishment Charge	Nonrecurring Charge \$800.00			
		Non-recurring Charge	Variable Term Option Monthly Rates <sup>/1/</sup>		
		36 Month	60 Month	84 Month	120 Month
Centrex 100 LSI lines, including fully restricted lines					
Voice Line, each with feature activation /RXRTT <sup>/2/</sup>	\$ 54.00	\$ 12.95	\$ 11.95	\$ 11.95	\$ 11.95
without feature activation /RXRTT <sup>/2/</sup>	12.00	12.95	11.95	11.95	11.95
Electronic key line Service Establishment Charge, per occasion per line /RRX3 <sup>/2/</sup>	150.00 54.00	- 16.95	- 15.70	15.45	15.20
High speed data line, each /RDDX2 <sup>/2/</sup>	350.00	22.45	21.10	20.60	20.10
Attendant line, each /FZD1X <sup>/2/</sup>	2,500.00	315.00	300.00	295.00	290.00
Supplemental telephone numbers associated with the system, each /MA6/	-	.25	.25	.25	.25

/1/ No message allowance is provided. The message or measured usage charges as specified in Part 4, Section 2 are applicable.

/2/ Additional codes appear in departmental practice.

**4. CENTREX LSI SERVICE (cont'd)**

**A. Centrex LSI Service (cont'd)**

- 6. Centrex 100 LSI Rates and Charges Centrex 100 LSI is a charging plan designed for customers requiring 100 or less Centrex LSI Service lines (cont'd)

Centrex 100 LSI Rates and Charges (cont'd)

Description/Billing Code/	Nonrecurring Charge	Variable Term Option Monthly Rates <sup>/1/</sup>			
		36 Month	60 Month	84 Month	120 Month
Centrex 100 LSI lines, including fully restricted lines (cont'd)					
Hot spare voice line, each /HSP/	\$ 12.00	\$ .85	\$ .70	\$ .60	\$ .50
Hot Spare electronic key line Service Establishment Charge <sup>/2/</sup> , - per occasion per line /HSPX3/	150.00 <sup>/2/</sup> 54.00	- 3.10	- 2.95	2.85	2.75
Hot spare data line, each /HSQX2/	350.00	4.10	3.95	3.85	3.75

**7. Centrex II LSI Service**

- a. Centrex II LSI is a system designed to provide features and capabilities for customers requiring 100 or more Centrex LSI Service lines.

/1/ No message allowance is provided. The message or measured usage charges as specified in Part 4, Section 2 are applicable.

/2/ Hot spare electronic key line Service Establishment Charge is not applicable when installed on the same occasion as the electronic key line.

**4. CENTREX LSI SERVICE (cont'd)**

**A. Centrex LSI Service (cont'd)**

7. Centrex II LSI Service (cont'd)

b. Centrex II LSI provides the following capabilities as standard, in addition to those capabilities described in 1.c. preceding:

- Multi-port conferencing

Centrex II LSI lines may initiate conference calls involving up to six Centrex II LSI lines within the same system and/or received from or placed on the local message and toll network or over private facilities.

c. Centrex II LSI Rates and Charges

Description	Nonrecurring Charge				
Service Establishment Charge, per System	\$1,000.00				
	Variable Term Option Monthly Rates <sup>/1/</sup>				
Description/Billing Code/	Nonrecurring Charge	36 Month	60 Month	84 Month	120 Month
Centrex II LSI lines including fully restricted lines					
Voice Line, each					
- with feature activation /RXRTT <sup>/2/</sup>	\$ 54.00	\$ 6.80	\$ 6.40	\$ 6.40	\$ 6.40
- without feature activation /RXRTT <sup>/2/</sup>	12.00	6.80	6.40	6.40	6.40
Electronic key line Service					
Establishment Charge,	150.00	-	-		
- per occasion per line /RRX3 <sup>/2/</sup>	54.00	10.80	10.15	9.90	9.65

/1/ No message allowance is provided. The message or measured usage charges as specified in Part 4, Section 2 are applicable.

/2/ Additional codes appear in departmental practice.

**4. CENTREX LSI SERVICE (cont'd)**

**A. Centrex LSI Service (cont'd)**

7. Centrex II LSI Service (cont'd)

c. Centrex II LSI Rates and Charges (cont'd)

Description/Billing Code/	Nonrecurring Charge	Variable Term Option Monthly Rates <sup>/1/</sup>			
		36 Month	60 Month	84 Month	120 Month
Centrex II LSI lines including fully restricted lines (cont'd)					
High speed data line, each /RDDX2/ <sup>/2/</sup>	\$ 350.00	\$ 16.30	\$ 15.55	\$ 15.05	\$ 14.55
Attendant line, each /FZD1X/ <sup>/2/</sup>	2,500.00	315.00	300.00	295.00	290.00
Supplemental telephone numbers associated with the system, each /MA6/	-	.25	.25	.25	.25
Hot spare voice line, each /HSP/	12.00	.85	.70	.60	.50
Hot Spare electronic key line Service Establishment Charge, - per occasion per line /HSPX3/	150.00 <sup>/3/</sup> 54.00	- 3.10	- 2.95	2.85	2.75
Hot spare data line, each /HSQX2/ <sup>/2/</sup>	350.00	4.10	3.95	3.85	3.75

/1/ No message allowance is provided. The message or measured usage charges as specified in Part 4, Section 2 are applicable.

/2/ Additional codes appear in departmental practice.

/3/ Hot spare electronic key line Service Establishment Charge is not applicable when installed on the same occasion as the electronic key line.

**4. CENTREX LSI SERVICE (cont'd)**

**A. Centrex LSI Service (cont'd)**

8. Centrex LSI Service Optional Features and Capabilities

In addition to those features, described in 1.c. and 7.b. preceding, provided as standard with Centrex LSI Service, additional features may be added individually or in groups.

There is no minimum number of individual features or groupings that must be obtained, unless specified by the feature.

a. Uniform Call Distribution With Queue

(1) General

- (a) Lines equipped with UCD may also be equipped with queuing. Queuing provides for incoming calls in excess of available lines to be held at the central office awaiting completion to the first available line. Each call that is held requires a queue slot.
- (b) Incoming facilities may include the message network, dial type private line terminations, foreign exchange lines, foreign central office lines and Inward WATS lines. Each call that is held requires a queue slot. Appropriate terminating arrangement charges apply for incoming facilities terminated. Specific types of terminating arrangements are covered in this Part 20, Section 5.

Queuing is provided equal to one queue slot for each incoming facility. The number of message network facilities is established by Network Call Limiters.

(c) Rates and Charges

Description/Billing Code/	Nonrecurring Charge <sup>/1/</sup>	Variable Term Option Monthly Rates			
		36 Month	60 Month	84 Month	120 Month
Queue slot, each /A83RA/	\$ 80.00	\$ 1.05	\$ 1.00	\$ .95	\$ .90
Delay announcement circuit, each /A8GCE/	120.00	273.00	260.00	255.00	251.00

/1/ Not applicable on conversions from Centrex Service if feature is working at time of conversion.



**4. CENTREX LSI SERVICE (cont'd)****A. Centrex LSI Service (cont'd)**

## 8. Centrex LSI Service Optional Features and Capabilities (cont'd)

## b. Automatic Route Selection - Deluxe

- (1) Automatic Route Selection (ARS-D)/Expanded Automatic Route Selection-Deluxe (EARS-D) automatically routes outgoing seven-digit and ten-digit dialed calls to an idle facility selected from certain groups of dedicated customer facilities. The sequence of the search for an idle facility is preprogrammed by the customer's choice based on the first three or six digits dialed. If all facilities in the preprogrammed choices are busy, the call will either complete over the Message Toll Service (MTS) network or will be blocked with an overflow tone provided.

Available with ARS-D/EARS-D are the following features:

Time of Day Routing - enables cost effective use of facilities by permitting the selection of first choice and alternate routes for ARS-D routed calls to vary, depending on time of day.

Expensive Route Warning Tone - applies a warning tone to the line to indicate when a more expensive route is about to be used.

Facility Restriction Level (FRL) / Network Class of Service (NCOS) - defines the class of service associated with a line.

Authorization Codes - allows the station user to input an assigned code, after dialing a call, to change the restrictions associated with the originating station to those associated with the assigned authorization code.

- (2) Definitions

Facility

A facility denotes a specific FX, CCSA, EPSCS, WATS, Tie Line, announcement trunk, or OCCSS circuit.

Route

A group of like facilities (physical or simulated) which are used to complete seven or ten-digit calls. Examples are: an FX trunk group; a group of Band 5 WATS lines.

**4. CENTREX LSI SERVICE (cont'd)****A. Centrex LSI Service (cont'd)**

## 8. Centrex LSI Service Optional Features and Capabilities (cont'd)

## b. Automatic Route Selection - Deluxe (cont'd)

## (2) Definitions (cont'd)

Code

Refers to either the Numbering Plan Area (NPA) code of the dialed telephone number or the Central Office code (NNX) within a NPA.

Pattern

A unique sequence of routes arranged in order of choice by the customer and used to reach a specific area code, i.e., NPA code(s) and/or area and office code(s). Note: separate pattern charges as defined in (4) following for each pattern in each NPA is also charged when six-digit routing is required.

## (3) Regulations

- (a) All route and pattern assignments will be designated by the customer.
- (b) The customer is responsible for notifying the Company of any changes required in the customer's ARS-D/EARS-D feature configuration.
- (c) All rates and charges for ARS-D/EARS-D are in addition to the rates and charges for the associated facilities and terminating arrangements.
- (d) All patterns must have either the MTS network, overflow tone or announcement as a final route. A combination of both within the same pattern group, that is, a group of patterns accessed by one code is not permitted.
- (e) The non-MTS network routes to be accessed via ARS-D/EARS-D may be selected from the following: FX lines, Outward WATS access lines, announcement trunks, CCSA off-net access lines, and the tie lines meeting the requirements of (f) following.

**4. CENTREX LSI SERVICE (cont'd)**

**A. Centrex LSI Service (cont'd)**

8. Centrex LSI Service Optional Features and Capabilities (cont'd)

b. Automatic Route Selection - Deluxe (cont'd)

(3) Regulations (cont'd)

- (f) Tie Lines or tie line groups must utilize senderized operation and must have a dialing pattern consistent with that used on the MTS network.
- (g) Patterns may be arranged for a maximum of ten routes with final route being either to the MTS network, to overflow tone or to announcement channel. (Fixed WATS route advances from WATS facilities accessed via ARS-D/EARS-D do not count as additional routes.)
- (h) Call Diverting Service may be applied to lines having access to ARS-D/EARS-D patterns which have a final route to the MTS network.
- (i) Patterns without final route to the MTS network may be offered only if a customer subscribes to a sufficient number of facilities which, in the judgment of the Company, provide an adequate level of service so as to avoid interfering with the service of others or to prevent others from making or receiving calls over their telephone service.
- (j) The same patterns may be duplicated to access various NPA codes and/or area(s) and office codes(s).

(4) Rates

Description/Billing Code/	Installation Charge	Variable Term Option Monthly Rates			
		36 Month	60 Month	84 Month	120 Month
Common equipment					
- per access group /ASH/	\$450.00	\$495.00	\$475.00	\$466.00	\$458.00
- per Centrex LSI Service Line	-	1.00	.95	.90	.85

**4. CENTREX LSI SERVICE (cont'd)****A. Centrex LSI Service (cont'd)**

## 8. Centrex LSI Service Optional Features and Capabilities (cont'd)

## c. Station Message Detail Recording to Premises for Centrex LSI Service

## (1) General

- (a) Station Message Detail Recording to Premises (SMDR-P) transmits a record to a customer-provided applications processor or storage device located at the customer's premises of all calls originating from Centrex LSI Service lines to locations outside the same Centrex LSI Service system. Each record will consist of the calling number, the called number, date, time-of-day, duration of call and the type of facility used. Facility groups may also be designated as requiring originating and/or terminating records. Availability is subject to serving central office capability. Available with SMDR-P is the following option:

Account Codes - allow a station user to prefix a called number with an account number which is not used during call processing but is included in the message detail record of the call for later use by the customer.<sup>/1/</sup>

- (b) SMDR-P is not represented to be a provision of billing detail.
- (c) SMDR-P records are transmitted to terminal equipment located at the customer's premises at the rates and charges specified in (a) following.
- (d) SMDR-P is furnished only on Centrex LSI Systems equipped with ARS-D/EARS-D.
- (e) Processing of SMDR-P records by the Company accounting center is not provided with this arrangement.
- (f) The customer must designate all lines and/or selected facility groups on which SMDR-P originating and terminating records are to be provided.

/1/ Customers having EARS-D will be required to use # or \* as the lead account code digit. Otherwise the account code would be treated as the called number.

**4. CENTREX LSI SERVICE (cont'd)**

**A. Centrex LSI Service (cont'd)**

8. Centrex LSI Service Optional Features and Capabilities (cont'd)

c. Station Message Detail Recording to Premises for Centrex LSI Service (cont'd)

(1) General (cont'd)

- (g) Additions or deletions of SMDR-P recordings are provided by Company service orders.
- (h) Where SMDR-P is provided, a detailed record will normally be made for each completed call. At the option of the customer, arrangements can be made to provide records of calls attempted as well as calls completed. Under certain exceptional conditions, with SMDR-P, calls may be processed without recording the call detail.

(2) Rates

Description /Billing Code/	Non- Recurring Charge	Variable Term Option Monthly Rates			
		36 Month	60 Month	84 Month	120 Month
Central Office common equipment /MDR/	\$200.00	\$47.00	\$45.00	\$44.00	\$43.00

In addition, one data set and an associated data channel are required.

Description /Billing Code/	Nonrecurring Charge <sup>/1/</sup>
Account codes, SMDR-P record-change from recording completed calls only to all calls attempted or vice versa per system /RCHMG/	\$40.00
Change in status of all station lines or an individual facility from "records - not required" to "records - required" /RCHMD/	40.00

/1/ Not applicable on conversion from Centrex Service if feature is working at time of conversion.

**4. CENTREX LSI SERVICE (cont'd)**

**A. Centrex LSI Service (cont'd)**

8. Centrex LSI Service Optional Features and Capabilities (cont'd)

d. Electronic Key Telephone Display Features:

- (1) Display called number provides suitably arranged customer-provided telephones visual indications of call status.
- (2) Display calling number provides suitably arranged customer-provided telephones visual indication of the calling number on incoming intercom calls.
- (3) Feature display provides suitably arranged customer-provided telephones visual indication call status changes caused by features being invoked.
- (4) Rates

Description /Billing Code/	Nonrecurring Charge	Variable Term Option Monthly Rates			
		36 Month	60 Month	84 Month	120 Month
One or any combination of above features - Per electronic key line /DK8PK/	\$20.00	\$1.30	\$1.25	\$1.20	\$1.15

e. Six-Port Conferencing

(1) Multipoint conferencing

Centrex LSI Service voice and attendant lines may initiate conference calls involving up to six Centrex LSI Service lines within the same system and/or received from or placed on the local message and toll network over private facilities.

(2) Meet me conferencing

Meet me conferencing provides a multi-party conference bridge and directory number for up to six Centrex LSI Service conferees to dial at a specified time in order to hold a conference.

**4. CENTREX LSI SERVICE (cont'd)**

**A. Centrex LSI Service (cont'd)**

8. Centrex LSI Service Optional Features and Capabilities (cont'd)

e. Six-Port Conferencing

(3) Rates

Description /Billing Code/ 6 Port conference circuit /EQ6/	Nonrecurring Charge	Variable Term Option Monthly Rates			
		36 Month	60 Month	84 Month	120 Month
	\$ 60.00	\$79.00	\$75.00	\$74.00	\$72.00
Meet Me Conference circuit	100.00	35.00	33.00	32.00	31.75

f. Loudspeaker and Radio Paging Interface

This service permits Centrex LSI Service line users and attendants to dial customer-owned paging equipment. Depending upon the customer equipment, the paging system can alert individuals by either loudspeaker or by radio pocket receivers.

Description /Billing Code/	Nonrecurring Charge	Variable Term Option Monthly Rates			
		36 Month	60 Month	84 Month	120 Month
Per radio paging trunk, each /EYP/	\$100.00	\$40.00	\$38.00	\$37.00	\$36.50
Per loudspeaker paging trunk, each /EWJPT/	100.00	65.00	62.00	61.00	60.00

**4. CENTREX LSI SERVICE (cont'd)**

**A. Centrex LSI Service (cont'd)**

8. Centrex LSI Service Optional Features and Capabilities (cont'd)

g. Optional Attendant Features

(1) Features

Attendant Conference

Permits the attendant to establish a six party conference call.

Control of Trunk Group Access

Allows the attendant to control access to trunk groups.

Busy verification

Busy verification permits an attendant to determine if a Centrex LSI Service line or trunk is busy or idle.

Attendant display of queued calls by ICI key

Allows a display of the number of calls queued by category on an attendant position.

Trunk group busy indication

Allows a display of trunk group status on an attendant position.

(2) Rates

Description /Billing Code/	Nonrecurring Charge	Variable Term Option Monthly Rates			
		36 Month	60 Month	84 Month	120 Month
Attendant conference /EQ9PC/	\$60.00	\$79.00	\$75.00	\$74.00	\$72.00
Control of trunk group access /AE2PS/	50.00	15.75	15.00	14.75	14.50
Busy verification /EDSPS/	85.00	11.25	10.75	10.50	10.25
Attendant display of queued calls by ICI key /AA7PS/	6.00	48.00	46.00	45.00	44.00
Trunk group busy indication /TGSPG/	6.00	21.00	20.00	19.50	19.25



**4. CENTREX LSI SERVICE (cont'd)**

**B. Local Serving Increments (LSI)**

1. Regulations

- a. Each customer's location is connected to the Company's central office by means of LSI.

The use of these arrangements is limited to those services provided for in this Section whose regulations permit their use. As such, LSI are only offered in connection with those services.

LSI's are not taxable.

- b. LSI's are provided on a one facility pair-at-a-time basis, or in the following complements:

100 pair	900 pair
200 pair	1200 pair
300 pair	1500 pair
400 pair	1800 pair
600 pair	2100 pair

A given size complement will be provided only if the number of lines at a location is one more than the next smaller size complement.

- c. LSI's are available on a contract basis only. The contract periods are 3 years, 5 years, 7 years and 10 years.

LSI's leased on a pair-at-a-time basis, subject to the provisions of Paragraph e. following, require the assumption of an obligation to pay the monthly rates for a minimum of 70 percent of the pair-at-a-time LSI in service at the time a customer enters into a contract. A customer who reduces the pair-at-a-time LSI below the 70 percent commitment has the following options for the duration of the contract period:

- Continue to pay an amount equal to the monthly rates for 70 percent of the pair-at-a-time LSI in service at the time such customer entered into the contract, or
- Pay termination charges as covered in Paragraph e. following on the number of pair-at-a-time LSI below the 70 percent commitment which are disconnected and continue to pay only for the actual number of pair-at-a-time LSI in service.

**4. CENTREX LSI SERVICE (cont'd)**

**B. Local Serving Increments (LSI) (cont'd)**

1. Regulations (cont'd)

c. (cont'd)

The monthly rate under the 3-, 5-, 7- or 10-year contract for LSI will not be subject to Company initiated increases.

The Company will provide notice of termination to the customer in writing at least 60 days before the expiration of the existing contract. At this time, the customer will have the opportunity to extend the existing contract for one additional period not to exceed the original contract life at a rate not to exceed a 15% monthly rate increase for a 3-year contract; 20% monthly rate increase for a 5-year contract or enter into a new contract or automatically revert, upon expiration of the existing contract, to the then current monthly rate of the appropriate Centrex service in Part 5.

d. If during a contract period additional LSI are required, they may be obtained either on a pair-at-a-time basis, by upgrading to a larger sized complement or by adding an additional complement. Termination charges are not applicable to upgrades.

e. If the customer elects to terminate the contract or it is terminated for cause by the Company prior to the expiration of the 36-, 60-, 84- or 120-month payment period, the customer shall be required to pay a sum determined by the application of the following formulas:

Pair-At-A-Time LSI

$$\begin{array}{l} \# \text{ of pair-at-a-time LSI } \quad ) \\ \text{Below the 70\% level of } \quad ) \\ \text{Commitment Disconnected} \quad ) \end{array} \quad \begin{array}{l} \text{X Monthly) X} \\ \text{Rate } \quad ) \end{array} \quad \begin{array}{l} \# \text{ of Months } ) \\ \text{Remaining in} ) \\ \text{Contract } \quad ) \end{array}$$

LSI Complements

$$\begin{array}{l} \text{Monthly Rate for LSI )} \\ \text{Complement } \quad ) \end{array} \quad \begin{array}{l} \text{X 70\% )} \end{array} \quad \text{x} \quad \begin{array}{l} \# \text{ of Months Remaining } \quad ) \\ \text{in contract } \quad ) \end{array}$$

**4. CENTREX LSI SERVICE (cont'd)****B. Local Serving Increments (LSI) (cont'd)**

## 1. Regulations (cont'd)

- f. If the customer downgrades or reduces from a larger to a smaller complement size, termination charges are calculated as follows:
  - Subtract the monthly rate for the smaller pair complement from the monthly rate for the larger.
  - If the remainder is a positive number, multiply by 70% and the number of months remaining in the contract.
  - If the remainder is zero or a negative number, the termination charge is zero.
- g. When the number of lines at a location drops below the next smaller complement plus one and there is no termination charge, the customer must downgrade to the smaller complement.
- h. Resale and Sharing of LSI.

LSI may be resold or shared.

The customer of record shall be responsible for recurring and nonrecurring charges associated with the provision of this service and, in the event of termination of service, the appropriate termination charge.
- i. The provisions of Part 2, Section 2 regarding Cancellation of Application for Service Prior to Establishment of Service are applicable.
- j. Changes in responsibility for payment for service, i.e., change of lessee, as provided in Part 2, Section 2 is permissible.

**4. CENTREX LSI SERVICE (cont'd)**

**B. Local Serving Increments (LSI) (cont'd)**

2. Rates

a. Local Serving Increments/Pair-at-a-Time

Description /Billing Code/	Variable Term Option Monthly Rates			
	36-Month	60-Month	84-Month	120-Month
One Local Serving Increment Pair, per pair /1GV/	\$9.30	\$9.30	\$9.30	\$9.30

b. LSI Pair Complements

- (1) The rates for LSI pair complements are dependent upon the cable feet distance of the customer's location from the normal serving central office, contract duration and complement size.

Description	Variable Term Option Monthly Rates			
	36-Month	60-Month	84-Month	120-Month
(a) Complement 100 Pair Mileage				
up to 0.25	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
up to 0.50	44.00	42.00	40.00	39.00
up to 0.75	172.00	163.00	159.00	137.00
up to 1.00	295.00	279.00	272.00	229.00
up to 1.25	413.00	391.00	391.00	318.00
up to 1.50	527.00	499.00	487.00	405.00
up to 1.75	639.00	604.00	590.00	489.00
up to 2.00	748.00	707.00	690.00	571.00
up to 2.25	856.00	809.00	789.00	652.00
up to 2.50	NA	909.00	887.00	732.00
up to 2.75	NA	NA	NA	810.00
up to 3.00	NA	NA	NA	895.00

**4. CENTREX LSI SERVICE (cont'd)**

**B. Local Serving Increments (LSI) (cont'd)**

2. Rates (cont'd)

b. LSI Pair Complements (cont'd)

(1) (cont'd)

Description	Variable Term Option Monthly Rates			
	36-Month	60-Month	84-Month	120-Month
(b) Complement 200 Pair Mileage				
up to 0.25	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
up to 0.50	0.00	0.00	0.00	0.00
up to 0.75	197.00	186.00	182.00	162.00
up to 1.00	395.00	373.00	365.00	311.00
up to 1.25	586.00	554.00	540.00	455.00
up to 1.50	770.00	728.00	711.00	595.00
up to 1.75	951.00	899.00	877.00	731.00
up to 2.00	1,127.00	1,066.00	1,040.00	864.00
up to 2.25	1,301.00	1,230.00	1,200.00	995.00
up to 2.50	1,471.00	1,391.00	1,358.00	1,124.00
up to 2.75	1,640.00	1,550.00	1,513.00	1,251.00
up to 3.00	1,821.00	1,722.00	1,680.00	1,387.00
up to 3.25	NA	NA	1,858.00	1,532.00
up to 3.50	NA	NA	NA	1,678.00
up to 3.75	NA	NA	NA	1,823.00
(c) Complement 300 Pair Mileage				
up to 0.25	0.00	0.00	0.00	0.00
up to 0.50	0.00	0.00	0.00	0.00
up to 0.75	191.00	181.00	176.00	164.00
up to 1.00	454.00	429.00	419.00	362.00
up to 1.25	706.00	667.00	651.00	553.00
up to 1.50	951.00	899.00	877.00	737.00
up to 1.75	1,190.00	1,125.00	1,098.00	918.00
up to 2.00	1,423.00	1,346.00	1,314.00	1,094.00

**4. CENTREX LSI SERVICE (cont'd)**

**B. Local Serving Increments (LSI) (cont'd)**

2. Rates (cont'd)

b. LSI Pair Complements (cont'd)

(1) (cont'd)

Description	Variable Term Option Monthly Rates			
	36-Month	60-Month	84-Month	120-Month
(c) Complement 300 Pair Mileage (cont'd)				
up to 2.25	\$1,653.00	\$1,563.00	\$1,525.00	\$1,267.00
up to 2.50	1,879.00	1,777.00	1,734.00	1,438.00
up to 2.75	2,102.00	1,987.00	1,939.00	1,606.00
up to 3.00	2,342.00	2,214.00	2,161.00	1,787.00
up to 3.25	2,597.00	2,455.00	2,396.00	1,979.00
up to 3.50	NA	2,696.00	2,631.00	2,171.00
up to 3.75	NA	NA	NA	2,364.00
up to 4.00	NA	NA	NA	2,556.00
up to 4.25	NA	NA	NA	2,748.00
(d) Complement 400 Pair Mileage				
up to 0.25	0.00	0.00	0.00	0.00
up to 0.50	0.00	0.00	0.00	0.00
up to 0.75	170.00	161.00	152.00	149.00
up to 1.00	483.00	457.00	446.00	391.00
up to 1.25	791.00	748.00	730.00	624.00
up to 1.50	1,090.00	1,031.00	1,006.00	849.00
up to 1.75	1,382.00	1,306.00	1,275.00	1,069.00
up to 2.00	1,667.00	1,576.00	1,538.00	1,285.00
up to 2.25	1,947.00	1,841.00	1,797.00	1,496.00
up to 2.50	2,223.00	2,102.00	2,051.00	1,704.00
up to 2.75	2,495.00	2,359.00	2,302.00	1,909.00
up to 3.00	2,788.00	2,636.00	2,573.00	2,130.00
up to 3.25	3,099.00	2,930.00	2,859.00	2,365.00
up to 3.50	3,410.00	3,224.00	3,146.00	2,600.00
up to 3.75	NA	3,518.00	3,433.00	2,834.00
up to 4.00	NA	NA	3,720.00	3,069.00
up to 4.25	NA	NA	NA	3,303.00
up to 4.50	NA	NA	NA	3,538.00

**4. CENTREX LSI SERVICE (cont'd)**

**B. Local Serving Increments (LSI) (cont'd)**

2. Rates (cont'd)

b. LSI Pair Complements (cont'd)

(1) (cont'd)

Description	Variable Term Option Monthly Rates			
	36-Month	60-Month	84-Month	120-Month
(e) Complement 600 Pair Mileage				
up to 0.25	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
up to 0.50	0.00	0.00	0.00	0.00
up to 0.75	128.00	121.00	114.00	113.00
up to 1.00	522.00	494.00	482.00	434.00
up to 1.25	931.00	880.00	859.00	742.00
up to 1.50	1,328.00	1,255.00	1,225.00	1,041.00
up to 1.75	1,715.00	1,621.00	1,582.00	1,333.00
up to 2.00	2,093.00	1,979.00	1,932.00	1,619.00
up to 2.25	2,465.00	2,331.00	2,275.00	1,900.00
up to 2.50	2,831.00	2,677.00	2,612.00	2,176.00
up to 2.75	3,192.00	3,018.00	2,945.00	2,448.00
up to 3.00	3,581.00	3,385.00	3,304.00	2,741.00
up to 3.25	3,993.00	3,775.00	3,685.00	3,052.00
up to 3.50	4,406.00	4,166.00	4,065.00	3,364.00
up to 3.75	4,818.00	4,556.00	4,446.00	3,675.00
up to 4.00	5,231.00	4,946.00	4,827.00	3,986.00
up to 4.25	NA	5,336.00	5,208.00	4,298.00
up to 4.50	NA	NA	NA	4,609.00
up to 4.75	NA	NA	NA	4,920.00
up to 5.00	NA	NA	NA	5,232.00
up to 5.25	NA	NA	NA	5,543.00

**4. CENTREX LSI SERVICE (cont'd)**

**B. Local Serving Increments (LSI) (cont'd)**

2. Rates (cont'd)

b. LSI Pair Complements (cont'd)

(1) (cont'd)

Description	Variable Term Option Monthly Rates			
	36-Month	60-Month	84-Month	120-Month
(f) Complement 900 Pair Mileage				
up to 0.25	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
up to 0.50	0.00	0.00	0.00	0.00
up to 0.75	66.00	63.00	59.00	58.00
up to 1.00	561.00	531.00	518.00	481.00
up to 1.25	1,016.00	960.00	937.00	826.00
up to 1.50	1,541.00	1,457.00	1,422.00	1,222.00
up to 1.75	2,053.00	1,941.00	1,894.00	1,608.00
up to 2.00	2,554.00	2,415.00	2,357.00	1,986.00
up to 2.25	3,046.00	2,880.00	2,811.00	2,358.00
up to 2.50	3,530.00	3,338.00	3,258.00	2,723.00
up to 2.75	4,008.00	3,789.00	3,698.00	3,083.00
up to 3.00	4,522.00	4,276.00	4,173.00	3,472.00
up to 3.25	5,068.00	4,792.00	4,677.00	3,884.00
up to 3.50	5,614.00	5,308.00	5,181.00	4,296.00
up to 3.75	6,160.00	5,824.00	5,684.00	4,708.00
up to 4.00	6,706.00	6,341.00	6,188.00	5,120.00
up to 4.25	7,253.00	6,857.00	6,692.00	5,532.00
up to 4.50	7,799.00	7,373.00	7,196.00	5,944.00
up to 4.75	8,345.00	7,890.00	7,700.00	6,356.00
up to 5.00	NA	NA	8,204.00	6,768.00
up to 5.25	NA	NA	NA	7,180.00
up to 5.50	NA	NA	NA	7,592.00
up to 5.75	NA	NA	NA	8,004.00
up to 6.00	NA	NA	NA	NA



**4. CENTREX LSI SERVICE (cont'd)**

**B. Local Serving Increments (LSI) (cont'd)**

2. Rates (cont'd)

b. LSI Pair Complements (cont'd)

(1) (cont'd)

Description	Variable Term Option Monthly Rates			
	36-Month	60-Month	84-Month	120-Month
(g) Complement 1200 Pair Mileage				
up to 0.25	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
up to 0.50	0.00	0.00	0.00	0.00
up to 0.75	0.00	0.00	0.00	0.00
up to 1.00	600.00	568.00	553.00	527.00
up to 1.25	1,266.00	1,197.00	1,169.00	1,030.00
up to 1.50	1,913.00	1,809.00	1,765.00	1,518.00
up to 1.75	2,544.00	2,405.00	2,347.00	1,993.00
up to 2.00	3,161.00	2,989.00	2,917.00	2,459.00
up to 2.25	3,767.00	3,562.00	3,476.00	2,917.00
up to 2.50	4,364.00	4,126.00	4,027.00	3,367.00
up to 2.75	4,952.00	4,682.00	4,570.00	3,811.00
up to 3.00	5,586.00	5,281.00	5,154.00	4,289.00
up to 3.25	6,259.00	5,917.00	5,775.00	4,797.00
up to 3.50	6,931.00	6,553.00	6,396.00	5,304.00
up to 3.75	7,604.00	7,189.00	7,016.00	5,812.00
up to 4.00	8,277.00	7,825.00	7,637.00	6,319.00
up to 4.25	8,949.00	8,461.00	8,258.00	6,827.00
up to 4.50	9,622.00	9,097.00	8,879.00	7,335.00
up to 4.75	10,295.00	9,733.00	9,499.00	7,842.00
up to 5.00	10,968.00	10,369.00	10,120.00	8,350.00
up to 5.25	NA	11,005.00	10,741.00	8,857.00
up to 5.50	NA	NA	NA	9,365.00
up to 5.75	NA	NA	NA	9,872.00
up to 6.00	NA	NA	NA	10,380.00
up to 6.25	NA	NA	NA	10,888.00

**4. CENTREX LSI SERVICE (cont'd)**

**B. Local Serving Increments (LSI) (cont'd)**

2. Rates (cont'd)

b. LSI Pair Complements (cont'd)

(1) (cont'd)

Description	Variable Term Option Monthly Rates			
	36-Month	60-Month	84-Month	120-Month
(h) Complement 1500 Pair Mileage				
up to 0.25	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
up to 0.50	0.00	0.00	0.00	0.00
up to 0.75	0.00	0.00	0.00	0.00
up to 1.00	690.00	652.00	631.00	605.00
up to 1.25	1,466.00	1,386.00	1,353.00	1,195.00
up to 1.50	2,225.00	2,104.00	2,053.00	1,768.00
up to 1.75	2,965.00	2,804.00	2,736.00	2,326.00
up to 2.00	3,690.00	3,489.00	3,405.00	2,873.00
up to 2.25	4,402.00	4,161.00	4,061.00	3,410.00
up to 2.50	5,102.00	4,824.00	4,708.00	3,939.00
up to 2.75	5,792.00	5,476.00	5,345.00	4,459.00
up to 3.00	6,536.00	6,179.00	6,031.00	5,021.00
up to 3.25	7,325.00	6,926.00	6,759.00	5,616.00
up to 3.50	8,115.00	7,672.00	7,488.00	6,212.00
up to 3.75	8,904.00	8,418.00	8,216.00	6,808.00
up to 4.00	9,694.00	9,165.00	8,945.00	7,403.00
up to 4.25	10,483.00	9,911.00	9,673.00	7,999.00
up to 4.50	11,273.00	10,658.00	10,402.00	8,595.00
up to 4.75	12,062.00	11,404.00	11,130.00	9,190.00
up to 5.00	12,851.00	12,151.00	11,858.00	9,786.00
up to 5.25	13,641.00	12,897.00	12,587.00	10,382.00
up to 5.50	NA	13,643.00	13,315.00	10,977.00
up to 5.75	NA	NA	NA	11,573.00
up to 6.00	NA	NA	NA	12,169.00
up to 6.25	NA	NA	NA	12,764.00
up to 6.50	NA	NA	NA	13,360.00
up to 6.75	NA	NA	NA	NA

**4. CENTREX LSI SERVICE (cont'd)**

**B. Local Serving Increments (LSI) (cont'd)**

2. Rates (cont'd)

b. LSI Pair Complements (cont'd)

(1) (cont'd)

Description	Variable Term Option Monthly Rates			
	36-Month	60-Month	84-Month	120-Month
(i) Complement 1800 Pair Mileage				
up to 0.25	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
up to 0.50	0.00	0.00	0.00	0.00
up to 0.75	0.00	0.00	0.00	0.00
up to 1.00	751.00	710.00	679.00	659.00
up to 1.25	1,626.00	1,538.00	1,501.00	1,331.00
up to 1.50	2,490.00	2,354.00	2,298.00	1,983.00
up to 1.75	3,333.00	3,151.00	3,076.00	2,619.00
up to 2.00	4,158.00	3,932.00	3,837.00	3,241.00
up to 2.25	4,969.00	4,698.00	4,585.00	3,853.00
up to 2.50	5,766.00	5,452.00	5,320.00	4,455.00
up to 2.75	6,552.00	6,195.00	6,046.00	5,048.00
up to 3.00	7,399.00	6,995.00	6,827.00	5,687.00
up to 3.25	8,298.00	7,845.00	7,657.00	6,365.00
up to 3.50	9,197.00	8,695.00	8,486.00	7,043.00
up to 3.75	10,096.00	9,545.00	9,316.00	7,772.00
up to 4.00	10,995.00	10,395.00	10,145.00	8,400.00
up to 4.25	11,894.00	11,245.00	10,975.00	9,078.00
up to 4.50	12,793.00	12,095.00	11,804.00	9,757.00
up to 4.75	13,692.00	12,945.00	12,634.00	10,435.00
up to 5.00	14,591.00	13,795.00	13,464.00	11,113.00
up to 5.25	15,490.00	14,645.00	14,293.00	11,792.00
up to 5.50	16,389.00	15,495.00	15,123.00	12,470.00
up to 5.75	NA	16,345.00	15,952.00	13,148.00
up to 6.00	NA	NA	NA	13,827.00
up to 6.25	NA	NA	NA	14,505.00
up to 6.50	NA	NA	NA	15,183.00
up to 6.75	NA	NA	NA	15,862.00
up to 7.00	NA	NA	NA	16,540.00

**4. CENTREX LSI SERVICE (cont'd)**

**B. Local Serving Increments (LSI) (cont'd)**

2. Rates (cont'd)

b. LSI Pair Complements (cont'd)

(1) (cont'd)

Description	Variable Term Option Monthly Rates			
	36-Month	60-Month	84-Month	120-Month
(j) Complement 2100 Pair Mileage				
up to 0.25	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
up to 0.50	0.00	0.00	0.00	0.00
up to 0.75	0.00	0.00	0.00	0.00
up to 1.00	773.00	731.00	690.00	679.00
up to 1.25	1,736.00	1,641.00	1,602.00	1,429.00
up to 1.50	2,700.00	2,553.00	2,491.00	2,156.00
up to 1.75	3,640.00	3,442.00	3,359.00	2,865.00
up to 2.00	4,561.00	4,312.00	4,208.00	3,560.00
up to 2.25	5,465.00	5,167.00	5,043.00	4,242.00
up to 2.50	6,354.00	6,008.00	5,863.00	4,913.00
up to 2.75	7,231.00	6,837.00	6,673.0	5,575.00
up to 3.00	8,176.00	7,730.00	7,544.00	6,288.00
up to 3.25	9,179.00	8,678.00	8,470.00	7,045.00
up to 3.50	10,182.00	9,627.00	9,395.00	7,801.00
up to 3.75	11,185.00	10,575.00	10,321.00	8,558.00
up to 4.00	12,188.00	11,523.00	11,246.00	9,315.00
up to 4.25	13,191.00	12,471.00	12,171.00	10,072.00
up to 4.50	14,194.00	13,419.00	13,097.000	10,828.00
up to 4.75	15,197.00	14,368.00	14,022.00	11,585.00
up to 5.00	16,200.00	15,316.00	14,948.00	12,342.00
up to 5.25	17,202.00	16,264.00	15,873.00	13,099.00
up to 5.50	18,205.00	17,212.00	16,799.00	13,855.00
up to 5.75	19,208.00	18,161.00	17,724.00	14,612.00
up to 6.00	NA	19,109.00	18,650.00	15,369.00
up to 6.25	NA	NA	NA	16,126.00
up to 6.50	NA	NA	NA	16,882.00
up to 6.75	NA	NA	NA	17,639.00
up to 7.00	NA	NA	NA	18,396.00
up to 7.25	NA	NA	NA	19,153.00

**4. CENTREX LSI SERVICE (cont'd)**

**B. Local Serving Increments (LSI) (cont'd)**

2. Rates (cont'd)

c. Contract Change Charge/Complement Conversion

If customer wishes to convert from the pair-at-a-time to a facility complement or wishes to increase complement size during an existing contract period, the following one-time charge is applicable.

Description	Nonrecurring Charge
Contract Charge/Complement Conversion Charge, per occasion	\$550.00

**5. CENTREX SERVICE**

Effective January 9, 1995, no new installations of Centrex Service will be made. Customers who are on a Centrex Variable Term Payment Plan (VTPP) contract, longer than month to month, on the aforementioned date, will be permitted to expand their system until the expiration of the VTPP contract. All Centrex customers whether or not under the VTPP contract may retain or expand their Centrex systems until December 31, 1996.

**A. General Regulations**

1. Description of Service

- a. Centrex service is an arrangement of switching equipment located on Company premises (hereinafter referred to as Centrex CO). The switching equipment is combined with other facilities to offer the features and services in b. following.

**5. CENTREX SERVICE****A. General Regulations (cont'd)**

## 1. Description of Service (cont'd)

## b. Features and Services

## (1) Centrex CO - Type II

- (a) Inward dialing - incoming calls from outside the system may be made to non-restricted stations of the system, without the aid of the attendant, by dialing the number of the Centrex station.
- (b) Outward dialing - non-restricted stations of the system may dial outgoing local and MTS calls to dialable points.
- (c) Identification of individual non-restricted stations on outward MTS calls.
- (d) Dial intercommunication between all stations connected to the system, except as specified under "Restricted Stations" in this section.
- (e) Mechanical interception of calls to non-working stations of the system in lieu of attendant interception.
- (f) Attendant services include:
  - Completion of calls coming into the telephone number associated with the primary listing to non-restricted Centrex stations.
  - Transfer of incoming calls from outside the system from one non-restricted station to another by the attendant.
  - Arrangements whereby calls to the telephone number associated with the primary listing coming in at night when the attendant position is unattended, can be answered at designated Centrex stations.
  - Interception of calls to non-working stations of the system.

**5. CENTREX SERVICE (cont'd)****A. General Regulations (cont'd)**

## 1. Description of Service (cont'd)

## b. Features and Services (cont'd)

## (1) Centrex CO - Type II (cont'd)

- (g) The following additional capabilities are provided with attendant services:
- <sup>/1/</sup>

Attendant Call Hold

Allows the attendant to hold a call in progress, to originate another call, answer a call, or pick up a call on hold. Timed Reminder is activated when the call is placed on hold by the attendant.

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 the attendants.

Attendant Camp-on

Allows an incoming call, which an attendant attempts to complete to a busy line, to be held until the called line becomes idle. The called line is then automatically signaled and connected to the waiting call.

Attendant Console Screen Management

Provides management services for the attendant console.

Attendant Position Busy

Allows an attendant to make a position unavailable to additional queued calls. The attendant can still originate calls and use or program the features available while the console is in the Attendant Position Busy state.

Attendant Recall from Satellite

Line users located at remote Centrex Service locations without attendants may generate a recall of an incoming call back to the main location attendant.

/1/ The availability and function of these capabilities may vary by serving central office.

**5. CENTREX SERVICE (cont'd)****A. General Regulations (cont'd)**

1. Description of Service (cont'd)
  - b. Features and Services (cont'd)
    - (1) Centrex CO - Type II (cont'd)
      - (g) (cont'd)

Attendant Recorded Announcement

Provides callers a recorded announcement when they are held in queue longer than the selected delay threshold.

Attendant Speed Calling

Allows an attendant to dial frequently dialed numbers by depressing a speed calling key and dialing one or two digits instead of all digits in the number. The frequently dialed number may be a directory number, authorization code, account code or access code.

Attendant Transfer

Calls that are transferred from a Centrex Service line back to the attendant are queued on a first in, first out basis.

Call Identification

Allows an attendant to identify the type of facility over which an incoming call to the attendant was routed.

Call Park Recall Timer

Provides a timer for calls parked by the attendant. If a call is not retrieved or abandoned within the time limit, the attendant is recalled.

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 the calling or the called party.



**5. CENTREX SERVICE (cont'd)****A. General Regulations (cont'd)**

1. Description of Service (cont'd)
  - b. Features and Services (cont'd)
    - (1) Centrex CO - Type II (cont'd)
      - (g) (cont'd)

Console Test

Allows the attendant to test a console's operation.

Direct Trunk Group Selection

Allows the attendant to select an idle trunk for an outgoing call by pressing a single button on the console.

Emergency Access to Attendant

Allows a station user to dial an emergency access code to gain immediate access to the attendant.

Flexible Console Alerting

Alerts the attendant to a call requiring attention by an alert tone through the headset instead of the console speaker.

Interposition Calling

Allows communication and transfer of calls between attendants.

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 for Attendants With Call Waiting Indication

Provides queuing of calls designated for attendants who are to receive a particular call type, as determined by the Call Identification feature. Queues are served on a "first come, first serve" basis. An indicator is lighted to alert the attendant that a call is waiting.

**5. CENTREX SERVICE (cont'd)****A. General Regulations (cont'd)**

1. Description of Service (cont'd)
  - b. Features and Services (cont'd)
    - (1) Centrex CO - Type II (cont'd)
      - (g) (cont'd)

Through Dialing

Allows the attendant to select a facility for a Centrex Service line and send dial tone to that line. The line user may then dial the call.

Time of Day and Date

Provides a display of the day and date.

Timed Reminder

Provides a timer that is started when a call is camped-on, when the called party has not answered after a transfer, or when a call is on hold. When the timer expires, the attendant is alerted and can pick up the call to talk to the calling party. The length of the timer is specified by the customer.

Trunk Group Identification

Provides a display of the trunk group and member number of the incoming or outgoing trunk in use at the request of the attendant or automatically on incoming trunk calls.

Uniform Call Distribution from queue

Provides for a uniform distribution of calls from the attendant queue to a group of attendant positions.

Wild Card Key

The attendant may use the wild card key to invoke special features not directly available through a feature key on the console.

Attendant Services may be arranged to provide the optional capabilities as specified in Paragraph 2.D.43 following.

/1/ The availability and function of these capabilities may vary by serving central office.

**5. CENTREX SERVICE (cont'd)****A. General Regulations (cont'd)**

## 1. Description of Service (cont'd)

## b. Features and Services (cont'd)

## (2) Centrex CO - Type II - Additional Features

Centrex Type II service provides for the following features and services in addition to the features and services included in (1) preceding.

- (a) Station dial transfer, consultation hold, add-on conference, and night trunk answer from any station.
- (b) Unattended operation, where central office facilities permit, provided the stations are arranged for station dial transfer, consultation hold and add-on conference.

## (3) Centrex CO 100

Centrex CO 100 service is a central office provided communications system with a main station capacity (i.e., Centrex and restricted stations) of 5 through 100 and includes Centrex features as described in paragraph (2) preceding, call transfer (all calls), consultation hold (all calls), three way calling and Touch-Tone/Calling Service.

## (4) Centrex CO Zone Service

Centrex CO Zone service is a central office provided Centrex arrangement which may be provided at customer service locations (i.e., Primary and Secondary locations as defined in paragraph 1.A.3.a and b following) which are not in excess of 12,000 cable feet from their normal serving central office. Locations in excess of 12,000 cable feet are provided under Centrex CO service.

**5. CENTREX SERVICE (cont'd)****A. General Regulations (cont'd)**

## 1. Description of Service (cont'd)

## b. Features and Services (cont'd)

## (4) Centrex CO Zone Service

Centrex CO Zone service provides for the following features:

## (a) Type I

Provides all the features covered in b(1) preceding.

## (b) Type II

Provides, in addition to the features covered in b(1) preceding, call transfer (all calls), consultation hold (all calls), three-way calling, Touch-Tone Calling Service and where central office facilities permit, unattended operation.

(5) Other equipment and services requested by Centrex customers and compatible with this service will be furnished in accordance with regulations and at the rates specified in the applicable sections of the tariffs and Guidebook of the Company.

(6) Where quantities of switching equipment or central office lines in excess of those considered standard by the Company are requested, such additional facilities will be furnished at rates and charges based on charges based on the costs incurred.

(7) All operating at the customer's premises is performed by, and at the expense of, the customer and must conform with the operating practices and procedures which the Company may adopt to maintain a proper standard of service.

## 2. Availability of Service

All Centrex services are offered only from central offices where the Company has arranged the facilities for such services and are furnished subject to the availability of facilities and the following provisions:

**5. CENTREX SERVICE (cont'd)****A. General Regulations (cont'd)**

## 2. Availability of Service (cont'd)

- a. The type of service furnished will be determined by the equipment in the central office involved and the associated facility arrangements.
- b. Centrex CO Service

Effective December 17, 1980, no further requests for Centrex CO service served from No. 5 crossbar central offices will be accepted by the Company. Centrex CO systems in service on December 17, 1980, or scheduled for installation in compliance with pending orders received prior to such date, may continue to be furnished and may be added to or rearranged only for as long as such systems remain in service at the location at which they were being furnished, or had been requested to be furnished, on the aforementioned date. Such Centrex CO systems may be assigned or transferred to different customers under the provisions of Part 2, Section 2.

## 3. Description of Terms Used in This Section

## a. Primary Location

Any one continuous property location of the customer may be designated by the customer as the Primary location. The attendant position or positions and the terminations for the lines associated with the primary listing will normally be situated at the Primary location. However, within transmission limitations, the attendant position or positions and the terminations for the lines associated with the primary listing may be located at a customer location other than the Primary location but within the same central office area as the Primary location. When such an arrangement is provided, rates and charges apply based upon the additional costs incurred by the Company.

**5. CENTREX SERVICE (cont'd)****A. General Regulations (cont'd)**

## 3. Description of Terms Used in This Section (cont'd)

## b. Secondary Location

- (1) Each continuous property location of the customer which is non-continuous with the Primary location, but is in the local service area of the exchange in which the Primary location is situated and is served by the same Centrex system as the Primary location constitutes a Secondary location.
- (2) Stations at Secondary locations are served by means of circuits directly from the Primary location.

## c. Basic Serving Area

For the furnishing of Centrex service, the basic serving area for each Centrex serving central office is the central office area normally served by such central office.

## 4. Combinations of Type I and II on Same Centrex CO System

Where facilities permit, a combination of Centrex Type I and Type II service may be provided at Primary and Secondary locations on the same Centrex CO system provided the primary location includes an attendant position.

## 5. Variable Term Payment Plan (VTPP)

Certain designated items of service and equipment included in this section are offered under the VTPP provided such items are associated with Centrex CO service. The following items of service and equipment included in this section of the Guidebook are not offered under the VTPP:

- Exchange access portion of Centrex CO station lines (Guidebook)
  - Dormitory station lines (Guidebook)
  - Manual station lines
  - Selective routing and attendant trunks
  - Centrex station terminals
  - Centrex arrangements for U.S. Government owned systems serving military bases
- Supplemental Telephone Numbers (Guidebook) (D)

**5. CENTREX SERVICE (cont'd)****A. General Regulations (cont'd)**

## 5. Variable Term Payment Plan (VTPP) (cont'd)

## 5.1 Centrex CO Service

## a. General

These regulations are in addition to those specified in Part 2, Section 3.

- (1) The contract period for Centrex station lines furnished under this plan is the service period for which the customer contracts to pay the monthly rates for such lines. Subject to the provisions of paragraph d. following, for the duration of the contract period, customers will assume the obligation for a minimum of 80 percent of the total station lines in service at the time such customer enters into the VTPP. A customer who reduces station lines below the 80 percent commitment has the following options for the duration of the contract period:
  - (a) Continue to pay an amount equal to the monthly rates for 80 percent of the station lines in service at the time such customer entered into the VTPP, or
  - (b) pay termination charges as covered in paragraph d. following on the number of station lines below the 80 percent commitment which are disconnected and continue to pay only for the actual number of station lines in service.

The contract period applicable to all Centrex service or equipment items, other than station lines, furnished under this plan is as covered in Part 2, Section 2.

For an initial installation of a Centrex CO Zone service or for a conversion of another type of Centrex CO service to Centrex CO Zone service, the customer must select an initial payment period of longer than one month's duration. Upon the expiration of the initial payment service period, the customer may select any payment period covered by Part 2, Section 3.

**5. CENTREX SERVICE (cont'd)****A. General Regulations (cont'd)**

## 5. Variable Term Payment Plan (VTPP) (cont'd)

## 5.1 Centrex CO Service (cont'd)

## b. Application of Rates and Charges

- (1) The monthly rate applicable at the time a customer subscribes to a product under the VTPP for payment periods longer than one month is not subject to rate increases and, as to such VTPP contracts, the end user common line parity provision process will not be changed.
- (2) In the event that all or any part of the service is disconnected at customer request prior to expiration of any selected payment period of greater than one month's duration, the customer will be required to pay a termination charge as set forth in paragraph d. following.
- (3) A service order charge will not apply when customers renew or change the length of their payment period. The rates applicable for the new period are the rates currently in effect.
- (4) Monthly rates and installation, termination, service establishment, service order, and other nonrecurring charges apply according to the appropriate rates and charges for products and services offered under the VTPP.

## c. Additions, Upgrades and Downgrades

## (1) Additions and removals

- (a) Customers will be permitted to add station lines, attendant positions, ETS features, Centrex optional features, tie line terminals, miscellaneous service arrangements, RLT common equipment and C.O. LAN Service subject to the monthly rates in effect at the time such customers subscribed to the VTPP.
- (b) Removal of ETS features, Centrex optional features, tie line terminals, miscellaneous service arrangements, RLT common equipment and C.O. LAN Service are permitted subject to Part 2, Section 3.
- (c) Station lines may be reduced subject to the provisions of Part 2, Section 3.



**5. CENTREX SERVICE (cont'd)**

**A. General Regulations (cont'd)**

5. Variable Term Payment Plan (VTPP) (cont'd)

5.1 Centrex CO Service (cont'd)

c. Additions, Upgrades and Downgrades (cont'd)

(2) Upgrades

Customers may upgrade from Type I to Type II, or a combination of Types I and II, within the same serving central office, where facilities permit, and retain the contracted VTPP. This upgrade in service will result in a commitment to the higher VTPP station rates for Type II in effect at the time the customer entered into the VTPP, for the remainder of the contract period.

(3) Downgrades

Customers may not downgrade from Type II or Types I and II combined to Type I and retain the VTPP at the lower station rates. Such downgrades will result in the application of termination charges and establishment of a new VTPP contract.

d. Termination Charges

- (1) If the VTPP is canceled in whole or in part by the customer or is terminated for cause by the Company prior to expiration of the 36-or 60-month payment period, the customer shall be required to pay a sum determined by the application of the following formula for the station lines:

$$\frac{\begin{matrix} \# \text{ of Station Lines} \\ \text{Below the 80\% Level} \\ \text{of Commitment Dis-} \\ \text{connected} \end{matrix} \quad ) \quad \times \text{ Monthly Rate)}}{\begin{matrix} \# \text{ of Months Re-} \\ \text{maining In Con-} \\ \text{tract} \end{matrix} \quad ) \quad \times 50\%}$$

- (2) Termination charges for all other items furnished under the one month, 36-month or 60-month payment period are as covered in Part 2, Section 2.
- (3) 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.

**5. CENTREX SERVICE (cont'd)****A. General Regulations (cont'd)**

## 5. Variable Term Payment Plan (VTPP) (cont'd)

## 5.1 Centrex CO Service (cont'd)

## e. Moves of Primary and Secondary Locations

- (1) Moves of Primary locations outside of the same serving central office area constitute termination of the VTPP contract and the application of termination charges as covered in d. preceding.
- (2) Moves of Primary locations within the same serving central office area do not constitute termination of the VTPP contract.
- (3) Moves of Secondary locations to a non-continuous property location do not constitute termination of the VTPP contract, however termination charges may apply under the provisions of Part 2, Section 2.

## f. Renewal Options

Anytime prior to completion of the current payment period, a Centrex CO VTPP customer may renew the selected payment period at the rates in effect for new customers at the time of the renewal. The new rates will commence at the time of the customer's request, and must be prior to completion of the previous payment period.

## g. Requests for Changes in Length of Optional Payment Period

Customers may extend the termination date of an initial 36-month (three year) or 60-month (five year) VTPP contract period in increments of two, three or four years at the prevailing 60-month (five year) rate in effect at the time of the initial contract extension request, subject to the following conditions:

- (1) The new payment period rates will be based on the prevailing 60 month rates in effect at the time the extension request is received.
- (2) No credit will be given for payments made under the previous initial contract period. However, additional nonrecurring charges will not be applicable.

**5. CENTREX SERVICE (cont'd)****A. General Regulations (cont'd)**

## 5. Variable Term Payment Plan (VTPP) (cont'd)

## 5.1 Centrex CO Service (cont'd)

## h. Single Payment Option

For payment periods 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 following conditions apply:

- The annual percentage rate will be based on the company's current cost of capital as specified in department practices.

## i. Assignment or Transfer of Service

- (1) Service, including equipment being furnished under the VTPP, may be assigned or transferred under the provisions of Part 2, Section 2.

- (2) Transfer Fee

Centrex CO Service, including Airport Switching Systems	\$86.50
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## j. Deferred Payment

Payment of nonrecurring charges for items under the VTPP may be deferred over the length of the customer's payment period or a shorter period (in annual increments), subject to the conditions specified in this paragraph.

- (1) The charges to be deferred must be among the following types:

- Installation Charges
- Nonrecurring Charges
- Service Establishment Charges

**5. CENTREX SERVICE (cont'd)****A. General Regulations (cont'd)**

## 5. Variable Term Payment Plan (VTPP) (cont'd)

## 5.1 Centrex CO Service (cont'd)

## j. Deferred Payment (cont'd)

- (2) The customer must select a payment period longer than one month for the service for which charges are deferred.
- (3) The total amount of nonrecurring charges as defined in a. above may be deferred.
- (4) The minimum amount deferrable per customer location (per written agreement with customer) is \$250.00.
- (5) Interest will be calculated on outstanding deferred amounts (principal) using an annual percentage rate not less than the rate of return authorized by the Public Utilities Commission of Ohio in effect at the inception of the deferral period. In no event will the interest rate exceed the maximum allowed by law.
- (6) Deferred charges (principal plus interest) will be payable each month during the deferral period. The uniform monthly payment will be calculated using the loan amortization method.
- (7) All deferred amounts must be paid in full when the customer:
  - Upgrades, downgrades or converts the system for which the charges were deferred; or
  - Selects a payment period with an expiration date prior to the expiration date of the deferral period; or
  - Moves equipment/software, for which charges had been deferred, between jurisdictions; or
  - Disconnects service, for the system, prior to expiration of the selected deferral period.
- (8) The customer may prepay the total outstanding deferred amounts at any time during the selected deferral period. The customer may not prepay less than the total of the outstanding deferred amounts.

**5. CENTREX SERVICE (cont'd)**

**A. General Regulations (cont'd)**

6. Customer Training for Centrex CO 100 Service Only

- a. Initial training of customer personnel in system operation is provided at the time of system cutover. 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

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

<u>Training Category</u>	<u>Nonrecurring Charge</u>
Station User	\$142.00
Console management	71.00

- b. If the customer requests additional training beyond the training mentioned in a. preceding, or if the customer requests additional training subsequent to the initial installation, the following charges apply per trainee on Company premises.

<u>Training Category</u>	<u>Nonrecurring Charge</u>
Station User	\$71.00
Console management	35.00

- c. If customer does not wish formal training under the CCP training program, the customer will be provided a supply of dialing instruction cards (one card per equipped station plus 5%) for each system installed.

**5. CENTREX SERVICE (cont'd)**

**A. General Regulations (cont'd)**

6. Customer Training for Centrex CO 100 Service Only

d. Documentation

The customer is provided the following documentation to promote an understanding and an ongoing operative knowledge of the software:

- each counselor trained will receive one copy of the documentation.
- a supply of dialing instruction cards (one card per equipped station plus 5%) will be provided for each system installed.
- a console manual will be provided for each console when required.

If the customer requests additional copies of any of this documentation, a charge based on costs per copy will apply.

**B. Attendant Positions and Common Equipment**

1. Attendant Positions and Associated Equipment

Description/Billing Code/	Variable Term Option Monthly Rates			Termination Liability
	1 Month	36 Month	60 Month	
a. Attendant Positions				
- 12 key capacity console or cord switchboard <sup>/1/</sup> /RXX/ <sup>/2/</sup>	\$369.15	\$369.15	\$369.15	\$6,747.70
- 30 Key capacity console /RXMET/	437.25	437.25	437.25	7,879.45

/1/ The manufacture of cord switchboards has been discontinued and, except where re-use of such equipment is involved, no future installations can be made. Cord switchboards cannot be used with Centrex CO 100 and Centrex CO Zone service.

/2/ Additional codes appear in departmental practices.

**5. CENTREX SERVICE (cont'd)**

**B. Attendant Positions and Common Equipment (cont'd)**

1. Attendant Positions and Associated Equipment (cont'd)

b. Auxiliary Attendant Positions

Auxiliary attendant positions to provide attended manual reception and origination of calls for a selected group of stations terminating at such positions may be furnished at Primary or Secondary locations.

- Tie lines and tie line terminals required to connect such attendant positions to the Centrex system are furnished under the provisions of E. and F. following.

c. Attendant Telephones

One attendant telephone of a type and style considered standard by the Company for the switchboard or console involved, is furnished with each attendant position.

Description/Billing Code/	Nonrecurring Charge	Variable Term Option Monthly Rates		
		1-Month	36-Month	60-Month
2. Attendant Services standard capabilities are as described in 2.A.1.b.(1)(g) preceding, per attendant service line /FZD1X/ <sup>1/</sup>	\$2,500.00	\$325.00	\$325.00	\$325.00

<sup>1/</sup> Additional codes appear in departmental practices.

**5. CENTREX SERVICE (cont'd)**

**B. Attendant Positions and Common Equipment (cont'd)**

3. Common Equipment (cont'd)

Description /Billing Code/	Nonrecurring Charge	Variable Term Option Monthly Rates		
		1 Month	36 Month	60 Month
3. Common Equipment				
a. Centrex CO 100 Service				
(1) Service Establishment Charge /C3CLS/ <sup>1</sup>	\$ 98.00	-	-	-
(2) Common equipment, per system				
- Attended operation /CYB/	495.00	\$23.00	\$22.00	\$21.00
- Unattended operation /CYS/	460.00	12.75	12.25	11.75
b. Centrex CO Zone Service				
(1) Service Establishment Charge, per system /C3CMR/	310.00	-	-	-
(2) Common equipment, per system	1,142.00	23.00	22.00	21.00
- Attended operation /CY6/				
- Unattended operation /CZQ/	1,100.00	12.75	12.25	11.75

/1/ Does not apply to Secondary locations served by same Centrex system serving Primary location.



**5. CENTREX SERVICE (cont'd)****C. Stations of Centrex Systems**

## 1. Description of Stations

## a. Centrex Station

A main station of the Centrex system which has full in-dialing privileges, access to and from the attendant position, and intra-system dialing privileges. Such stations may either

- have full out-dialing privileges (non-restricted stations), or
- be arranged to be restricted from direct outward dialing privileges (semi-restricted stations).

## b. Restricted Station

- (1) A main station having intra-system dialing privileges only and having no access to or from the attendant, to or from interexchange private line service, or to or from exchange and toll service. Restricted stations may be connected to any other station of the system, except as specified in (2) following.
- (2) Restricted stations may be located on premises of others than the customer with the understanding that such stations are to be used only for communication with other Centrex system stations at Primary and Secondary locations of the Centrex service customer, and that separate exchange service is also provided at such premises. For the application of rates, the premises on which such restricted stations are located shall be considered to be Secondary locations.

## c. Manual Station

A manual station, with or without a station dial, which requires the assistance of the attendant for originating or completing all calls will be provided only when a cord switchboard is also provided. The manual station shall be confined to the same continuous property as that on which the cord switchboard is located.

**5. CENTREX SERVICE (cont'd)****C. Stations of Centrex Systems (cont'd)**

## 1. Description of Stations (cont'd)

## d. Bridged Centrex Stations

- (1) When two Centrex stations at non-continuous property locations are served by the same switching equipment, one of such stations may be bridged to the other for the purpose of answering calls at either location.
- (2) The bridged station shall be billed at the rate for the first one hundred Centrex stations or Centrex CO 100 stations, as appropriate, in the computation of the customer's monthly charge.
- (3) In some cases standard transmission may not be obtainable when two Centrex stations are bridged together.
- (4) When additional equipment is required for intercommunication, local or toll transmission, it shall be furnished at rates or charges based upon costs incurred.

## 2. Monthly Rates

## a. Regulations Governing Application of Monthly Rates

## (1) Application of Rate Elements

- (a) The monthly rate for a Centrex main station line includes all facilities from the Centrex System dial switching or common equipment to the main station jack or outlet.
- (b) The monthly rate for a Centrex restricted station line includes all facilities from the Centrex System dial switching or common equipment to the station jack or outlet of the Centrex restricted station location.
- (c) The monthly rate for a Centrex main station line applies to each jack or outlet location to which an instrument can be connected.

**5. CENTREX SERVICE (cont'd)**

**C. Stations of Centrex Systems (cont'd)**

2. Monthly Rates (cont'd)

b. Centrex Stations

(1) Station lines

(a) For intercommunication

(i) Centrex CO

Description	Variable Term Option Monthly Rate					
	Schedule 1 <sup>/1/</sup>			Schedule 2 <sup>/1/</sup>		
	1 Mo.	36 Mo.	60 Mo.	1 Mo.	36 Mo.	60 Mo.
(bb) Type II						
First 100 Stations	\$23.95	\$23.95	\$23.95	\$24.40	\$24.40	\$24.40
Next 200 stations	17.60	17.60	17.60	18.05	18.05	18.05
Next 300 stations	17.30	17.30	17.30	17.75	17.75	17.75
Next 300 stations	16.45	16.45	16.45	16.90	16.90	16.90
Over 900 stations	13.05	13.05	13.05	13.50	13.50	13.50
(cc) 100	21.50	20.50	19.50	21.50	20.50	19.50
(dd) Zone						
- Type I						
- First 900 stations	13.45	11.45	10.45	13.45	11.45	10.45
- Over 900 stations	10.85	9.40	9.35	10.85	9.40	9.35
- Type II						
- First 900 stations	15.40	13.40	12.40	15.40	13.40	12.40
- Over 900 stations	13.35	11.35	10.95	13.35	11.35	10.95

/1/ Schedule 2 rates apply to the Cleveland Metropolitan Area exchange areas and Chesterland exchange area. Schedule 1 rates apply to all other exchange areas. No message allowance is provided. The message or measured usage charges in Part 4, Section 2 are applicable.

**5. CENTREX SERVICE (cont'd)**

**C. Stations of Centrex Systems (cont'd)**

2. Monthly Rates (cont'd)

c. Restricted Stations<sup>/1/</sup>

(1) Station lines

Description	Variable Term Option Monthly Rate					
	Schedule 1 <sup>/2/</sup>			Schedule 2 <sup>/2/</sup>		
	1 Mo.	36 Mo.	60 Mo.	1 Mo.	36 Mo.	60 Mo.
(a) Centrex CO						
- Type II	\$7.95	\$7.95	\$7.95	\$8.25	\$8.25	\$8.25
- 100	6.90	6.90	6.90	7.15	7.15	7.15
- Zone-Type I & II	6.90	6.90	6.90	6.90	6.90	6.90

d. Minimum Monthly Charge-Within the Basic Local Service Area

- (1) Except in the case of Centrex CO 100 service, a minimum monthly charge shall apply within the basic local service area equal to the monthly charge for 100 Centrex stations.
- (2) When a combination of Centrex Type I and Type II stations is furnished within the basic local service area, the applicable minimum monthly charge is the sum of the monthly charge for 100 Type I stations plus the monthly charge for 100 Type II stations.

/1/ Restricted station lines do not require an exchange access monthly rate or an intercommunication minimum monthly rate.

/2/ Schedule 2 rates apply to the Cleveland Metropolitan Area exchange areas and Chesterland exchange area. Schedule 1 rates apply to all other exchange areas. No message allowance is provided. The message or measured usage charges in Part 4, Section 2 are applicable.

**5. CENTREX SERVICE (cont'd)****C. Stations of Centrex Systems (cont'd)**

## 2. Monthly Rates (cont'd)

## e. Application of Station Rates When Primary Location is Outside Basic Serving Area

## (1) Centrex CO Primary Location

Centrex stations and restricted stations are charged for at the appropriate rates specified in b. and c. preceding, plus circuit rates as covered in Part 4, Section 5.

## f. Application of Station Rates at Secondary Locations

## (1) All Centrex Services Except Centrex CO Zone Service

- (a) Each Secondary location shall be treated as a separate location with regard to the application of rates.
- (b) The monthly rates applicable to stations at Secondary locations within the basic serving area are the same as those applicable at the Primary location.
- (c) The monthly rates applicable to stations at Secondary locations outside the basic serving area are determined in accordance with (a) and (b) preceding. In addition, circuit rates, as covered in Part 4, Section 5 or Base Rate/DS1 service rates, as found in Part 15, Section 3, will be applicable.

## (2) Centrex CO Zone Service

- (a) Station lines terminating at Secondary locations are grouped with the station lines terminating at the Primary location for the purpose of applying the 1st 900 and over 900 station rates.
- (b) The monthly rates applicable to stations at Secondary locations outside the basic serving area are determined in accordance with (a) preceding. In addition, circuit rates, as covered in Part 4, Section 5, or Base Rate/DS1 Service rates, as found in Part 15, Section 3, will be applicable.

**5. CENTREX SERVICE (cont'd)**

**C. Stations of Centrex Systems (cont'd)**

2. Monthly Rates (cont'd)

f. Application of Station Rates at Secondary Locations (cont'd)

(3) The monthly rates applicable to stations at Secondary locations outside the basic serving area are determined in accordance with (2) preceding. In addition, circuit rates, as covered in Part 4, Section 5, will be applicable.

g. Manual Stations

Description /Billing Code/	Monthly Rate
Manual Station line /XR9SX/	\$10.05

**D. Optional Features on Centrex CO**

1. General Provisions

a. Subject to the availability of the necessary switching and control equipment, optional features are provided on Centrex CO-Type II, Centrex CO 100 and Centrex CO Zone station lines at the Primary location and at Secondary locations served by circuits directly from the central office serving the Primary location.

b. The Company cannot guarantee transmission when the use of these optional features involves connections with stations outside the local service area.

**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

Description	Non-recurring Charge	Variable Term Option Monthly Rate		
		1 Month	36 Month	60 Month
2. Busy Verification				
Busy verification, attendance, controlled to permit access to				
a. Centrex station lines, one required per system	\$88.85	\$10.40	\$10.40	\$10.40
b. Foreign exchange lines, interexchange private lines and tie lines, each line	17.60	.70	.70	.70
3. Call Forwarding				
Call forwarding, to automatically route incoming calls intended for a given station line to another station line of the system or, in the case of other than restricted station lines, to the attendant or to a central office line outside the system.				
Each line equipped	-	1.25	1.25	1.25
4. Call Forwarding-Busy Line				
Call forwarding-busy line automatically routes DID exchange and CCSA network calls (and optionally, intrasystem calls) to the attendant or another station when the called station is busy				
Each line equipped	-	.80	.80	.80

**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

Description	Non-recurring Charge	Variable Term Option Monthly Rate		
		1 Month	36 Month	60 Month
<p>5. Call Forwarding-Don't Answer</p> <p>Call Forwarding-Don't Answer automatically routes DID exchange and CCSA network calls (and optionally, intrasystem calls) to the attendant or another station when the called station does not answer within a predetermined time interval.</p> <p>Station users with Call Waiting and Call Forwarding-Don't Answer assigned to their lines may have calls that are enqueued against their busy station for a set period of time (i.e. 12 to 60 sec.) automatically overflow to a predetermined destination.</p> <p>Where facilities permit, the following call treatment options are available, when the forward to destination is busy:</p> <ul style="list-style-type: none"> <li>- Treat the call according to any feature(s) assigned to the forward-to destination, e.g., Call Waiting; or</li> <li>- Do not forward the call, but continue to ring the called station until the incoming call is answered or abandoned.</li> </ul> <p>Each line equipped</p>	-	\$.80	\$.80	\$.80



**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

Description	Non-recurring Charge	Variable Term Option Monthly Rate		
		1 Month	36 Month	60 Month
<p>6. Call Hold</p> <p>Call hold, offered on Centrex Type II service, permits the station user to hold any call in progress on the line and originate a call on such line or return to a previously held call.</p> <p>Each line equipped</p>	-	\$1.75	\$1.75	\$1.75
<p>7. Call Pick-Up</p> <p>Call pick-up permits the station user to answer any call directed to another station line within preset pick-up group by code dialing.</p> <p>Each line equipped</p>	-	1.75	1.75	1.75
<p>8. Directed Call Pick-Up</p> <p>Directed call pick-up permits any station user, by code dialing, to pick up a call which has been answered or is ringing at another station, provided the called station line is equipped with both call pick-up and directed call pick-up.</p> <p>1st line equipped</p> <p>Each additional line equipped</p>	\$63.45 14.70	1.75 1.75	1.75 1.75	1.75 1.75

**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

Description	Non-recurring Charge	Variable Term Option Monthly Rate		
		1 Month	36 Month	60 Month
9. Directed Call Pick-up (Non-Barge-in)				
The user of a station line equipped with this feature can, by code dialing, pick up a call which is ringing at another station, provided the called station line is equipped with call pick-up				
1st line equipped	\$ 63.45	\$1.25	\$1.25	\$1.25
Each additional line equipped	14.40	1.25	1.25	1.25
10. Call Transfer, Consultation Hold and Three Way Calling				
Call transfer (all calls), consultation hold (all calls) and three way calling permit the station user				
a. to transfer any established call to another station line in the system or to a line outside the system without the assistance of the attendant:				
b. to hold any existing call, to originate a second call on the same line to someone within or outside the system and then to return to the original call; and				
c. to add a third line to any established call without the assistance of the attendant.				
Each line (applicable to all station lines in the system)	-	.50	.50	.50
Per system	530.70	-	-	-

**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

Description	Non-recurring Charge	Variable Term Option Monthly Rate		
		1 Month	36 Month	60 Month
<p>11. Call Waiting-Originating</p> <p>A station line equipped with this feature directs an audible tone to a busy called station within the Centrex system to indicate that a call is waiting.</p> <p>Each line equipped</p>	-	\$1.55	\$1.55	\$1.55
<p>12. Call Waiting-Terminating</p> <p>A busy station line equipped with this feature receives an audible tone to indicate that an incoming DID or CCSA call is waiting. This feature may also be arranged to include incoming intrasystem calls.</p> <p>Each line equipped</p>	-	1.80	1.80	1.80
<p>13. Dial Call Waiting</p> <p>The user of a station line equipped with this feature can provide, by code dialing, an audible call waiting tone to a called station in use in the system</p> <p>1st line equipped</p> <p>Each additional line equipped</p>	\$ 57.70 32.30	1.95 1.95	1.95 1.95	1.95 1.95

**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

Description /Billing Code/	Non-recurring Charge	Variable Term Option Monthly Rate		
		1 Month	36 Month	60 Month
<p>14. Camp-on and Indication of Camp-on</p> <p>Permits the attendant to hold an incoming exchange or CCSA network call which cannot be completed. An audible indication of a call waiting is provided to the called station line which, when available, is automatically rung and connected to the incoming call.</p> <p>Each line (applicable to all non and semi-restricted station lines in the system) Per system</p>	<p>-</p> <p>\$530.70</p>	<p>\$1.80</p> <p>-</p>	<p>\$1.80</p> <p>-</p>	<p>\$1.80</p> <p>-</p>
<p>15. Circle Hunt</p> <p>Circle hunt routes a call to an idle station line in a prearranged group when the called station line is busy. Each station line in such group must be equipped with the feature. The hunt starts with the called station line and proceeds to test, in sequence, all lines in the circle hunt group before returning a busy.</p> <p>Each line equipped /EH6/</p>	<p>-</p>	<p>\$1.80</p>	<p>\$1.80</p>	<p>\$1.80</p>

**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

Description /Billing Code/	Non-recurring Charge	Variable Term Option Monthly Rate		
		1 Month	36 Month	60 Month
16. Speed Calling				
a. Speed calling permits the station user to dial lists of selected telephone numbers by abbreviated codes. Restricted station lines may only have access to intrasystem speed calling lists.				
b. Rates and Charges				
Speed calling access, each line /EJJ/	-	\$ 2.30	\$ 2.30	\$2.30
Each speed calling list of 6 numbers /ESHC6/	\$10.75	.90	.90	.90
Each speed callin list of 10 numbers /E18/	10.75	1.20	1.10	1.00
Each speed calling list of 30 numbers /ESHC3 <sup>/1/</sup>	10.75	.40	.40	.40
Each speed calling list of 50 numbers /E58/	10.75	5.50	4.50	4.00
Each speed calling list of 70 numbers /E78/	10.75	7.00	6.00	5.50
The following speed calling feature may be accessed by all station lines				
Each speed calling list of 1000 numbers /EY3PL/	10.75	72.00	66.00	60.00
Minimum charge per occasion	60.00	-	-	-

/1/ Additional codes appear in departmental practices.

**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

16. Speed Calling (cont'd)

Description	Change Charge
c. Change Charge Each speed calling list of 1000 numbers	\$125.00

17. Uniform Call Distribution (UCD)

a. Uniform call distribution is furnished only on station lines equipped for circle hunt. This feature provides equal distribution of incoming calls in a prearranged group. The following options are available for use with uniform call distribution:

- (1) Queuing permits calls, in excess of lines in the UCD group, to be held and distributed in their order of arrival to lines in the group as they become available.
- (2) Make busy arrangement enables the customer who has UCD with queuing feature to busy out all lines in the UCD group or single lines in the UCD group by operating a key.
- (3) Calls waiting provides visual indication that calls have been waiting in queue longer than a specified length of time selected by the customer. A maximum of 3 lamps may be used to indicate different intervals of waiting time.
- (4) A single delay announcement may be provided to calls waiting in queue for an idle station.
- (5) UCD Agent Status Indication - allows supervisors to accurately monitor the login/logout status of agents.

**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

17. Uniform Call Distribution (UCD) (cont'd)

b. Rates and Charges (cont'd)

Description	Non-recurring Charge	Variable Term Option Monthly Rate		
		1 Month	36 Month	60 Month
Uniform call distribution, each line	-	\$ 1.80	\$ 1.80	\$ 1.80
<b>(1) Queuing</b>				
(a) Common equipment	\$68.05	9.00	9.00	9.00
(b) Station line arranged for queuing	-	6.00	6.00	6.00
(c) Queue slot	-	1.00	1.00	1.00
(d) Line additive for incoming call queuing				
(i) Restricted station line	-	73.85	73.85	73.85
(ii) Centrex station line				
- For exchange access	-	16.15	16.15	16.15
- For inter-communication	-	38.05	38.05	38.05
<b>(2) Make busy arrangement</b>				
(a) Per group of station lines separately controlled	2.00	5.50	5.50	5.50
(b) Per station line included in the arrangement	2.00	5.50	5.50	5.50
(c) Control keys and guard lamps are provided by the customer.				

**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

17. Uniform Call Distribution (UCD) (cont'd)

b. Rates and Charges (cont'd)

Description /Billing Code/	Non-recurring Charge	Variable Term Option Monthly Rate		
		1 Month	36 Month	60 Month
(2) Make busy arrangement (cont'd)				
(d) Control channel, per customer's control key				
For rates and charges, see Type 1001 channels in Part 15, Section 2.				
(3) Calls waiting indication Per interval of waiting time selected	\$31.75	\$ 6.00	\$ 6.00	\$ 6.00
(a) Call waiting lamps are provided by the customer.				
(b) Control channel, per customer's call waiting lamp.				
For rates and charges, see Type 1001 channels in Part 15, Section 2.				
(4) Delay announcement				
(a) Announcement	39.20	103.85	103.85	103.85
(b) Announcement trunk	28.85	14.15	14.15	14.15
(c) Station in the UCD group	-	3.50	3.50	3.50
(5) UCD agent status indication, per UCD group /AS6PG/	50.00	16.50	15.00	13.50



**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

18. Automatic Callback

Description	Service Establishment Charge	Installation Charge	Variable Term Option Monthly Rate		
			1 Month	36 Month	60 Month
Automatic callback permits a station user encountering a busy station to be called back automatically when both stations become idle.					
a. Common equipment, per system					
b. Each line equipped	\$723.35	\$77.30	\$101.50	\$101.50	\$101.50

19. Call Forwarding to Selected Private Facilities (CFPF)

Call forwarding to selected private facilities permits a station user to automatically route incoming calls to a selected private facility terminating in the station user's system, where facilities permit.					
a. Common equipment, per system	662.20	77.30	220.35	220.35	220.35
b. Each line equipped	-	3.50	11.80	11.80	11.80

**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

20. Reminder Ring

Reminder ring provides a distinctive ringing signal when the station user activates either of the call forwarding features.

- a. This feature is provided at no charge when furnished coincident with the initial installation of call forwarding-variable or call forwarding over private facilities optional service features.

Description	Service Establishment Charge	Installation Charge	Variable Term Option Monthly Rate		
			1 Month	36 Month	60 Month
b. Furnished subsequent to the initial installation of call forwarding-variable or call forwarding over private facilities optional service features, each line equipped	-	\$3.30	-	-	

21. Distinctive Ringing and Call Waiting Tone

- a. Distinctive ringing and distinctive call waiting tone identify the general source of incoming calls to a station.
- b. Distinctive ringing provides a unique ringing pattern to permit a station user to distinguish the source of incoming calls to an idle station.
- c. Distinctive call waiting tone provides unique call waiting signals to alert a called station user (whose station line is equipped with call waiting) of the source of a waiting call, i.e., intercommunication, Direct Inward Dialed Local and Toll or attendant.
- d. Where facilities permit, distinctive ringing and/or distinctive call waiting tone can be individually assigned per station.

**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

21. Distinctive Ringing and Call Waiting Tone (cont'd)

Description	Nonrecurring Charge	Variable Term Option Monthly Rate		
		1 Month	36 Month	60 Month
e. Common equipment for Distinctive Ringing and/or Distinctive Call Waiting Tone	\$205.00	-	-	-
- Each Line Equipped	-	\$1.00	\$0.85	\$0.75

22. Selected Customer Control of Facilities

Selected customer control of facilities permits the attendant to restrict the access of station lines to specific facility groups which are a part of a predetermined routing pattern.

Description	Service Establishment Charge	Installation Charge	Variable Term Option Monthly Rate		
			1 Month	36 Month	60 Month
a. Common equipment, per system	\$320.70	\$103.85	\$41.55	\$41.55	\$41.55
b. Per facility group to which	-	41.55	13.25	13.25	13.25
c. Control keys and guard lamps are provided by the customer.					
d. Control channel, per customer's control key					

For rates and charges, see Type 1001 channels in Part 15, Section 2.

**5. CENTREX SERVICE (cont'd)****D. Optional Features on Centrex CO (cont'd)**

## 23. Automatic Route Selection (ARS)

- a. ARS is provided only in association with Centrex CO Service furnished from No. 1 Electronic Switching System (ESS) central office equipment, subject to the availability of facilities.
- b. With this feature, station users, by dialing an access code, are automatically connected to a customer-designated route for network calls. If all facilities in the initial route are busy, calls will automatically advance to a maximum of three pre-selected alternate routes in a pattern also pre-selected by the customer. If no route is available, calls will finally advance to either the MTS network or to an overflow tone. The number of patterns required by a customer are governed by the type and variety of facilities involved.
- c. ARS is available with FX, WATS, off-network CCSA, MTS network facilities and, where facilities permit, tie lines and OCC access lines.
- d. A route is a group of one or more facilities of the same type, used to complete calls between the same points and subscribed to by the customer to the Centrex service. Each WATS band is treated as a separate route.
- e. Calls automatically routed to ARS patterns will be screened by NPA code to determine the proper routing or, where calls are to be limited to specific central offices within an NPA, both the NPA and central office codes must be screened.

**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

23. Automatic Route Selection (ARS) (cont'd)

Description	Installation Charge	Variable Term Option Monthly Rate		
		1 Month	36 Month	60 Month
f. Common Equipment				
Per access group	\$807.55	\$19.30	\$19.30	\$19.30
g. Each FX, WATS, off-network CCSA line, OCC access line and tie line terminating in one or more ARS patterns				
	-	1.35	1.35	1.35
h. ARS patterns				
(1) With screening by NPA code only and final routing to				
- MTS network, each pattern	313.80	5.75	5.75	5.75
- overflow tone, each pattern	313.80	13.00	13.00	13.00
(2) With screening by NPA and central office codes and final routing to				
- MTS network, each pattern	295.35	9.00	9.00	9.00
- overflow tone, each pattern	295.35	16.15	16.15	16.15
(3) Additions, deletions and changes in routes in existing ARS patterns, per occasion, each pattern				
	612.60	-	-	-

**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

23. Automatic Route Selection (ARS) (cont'd)

Description	Installation Charge	Variable Term Option Monthly Rate		
		1 Month	36 Month	60 Month
h. ARS patterns (cont'd)				
(4) Additions and changes in NPA and central office code screening, per, occasion, each route	\$612.60	-	-	-

24. Station Dial Code Screening (SDCS)

- a. SDCS permits calling from designated stations in the system to be limited to selected NPAs and CO codes within the continental U.S. Three or six digit screening is provided. SDCS is provided under the following arrangements:
  - (1) Arrangement I under which calls are completed using the MTS network.
  - (2) Arrangement II under which calls are completed using a combination of private line network facilities arranged for uniform numbering and senderized operation and the MTS network.
- b. Restriction of station direct dialed outgoing calls is not guaranteed and may in certain circumstances be completed and will be charged for in the normal manner.
- c. Call attempts to NPA or CO codes which are restricted will be routed to a recorded announcement.

**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

24. Station Dial Code Screening (SDCS)

Description	Non-recurring Charge	Variable Term Option Monthly Rate		
		1 Month	36 Month	60 Month
d. Station line charge, each station line	-	\$ .45	\$ .45	\$ .45
(1) Arrangement I				
Per station or group of stations with single screening arrangement	\$1,665.90	\$219.20	\$219.20	\$219.20
Per NPA Code with central office code screening (Not required for central office code screening in home NPA)	1,211.35	19.60	19.60	19.60
(2) Arrangement II				
Per station or group of stations with single screening arrangement and access code	1,665.90	219.20	219.20	219.20
Per NPA Code with central office code screening	1,211.35	19.60	19.60	19.60
(3) Additions, Deletions or Rearrangements				
(a) Addition or deletion of NPA and/or central office codes in a screening arrangement, per occasion	634.50	-	-	-
(b) Station number rearrangement from one screening arrangement to a different screening arrangement, per station or group of stations changed at the same time	356.50	-	-	-

**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

25. Camp-On and Call-Waiting-originating Options

Camp-on options provide a choice of silence, recorded announcement or music to the calling party on waiting camp-on calls. Call waiting-originating options provide a choice of recorded announcement or music to the calling party on call waiting-originating calls. These options replace the standard audible ringing tone furnished while such calls are held waiting.

Description	Installation Charge	Variable Term Option Monthly Rate		
		1-Month	36-Month	60-Month
a. Silence (Not available for call waiting-originating option)				
(1) Per group of 22 silence ports	\$268.80	\$ 47.30	\$ 47.30	\$ 47.30
(2) Port connecting circuit	53.05	11.10	11.10	11.10
b. Recorded announcement				
(1) Per group of 20 recorded announcement ports	268.80	109.60	109.60	109.60
(2) Port connecting circuit	53.05	11.10	11.10	11.10
c. Music				
(1) Per group of 22 music ports	268.80	167.30	167.30	167.30
(2) Port connecting circuit	53.05	11.10	11.10	11.10
(3) Channel connecting serving central office and music source on customer premises				

For rates and charges see Type 2001 channels in Part 15, Section 2.



**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

26. Source Billing of Attendant Handled Calls (SBAC)

SBAC provides for the system's listed directory number to be replaced with a main station line billing number on automatic message accounting records when outgoing calls are originated by the attendant for any user of a Centrex system who can directly access the attendant.

Description	Installation Charge	Variable Term Option Monthly Rate		
		1-Month	36-Month	60-Month
Per System	\$110.75	\$11.30	\$11.30	\$11.30

27. Outgoing Trunk Queuing - WATS (QTQ) - Phase 1

- a. QTQ - WATS allows station users, by dialing a preselected code, to have their call held in queue (stored), if all the associated WATS facilities are in use. The calling station must remain off-hook to retain the call in queue. Where compatible, tie trunks may be given access to queuing.
- b. The following features are available for providing QTQ - WATS:
  - (1) Priority queuing, on an individual station basis.
  - (2) Attendant control of calls where two or more separate queues are provided - (inflow/outflow).
  - (3) Routing calls to the optional feature of ARS before routing to QTQ - WATS.
- c. For calls held in queue, the following options are available:
  - (1) Customer specified time limit in queue.
  - (2) Recorded announcements (Company-provided) to calls held in queue, or
  - (3) Music (customer-provided) to calls held in queue, or
  - (4) Silence to calls held in queue.
- d. When the specified time limit in queue has been exceeded, the call is advanced either to MTS or to overflow tone.

**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

27. Outgoing Trunk Queuing - WATS (QTQ) - Phase 1 (cont'd)

Description	Establish- ment Charge	Instal- lation Charge	Variable Term Option Monthly Rate		
			1 Month	36 Month	60 Month
e. Common equipment, per facility group equipped	\$633.35	\$539.90	\$190.35	\$190.35	\$190.35
(1) Queue	-	558.35	9.25	9.25	9.25
(2) Queue slot	-	-	58.85	58.85	58.85
(a) Attendant key control					
(i) Common equipment					
- Inhibit inflow	-	328.80	5.50	5.50	5.50
- Inhibit outflow	-	328.80	5.50	5.50	5.50

(ii) Control keys are provided by customer.

(iii) Control channel per queue

For rate and charge see Type 1001 Channels in Part 15, Section 2.

Description	Installation Charge	Variable Term Option Monthly Rate		
		1 Month	36 Month	60 Month
(3) Optional features				
(a) Attendant key control	\$288.40	\$ 62.30	\$ 62.30	\$ 62.30
(b) Music on queue				
- Common equipment	263.05	121.15	121.15	121.15
- Channel				

For rate and charge, see Type 2001 Channels in Part 15, Section 2.

**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

27. Outgoing Trunk Queuing - WATS (QTQ) - Phase 1 (cont'd)

f. Changes and rearrangements

	Nonrecurring Charge
(1) Common equipment	\$210.00
(2) Quantity of queue slots	98.05
(3) Queue threshold time limit	72.70
(4) Inhibit inflow	72.70
(5) Inhibit outflow	72.70
(6) Silence on queue	-
(7) Recorded announcement	
The installation charge set forth in e.(3)(b) preceding is applicable	
(8) Change in overflow arrangement	101.50
(9) Music on queue	
The installation charge set forth in e.(3)(c) preceding for music on queue common equipment is applicable.	
(10) Priority, per station	
The service and equipment charge for changes set forth in Part 3, Section 1.	

28. Centrex Customer Change Feature (CCCF)

CCCF will allow a Centrex customer to transmit requests involving certain feature additions, deletions or changes on Centrex station lines, to the Company's Business Services center via an lines, to the Company's business Services center via an individually programmed Comm-Stor II. The Comm-Stor II unit will edit the customer input data and add descriptive information to aid in the Company's implementing the order.

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**5. CENTREX SERVICE (cont'd)****D. Optional Features on Centrex CO (cont'd)**

28. Centrex Customer Change Feature (CCCF) (cont'd)
- a. The following feature changes can be implemented:
- Call Forwarding-Busy Line (Change "forward to" number)
  - Call Forwarding-Don't Answer (Change "forward to" number)
  - Call Pick-Up (Change line from one Pick-up Group to another established Pick-up Group)
  - Hunting (Change "hunt to" number)
  - Change Station Type
  - Special Station Restrictions
  - Change Facility Restriction Level Assignments
  - Change Call Forwarding Ring Cycle Option
  - Interchange station line numbers (non-key)
- b. Subsequent to the establishment of the following Centrex optional features in a Centrex system, CCCF can be utilized to add or remove such features to or from existing station lines.
- Call Pick-up
  - Call Hold
  - Call Forwarding
  - Call Forwarding - Busy Line
  - Call Forwarding - Don't Answer
  - Call Waiting-Originating
  - Call Waiting-Terminating
  - Dial Call Waiting
  - Directed Call Pick-up - Barge In
  - Directed Call Pick-up - Non-Barge In
  - Customer Changeable Speed Calling - 6
  - Customer Changeable Speed Calling - 30
- c. Any other service order requests may also be transmitted directly to the Company.

**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

28. Centrex Customer Change Feature (CCCF) (cont'd)

Description	Service Establishment Charge	Non-recurring Change	Variable Term Option Monthly Rate		
			1 Month	36 Month	60 Month
d. CCCF, per system					
e. Subsequent customer training, per occasion.					
f. Update of customer Comm-Stor II Diskette, per occasion					

Applicable to the following conditions:

- Change in the customer's name or address.
  - Change in the customer's listed directory number or allowed telephone number range.
  - Addition or deletion to optional station features in a CCCF customer's Centrex system.
- g. The following charge is applicable on the basis of one charge per Centrex system for each day that CCCF requests, as listed in a. and b. preceding, are initiated on a Centrex system.

Description	Nonrecurring Charge
Billing Arrangement Charge	\$57.90

**5. CENTREX SERVICE (cont'd)****D. Optional Features on Centrex CO (cont'd)**

## 28. Centrex Customer Change Feature (CCCF) (cont'd)

## h. Premises Equipment

- (1) The following items of terminal equipment, or equivalents, must be furnished by the customer to insure proper operation of the CCCF:
  - Comm-Stor II
  - 43 Teleprinter
  - DATASPEED 40
  - 200 Series DATA-PHONE data set
- (2) In addition, either one non-residence individual line or one Centrex station line at the rates set forth in this Guidebook are required with the customer's terminal equipment.

## 29. Centrex Station Rearrangements (CSR)

## a. General

CSR will allow customers with Centrex CO Type I, CO-Type II and Centrex CO Zone service provided from a 1A Electronic Switching System (ESS) type central office, where facilities permit, to add or delete selected optional features and make certain changes in the Centrex line and feature configurations of the system.

These additions, deletions and changes are made by accessing a dial-up port in the central office and entered via a terminal on the customer's premises.

## b. Regulations

- (1) The customer-provided terminal, subject to the provisions of Part 2, Section 9 of P.U.C.O. Tariff No. 20, can be a general purpose terminal with the capability to provide a hard copy printout.

**5. CENTREX SERVICE (cont'd)****D. Optional Features on Centrex CO (cont'd)**

## 29. Centrex Station Rearrangements (CSR) (cont'd)

## b. Regulations (cont'd)

(2) Certain lines may be specified by the customer to be exempt from this feature. Additionally, the Company reserves the right to make the following types of lines inaccessible from Centrex Station Rearrangements:

- Multiline hunt group lines
- Attendant lines
- Lines equipped with data sets
- Lines with special equipment
- Off premises stations (different central office)

(3) The Centrex station line used to access the Dial-up Data Port must be a fully restricted line.

(4) The Company reserves the right to temporarily inhibit the customer from making CSR changes when service affecting conditions to the central office exist. The customer will receive a message at the terminal indicating that CSR changes are temporarily inhibited. The customer will, however, be able to search for and display data during the temporary inhibit.

(5) Initial customer training by the Company in the use of CSR is provided at the time CSR is placed in service. See rates and charges for subsequent training.

## c. Responsibility of the Company

(1) Changing the status of a line from accessible to inaccessible or vice versa must be done by the Company.

(2) A password (four-digit code) will be assigned by the Company to permit a customer access to the CSR feature.

**5. CENTREX SERVICE (cont'd)****D. Optional Features on Centrex CO (cont'd)**

## 29. Centrex Station Rearrangements (CSR) (cont'd)

## d. Responsibility of the Customer

- (1) A current hard copy printout showing Centrex line activity and/or Centrex line features must be provided to Company personnel upon request.
- (2) The customer is responsible for the administration and security of the password and shall also be responsible for any charges associated with unauthorized use of such password. See rates and charges for customer requested password changes.
- (3) The customer must maintain a backup record of all changes, additions and deletions between updates of the Central Office recent change memory file.

## e. The following feature changes can be implemented:

- Interchange station line numbers (i.e., station lines with same type of dialing)
- Change Centrex Access Treatment (CAT) code associated with a station line.
- Change Facility Restriction Level (FRL) Assignments
- Call Pick-up (Change line from one Pick-up Group to another established Pick-up Group)
- Call Forwarding-Busy Line/Don't Answer (Change "forward to" number).
- Activate/Deactivate Service on existing station lines<sup>/1/</sup>
- Hunting (Add, delete, or change "hunt to" number)
- Change Call Forwarding - Don't Answer Ring Cycle Option

## f. Subsequent to the establishment of the following Centrex optional features in a Centrex system, CSR can be utilized to add or remove such features to or from existing station lines.

- Automatic Callback
- Call Forwarding
- Call Forwarding - Busy Line
- Call Forwarding - Don't Answer

/1/ Lines deactivated via the CSR feature continue to be billed as working lines.



**5. CENTREX SERVICE (cont'd)****D. Optional Features on Centrex CO (cont'd)**

## 29. Centrex Station Rearrangements (CSR) (cont'd)

## f. (cont'd)

- Call Hold
- Pick-up
- Call Waiting - Originating
- Call Waiting - Terminating
- Circle Hunt
- Directed Call Pick-Up
- Directed Call Pick-Up (Non-Barge-In)
- Inhibits ETS Queuing
- Speed Call

## g. The types of verifications that a customer may make via the CSR feature are:

- (1) Allows customer to verify which station lines have particular features on an individual line basis or on a bulk basis.
- (2) Station line verification

The CSR customer can request the following information for a single line station:

- Active/Inactive status
- Call Forwarding
- Call Forwarding Busy Line/Don't Answer station line number and Ring Cycle Option
- Call Forwarding - Don't Answer Ring Cycle Option
- Call Hold
- Call Pick-up Group and Pick-up Group Number
- Call Waiting - Originating
- Call Waiting - Terminating
- Centrex Access Treatment (CAT) Code
- Directed Call Pick-up
- Directed Call Pick-up (Non-Barge-In)
- Facility Restriction Level (FRL)
- Series completion "hunt to" station line number
- Speed Calling list of 6 numbers
- Speed Calling list of 30 numbers

**5. CENTREX SERVICE (cont'd)****D. Optional Features on Centrex CO (cont'd)**

## 29. Centrex Station Rearrangements (CSR) (cont'd)

g. The types of verifications that a customer may make via the CSR feature are: (cont'd)

## (3) Search Verification

The customer can request a list of all station line numbers having or not having:

- Active Centrex station lines
- Call Forwarding - Busy Line
- Call Forwarding - Don't Answer
- Call Pick-up-by Centrex station line number and/or by groups
- Inactive Centrex station lines
- Series completion "hunt to" station line number
- Specific Centrex Access Treatment (CAT) Code
- Specific Facility Restriction Level (FRL)
- Centrex station lines allowed CSR changes
- Centrex Group Numbers
- Speed Calling list of 6 numbers
- Speed Calling list of 30 numbers
- Call Hold
- Call Waiting - Terminating
- Call Waiting - Originating
- Directed Call Pick-up
- Directed Call Pick-up (Non-Barge-In)
- Automatic Callback
- Inhibit ETS Queuing
- Call Forwarding - Don't Answer Ring Cycle Option (station lines having this feature only)
- Call Forwarding

**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

29. Centrex Station Rearrangements (CSR) (cont'd)

h. Rates and Changes

Description /Billing Code/	Non-recurring Charge	Variable Term Option Monthly Rate		
		1 Month	36 Month	60 Month
(1) Basic Feature, per system /CWCNT/	\$2,962.40	\$ 45.40	\$ 45.40	\$ 45.40
(2) Dial-up Data Port, per port <sup>/1/</sup>				
(a) ETS (with Customer Administration Center (CAC) feature) equipped Centrex system /CWFWE/	-	367.15	367.15	367.15
(b) Non-ETS equipped Centrex system /CWFNE/	1,659.25	367.15	367.15	367.15
(3) For the initial and subsequent installation of the CSR feature, per line equipped /CWG/	.50	-	-	-
(4) For removal of CSR feature from a station line apply S&E charge included in Part 3, Section 1.				
(5) For changing the customer password, per occasion	85.60	-	-	-
(6) Subsequent training charge, per occasion TGEHC/	342.70	-	-	-

/1/ One restricted station line is required for the central office connection.

/2/ In addition to the items listed above, a customer-provided data set and terminal are required.

**5. CENTREX SERVICE (cont'd)****D. Optional Features on Centrex CO (cont'd)**

## 30. Message Desk Interface (MDI) Service

- a. MDI service allows call related information to be sent via a desk channel from the central office to the customer's message desk facility.
- b. MDI service enables the message desk attendant to handle calls on a personalized basis for each station user.
- c. MDI service is available to customers with a Centrex System furnished from a 1A Electronic Switching System (ESS) and later type central office, where facilities permit.
- d. The type of call completed to a message desk is identified as either a direct dial call or a forwarded call.
- e. The type of call forwarding is identified when the message desk attendance receives a call which has been forwarded.<sup>/1/</sup> The station user is able to use the following types of call forwarding:
  - Call forwarding
  - Call forwarding - busy line
  - Call forwarding - don't answer
  - Night Transfer
- f. The called station number is identified when the message desk attendance answers a call which has been forwarded.
- g. The calling station number is identified when the message desk attendance receives calls originated from the same central office from which the MDI service is provided.
- h. The customer will be required to provide attendance answering equipment, a desk controller device and attendant data terminals with the controller. The attendance equipment can be a standard telephone, key telephone, attendant console or similar equipment.
- i. A message desk controller device is required to interface with a data channel which transmits the MDI calling information. The controller device may be any type of computer equipment which meets interface requirements for the data channel.

/1/ Any feature which forwards or reroutes calls to another number can be used to complete calls to a message desk. However, only the use of features provided from a Company central office will provide details on the type of Call Forwarding utilized.

**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

30. Message Desk Interface (MDI) Service (cont'd)

j. Rates and Charges

The following rates and charges are in addition to any other applicable rates and charges associated with the customer's service.

- (1) For the initial installation, and subsequent additions or changes for call forwarding and/or audible message waiting indication, apply Centrex change charges as set forth in Part 3, Section 1.
- (2) In addition to the charges above, the following rates apply:

Description /Billing Code/	Service Establishment Charge	Variable Term Option Monthly Rate		
		1-Month	36-Month	60-Month
(a) Common Equipment per system /AML/	\$975.00	\$150.00	\$144.00	\$140.00

One Type 3002 channel is required between the central office and the customer's premises at the rates and charges specified in the Part 15, Section 2.

31. Optional Features on Centrex CO

Description/Billing Code/	Charge
a. Package 1 consisting of call pick-up, call hold, call forwarding, call forwarding-busy line and don't answer, speed calling-6 numbers and toll restriction /CZA/	
Installation charge, per system	\$111.00
Variable term option monthly rate, per line	
- 1 month	5.00
- 36 months	4.75
- 60 months	4.50

**5. CENTREX SERVICE (cont'd)****D. Optional Features on Centrex CO (cont'd)**

## 31. Optional Features on Centrex CO (cont'd)

Description	Charge
b. Package 2 consisting of distinctive ringing and automatic call back /CZB/	
(1) Per system	
Service establishment charge	\$ 34.00
Installation charge	110.00
Variable term option monthly rate	
- 1 month	4.80
- 36 months	4.55
- 60 months	4.35
(2) Per line /CZBPS/	
Variable term option monthly rate	
- 1 month	3.60
- 36 months	3.45
- 60 months	3.25
c. Night trunk answer from any station for unattended operation, per system /NTU/	
Nonrecurring charge	35.00
Variable term option monthly rate	
- 1 month	10.25
- 36 months	9.75
- 60 months	9.25

One Type 1001 channel is required between the central office and the customer's premises at the rates and charges specified in Part 15, Section 2.

A transfer arrangement is provided by the customer.

**5. CENTREX SERVICE (cont'd)****D. Optional Features on Centrex CO (cont'd)**

## 32. Customer Management Features

Expanded Automatic Route Selection-Deluxe and Station Message Detail recording to premises are Centrex optional features which are provided in association with Centrex CO service furnished from a 1AESS and later type central office, subject to the availability of facilities.

## a. Expanded Automatic Route Selection-Deluxe (EARS-D)

- (1) Expanded Automatic Route Selection-Deluxe (EARS-D) - provides automatic routing of outgoing calls based on the call destination and the station user's class of service, i.e., Facility Restriction Level (FRL).

The following dialing plans, specified as the Class I plan will be routed via the EARS-D feature:

- NXX-XXXX
- 1+NXX-XXXX
- 1+NPA-NXX-XXXX

The following dialing plans, specified as the Class II plan will be routed via the EARS-D feature:

- 0 - Operator Assistance
- 0 + 7 or 10 digits - operator Assisted Calls
- 011 - International Direct Distance Dialing (IDDD)
- 010-IDDD Operator
- 01 + 7 or 10 digits - TSPS Special Service
- NXXX-3 digit Service Codes (411, 911, etc.)
- 1 + 411 - Information Calls

Available with EARS-D are the following options:

- Time of Day Routing - permits selection of first choice and alternate routes for EARS-D routed calls to vary depending on which of up to three sets of EARS-D Time of Day schedules is in effect. A maximum of sixteen choices of up to three TOD schedules can be programmed per week.
- Expensive Route Warning Tone (ERWT) - applies a 1-second warning tone to the line for calls routed over simulated facilities (MTS and WATS) indicating that these facilities are considered more expensive than other routes.

**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

32. Customer Management Features (cont'd)

a. Expanded Automatic Route Selection-Deluxe (EARS-D) (cont'd)

(1) (cont'd)

- (c) Authorization Codes - permit a station user to dial a code which overrides the FRL. The Company shall not be liable to the customer for the unauthorized use of such authorization codes, nor will the customer be entitled to a credit for such unauthorized use.

(2) Rates and Charges

	Service Establishment Charge	Non recurring Charge	Variable Term Option Monthly Rate			USOC
			1Mo.	36 Mo.	60 Mo.	
(a) Common Equipment	\$12,984.00	\$1,542.00	\$26.00	\$25.00	\$24.00	AB8
(b) Route Selection Pattern's						
(i) Each Pattern	-	84.00	-	-	-	AHD
(ii) Each FX, WATS, Private Line and OCC Access Line terminating	-	-	1.40	1.35	1.3	AHY
(iii) Numbering Plan Area codes only, each pattern	-	-	.45	.40	.35	AEN
(iv) Each Six Digit Translator	-	228.00	-	-	-	ABM
(v) Numbering Plan Area and central office codes, each pattern	-	-	1.30	1.25	1.20	AHH
(vi) Expensive Route Warning Tone, per order	-	125.00	-	-	-	AHK



**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

32. Customer Management Features (cont'd)

a. Expanded Automatic Route Selection-Deluxe (EARS-D) (cont'd)

(2) Rates and Charges (cont'd)

	Service Establishment Charge	Non- recurring Charge	Variable Term Option Monthly Rate			USOC
			1Mo.	36 Mo.	60 Mo.	
(b) (cont'd)						
(vii) Each Ten Digit Translator, in addition to six digit translator above						
(c) Facility Restriction levels, each Centrex station	-	\$228.00	-	-	-	AB1
(d) Authorization Codes	-	10.50	-	-	-	FRK10
(i) First 25 codes, per order	-	143.00	-	-	-	SESCL
(ii) Each add'l 25 codes, per order	-	63.00	-	-	-	SESAX
(iii) Common equipment	-	-	12.50	12.00	11.50	AH9
(iv) Each 100 codes or fraction thereof	-	-	1.25	1.20	1.15	AHN

**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

32. Customer Management Features (cont'd)

a. Expanded Automatic Route Selection-Deluxe (EARS-D) (cont'd)

(2) Rates and Charges (cont'd)

	Service Establishment Charge	Non- recurring Charge	Variable Term Option Monthly Rate			USOC
			1Mo.	36 Mo.	60 Mo.	
(e) Time of Day Routing						
(i) Common Equipment	-	200.00	-	-	-	
(ii) Each add'l pattern required for TOD schedules	-	-	3.05	2.90	2.80	AH3
				Nonrecurring Charge		USOC
(f) Additions and Charges						
(i) Additions of routes, each				\$91.00		RCHDA
(ii) Deletions of routes, each				75.00		RCHDD
(iii) Additions or charges in Foreign Numbering Plan Area or Home Numbering Plan Area Central Office Code routing when customer does not have Time of Day Routing or when constructing new Time of Day Routing pattern				37.00		RCHD1
(a) First five codes, per order						
(b) Each additional five codes, per order				18.75		RCHD2
(c) Rates and charges in (b) (i), (ii) and (iii) preceding also apply where applicable.						
(iv) Additions or changes to a six digit translator or a ten digit translator, apply rates and charges in (b) (iv) and (v) preceding.						

**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

32. Customer Management Features (cont'd)

a. Expanded Automatic Route Selection-Deluxe (EARS-D) (cont'd)

(2) Rates and Charges (cont'd)

(f) Additions and Charges (cont'd)

	Nonrecurring Charge	USOC
(v) Additions or charges in Foreign Numbering Plan Area or Home Numbering Plan Area Central Office Code routing on existing patterns used with Time of Day, each code in each Time of Day schedule affected	37.00	RCHD3
(vi) Additions, deletions or changes of Expensive Route Warning Tone, per route	37.00	RCHD4
(vii) Changes of FRL's associated with a route, per pattern	59.00	RCHD5
(viii) Changes of FRL's associated with Centrex stations, each	9.60	RCHD6
(ix) Changes in Authorization FRL, each ten Authorization Codes	37.00	RCHD7
(x) Changes in authorization code numbers		
(a) First five changes, per order	38.00	RCHD8
(b) Each additional five changes, per order	15.00	RCHD9
(xi) Deletion of Authorization Codes requires charge in (d) (i) and (d) (ii) preceding, to reinstall Authorization Codes.		

**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

32. Customer Management Features (cont'd)

b. Station Message Detail Recording to Premises (SMDR-P)

(1) Station Message Detail Recording to Premises (SMDR-P) - provides a real time record to equipment located at the customer's premises, of calls originated from Centrex station lines to locations outside the same Centrex system. Available with SMDR-P are the following options:

- (a) Account Codes - allows a station user to prefix a called number with an account number which is not used during call processing but is included in the message detail record for the call for later use by the customer. Customers having EARS-D will be required to use TOUCH-TONE characters # or \* as the lead account code digit. Otherwise the account code would be treated as the called number.
- (b) Expanded Station Message Detail Recording to Customer Premises (XMDR) - expands the SMDR feature to provide the customer with records for Class II calls and calls which fall outside the EARS- D dialing plan (i.e., 1XX calls).

(2) Rates and Charges

	Service Establishment Charge	Non- recurring Charge	Variable Term Option Monthly Rate			USO C
			1Mo.	36 Mo.	60 Mo.	
(a) Common Equipment	\$556.00	-	\$346.00	\$332.00	\$318.00	MZK
(b) Each FX, WATS, Private Line and OCC access line terminated in EARS-D patterns equipped for originating records	-	-	2.50	2.40	2.30	MZN
(c) A customer provided modem and one 3002 full duplex data channel are required.						
(d) Premises equipment is provided by the customer.						
(e) Account codes are available with the initial installation of SMDR-P at no additional charge.						

**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

32. Customer Management Features (cont'd)

b. Station Message Detail Recording to Premises (SMDR-P) (cont'd)

(2) Rates and Charges (cont'd)

	Nonrecurring Charge	USOC
(f) Changes		
(i) Account codes - change in number of account code digits, each system	\$27.00	RCHDB

33. Deluxe Centrex Feature Packages (DCFP)

a. Description

- (1) DCFP consists of group of features that will be furnished from a 1A Electronic Switching System (ESS) and later type central office, where facilities permit, to Centrex CO-Type II, Centrex CO Zone-Type II, Airport-Type II and Exhibition Hall customers.
- (2) When DCFP is provided with a system not equipped with the Centrex Mate Service (CMS) or Centrex Station Rearrangement (CSR) feature, station lines may be equipped with any feature package on a per station line basis.
- (3) If all or part of a Centrex system is equipped with CMS or CSR, and the customer elects to equip the CMS or CSR station line with DCFP, all CMS or CSR station lines must be equipped with DCFP. Only one DCFP is permitted per CMS or CSR equipped Centrex system.
- (4) Optional features that are not included in a DCFP may be provided in addition to the DCFP at rates and charges specified in this Guidebook.

b. Features are included as follows:

- (1) Feature Package A
  - Call Forwarding
  - Call Forwarding - Busy Line
  - Call Forwarding - Don't Answer
  - Call Hold
  - Call Pickup
  - Call Waiting Originating
  - Call Waiting Terminating

**5. CENTREX SERVICE (cont'd)****D. Optional Features on Centrex CO (cont'd)**

## 33. Deluxe Centrex Feature Packages (DCFP) (cont'd)

## b. Features are included as follows: (cont'd)

- (2) Feature Package B
  - Call Forwarding
  - Call Forwarding - Busy Line
  - Call Forwarding - Don't Answer
  - Call Hold
  - Call Pickup
  - Call Waiting Originating - Call Waiting Terminating
  - Automatic Call Back
  - Dial Call Waiting
  - Directed Call Pickup
  - Directed Call Pickup (Non-Barge-in)
  
- (3) Feature Package C
  - Call Forwarding
  - Call Forwarding - Busy Line
  - Call Forwarding - Don't Answer
  - Call Hold
  - Call Pickup
  - Call Waiting Originating
  - Call Waiting Terminating
  - Automatic Call Back
  - Dial Call Waiting
  - Directed Call Pickup
  - Directed Call Pickup (Non-Barge-in)
  - Speed Calling 6 Number
  
- (4) Feature Package D
  - Call Forwarding
  - Call Forwarding - Busy Line
  - Call Forwarding - Don't Answer
  - Call Hold
  - Call Pickup
  - Call Waiting Originating
  - Call Waiting Terminating
  - Automatic Call Back
  - Dial Call Waiting
  - Directed Call Pickup
  - Directed Call Pickup (Non-Barge-in)
  - Speed Calling 6 Number
  - Speed Calling 30 Number

**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

33. Deluxe Centrex Feature Packages (DCFP) (cont'd)

c. Rates and Charges

**The following rates and charges are in addition to any other applicable rates and charges associated with the customer's service.**

- (1) For initial installation of DCFP features to station lines, and subsequent additions or changes to DCFP station lines, apply Centrex change charges as set forth in Part 3, Section 1.<sup>/1/</sup>
- (2) In addition to the charges above, the following rates apply:

		Variable Term Option Monthly Rate			
		USOC	1Mo.	36 Mos.	60 Mos.
(a)	For Package A, per line	DFY	\$2.50	\$2.10	\$2.00
(b)	For Package B, per line	DFYXB	4.50	4.10	4.00
(c)	For Package C, per line	DFYXC	5.00	4.60	4.50
(d)	For Package D, per line	DFYXD	6.00	5.60	5.50

/1/ Centrex change charges as set forth in Part 3, Section 1 are not applicable when subsequent additions or changes to CSR equipped station lines are made by the customer.

**5. CENTREX SERVICE (cont'd)****D. Optional Features on Centrex CO (cont'd)**

## 34. Centrex-Mate Service (CMS)

## a. General

Where facilities permit, CMS affords customers with Centrex CO Type II, Centrex CO Zone-Type I and Type II and Centrex CO 100 service provided from a 1 or 1A Electronic Switching System (ESS) type central office, an alternative to the standard service order routine for requesting changes to Centrex stations. CMS allows Centrex customers to control provisioning of stations and features within the bounds established by the Company. The Centrex customer may activate and deactivate stations; exchange telephone numbers between stations, (when stations are exchanged, each station carries with it its existing features and dialing privileges, i.e., unrestricted, semi-restricted, etc.); verify station features, list stations with specific features, or list all features for a given station; change a single feature on a single station, change multiple features on a single station, or change multiple features on multiple stations.

## b. Definitions

## (1) Bulk Feature Quantities

The maximum number of individual features designated by and billed to the CMS customer (e.g. 350 call forwarding, 475 call waiting, etc.), which may be changed and/or added to the Centrex system. The customer will not be able to exceed the designated bulk number of individual features without having the designated bulk number of individual features changed by the Company.

## (2) Default Date

The date automatically assigned in the absence of a specific date being provided by the customer, indicating when the changes are to become effective. The default date is the next calendar day after the day the changes are provided by the customer.

## (3) Mask

A mask is a customer defined format which contains Centrex information about the features and restrictions on each of the customer's stations and defined data fields which the customer may use for name, address, organization and equipment records.



**5. CENTREX SERVICE (cont'd)****D. Optional Features on Centrex CO (cont'd)**

## 34. Centrex-Mate Service (CMS) (cont'd)

## b. Definitions (cont'd)

## (4) Time Slot - Initial

The Company will assign each CMS customer a 15 minute reserved time slot each day to access their Centrex database for the control and provisioning of stations and features within the bounds established by the Company.

The reserved time slot assignment will be based upon availability, and will be negotiated between the Company and the customer.

## (5) Time Slot - Additional

The CMS customer may reserve additional 5 minute reserved time slot increments each day to access their Centrex database. The additional time slot assignments will be based upon availability and will be added to the initial 15 minute reserved time slot.

Additional time slot assignments will be negotiated between the Company and the customer.

## c. Regulations

- (1) Each CMS customer can only access their own customer defined database. The database contains information about the features and restrictions on every station utilized by the Centrex customer in addition to defined fields which can be used for name, address, organization, or equipment.
- (2) CMS is a dial-up, time-share system which provides for all customers sharing the available access on a scheduled daily basis. The time slots will be administered by the Company.
- (3) Changes entered via this feature become effective on either a default date or delayed date basis. Default changes will become effective by 2:00 p.m. of the next calendar day. Delayed changes will become effective on the date specified by the customer by 2:00 p.m. of that date.

**5. CENTREX SERVICE (cont'd)****D. Optional Features on Centrex CO (cont'd)**

## 34. Centrex-Mate Service (CMS) (cont'd)

## c. Regulations (cont'd)

- (4) CMS customers may continue to use standard service order procedures whenever they wish to do so and the implementation of customer changes remains the responsibility of the Company at rates and charges set forth in Part 3, Section 1.
- (5) The interface associated with CMS is a customer-provided 1200 baud asynchronous, video terminal and associated data set.
- (6) The Company reserves the right to temporarily inhibit the customer from making CMS changes when service affecting conditions exist. The customer will receive a message at the terminal indicating that CMS changes are temporarily inhibited. The customer will, however, be able to search for and display data during the period of temporary inhibition.
- (7) Certain lines may be specified by the customer to be exempt from this feature. Also, the Company reserves the right to exempt certain lines from CMS.
- (8) Initial customer training in the use of CMS is provided by the Company at the time CMS is placed in service without additional charge. Subsequent training is provided by the Company at the rates and charges specified in h. following.
- (9) The customer may exchange the appearance of working lines as well as deactivate and restore lines without affecting assigned features. Lines that are deactivated will continue to be billed as working lines.

Lines with associated central office equipment and lines with associated circuit numbers cannot be exchanged. However, feature changes as defined by the Company can be made on such lines. These lines include, but are not limited to the following:

- Multiline hunt group lines
- Attendant lines
- Lines with special equipment
- Off premises stations (different central offices)

**5. CENTREX SERVICE (cont'd)****D. Optional Features on Centrex CO (cont'd)**

## 34. Centrex-Mate Service (CMS) (cont'd)

## d. Responsibility of the Company

- (1) Changing the status of a line from accessible to inaccessible or vice versa must be done by the Company.
- (2) The password that permits customer access to the CMS system can only be established in the system by the Company.

## e. Responsibility of the Customer

The customer is responsible for the administration and security of the password and shall also be responsible for any charges associated with use of customer's CMS service arising out of unauthorized use of such password. See rates and charges for customer-requested password changes.

## f. Display and Verification Capabilities

The following items can be displayed as part of the customer profile:

- Feature Restriction Levels
- Quantity of features in use
- Quantity of features allowed

## g. CMS Features

- (1) The following list includes specific optional features that can be added or deleted via CMS.
  - Automatic Callback
  - Call Forwarding
  - Call Forwarding - Busy Line
  - Call Forwarding - Don't answer
  - Call Hold
  - Call Pick-up
  - Call Waiting -originating
  - Call Waiting -terminating
  - Dial Call Waiting
  - Directed Call Pick-up
  - Directed Call Pick-up (Non-Barge-in)
  - Speed Calling list of 6 numbers
  - Speed Calling list of 30 numbers

**5. CENTREX SERVICE (cont'd)****D. Optional Features on Centrex CO (cont'd)**

## 34. Centrex-Mate Service (CMS) (cont'd)

## g. CMS Features

## (2) Line Feature Change Capabilities

The following line features can be changed:

- Access Treatment Code
- Call Forwarding - Busy Line/Don't Answer Unrestricted Source
- Call Forwarding - Busy Line (Change "forward to" number)
- Call Forwarding - Don't Answer Ring Cycle option
- Line Class Code
- Series completion "hunt to" station line number (Multi-Line Hunt groups may not be changed by the customer)
- Speed Calling list of 30 number control stations

## (3) The types of verifications that a customer may make via the CMS feature are:

Station Verification

The customer may request the following information for a single line station:

- Access Treatment Code
- Active/Inactive status
- Automatic Callback
- Call Add-On
- Call Forwarding Unrestricted Source
- Call Forwarding - Busy Line (Change "forward to" number)
- Call Pick-up and Pick-up Group Number
- Call Forwarding - Don't Answer Ring Cycle Option
- Call Forwarding - Variable
- Call Hold
- Call Waiting - terminating
- Call Waiting - originating
- Centrex Group Numbers
- Dial Call Waiting
- Directed Call - Pick-up - (Barge-in)
- Directed Call - Pick-up - (Non-Barge-in)
- Line Class Code
- Multi-Line Hunt

**5. CENTREX SERVICE (cont'd)****D. Optional Features on Centrex CO (cont'd)**

## 34. Centrex-Mate Service (CMS) (cont'd)

## g. CMS Features (cont'd)

(3) The types of verifications that a customer may make via the CMS feature are: (cont'd)

- Series completion "hunt to" station line number
- Speed Calling list of 6 Numbers
- Speed Calling list of 30 Numbers
- Touch-Tone

Search Verification

The customer may request a list of all assigned or utilized station numbers having (or not having):

- Access Treatment Code
- Active Centrex Station Lines
- Automatic Callback
- Call Pick-up-by Centrex station line number and/or by groups
- Call Forwarding Unrestricted Source
- Call Forwarding- Busy Line
- Call Forwarding - Don't Answer
- Call Hold
- Call Waiting - terminating
- Call Waiting - originating
- Call Forwarding - Don't Answer Ring Cycle Option
- Call Forwarding - Variable
- Centrex Group Numbers
- Directed Call Pick-up
- Directed Call Pick-up - (Non-Barge-in)
- Inactive Centrex Lines
- Speed Calling list of 6 Numbers
- Speed Calling list of 30 Numbers
- Series completion "hunt to" station line number
- Touch-Tone

**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

34. Centrex-Mate Service (CMS) (cont'd)

h. Rates and Charges (cont'd)

	Service Establishment Charge	Non- recurring Charge*	Variable Term Option Monthly Rate		
			1Mo.	36 Mo.	60 Mo.
(1) Common Equipment, per serving central office	\$1,155.00	\$687.00	\$152.00	\$144.00	\$138.00
(2) Dial-up Data Port Access, Initial 15 minute increment, per serving central office	-	25.00	54.00	52.00	50.00
Additional 5 minute increment, per serving central office	-	-	15.50	14.75	14.25
				Nonrecurring Charge*	
(3) For changing the customer password, per occasion				\$ 11.75	
(4) Subsequent training charge, per occasion				291.00	
(5) Changes of customer mask subsequent to service establishment, per occasion				47.00	
(6) Line changes from accessible to inaccessible and vice versa, subsequent to service establishment, per line change				.80	
(7) Bulk feature quantities change, per occasion				47.00	
(8) Change charge to change time slot				15.00	

\* The charge to change service in Part 3, Section 1 is applicable in addition to these nonrecurring charges.

**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

35. Digital Interface Unit

a. General

The digital interface unit is used for connection of a High Capacity Transport Service private line, OPTINET DS1 Service, at a speed of 1.544 Mbps to a Centrex system.

b. Rates and Charges

	Non-recurring Charge	Variable Term Option Monthly Rate		
		1 Mo.	36 Mo.	60 Mo.
(1) Per Digital Interface Unit	\$549.00*	\$575.00	\$500.00	\$450.00
(2) Reconfiguration Charge, per Tie Line Group	138.00**	-	-	-

\* Channel terminations on the Digital Interface Unit installed subsequent to the initial installation of the Digital Interface Unit are provided without charge.

\*\* Applicable to the following changes made subsequent to the initial installation:  
 Change the dial access code  
 Change the number of digits outputted or received  
 Change the type of outpulsing (dial pulse, Touch-Tone or multi-frequency)  
 Change the type of trunk supervision (wink start or immediate start)  
 Change the type of operation (cut-through versus senderized)

The total reconfiguration charges shall not exceed the nonrecurring charge.

**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

36. Station Call Park

a. General

Station Call Park allows a station line user to park a call against its own number. The parked call can be retrieved from any station line by dialing a feature code and the directory number against which the call is parked.

b. Rates and Charges

	Non-recurring Charge	Variable Term Option Monthly Rate			USOC
		1 Mo.	36 Mo.	60 Mo.	
Line equipped, per occasion					
- First line equipped	\$85.00	\$.40	\$.30	\$.25	CP9PK
- Each additional line equipped	5.50	.40	.30	.25	CP9PK

37. Electronic Key Capability

a. General

Where available, Electronic Key Capability is a Centrex station line optional feature, designed specifically for access by pre-programmed push-button features on a compatible customer-provided electronic business telephone set. Technical specifications and limitations for compatible telephone sets can be found in various technical references. Such technical references may be obtained from:

APEX Support Team  
(734) 523-7348

(1) The Electronic Key Capability feature includes the following:

- Group Intercom - allows an intercom station user to terminate on a member intercom station of a predesignated intercom group by using abbreviated dialing.



**5. CENTREX SERVICE (cont'd)****D. Optional Features on Centrex CO (cont'd)**

## 37. Electronic Key Capability (cont'd)

## a. General (cont'd)

## (1) The Electronic Key Capability feature includes the following: (cont'd)

- Group Intercom All Call - allows a compatible customer-provided electronic business set user to simultaneously page up to twenty-nine (29) pre-defined members in his/her designated Group Intercom group.
- Individual Page from Group Intercom - allows a Group Intercom member to page another group member using the built-in speaker on a compatible customer-provided electronic business telephone set.
- Query Busy Station - groups of up to 128 compatible customer provided electronic business telephone sets can query the busy/idle status of one designated station within the group.
- Make Set Busy - on a compatible electronic business set, allows directory number (DN) appearances to be made busy to incoming calls. DN's excluded from the make set busy option are private business lines, Multiple Appearance Directory Number (MADN) group members and call terminations, such as call waiting calls, camp-on and busy override.
- Listen on Hold - on a compatible electronic business set, allows the user to place a called party on hold and listen through the speaker, to determine when the call has been reestablished.
- Message Waiting - activates a message waiting LCD on compatible electronic business sets that indicates a message is waiting at the message center.
- Call Request feature, a part of Message Waiting, allows message queuing between stations. Call Request requires Three-Way Calling, Call Transfer and Message Waiting.
- Multiple Message Waiting Keys Per Directory Number (DN) - allows the assignment of more than one Message Waiting key on a compatible customer-provided electronic business set.

**5. CENTREX SERVICE (cont'd)****D. Optional Features on Centrex CO (cont'd)**

## 37. Electronic Key Capability (cont'd)

## a. General (cont'd)

- (1) The Electronic Key Capability feature includes the following: (cont'd)
  - Business Set Call Forward Per Key - enables each DN assigned this feature to be forwarded to a different DN, rather than to the same DN.
  - Repeated Alert for Business Set - provides additional alert tones to a compatible customer-provided business set when a call terminates on a Directory Number (DN), Multiple Appearance Directory Number (MADN), Group Intercom Call (GIC), or Automatic Call Distribution (ACD) key, and the set is already active on another key.
  - Executive Ringer Cutoff - allows a compatible customer-provided business set user to press a feature button to turn ringing on and off for incoming calls except intercom, 911 ringback, ringback for Auto Callback Calling, ringbacks from Auto Callback Auto Recall and ringback queuing.
- (2) Optional features of the Electronic Key Capability include:
  - (a) The Message Desk Attendant Arrangement gives a message service attendant the ability to activate and deactivate a message waiting indication (either audible stutter dial tone and/or visual lamp) for each station user served by a message center.
  - (b) The Electronic Key Range Extender increases the transmission limits of the Electronic Key Capability feature and the High Speed Data Capability feature for those locations that exceed the technical limits, as specified in the aforementioned technical references.

Where facilities permit, the electronic key range extender may be provided.

- (c) Direct Station Selection/Busy Lamp Field for Business Set - provides attendant console style functions to the compatible customer-provided electronic business set by providing:

Busy Lamp Field - allows a business set user to monitor the status of a station through the use of business lamp states, and

**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

37. Electronic Key Capability (cont'd)

a. General (cont'd)

2. Optional features of the Electronic Key Capability include: (cont'd)

c. (cont'd)

Direct Station Selection - provides direct dialing to a monitored station by means of the feature key.

d. Fast Transfer for Business Sets - reduces the number of key strokes required to transfer a call. This feature provides the capability for the compatible customer-provided business set user to transfer a call without having to conference a called party beforehand.

e. Station Camp-On for Business Set - allows the compatible customer-provided business set user, when transferring a call, to place the calling party on hold until the called party is free. If the called party does not answer the waiting call, the business set that extended the call is automatically recalled by the calling party.

b. Rates and Charges

	Non-recurring Charge	Variable Term Option Monthly Rate			USOC
		1 Mo.	36 Mo.	60 Mo.	
1. Service Establishment charge, per occasion	\$159.00	-	-	-	
2. Electronic Key Capability feature, per line	54.00	\$ 5.00	\$ 4.00	\$ 3.75	ETJPK
3. Optional Features					
a. Message Desk Attendant Arrangement, per attendant	50.00	2.50	2.50	2.50	ANZPC

**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

37. Electronic Key Capability (cont'd)

b. Rates and Charges (cont'd)

3. Optional Features (cont'd)	Non-recurring Charge	Variable Term Option Monthly Rate			USOC
		1 Mo.	36 Mo.	60 Mo.	
b. Electronic Key Range Extender, per line equipped	\$ 30.00	\$18.00	\$16.50	\$15.00	LOV
c. Direct Station Selection/Busy Lamp Field, per line equipped	100.00	9.00	9.00	9.00	BUD
d. Fast Transfer of Business Sets, per line equipped	8.50	.35	.30	.25	FTU
e. Station Camp-On For Business Set, per line equipped	50.00	15.00	13.75	12.50	CPK

38. Multiple Appearance Directory Number (MADN)

a. General

MADN allows a single line number to have multiple appearances on compatible customer-provided telephone sets.

1. The MADN feature includes the following:

- Privacy Release - allows a compatible electronic business set user to establish a conference call among MADN-SCA (Single-Call Arrangement) members and an external party.
- MADN Ring Forward - provides two ringing options, abbreviated and delayed. These ringing options enable MADN-SCA group members to ensure that if a member (with abbreviated option) whose set rings, does not answer the call, the ring will be forwarded to another member (with delayed option) after a designated period of time.

**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

38. Multiple Appearance Directory Number (MADN) (cont'd)

a. General (cont'd)

1. The MADN feature includes the following: (cont'd)

- Secondary MADN Call Forwarding - enables secondary members of a MADN group to activate and deactivate Call Forwarding from compatible electronic business sets or 500/2500 type sets.
- MADN Bridging Capability - provides single (one additional member) bridged or multiple (more than one additional member) bridged arrangement for a MADN group. Six port conference circuits are required in addition to the MADN Bridging capability.
- MADN Bridging Three-Way Call - enables a MADN-SCA with bridging options to establish a three-way call during a bridged state.
- MADN Cut-Off on Disconnect (COD) - disallows the placing of a DN appearance on hold unless other formerly bridged members have either pressed their release keys or placed the receiver on-hook.

b. Rates and Changes

	Non-recurring Charge	Variable Term Option Monthly Rate			USOC
		1 Mo.	36 Mo.	60 Mo.	
Each additional appearance of a line	\$5.00	\$.25	\$.25	\$.25	MA8

**5. CENTREX SERVICE (cont'd)****D. Optional Features on Centrex CO (cont'd)**

## 39. High Speed Data Capability

## a. General

Where available, high speed data capability is a Centrex station line optional feature, designed for direct switched digital data capabilities over a 2-wire facility within the same customer group. The high speed data capability optional feature will offer full duplex asynchronous transmission at rates from 300 bps through 19.2 Kbps and full duplex synchronous transmission at rates from 1200 bps through 19.2 Kbps or 48, 56 and 64 Kbps.

The high speed data capability optional feature support coax elimination on 3270 type terminals and cluster control units. The High speed data capability optional feature may be interworked with Public Switched Digital Service (PSDS).

## b. Optional Features

## 1. Data Facility Pooling

Data Facility Pooling is an optional feature that allows a Centrex customer's data terminal to be connected to a data terminal on a non-digital/non-ISDN facility. The customer may choose one of the following:

## a. Central Office Based Service

i. Central Office Based Data Facility Pooling provides the customer the ability to transmit data to and receive data from non-digital/non-ISDN architecture (D Channel) destinations via dedicated central office based dial-up asynchronous transmission data facility pool connections.

ii. The capabilities in (i) preceding are standard with the following additions:

(aa) Asynchronous access parameters must be specified by the customer.

(bb) Outgoing dialing plan restrictions must be consistent with those provided in the Centrex System.

iii. Optional Capability

(aa) Additional data facility pool member.

**5. CENTREX SERVICE (cont'd)****D. Optional Features on Centrex CO (cont'd)**

## 39. High Speed Data Capability (cont'd)

## b. Optional Features (cont'd)

## 1. Data Facility Pooling (cont'd)

## b. Customer Premises Based Service

i. Customer Premise Based Data Facility Pooling provides the customer the ability to transmit data to and receive data from non-digital/non-ISDN architecture (D Channel) destinations via a dial-up data facility pool installed and maintained by the customer on the customer's premise. A message exchange service line is required at the rates specified in Part 4, Section 2.

ii. The capabilities in (i) preceding are standard with the following additions:

(aa) A minimum of three members per data facility pool group with each member equipped with Basic Access Line and analog line interfaces to the Company's central office.

(bb) Outgoing dialing plan restrictions consistent with subscribed Centrex System services.

## iii. Optional Capability

(aa) Additional data facility pool member.

## 2. Electronic Key Range Extender

The electronic key range extender increases the transmission limits of the Electronic Key Capability feature and the High Speed Data Capability feature for those locations that exceed the technical limits, as specified in the aforementioned technical references.

**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

39. High Speed Data Capability (cont'd)

c. Rates and Charges

	Non-recurring Charge	Variable Term Option Monthly Rate			USOC
		1 Mo.	36 Mo.	60 Mo.	
1. High speed data capability feature, per line	\$419.00	\$12.00	\$10.00	\$9.50	DP9*

2. Optional features

a. Data Facility Pooling

i. Data Facility Pooling Service Establishment Charge

A one-time Service Establishment Charge applies when Data Facility Pooling Service consisting of (ii) or (iii) following is initially established.

	Non-recurring Charge	Variable Term Option Monthly Rate			USOC
		1 Mo.	36 Mo.	60 Mo.	
aa. Data Facility Pooling Service Establishment Charge					Service Establishment Charge \$350.00
ii. Central Office Based Service					
aa. Standard Capabilities and features as described in (b) 1. (a) (i) preceding, per pool	\$1,050.00	\$265.00	\$230.00	\$210.00	MP3*
bb. Additional data facility pool member. per modem	355.00	87.00	77.00	70.00	MP5*

\* Additional codes appear in departmental practices.



**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

39. High Speed Data Capability (cont'd)

c. Rates and Charges (cont'd)

2. Optional features (cont'd)

a. Data Facility Pooling (cont'd)

iii. Customer Premises Based Service

	Non- recurring Charge	Variable Term Option Monthly Rate			
		1 Mo.	36 Mo.	60 Mo.	USOC
aa. Standard capabilities and features as described in b.(1)(b)(i) preceding, per pool	\$225.00	\$105.00	\$92.00	\$84.00	MJ3*
bb. Additional data facility pool member	75.00	35.00	31.00	28.00	MJ5*

b. Electronic Key Range Extender, See Par. 2.D.38.b.(3)(b) for rates and charges.

d. Change Charges

1. Optional Features

b. Data Facility Pooling

	Change Charge
i. Central Office Based Service	
aa. per pool	\$ 10.00
bb. per occasion	260.00
cc. per additional modem	3.30
ii. Customer Premises Based Service	
aa. per pool	10.00
bb. per occasion	260.00
cc. per additional modem	3.30

\* Additional codes appear in departmental practices.

**5. CENTREX SERVICE (cont'd)****D. Optional Features on Centrex CO (cont'd)**

40. Electronic Key Telephone Display Features
  - a. Display called number provides suitably arranged customer-provided telephones visual indications of call status.
  - b. Display calling number provides suitably arranged customer-provided telephones visual indication of the calling number on incoming intercom calls.
  - c. Feature display provides suitably arranged customer-provided telephones visual indication call status changes caused by features being invoked.
  - d. Call Forward/Automatic Dial Display when used by those with suitably arranged customer-provided telephones provide a visual indication of the number currently programmed for the Call Forward or the Automatic Dial features.
  - e. Call Forward Reason Display expands the usefulness of existing Call Forwarding features through a second-line display message for suitably arranged customer-provided telephones.
  - f. Calling Name Display provides suitably arranged customer-provided telephones visual indication of the name of the calling or called party to be displayed on incoming and outgoing calls, respectively.
  - g. Enhanced Reason Display provides suitably arranged customer-provided telephones visual information on redirected calls.
  - h. Inspect Key provides suitably arranged customer-provided telephones, easy access to verify and display information about both the set's assigned features and incoming calls.
  - i. Query Time Key Display provides a visual indication of the current time and date on suitably arranged customer-provided telephones.
  - j. Auto Inspect Mode For Business Sets - provides pertinent call information for intrasystem calls upon call arrival on compatible business sets equipped with display.
  - k. Calling Name Display For MADN Secondary Members - enables customers to assign names to Multiple Appearance Directory Number (MADN) groups and to each secondary member of a MADN group. This allows every MADN member to be identified by a group name and a unique member name.

**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

40. Electronic Key Telephone Display Features (cont'd)

- l. Calling Name/Number Delivery Blocking - allows the calling party to specify on a per-call basis whether or not his/her directory number and/or name will be displayed to the called parties within his/her Centrex system.
- m. Name Programming - allows users with compatible customer-provided business sets with display to program their own sets so that their names are directly associated with their individual directory numbers.
- n. Rates and Charges

	Non-recurring Charge	Variable Term Option Monthly Rate			USOC
		1 Mo.	36 Mo.	60 Mo.	
One or any combination of the above features Per line equipped with electronic key capability	\$20.00	\$1.35	\$1.30	\$1.25	DK8PK

41. Loudspeaker and Radio Paging Interface

- a. Loudspeaker Paging Answer (LPA) - allows the party being paged to respond by entering a simple answerback code and a one or two digit call-park index code (against which the call is parked). LPA also allows the paging party to talk to the party being paged (when required), before the final connection is established with the original caller.

1. Optional feature(s)

- a. Loudspeaker Paging Answer (LPA) - allows the party being paged to respond by entering a simple answerback code and a one or two digit call-park index code (against which the call is parked). LPA also allows the paging party to talk to the party being paged (when required), before the final connection is established with the original caller.

**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

41. Loudspeaker and Radio Paging Interface

b. Rates and Charges

	Non-recurring Charge	Variable Term Option Monthly Rate			USOC
		1 Mo.	36 Mo.	60 Mo.	
1. Per radio paging trunk, each	\$85.00	\$45.00	\$43.00	\$42.00	EYP
2. Per loudspeaker paging trunk each	85.00	77.00	72.00	69.00	EWJPT
3. Optional feature					
a. Loudspeaker paging answer, per paging trunk equipped	85.00	77.00	72.00	69.00	ELA

42. Optional Attendant Features

a. Features

1. Attendant Conference

Permits the attendant to establish a six party conference call.

2. Control of Trunk Group Access

Allows the attendant control access to trunk groups.

3. Busy Verification

Busy verification permits an attendant to determine if a Centrex Service line or trunk is busy or idle.

4. Attendant Display of Queued Calls by ICI Key

Allows a display of the number of calls queued by category on an attendant position.

5. Trunk Group Busy Indication

Allows a display of trunk group status on an attendant position.

**5. CENTREX SERVICE (cont'd)****D. Optional Features on Centrex CO (cont'd)**

## 42. Optional Attendant Features (cont'd)

## a. Features (cont'd)

## 6. Call-Through Tests

Allows the attendant to set up a test call over a selected physical trunk in a trunk group, to determine if the trunk is working properly.

## 7. Direct Station Selection - per 100 Busy Lamp Field

Allows the attendant to display the status of up to 10,000 station numbers in groups of 100 contiguous station numbers. Within a group of 100, the attendant can select a station via a single stroke.

## 8. Traffic Data

Provides the following counts for each attendant console position:

- Aggregate work time for the position
- Minutes the position has been active
- Number of calls handled by the position

These counts are available only to a designated attendant (master position) for display at the console and via CTRAF reporting mechanisms.

These counts apply only to calls offered to the position, not including time waiting in a central office queue or calls abandoned before connection to an attendant call appearance. These counts are not part of the standard traffic reporting mechanism of the switch (e.g., hourly reports).

## 9. Authorization Code - Verification and Recording

Allows attendants to validate authorization codes. Also allows the attendant to input an authorization code while extending a call.

## 10. Attendant Message Waiting

Allows up to 255 Attendant Consoles to be used as a message center for a number of station users.

**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

42. Optional Attendant Features (cont'd)

a. Features (cont'd)

11. Attendant Console Activation/Deactivation of Call Forwarding

Allows the attendant to activate, deactivate, and program Call Forwarding for stations equipped with the Call Forwarding feature.

12. Operational Measurements (OMs) on an Individual-Console Basis

This feature collects and displays OM data on individual Attendant Consoles.

13. Flexible Display Language

Supplies the Attendant Console with a display in a flexible format so that language other than English can be provided.

14. Alarm Call Status On Console

Consists of two automatic signal distributor indicators that are activated when certain criteria are met within the Attendant Call Queue. The first indicates when a predetermined number of enqueued calls for a subgroup has been reached or exceeded. The second denotes when the oldest call in a subgroup has been enqueued beyond a predetermined period of time.

b. Rates and Charges

	Nonrecurring Charge	Variable Term Option Monthly Rate			USOC
		1 Mo.	36 Mo.	60 Mo.	
1. Attendant conference, per conference circuit	\$ 5.70	\$85.00	\$81.00	\$78.00	EQ6PC
2. Control of trunk group access, per system	65.00	16.50	13.50	13.00	AE2PS
3. Busy verification, per system	90.00	13.25	12.25	11.75	EDSPS
4. Attendant display of queued calls by ICI key, per system	6.50	57.00	52.00	50.00	AA7PS
5. Trunk group busy indication, per trunk group	6.50	24.00	22.50	22.00	TGSPG

**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

42. Optional Attendant Features (cont'd)

b. Rates and Charges (cont'd)

	Nonrecurring Charge	Variable Term Option Monthly Rate			USOC
		1 Mo.	36 Mo.	60 Mo.	
6. Call-through test, per attendant	\$27.50	\$1.55	\$1.40	\$1.25	SXTPC
7. Direct station selection, per 100 busy lamp field, per system	55.00	\$3.10	2.80	2.50	PN4PC
8. Traffic data					
a. per master attendant	27.50	1.55	1.40	1.25	TDQPC
b. per occasion	46.00	-	-	-	
9. Authorization Code					
- Verification and Recording, per Attendant	90.00	1.50	1.40	1.25	AV6PC
10. Attendant Message Waiting, per Attendant	110.00	9.00	8.25	7.50	MWJPC
11. Attendant Console Activation/Deactivation of Call Forwarding, per Attendant	90.00	1.50	1.40	1.25	FRPPC
12. Operational Measurements on an individual console basis, per Attendant	65.00	6.00	5.50	5.00	AOKPC
13. Flexible Display Language, per Attendant service line	6.50	1.50	1.40	1.25	FDS
14. Alarm Call Status on Console, per Attendant	50.00	6.30	5.50	5.00	SZTPC

**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

42. Optional Attendant Features (cont'd)

c. Change Charge

	Change Charge
1. Attendant Conference	\$ 5.00
2. Control of trunk group access	37.00
3. Busy verification	5.00
4. Attendant display of queued calls by ICI key	5.00
5. Trunk group busy indication	5.00
6. Call-through test	5.00
7. Direct station selection, per 100 busy lamp field	5.00
8. Traffic data	
a. per master attendant	5.00
b. per occasion	23.00
9. Authorization Code - Verification and Recording, per Attendant	38.00
10. Attendant Message Waiting, per Attendant	47.00
11. Attendant Console Activation/Deactivation of Call Forwarding, per Attendant	38.00
12. Operational Measurements on an individual console basis, per Attendant	13.00
13. Flexible Display Language, per Attendant service line	5.00



**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

43. Dial Dictation Access

- a. Provides station dial access to customer-provided dictation recording equipment
- b. Rates and Charges

	Nonrecurring Charge	Variable Term Option Monthly Rate			USOC
		1 Mo.	36 Mo.	60 Mo.	
Dial dictation access, per trunk	\$86.00	\$27.00	\$25.00	\$24.50	EWE

44. Direct Connect Service

- a. Provides an automatic connection between a calling station that goes off-hook and a predetermined location.
  - 1. The calling station does not receive dial tone.
  - 2. The automatic connection is made to a stored number consisting of one through 11 digits.
  - 3. The rates and charges for Direct Connect Service are in addition to the rates and charges for a Centrex station line, in paragraph C. preceding.
- b. Rates and Charges

	Nonrecurring Charge	Variable Term Option Monthly Rate			USOC
		1 Mo.	36 Mo.	60 Mo.	
Direct Connect per station line	\$5.50	\$1.00	\$1.00	\$1.00	DOK

**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

45. Dial Access Code Addition

- a. Additional dial access codes (1XX) when provided, subsequent to the initial installation of a Centrex System
- b. Rates and Charges

	Nonrecurring Charge	Variable Term Option Monthly Rate			USOC
		1 Mo.	36 Mo.	60 Mo.	
Subsequent installation of dial access code, per code	\$7.00	\$ .85	\$ .75	\$ .70	EA6PN

46. Last Number Redial

- a. Gives the station user the ability to redial the last called number by depressing a single key, rather than dialing the entire number.
- b. Rates and Charges

	Nonrecurring Charge	Variable Term Option Monthly Rate			USOC
		1 Mo.	36 Mo.	60 Mo.	
Last number redial feature, per station	\$80.00	\$ .35	\$ .25	\$ .20	LNQPK

47. Multiport Conferencing

a. Description

1. Six Port Conferencing

Centrex CO Service voice and attendant lines may initiate conference calls involving up to six Centrex CO Service lines within the same system and/or received from or placed on the local message and toll network over private facilities.

a. Optional Feature

- i. Preset Conference - allows a Centrex station or an attendant console to establish a preset conference with up to 50 conferees by dialing a specific directory number. Six port conference circuits are required in addition to the Preset Conference feature.

**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

47. Multiport Conferencing (cont'd)

a. Description (cont'd)

2. Meeting Me Conferencing

Meet me conferencing provides a multi-party conference bridge and directory number for up to six Centrex CO Service conferees to dial at a specified time in order to hold a conference. Where facilities permit, the Meet Me conference capacity can be expanded to 30 conferees.

a. Optional Feature

- i. Executive Conference feature allows the expansion of the Meet Me Conference capacity from 30 to 150 conferees.

b. Rates and Charges

	Nonrecurring Charge	Variable Term Option Monthly Rate			USOC
		1 Mo.	36 Mo.	60 Mo.	
1. 6 Port conference circuit	\$ 50.00	\$60.00	\$57.00	\$57.00	EQ6
a. Optional Feature					
i. Preset Conference, per system	200.00	25.00	25.00	25.00	MO9
2. Meet Me Conference	96.00	40.00	36.00	35.00	MMJ
a. Optional Feature					
i. Executive Conference feature, per arrangement	100.00	3.00	2.75	2.50	ME3PA
c. Change Charge					
Executive Conference, per arrangement				Change Charge \$50.00	
Preset Conference, subsequent addition(s), per occasion				50.00	

**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

48. Restricted Access Code Treatment

- a. Allows for the automatic rerouting of calls that cannot be completed because of imposed restrictions. Calls will be routed either to tone or to an announcement.
- b. Rates and Charges

	Nonrecurring Charge	Variable Term Option Monthly Rate			USOC
		1 Mo.	36 Mo.	60 Mo.	
1. Restricted access code treatment to tone, per system	\$5.70	\$ 6.50	\$ 6.10	\$ 5.90	RTLPS
2. Restricted access code treatment to announcement, per system	5.70	68.00	64.00	62.00	RTKPS

49. Do Not Disturb (DND) Attendant Feature

- a. DND provides the following capabilities:

Selected Single-Station Diversion

The attendant can cut off a single station from receiving Direct Inward Dialing (DID) and station-to-station calls.

Selected-Group Station Diversion

The attendant can prevent selected groups of stations from receiving DID and station-to-station calls. A group usually consists of a hospital ward or floor.

All Stations Diversion

The attendant can prevent all stations that are organized into diversion groups from receiving DID and station-to-station calls.

Attendant Completion of Calls to Diverted Stations

While any one of the forms of diversion are active, the attendant has override capability and can complete a call to the affected station.

Attendant Control of Station Diversion

The attendant can activate and deactivate all of the above forms of diversion.

**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

49. Do Not Disturb (DND) Attendant Feature (cont'd)

b. Rates and Charge

	Nonrecurring Charge	Variable Term Option Monthly Rate			USOC
		1 Mo.	36 Mo.	60 Mo.	
Do not disturb feature, per system	\$6.50	\$3.90	\$3.70	\$3.60	DJDPS

50. Automatic Call Distribution Service

a. General

Automatic Call Distribution (ACD) Service provides call distribution as an integrated function of the central office. ACD Service provides an equal distribution of a large volume of incoming calls to predesignated groups of answering positions, known as agent positions. Incoming calls are served on a first-in, first-out basis and if all agent positions are busy, calls may be held in an incoming queue until an agent position becomes available or the caller disconnects.

The ACD Service switching function is performed in the Company central office and is available only from central offices where facilities have been provisioned for the service.

All customer provided equipment used to interface with ACD Service is required to conform with the Technical Reference Specifications as used by the Company and found in Technical References AM-TR-NPL-000004 and AM-TR-PSS-000032.

ACD Service can be provided as Basic ACD service or Deluxe ACD service. The customer may have more than one ACD group, but within a group all positions must be either Basic or Deluxe.

b. Regulations

1. Agent positions may be served by standard (2500) or Electronic Key Telephones. When served by Electronic Key telephones, the rates and charges for the Electronic Key Capability feature for agent and supervisor positions are as stated in paragraph D.37 preceding and apply on a per position basis.
2. ACD Service is offered under the terms and conditions of the Variable Term Payment Plan (VTPP), as described in this Guidebook.

**5. CENTREX SERVICE (cont'd)****D. Optional Features on Centrex CO (cont'd)**

## 50. Automatic Call Distribution Service (cont'd)

## c. Description

## 1. Basic ACD

## a. System Features

Abandoned Call Clearing - Abandoned ACD calls are removed from incoming call queues and recorded announcements in order to reduce unnecessary connections to the central office.

Agent Queues - The Agent Queue feature ensures an even distribution of workload among the agents in the group. The agent who has been available the longest receives the first incoming call.

Automatic Overflow - Multiple ACD groups can be specified as overflow groups for a given ACD group. If an overflow condition exists on the incoming call queue, these groups are examined and the call terminates on the first group that can accept the call.

Call Forcing - When an ACD call is presented to an ACD agent having Call Forcing, the agent hears a short burst of tone to alert the agent, and the call is immediately connected.

Call Source Identification - The terminating ACD called number is displayed on the ACD agents set.

Direct Outward Dialing - This feature allows an agent, while on an incoming call, to place a Direct Outward Dialed call.

Login and Logout - All agents and supervisors are required to login to an agent position before they can receive incoming ACD calls. When an agent is logged out, no ACD calls can be presented to the agent.

Night Service - Night Service is activated when all agents in an ACD group have activated Make Set Busy. Calls newly arriving for the group are rerouted to the night service route specified for the ACD group. The treatment can be another ACD location, a night service number within the Centrex system, to an external location, or to an optional recorded announcement.

**5. CENTREX SERVICE (cont'd)****D. Optional Features on Centrex CO (cont'd)**

## 50. Automatic Call Distribution Service (cont'd)

## c. Description (cont'd)

## 1. Basic ACD (cont'd)

## a. System Features (cont'd)

Call Transfer/Three Way Calling - This feature allows agents and supervisors to transfer an ACD call to another directory number. The agent or supervisor initiating the transfer may also establish a three-way call involving the incoming ACD call, the agent or supervisor and the third party.

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

Overflow of Enqueued Calls - Provides an additional customer- defined timer and route. This feature also provides immediate overflow to the time delay threshold route when the time delay overflow is unsuccessful.

## b. Agent Features

Agent Call Supervisor - This feature allows the ACD agent quick access to the supervisor for help or consultation.

Call Park By Agent - Allows ACD agents to park calls in the standard manner.

Emergency Notification - The Emergency feature allows an ACD agent to immediately conference a supervisor or as an alternate, conference an emergency recording device or both. A Centrex station line may be used to interface with the customer-provided emergency recording device.

Make Set Busy - When in the Make Set Busy state, incoming calls are blocked from routing to the agent. When Make Set Busy is activated, the agent is logged out.

Not Ready - The Not Ready feature allows the ACD position to be temporarily unable to receive ACD calls. The feature is typically used when an ACD agent needs time to complete a transaction between calls.

**5. CENTREX SERVICE (cont'd)****D. Optional Features on Centrex CO (cont'd)**

## 50. Automatic Call Distribution Service (cont'd)

## c. Description (cont'd)

## 1. Basic ACD (cont'd)

## b. Agent Features (cont'd)

Transfer To Incalls Key - Allows an agent to transfer an ACD call to another agent's incalls key within the same customer group.

Walkaway/Closed Key Operation - Allows agents to enter a code after activating the Not Ready Key that specifies the reason for being unavailable. Tracking of these codes in the Management Information System (MIS) allows management of agent activities by project.

## c. Supervisor Features

Agent Observation - This feature allows the supervisor to observe ACD calls.

Agent - The Call Agent feature allows a supervisor to directly call an ACD agent position, or when used in conjunction with the Agent Observation feature, to conference into a call.

Supervisor Control of Night Service - The supervisor position may control the activation of Night Service for an entire ACD group so that no new ACD calls enter the incoming call queue.

Controlled Interflow - Allows the ACD supervisor to divert a group's new incoming ACD calls due to a change in business conditions.

Display Agents Summary Key - Enables the ACD supervisor, using a business set with display, to quickly check the status of all ACD agent positions assigned to a particular agent group.

Forced Agent Availability - Allows the ACD supervisor to deactivate "Not Ready" on a specific line.



**5. CENTREX SERVICE (cont'd)****D. Optional Features on Centrex CO (cont'd)**

## 50. Automatic Call Distribution Service (cont'd)

## c. Description (cont'd)

## 1. Basic ACD (cont'd)

## d. Optional Features available with Basic ACD only

Group Reconfiguration/Team Status - Group Reconfiguration provides the customer with the ability to change the ACD parameters. Team Status allows the customer to periodically view the status of their ACD groups. The status contains information such as the following:

- ACD group name
- Primary ACD number
- Total number of calls in the ACD queue
- Number of seconds that the first call queued in the incoming call queue has been waiting.
- Number of idle ACD positions.

Note: Requires a private line facility and the Group Reconfiguration/Team Status Interface.

## 2. Deluxe ACD

## a. The following features are available with Deluxe ACD.

All Basic ACD System features, Agent features and Supervisor features.

Management Information System (MIS) Data Stream -

Provides a data stream containing complete call event records from the Company central office to a customer provided downstream processor. In addition, it provides the ability for group reconfiguration and team status. Requires a private line facility and the MIS Interface.

## b. Optional Features available with Deluxe ACD only

Line-of-Business Code Key - Allows a Line-of-Business (LOB) Code key to be assigned to each agent's position. When the agent presses this key and dials a three-digit code associated with a particular line of business, the call category is recorded. On call release, the LOB code is sent to a customer-premises down stream processor through the MIS interface.

**5. CENTREX SERVICE (cont'd)****D. Optional Features on Centrex CO (cont'd)**

## 50. Automatic Call Distribution Service (cont'd)

## c. Description (cont'd)

## 3. Optional Features available to ACD Basic and ACD Deluxe

Incoming Call Queueing/Queue Slots - Calls terminating on an ACD are placed in a queue in the order of their arrival when an agent is not available to answer them, and are removed from queue as agents become available. Incoming calls are presented to the next available agent in the order of arrival, with the highest priority first. Queue slots are dedicated time slots used to hold incoming calls in a delayed state until an agent position becomes available. Requires a queue slot for each call to be held in queue.

Central Office Announcement - When there are more incoming calls than available agents, delays are encountered before the calls can be answered. An announcement advising of the delay can be provided when a delay threshold is exceeded. A central office announcement may also be used when the ACD group is in Night Service. This feature requires queue slots as well as an interface to Central Office Recorded Announcement.

Interface to Customer-Provided Announcement - This announcement is provided by the customer.

Music on Queue - Music can be provided for callers in an ACD queue while waiting for an available agent. Queue slots are required for this feature. Requires a private line facility and a Music Source Interface.

Operational Measurement - Provides central office traffic data to the customer's premises. Requires a Private Line facility and the Operational Measurement Interface.

Interface to Queue Status Indication - When incoming calls waiting in queue have exceeded a predetermined time in queue threshold, a signal is sent from the central office to customer-provided equipment for visual indication. There may be individual or multiple time thresholds. Requires a private line facility and the Queue Status Interface per threshold.

Call Vectoring - Allows the customer to program a series of call handling steps that an incoming call will follow before it is routed to an attendant.

**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

50. Automatic Call Distribution Service (cont'd)

c. Description (cont'd)

3. Optional Features available to ACD Basic and ACD Deluxe (cont'd)

Caller Directed Call Processing - Provides prompts to callers. The digits dialed in response to the prompts are used to route the call to a particular step within the call vector or to a different call vector. The customer must purchase central office recorded announcements to provide the prompts.

d. Rates and Charges

1. The following rates and charges are in addition to the rates and charges for any other services to furnish a communications system.

- Service Establishment Charge
- Nonrecurring Charges
- Monthly rates
- Subsequent Activity Charges

2. Service Establishment Charge, per Customer Group	Nonrecurring Charge \$1,400.00	USOC SESCL
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3. Rate Schedule

	Nonrecurring Charge	Variable Term Option Monthly Rate			USOC
		1 Mo.	36 Mo.	60 Mo.	
a. Basic ACD					
i. Service Subscription per position	\$ 75.00	\$27.00	\$20.00	\$18.00	APO1X
ii. Group Reconfiguration/ Team Status Interface, per link	550.00	25.00	22.00	20.00	A5A
b. Deluxe ACD					
i. Service Subscription per position	125.00	29.00	21.00	19.00	APO2X
ii. MIS Interface, per link	225.00	90.00	75.00	65.00	AM1

5. CENTREX SERVICE (cont'd)

D. Optional Features on Centrex CO (cont'd)

50. Automatic Call Distribution Service (cont'd)

d. Rates and Charges

3. Rate Schedule

c. Optional Features	Nonrecurring Charge	Variable Term Option Monthly Rate			USOC
		1 Mo.	36 Mo.	60 Mo.	
i. ACD Queue Slots, per Slot	\$ 10.00	\$ 1.25	\$ 1.10	\$1.00	QSCPQ
ii. Central Office Recorded Announcement, per announcement	70.00	63.00	55.00	50.00	RKD
iii. Interface to customer premises recorded announcement, per link	185.00	44.00	39.00	35.00	AQ2
iv. Interface to Operational Measurements, per link	225.00	40.00	40.00	35.00	AQZ
v. Interface to Queue Status Indication,					
aa. Single or multi-stage, per link	100.00	12.50	11.00	10.00	AQQPG
vi. Interface to Music Source, per link	185.00	44.00	39.00	35.00	MHB
vii. Line-of Business Code Key, per adjust	-	2.25	1.95	1.75	LBB
viii. Call Vectoring, per system	550.00	200.00	165.00	150.00	VCEPS
Caller Directed Call Processing, per prompt	225.00	110.00	100.00	90.00	VDDPS

**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

50. Automatic Call Distribution Service (cont'd)

d. Rates and Charges

4. Subsequent Change Charge

	Nonrecurring Charge
a. Change to an agent or supervisor position	\$ 25.00
b. Change to central office provided recorded announcement, per change	30.00
c. Change from Basic ACD to Deluxe ACD per position	50.00
d. Change to ACD data tables (e.g., group, subgroup, listed directory, overflow, audio and queue), per occasion	42.00
e. Change to Operational Measurements interface, per occasion	100.00

51. ISDN Centrex

a. General

ISDN Centrex is a multichannel service. It provides an integrated voice/data communications capability for the transmission of circuit switched voice and/or circuit switched data on an incoming, outgoing and intercommunicating basis and packet switched data on an intercom basis. The service utilizes Integrated Services Digital Network (ISDN) architecture. Multichannel services require the full or partial use of a Basic Rate Access Line (2B+D). The two 64 Kbps "B" channels are used to carry user information. The 16 Kbps D channel is used to carry signaling and user packet switched data. The service is available from specially equipped digital switching equipment located in the Company's central offices and will be provided where qualified 2-wire facilities permit and where capacity is available. Calls outside the system will be subject to the usage rates shown in Part 4, Section 2.

**5. CENTREX SERVICE (cont'd)****D. Optional Features on Centrex CO (cont'd)**

## 51. ISDN Centrex (cont'd)

## b. Definitions

Basic Access Line/Basic Rate Interface (2B+D)

Two 64 kilobits per second (kbps) B channels and one 16 kbps D channel (2B+D).

B Channel

A 64 kbps portion of a Centrex line primarily used for information transfer (voice/data) from user to user.

Call Appearance

Relative to the central office equipment, each call is assigned a "Call Appearance" per Basic Access Line. Relative to the customer-provided equipment (CPE), a call appearance is a physical and visual representation (e.g., a button and lamps) that provides to the user the status of a particular call (i.e., incoming, active, or held call).

Closed User Group (CUG)

A private group of users that limits communications to members within the group. The CUG allows its members to transmit and receive calls, service type permitting, to and from other members within the CUG. The initial membership and its desired options are included in the basic group rate. Available options allowing group members to restrict communications include the following:

- Incoming Calls Barred
- Outgoing Calls Barred
- Incoming Access
- Outgoing Access

Closed User Group Member

A user who establishes membership in a closed user group facility. A user may be registered as a member in one or more closed user groups.

Customer Provided Applications Processor

A separate minicomputer (or microcomputer) system provided by the customer that is connected to the central office equipment via a specially provisioned Basic Access Line(s) to support a set of interactive features. The customer-provided processor may support Electronic Directory, Traffic Data, Station Message Detail Recording, Facilities Management Interfaces, and Message Service.

**5. CENTREX SERVICE (cont'd)****D. Optional Features on Centrex CO (cont'd)**

## 51. ISDN Centrex (cont'd)

## b. Definitions (cont'd)

D Channel

A 16 kbps portion of a Centrex line primarily used for signaling messages and/or packet-switched user data.

Intercom Calling Line Identification

Allows display capabilities on intercom calls only, which may include calling party's name, calling directory number, call appearance ID, date and time.

Logical Channel

A virtual channel which enables one or more packet data calls to be active at any one time.

Permanent Virtual Circuit

Allows the user to send packet data to a single destination without undergoing call setup and call release procedures; the logical connection between the two users is always ready to transfer data.

Primary Number

The seven digit identifier or "primary" telephone number assigned to a single Basic Access line.

Screen Management

Management of call appearance features.

Station Equipment Indicator

Lamps or function keys that signal the status of a call or feature.

Throughput Class

The attainable data rate (bits per second) on virtual calls and permanent virtual circuits.

Window Size

The number of outgoing packets that may be sent before confirmation is received indicating that the previous packets have been received successfully.

X.25 Packet Mode Protocol

The screen interface specifications and X.25 network protocol recommended by the CCITT.

**5. CENTREX SERVICE (cont'd)****D. Optional Features on Centrex CO (cont'd)**

## 51. ISDN Centrex (cont'd)

## c. Regulations

## 1. Provision of Service

- a. ISDN Centrex options will be provided in conjunction with basic Centrex service as specified in this Guidebook to configure a business telecommunications system. Such a configuration shall be referred to as a "Centrex System" in the following paragraphs of this Section.
- b. Centrex customers who add ISDN Centrex options will be liable for Centrex termination charges only in the event that they disconnect or decrease the number of lines in their Centrex System below the limit associated with their Centrex Variable Term Payment Plan (VTPP) contract prior to the expiration date of their original contract.
- c. A variety of standard and optional features and capabilities are offered. The availability and functions of the features and capabilities may vary by serving central office.

Each Basic Access line utilizes two 64 Kbps "B" Channels and a 16 Kbps "D" Channel. A maximum of 8 services are permitted per Basic Access line including a maximum of two "B" Channel services. Individual ISDN Centrex services require the use of a Basic Access Line/Basic Rate Interface. A directory number is provided with the use of a Basic Access Line for each "B" and "D" Channel service element.

- d. Valid configurations of services are listed in the Basic Rate Interface Technical Reference. See Paragraph c.(3) following.



**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

51. ISDN Centrex (cont'd)

c. Regulations (cont'd)

2. Customer-provided Equipment Interface Specifications

All customer-provided equipment used to interface with ISDN Centrex is required to conform with the Technical Reference Specifications as used by the Company and found in Technical Reference:

Technical

**Subject**

**Reference**

Basic Rate Interface

AM-TR-OAT-000068

To order specific switch vendor technical documents contact:

APEX Support Team  
(734) 523-7348

d. Service Description

The ISDN Centrex refers to the deployment of multiple channel telecommunication arrangements.

This arrangement consists of a single channel service of Electronic Key and optional Electronic key display features or High Speed Data with the addition of one or two of the following services.

1. Circuit Switched Voice

- a. Capabilities and features as shown in the General Regulations, Description of Service in this section preceding, are provided as standard and are shared with the Circuit Switched Voice Service if so equipped.

2. Circuit Switched Data

The Circuit Switched Data Service Element provides the ability to originate and receive circuit switched data calls over a 64 kbps B channel. Data line speeds of 56 kbps and 64 kbps are permitted (See, Centrex Service - Optional Features on Centrex CO - High Speed Data Capability).

**5. CENTREX SERVICE (cont'd)****D. Optional Features on Centrex CO (cont'd)**

## 51. ISDN Centrex (cont'd)

## d. Service Description

## 3. Packet Switched Data - D Channel

- a. The Packet Switched - D Channel Service Element provides the ability to originate and receive X.25 packet data calls at up to 9.6 Kbps over the 16 kbps D Channel that also transmits system signaling data.
- b. The following capabilities and features are provided as standard in ISDN Centrex service:
  - One logical channel
  - Flow control parameter negotiation (packet size and window selection)
  - Intercom dialing
  - Fast select initiation/acceptance
  - Reverse charge initiation/acceptance
  - Throughput class negotiation
- c. The following capabilities and features are provided as optional:
  - Closed user group initial member
  - Closed user group additional member
  - Permanent virtual circuit

## 4. Packet Switch Data - B Channel

- a. The Packet Switched-B Channel Service Element provides up to 128 logical channels to originate and receive X.25 packet data calls over the 64 Kbps B Channel.
- b. The following capabilities and features are provided as standard in ISDN Centrex service:
  - up to 128 logical channels
  - flow control parameter negotiation (packet size and window selection)
  - intercom dialing
  - fast select initiation/acceptance
  - reverse charge initiation/acceptance
  - throughput class negotiation

**5. CENTREX SERVICE (cont'd)****D. Optional Features on Centrex CO (cont'd)**

## 51. ISDN Centrex (cont'd)

## d. Service Description

## 4. Packet Switch Data - B Channel

## c. The following capabilities and features are provided as optional:

- closed user group
- closed user group member
- permanent virtual circuit

## e. Service Interfaces

The following Service Interfaces require a specially provisioned Basic Access Line which can be used for multiple Service Interfaces. In some cases, based on the traffic volumes, additional specially provisioned Basic Access Lines may be required for the Service Interface(s).

## 1. Electronic Directory Interface

- a. The Electronic Directory Interface (EDI) capability provides users and attendants with the ability to communicate with an electronic directory. This feature is available for all calls originated within the Centrex System. Electronic Directory Interface routes call information from the Company's central office to the customer-provided processor and associated electronic directory software.
- b. Transport of the following is standard with Electronic Directory Interface and is provided to circuit switched voice equipped Basic Access Lines:
  - i. Calling Name Display permits the name and directory number of the Centrex calling party to be displayed for intra-system calls.
  - ii. Directory Query Display permits the EDI user with a station set display to query for a person's directory number within the electronic directory database.
  - iii. Automatic Calling permits the party associated with the information being displayed to be called during a directory query display session without dialing the destination directory number.

**5. CENTREX SERVICE (cont'd)****D. Optional Features on Centrex CO (cont'd)**

## 51. ISDN Centrex (cont'd)

## e. Service Interfaces (cont'd)

## 2. Traffic Data Interface

a. The Traffic Data Interface (TDI) provides traffic and trunk usage measurements pertaining to customer features and facilities. Individual measurements are collected every 30 minutes and sent to a customer-provided processor.

b. The TDI feature provides the following as standard:

## i. Traffic Data to Customer Location

Traffic measurement data is provided for the following selected facilities and features:

- Attendant group
- Attendant group queuing counts
- Automatic Route Selection pattern
- Individual Dialing Plan
- Modular queuing for Multiline Hunt Group
- Modular queuing for Simulated Facilities Group
- Modular queuing for trunks
- Multiline Hunt Groups
- Simulated Facility Groups
- Screen group
- Trunk group

## ii. Automatic circuit assurance

## aa. Trunk scans

- NUTS (non-usage trunk scan)
- LUTS (locked-up trunk scan)

## bb. Threshold Monitoring

- Long holding time
- Short holding time
- Short holding time call count

**5. CENTREX SERVICE (cont'd)****D. Optional Features on Centrex CO (cont'd)**

## 51. ISDN Centrex (cont'd)

## e. Service Interfaces (cont'd)

## 3. Message Service Interface

- a. The Message Service Interface routes certain call related information to the customer's message center which is associated with a customer-provided processor. The call related information enables the message center attendant to answer calls on a personalized basis for each station user within the Centrex System.
- b. The following call related information and station user message waiting indication is provided as standard:
  - The type of call completed to the message center being either a direct call or a forwarded call from another station within the Centrex System.
  - The intra system number that was originally called.
  - The message center number where the call has been sent.
  - The message center attendant station where the call has been sent.
  - The types of forwarding used:
    - Call Forwarding - Variable
    - Call Forwarding - Busy Line
    - Call Forwarding - Don't Answer
  - The number of the calling station if the call originated within the same Centrex System.
  - The type of message waiting indication (either audible stutter dial tone and/or visual lamp) to be activated/deactivated for each user station served by the message center.
  - How the call related information is ultimately displayed or used depends upon the customer-provided processor or any other equipment.

**5. CENTREX SERVICE (cont'd)****D. Optional Features on Centrex CO (cont'd)**

## 51. ISDN Centrex (cont'd)

## e. Service Interfaces (cont'd)

## 3. Message Service Interface

- c. Transport of the following is optional to the customer's message center which is associated with a customer-provided processor:

- Leave word calling in which a message is sent to the customer- provided processor and the processor leaves a message from the calling party to a called party.
- Message retrieval display provides the message center users equipped with a station set display the ability to directly retrieve their messages.
- Printout on demand permits message center users to request a printout of all their undelivered messages to a preassigned printer.
- Automatic calling permits a message center user to place a call to the party associated with the message being displayed without dialing the destination directory number.

## 4. Message Detail Recording Interface

- a. The Message Detail Recording Interface (MDRI) as specified in (b) following, provides call detail information on those circuit switched voice calls originated within the Centrex System. The MDRI provides the customer-provided processor with detailed call records in real time. MDRI is not represented to be a provision of billing detail.
- b. Information on the following services and features is provided as standard:
- Automatic Route Selection
  - Foreign Exchange and Foreign Central Office
  - Wide Area Telecommunication Service
  - Common Control Switching Equipment
  - Electronic Tandem Switching
  - Measured Telephone Service

**5. CENTREX SERVICE (cont'd)****D. Optional Features on Centrex CO (cont'd)**

## 51. ISDN Centrex (cont'd)

## e. Service Interfaces (cont'd)

## 4. Message Detail Recording Interface (cont'd)

## b. Information on the following services and features is provided as standard: (cont'd)

## i. Individual call detail information provided on calls placed or received over the customer private network and placed over the public network includes:

- Length
- Message type
- Elapsed time
- Answered time
- Disconnect time
- Date of call
- Calling number
- Called number
- Authorization code
- Account code
- Access code

## ii. MDRI Counts Record is provided as a summary record that is generated once a day and includes the following measurements specific to MDRI records:

- Message type
- Date of record
- Time of day
- Generated record count
- Lost record count

## 5. Facilities Management Interface

- a. The Facilities Management Interface (FMI) provides administrative control of the customer's private telecommunications facilities via a customer-provided processor. This feature permits the customer to verify, add, delete or change specific parameters.

**5. CENTREX SERVICE (cont'd)****D. Optional Features on Centrex CO (cont'd)**

## 51. ISDN Centrex (cont'd)

## e. Service Interfaces (cont'd)

## 5. Facilities Management Interface (cont'd)

- b. FMI can be used in conjunction with the following features and capabilities which are standard:

- Automatic Route Selection
- Facility Group Queuing
- Authorization Codes
- Automatic Circuit Assurance
- Traffic Data Systems
- Message Detail Recording
- Account Codes

## f. Rates and Charges

## 1. General

ISDN Centrex includes rates and charges for the following:

- a. Centrex System Line (basic Centrex services providing the first B Channel combined with ISDN Centrex) for each Exchange Termination.
- b. Data Facilities Pooling, which provides the ability to transmit data to and from non-ISDN architecture destinations via Central Office Based Service or Customer Premises Based Service data facility pooling (see Centrex Service-Optional Features on Centrex CO High Speed Data Capability).
- c. Service Interfaces, which provide the ability to manage and administer customer compatible screen equipment, route certain call related data, communicate with an electronic directory, traffic and trunk measurements, call detail information on originated circuit switched voice calls or administrative control of the customer's private telecommunications facilities as specified in e. preceding.



**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

51. ISDN Centrex (cont'd)

f. Rates and Charges (cont'd)

2. Service Elements and Optional Features - Multiple Channel

In addition to basic Centrex service rates, the following rates and charges apply:

a. Multiple Channel Service Establishment Charge (S.E.C.)

A one-time Service Establishment Charge applies when Multiple Channel Service, consisting of (b) Circuit Switched Voice, (c) Circuit Switched Data, or (d) Packet Switched Data following or any combination thereof is initially installed.

	Service Establishment Charge
i. Multiple Channel Service Establishment Charge (one charge per Centrex system)	\$600.00

	Nonrecurring Charge	Variable Term Option Monthly Rate			USOC
		1 Mo.	36 Mo.	60 Mo.	
b. Circuit Switched Voice Service Element (Voice/ Electronic Key with intercom capability - second B channel) per channel:					
i. Centrex CO 100	\$25.00	\$4.70	\$4.50	\$4.30	LTH5X
ii. Centrex CO Type II Including Zone	25.00	4.70	4.50	4.30	LTH5X
c. Circuit Switched Data Service Element (High Speed data line with intercom capability - second B channel) per channel	25.00	9.00	8.50	8.00	LTH6X

5. CENTREX SERVICE (cont'd)

D. Optional Features on Centrex CO (cont'd)

51. ISDN Centrex (cont'd)

f. Rates and Charges (cont'd)

2. Service Elements and Optional Features - Multiple Channel (cont'd)

	Nonrecurring Charge	Variable Term Option Monthly Rate			USOC
		1 Mo.	36 Mo.	60 Mo.	
d. Packet Switched Data Service Element (Intra-system Packet Switched data at 9.6 Kbps with intercom capability) - D channel					
i. Standard capabilities and features on the D channel, as described in d.(3)(b) preceding, per Primary D channel terminal	\$20.00	\$6.50	\$6.00	\$5.75	LTQ4X
ii. Secondary terminals on the same D channel					
iii. Optional capabilities and features	20.00	6.50	6.00	5.75	LTG4X
aa. Closed user group	-	-	-	-	LDJ
bb. Closed user group member	-	1.00	1.00	1.00	LGJ
cc. Permanent virtual circuit, per terminal	-	1.50	1.50	1.50	LDV

5. CENTREX SERVICE (cont'd)

D. Optional Features on Centrex CO (cont'd)

51. ISDN Centrex (cont'd)

f. Rates and Charges (cont'd)

2. Service Elements and Optional Features - Multiple Channel (cont'd)

	Nonrecurring Charge	Variable Term Option Monthly Rate			USOC
		1 Mo.	36 Mo.	60 Mo.	
e. Packet Switched Data Service Element (Intra-system Packet Switched data at 64 Kbps - B Channel					
i. Standard capabilities and features on the B Channel, as described in d.(4)(b) preceding, per B Channel terminal	\$100.00	\$87.00	\$82.00	\$77.00	LTQ3X
ii. Optional capabilities and features	-	-	-	-	GXM
aa. closed user group	-	1.00	1.00	1.00	GXW
bb. closed user group member	-	1.00	1.00	1.00	GXP
cc. permanent virtual circuit					

3. Service Interface

- a. Specially provisioned Basic Access Line(s) for connection to the following Interface Services from the Company's central office to the customer provided processor is required: Electronic Directory, Traffic Data, Message Service, Message Detail Recording, and Facilities Management.

5. CENTREX SERVICE (cont'd)

D. Optional Features on Centrex CO (cont'd)

51. ISDN Centrex (cont'd)

f. Rates and Charges (cont'd)

3. Service Interface (cont'd)

	Nonrecurring Charge	Variable Term Option Monthly Rate			USOC
		1 Mo.	36 Mo.	60 Mo.	
a. (cont'd)					
Per specially provisioned Basic Access Line					
Per line	\$ 129.00	\$ 31.00	\$ 27.00	\$ 25.00	LSN1X
Per occasion	42.00	-	-	-	
i. Message Service Interface					
aa. Standard capabilities and features as described in e.(3)(b) preceding	3,000.00	296.00	237.00	160.00	M15
Per number of lines in Centrex System					
1 - 250 lines	-	116.00	93.00	65.00	M151X
251 - 500 lines	-	232.00	186.00	130.00	M152X
501 - 1000 lines	-	464.00	372.00	260.00	M153X
1001 - 2000 lines	-	928.00	744.00	520.00	M154X
2001 - 4000 lines	-	1,856.00	1,488.00	1,040.00	M155X
4001 and above	-	3,712.00	2,976.00	2,080.00	M156X

**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

51. ISDN Centrex (cont'd)

f. Rates and Charges (cont'd)

3. Service Interface (cont'd)

a. (cont'd)

		Nonrecurring Charge	Variable Term Option Monthly Rate			USOC
			1 Mo.	36 Mo.	60 Mo.	
i.	Message Service Interface (cont'd)					
bb.	Optional capabilities and features as described in e.(3)(c) preceding					
	Per number of lines in Centrex System					
	1 - 250 lines	-	\$ 21.50	\$ 18.75	\$ 17.00	M161X
	251 - 500 lines	-	42.00	37.00	34.00	M162X
	501 - 1000 lines	-	84.00	74.00	68.00	M163X
	1001 - 2000 lines	-	169.00	149.00	135.00	M164X
	2001 - 4000 lines	-	338.00	298.00	270.00	M165X
	4001 and above	-	676.00	596.00	540.00	M166X

5. CENTREX SERVICE (cont'd)

D. Optional Features on Centrex CO (cont'd)

51. ISDN Centrex (cont'd)

f. Rates and Charges (cont'd)

3. Service Interface (cont'd)

a. (cont'd)

		Nonrecurring Charge	Variable Term Option Monthly Rate			USOC
			1 Mo.	36 Mo.	60 Mo.	
ii.	Electronic Directory Interface					
	Standard capabilities and features as described in e.(1)(b) preceding	\$1,000.00	\$ 88.00	\$ 71.00	\$ 27.00	EDT
	Per number of Centrex lines equipped					
	1 - 250 lines	225.00	45.00	36.00	27.00	EDT1X
	251 - 500 lines	225.00	90.00	72.00	54.00	EDT2X
	501 - 1000 lines	225.00	179.00	143.00	108.00	EDT3X
	1001 - 2000 lines	225.00	358.00	286.00	216.00	EDT4X
	2001 - 4000 lines	225.00	716.00	572.00	432.00	EDT5X
	4001 and above	225.00	1,432.00	1,144.00	864.00	EDT6X

5. CENTREX SERVICE (cont'd)

D. Optional Features on Centrex CO (cont'd)

51. ISDN Centrex (cont'd)

f. Rates and Charges (cont'd)

3. Service Interface (cont'd)

a. (cont'd)

		Nonrecurring Charge	Variable Term Option Monthly Rate			USOC
			1 Mo.	36 Mo.	60 Mo.	
iii.	Message Detail Recording Data Interface					
	Standard capabilities and features as described in e.(4)(b) preceding					
	Per number of Centrex lines equipped					
	1 - 250 lines	\$450.00	\$ 25.00	\$ 22.00	\$ 20.00	MR51X
	251 - 500 lines	450.00	50.00	44.00	40.00	MR52X
	501 - 1000 lines	450.00	100.00	88.00	80.00	MR53X
	1001 - 2000 lines	450.00	200.00	176.00	160.00	MR54X
	2001 - 4000 lines	450.00	400.00	352.00	320.00	MR55X
	4001 and above	450.00	800.00	704.00	640.00	MR56X
iv.	Traffic Data Interface					
	Standard capabilities and features as described in e.(2)(b)(i) preceding, per Centrex System					
		600.00	25.00	22.00	20.00	TDF

**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

51. ISDN Centrex (cont'd)

f. Rates and Charges (cont'd)

3. Service Interface (cont'd)

a. (cont'd)

		Nonrecurring Charge	Variable Term Option Monthly Rate			USOC
			1 Mo.	36 Mo.	60 Mo.	
v.	Facilities Management Interface					
	Standard capabilities and features as described in e.(5)(b) preceding, per Centrex System	\$700.00	\$50.00	\$44.00	\$40.00	ARA

g. Change Charges

1. The following charges apply when there is a change to the ISDN Centrex service components subsequent to the initial installation of those components.

		Change Charge
a.	Service Elements and Optional Features	
i.	Circuit Switched Voice service element:	
aa.	per channel	\$60.00
bb.	per occasion	95.00
ii.	Circuit Switched Data service element:	
aa.	per channel	60.00
bb.	per occasion	95.00



**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

51. ISDN Centrex (cont'd)

g. Change Charges (cont'd)

1. (cont'd)

a. Service Elements and Optional Features

Change  
Charge

iii. Packet Switched Data service element:

aa. per channel

\$ 60.00

bb. per occasion

95.00

iv. Optional Capabilities and features:

per line, per occasion as follows

21.50

Closed User group

Permanent Virtual circuit

Fast Select Acceptance

b. Service Interfaces

i. Specially provisioned Basic Access Line

aa. per line

37.50

bb. per occasion

23.00

ii. Electronic directory Per number of Centrex lines

1 - 250 lines

105.00

251 - 500 lines

105.00

501 - 1000 lines

105.00

1001 - 2000 lines

105.00

2001 - 4000 lines

105.00

4001 and above

105.00

**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

51. ISDN Centrex (cont'd)

g. Change Charges (cont'd)

1. (cont'd)

b. Service Interfaces

	Change Charge
iii. Specially provisioned Basic Access Line	
Per number of Centrex lines	
1 - 250 lines	\$ 21.00
251 - 500 lines	21.00
501 - 1000 lines	21.00
1001 - 2000 lines	21.00
2001 - 4000 lines	21.00
4001 and above	21.00
iv. Traffic Data	
per Centrex System	42.00
v. Facilities Management	
per Centrex System	21.00
c. Common Block	
- ISDN Centrex feature dial access code (introduction/change) including those on electronic key feature button	
- Electronic key (introduction/change) of configuration group	
per occasion	175.00

5. CENTREX SERVICE (cont'd)

D. Optional Features on Centrex CO (cont'd)

52. Malicious-Call Hold (MCH)

- a. Allows a suitably arranged customer-provided telephone to hold a connection on a malicious-call, within the Centrex system's serving central office, enabling the call to be traced back to the originating party. When both the calling and called parties are terminated in the central office, the entire connection is held until the called party releases the call. When the call is on an incoming trunk that terminates within the central office, the connection will only be held back to the incoming trunk.

b. Rates and Charges

	Nonrecurring Charge	Variable Term Option Monthly Rate			USOC
		1 Mo.	36 Mo.	60 Mo.	
Malicious-Call Hold, per line	\$20.00	\$1.35	\$1.30	\$1.25	MHQ

53. Music on Hold/in Queue

- a. Provides a continuous broadcast of music and, optionally, a recorded announcement to callers who are waiting for connection to a called party.

b. Rates and Charges

	Nonrecurring Charge	Variable Term Option Monthly Rate			USOC
		1 Mo.	36 Mo.	60 Mo.	
Music on Hold/in Queue, per system	\$185.00	\$44.00	\$39.00	\$35.00	MHBPS

54. Direct-Inward System Access (DISA)

- a. Permits authorized outside callers to access network facilities by dialing directly into the central office facilities serving the Centrex Service customer, without attendant assistance. Incoming DISA calls that timeout waiting for the digits are routed to a customer defineable destination (e.g., a call prompter).

b. Rates and Charges

	Nonrecurring Charge	Variable Term Option Monthly Rate			USOC
		1 Mo.	36 Mo.	60 Mo.	
Direct Inward System Access, per system	\$300.00	\$80.00	\$80.00	\$80.00	DJMPS

**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

55. Remote Access Service Arrangement

- a. Remote Access Service Arrangement, where facilities permit, provides off-premise subscriber access to Centrex service by connecting an incoming line from the central office to an outgoing line.
- b. Rates and Charges

	Nonrecurring Charge	Variable Term Option Monthly Rate			USOC
		1 Mo.	36 Mo.	60 Mo.	
Remote Service Access Arrangement,					
1. 1st three (3) circuits, or fraction thereof, (See Note)	\$900.00	\$65.00	\$65.00	\$65.00	RUMPG
2. Each additional circuit, (See Note)	300.00	30.00	30.00	30.00	RUMAX

NOTE: In addition to the above, two (2) Centrex station lines are also required, per circuit.

56. Centrex Origination Restrictions

- a. Where facilities permit, the user of an Attendant Console, a compatible electronic-business telephone set, or a 2500 type telephone set designated as the controller station, can directly assign one of five origination-restriction levels to telephones in the associated customers Centrex system.
- b. Rates and Charges

	Nonrecurring Charge	Variable Term Option Monthly Rate			USOC
		1 Mo.	36 Mo.	60 Mo.	
Centrex Origination Restrictions, per system	\$125.00	\$1.50	\$1.40	\$1.25	SR2PS

**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

57. Call-Back Queuing (CBQ)

- a. Provides a station user encountering an all-trunk busy condition the option of being notified when a trunk becomes idle and then being automatically connected to the called number using the CBQ feature.

The CBQ feature includes the following enhancement:

CBQ Option One - denies a call the ability to search the expensive-route set.

- 1. A line cannot activate CBQ unless it has the Automatic Callback feature.

b. Rates and Charges

	Nonrecurring Charge	Variable Term Option Monthly Rate			USOC
		1 Mo.	36 Mo.	60 Mo.	
Call-Back Queuing, per system	\$200.00	\$9.40	\$8.60	\$7.80	QRCPS

58. Authorization Code

- a. Authorization Codes are used to identify callers for billing purposes and to control network access.
  - 1. Station-Specific Authorization Codes, an option of the Authorization Codes feature, allows an authorization code to be assigned to a single station. Class of service restrictions on a station are overridden only after the authorization code is checked against the station from which it is dialed.

b. Rates and Charges

	Nonrecurring Charge	Variable Term Option Monthly Rate			USOC
		1 Mo.	36 Mo.	60 Mo.	
1. Authorization code, per 25 codes or fraction thereof	\$80.00	\$1.20	\$1.10	\$1.00	ANVPG
2. Station-specific authorization code, per line	2.00	1.20	1.10	1.00	ANV

**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

59. Centrex Station Identification (CSI)

a. General

CSI provides the automatic transmission of a ten digit number and information digits to the customer's tie line for calls originating in the Centrex, to identify the calling Centrex station for purposes of billing administration within a private network. The CSI feature is a Centrex central office software function which is associated on a call-by-call basis with all individual transmission paths connected to a tie line 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 consists of the Numbering Plan Area (NPA) plus the seven digit CSI telephone number. The ten digit CSI telephone number will be transmitted on all calls except those identified as CSI failure, in which case only the NPA will be transmitted (in addition to the information digit described below).

Information digits, consisting of two (2) digits, provide basic calling line data (e.g. "00"-Identified Line - no special treatment, "01"-Operator Number Identification, "02"-ANI Failure, "07"-Coinless, Hospital, Inmate, etc., "10"-Test Call).

Where CSI cannot be provided, e.g., CSI failure has occurred in the Centrex switch which prevents identification of the calling telephone number, information digits will be provided to the customer.

The CSI telephone number is the telephone number of the calling station and is not the listed telephone number of the customer.

b. Rates and Charges

	Nonrecurring Charge	Variable Term Option Monthly Rate			USOC
		1 Mo.	36 Mo.	60 Mo.	
1. Per Centrex tie line group equipped	\$1,500.00	-	-	-	
2. Per Centrex tie line	-	\$5.00	\$5.00	\$5.00	ANJ

**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

60. Trunk Verification from Designated Station (TVDS)

- a. This feature facilitates audible transmission-level testing for selected trunks within a trunk group that originate and terminate on the Centrex System.

With the TVDS feature, the customer can also verify the availability of a designated trunk and establish the operability of a specific trunk group or member.

- b. Rates and Charges

	Nonrecurring Charge	Variable Term Option Monthly Rate			USOC
		1 Mo.	36 Mo.	60 Mo.	
Trunk Verification from Designated Station (TVDS), per system	\$50.00	\$12.00	\$11.00	\$10.00	BTVPS

- c. Change Charge

	Change Charge
Trunk Verification from Designated Station, per system	\$38.00

61. Message Waiting on Non-Electronic Key Sets

- a. Message Waiting on Non-Electronic Key Sets - activates a message waiting visual signal on 500/2500 type telephone sets or other compatibly equipped telephone sets to indicate that a message is being held at the message center.

- b. Rates and Charges

	Nonrecurring Charge	Variable Term Option Monthly Rate			USOC
		1 Mo.	36 Mo.	60 Mo.	
Message Waiting on Non-Electronic Key Sets, per line equipped	\$5.00	\$1.65	\$1.65	\$1.65	MLN

**5. CENTREX SERVICE (cont'd)**

**D. Optional Features on Centrex CO (cont'd)**

62. Caller ID

- a. The caller's number, if not blocked, is displayed on compatible customer premises equipment when an incoming call is received. Caller ID is standard on ISDN Centrex lines.
- b. Rates and Charges

	Nonrecurring Charge	Variable Term Option Monthly Rate			USOC
		1 Mo.	36 Mo.	60 Mo.	
Caller ID on Non ISDN lines, per line equipped					
1 to 6 Lines, per line	-	\$3.25	\$3.25	\$3.25	NSD
7 to 11 Lines, per line	-	1.45	1.45	1.45	NSD
12 to 19 Lines, per line	-	1.15	1.15	1.15	NSD
20 to 95 Lines, per line	-	1.00	1.00	1.00	NSD
96 and over Lines, per line	-	.80	.80	.80	NSD

Note: Caller ID is standard on ISDN served Electronic Key, Circuit Switched Voice and Circuit Switched Data.

Caller ID is offered in appropriately equipped central offices.

**E. Tie Lines**

- 1. The following provisions are applicable to tie lines furnished in connection with Centrex service.
  - a. Between Primary and Secondary locations of the same Centrex system:
    - 1. No charges are applicable to tie lines connecting the switching equipment of the Primary location with the switching equipment of any Secondary location located within the basic serving area.
    - 2. When a Secondary location has switching equipment and is outside the basic serving area, the rates and charges referred to in c. following apply to all tie lines required for connecting the switching equipment of the Primary location to the switching equipment at each such Secondary location (i.e., for intercommunication, inward dialing, intercept, where required, calls to and from the attendant, etc.)



**5. CENTREX SERVICE (cont'd)****E. Tie Lines**

## 1. (cont'd)

## b. Between two separate systems:

The rates and charges referred to in c. following apply to all tie lines connecting a Centrex system:

1. to another Centrex system of the same or a different customer; or
2. to a PBX system of the same or a different customer.

## c. Local service area and interexchange tie lines are furnished only when subject to the regulations, rates and charges in the applicable Part 15, Section 2 of this Guidebook or the Access Service Tariff. Such regulations, rates and charges also apply to tie line type circuits connecting a Centrex system to a customer-provided switching system.

## 2. Where facilities permit, tie lines may be furnished in connection with dormitory individual lines subject to 1-c above. Such tie lines will be furnished only at the request of the educational institution, between the institution's switching system and the central office equipment serving the dormitory individual lines. Administrative stations of the educational institution are not permitted exchange or toll access via the dormitory individual lines serving central office equipment. Dormitory individual lines may have access to the educational institution's attendant and administrative stations, and, where the educational institution permits, such dormitory individual lines may also access exchange and toll facilities via the educational institution's system.

**F. Tie Line Terminals**

## 1. Certain of the tie line terminals in 3. following, associated with tie lines terminating in a Centrex system, are provided in the arrangements described below:

1. Arrangement A: Provides connection with the Centrex system for purposes of intercommunication with stations of the Centrex system.
2. Arrangement B: Provides connection with the Centrex system for purposes of intercommunication with stations of the Centrex system, and intercommunication with all facilities terminating in the switching equipment or attendant positions of the Centrex system.

**5. CENTREX SERVICE (cont'd)**

**F. Tie Line Terminals (cont'd)**

- 1. (cont'd)
- 2. (cont'd)

In connection with Centrex systems furnished to colleges and universities, Arrangement B tie line terminals may also be associated with tie lines connecting such systems with a PBX or Centrex system of a hospital or library which, while not the same customer, is associated with the educational complex and participates in the teaching processes of such college or university.

- 2. Advanced private line terminals for termination of all dial type tie lines may be provided at the rates and charges in 3-e following where serving central office facilities permit.
- 3. Rates and Charges

Except as otherwise indicated, the following rates and charges apply to terminals for both local service area tie lines and interexchange tie lines.

- a. No charges are applicable to tie line terminals associated with tie lines between switching equipment of a Primary location and switching equipment of any Secondary location of the same system.

		Variable Term Option Monthly Rate			
		1 Mo.	36 Mo.	60 Mo.	
b.	Arrangement A - automatic or dial type	\$35.00	\$35.00	\$35.00	
c.	Arrangement B				
1.	Automatic type (Centrex station and attendant, dial selected)	35.00	35.00	35.00	
		Non-recurring Charge	Variable Term Option Monthly Rate		
			1 Mo.	36 Mo.	60 Mo.
2.	Dial type				
a.	Incoming, outgoing, or in-coming and outgoing	-	\$35.00	\$35.00	\$35.00
d.	ETS-type tie line terminal	\$79.60	79.60	79.60	79.60

**5. CENTREX SERVICE (cont'd)**

**F. Tie Line Terminals (cont'd)**

3. Rates and Charges (cont'd)

	Service Establish- ment Charge*	Non- recurring Charge	Variable Term Option Monthly Rate		
			1 Mo.	36 Mo.	60 Mo.
e. Advanced private line terminal	\$200.75	\$51.90	\$133.80	\$133.80	\$133.80
f. Tie line terminals associated with tie lines terminating in central office equipment serving dormitory individual lines are furnished at the monthly rates specified in b. or c. preceding, as appropriate. The terminals of such tie lines in its on-premises switching system are provided by the educational institution.					

**G. Access Line Terminations of Common Control Switching Arrangements (CCSA)**

	Variable Term Option Monthly Rate		
	1 Mo.	36 Mo.	60 Mo.
CCSA access line termination	\$81.90	\$81.90	\$81.90

**H. Miscellaneous Service Arrangements**

1. Special Station Restrictions

a. Toll Restriction

An arrangement whereby all or selected calls dialed over Centrex stations to other than the local service area are routed either to the customer's attendant position or to a tone signal.

	Variable Term Option Monthly Rate			Termination Liability
	1 Mo.	36 Mo.	60 Mo.	
Toll restriction feature, per Centrex station line equipped	\$.20	\$.20	\$.20	-

**5. CENTREX SERVICE (cont'd)**

**H. Miscellaneous Service Arrangements (cont'd)**

1. Special Station Restrictions (cont'd)

	Variable Term Option Monthly			Termination Liability
	1 Mo.	36 Mo.	60 Mo.	
b. Other than Toll Restriction				
A special restriction (i.e., any deviation from the standard station operation as described in this section for non-restricted, semi-restricted, restricted and dormitory types of stations) may be furnished, where facilities permit, at the following rate: Special restriction for one or more per station type				
	\$62.30	\$62.30	\$62.30	-

2. Conference Equipment

a. Manual type conference equipment for use at Centrex cord switchboard attendant positions is provided by customer.

	Non-recurring Charge	Variable Term Option Monthly			Termination Liability
		1 Mo.	36 Mo.	60 Mo.	
b. Key console attendant controlled dial conference equipment for the simultaneous interconnection of up to 5 lines (central office or tie lines and station lines).	\$147.65	\$62.30	\$62.30	\$62.30	\$512.20

3. Interposition Circuits are provided by customer.

4. Add-On Conference is provided by customer.

5. Special Recording Trunk Lines

Special recording trunk lines will be provided in connection with Centrex systems furnished to transient hotels and motels, hospitals and university dormitories subject to the rates in Part 4, Section 5.

5. CENTREX SERVICE (cont'd)

H. Miscellaneous Service Arrangements (cont'd)

6. Control Arrangements

- a. Arrangement to permit WATS and FX lines to be transferred from manual control by a cord switchboard attendant to dial access by non-restricted stations of a Centrex CO system:

	Non-recurring Charge	Variable Term Option Monthly Rate		
		1 Mo.	36 Mo.	60 Mo.
1. Transfer arrangement including common control equipment, one required per WATS or FX line to be transferred	\$165.00	\$21.90	\$21.90	\$21.90
2. The following channels are required in addition to the transfer arrangement:				
a. Type 2001 channel (2)				
One Type 2001 channel to divert the station user to the attendant and one Type 2001 channel to give the attendant manual access to the WATS or FX terminal, at the rates and charges specified in Part 15, Section 2.				
b. Type 1001 channel (1) One Type 1001 channel used for control, at the rates and charges specified in Part 15, Section 2				
b. Arrangement to permit a key console attendant to deny stations of the system direct dialing access to special services such as, but not necessarily limited to, tie lines, foreign exchange service lines and WATS access lines:				
1. Control equipment, including automatic advance of station dialed calls to attendant or busy tone, per group of lines individually controlled	220.35	53.05	53.05	53.05

**5. CENTREX SERVICE (cont'd)**

**H. Miscellaneous Service Arrangements (cont'd)**

6. Control Arrangements (cont'd)

b. (cont'd)

- 2. Control keys are customer provided
- 3. Control channel, per control key

For rates and charges, see Type 1001 channels in Part 15, Section 2.

7. Individual Station Make Busy Arrangement

- a. An arrangement of equipment which will permit a customer to establish an artificial busy condition on a Centrex station line during emergencies, off-hours, etc. When the stations involved are arranged for rotary service, at least one station of the rotary group must be excluded from the arrangement.
- b. Station make busy arrangements consist of central office equipment, control channels, and control keys with guard lamps located on the customer's premises. One control key and guard lamp is required for each station or group of stations separately controlled.
- c. Rates and Charges

	Variable Term Option		
	Monthly Rate		
	1Mo.	36 Mo.	60 Mo.
1. Station make busy equipment per Centrex station	\$4.95	\$4.95	\$4.95
2. Control keys and guard lamps are provided by the customer.			
3. Control channel, per customer's control key			

For rates and charges, see Type 1001 channels in Part 15, Section 2.

**5. CENTREX SERVICE (cont'd)**

**H. Miscellaneous Service Arrangements (cont'd)**

8. Selective Routing and Attendant Trunks

Selective routing and attendant trunks will be provided to the U.S. Government in connection with Centrex CO systems equipped with cord switchboard attendant positions for the purpose of providing for access to an additional CCSA network.

a. Selective routing trunk	Monthly Rate \$38.05								
b. Selective attendant trunk	38.05								
	<table border="0" style="margin-left: auto; margin-right: auto;"> <tr> <td style="text-align: center;">Non- recurring Charge</td> <td colspan="3" style="text-align: center;">Variable Term Option Monthly Rate</td> </tr> <tr> <td></td> <td style="text-align: center;">1 Mo.</td> <td style="text-align: center;">36 Mo.</td> <td style="text-align: center;">60 Mo.</td> </tr> </table>	Non- recurring Charge	Variable Term Option Monthly Rate				1 Mo.	36 Mo.	60 Mo.
Non- recurring Charge	Variable Term Option Monthly Rate								
	1 Mo.	36 Mo.	60 Mo.						

9. WATS Route Advance Arrangements

WATS route advance arrangements will be provided in connection with Centrex CO systems to automatically advance station dialed calls within or between intrastate service or interstate service bands, or between one of the aforementioned WATS services and MTS, subject to the limitation that calls may not be advanced between intrastate and interstate WATS services, at the following rate and charge:

WATS route advance arrangement	\$65.75	\$35.75	\$35.75	\$35.75
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**5. CENTREX SERVICE (cont'd)**

**H. Miscellaneous Service Arrangements (cont'd)**

10. Message Register Equipment

Message register equipment to permit the customer to request data on completed local calls for specific station lines of the system from Company central office equipment, and to receive that data in the form of a temporary visual display and, optionally, as a printed readout, will be provided with Centrex CO systems, where facilities permit, at the following rates and charges:

	Non- recurring Charge	Variable Term Option Monthly Rate		
		1 Mo.	36 Mo.	60 Mo.
a. Call and program storage equipment is provided by the customer.				
b. Each 100 Centrex station lines, or fraction thereof, arranged for message registration				
c. Consoles and printers are furnished by customer.	-	\$27.10	\$27.10	\$27.10

(D)

(D)



**5. CENTREX SERVICE (cont'd)**

**H. Miscellaneous Service Arrangements (cont'd)**

(D)

(D)

11. Hot Spare Lines

(C)

- a. Where facilities permit, Centrex CO Service lines may be obtained on a standby, hot spare basis. Although hot spare lines are fully connected and wired as part of the Centrex CO Service system, they are not able to originate or receive any calls. All Centrex CO Service lines may be activated to working line status or deactivated to hot spare status as required by the customer. Activation of hot spare lines and deactivation of working lines requires the use of the Centrex-Mate feature provided in paragraph D.34 preceding.

For billing purposes only, one activation of hot spare lines or deactivation of working lines will be recognized in the same billing period.

**5. CENTREX SERVICE (cont'd)**

**I. Centrex Station Terminals**

1. Description of Service

Centrex station terminals are furnished for connection to customer-provided systems comparable to a key equipment or key telephone system under the provisions of Part 2, Section 9 of P.U.C.O. Tariff No. 20 subject to the following:

- a. The Centrex station features described in A. preceding are also offered in connection with Centrex station terminals.
- b. Centrex station terminals may be arranged for non-restricted, semi-restricted or restricted operation.
- c. Non-restricted and semi-restricted Centrex station terminals may have access to all tie lines, interexchange private lines, FX service and WATS access lines provided for the system.
- d. Centrex station terminals will be provided with Centrex CU and CO, Type I and Type II and 100 systems.
- e. Customer-provided PBX systems will be connected to Centrex service under the provisions of E., Tie lines, in lieu of this Paragraph I.

2. Monthly Rates

- a. The following monthly rate applies to all Centrex station terminals for which a Company-provided protective connecting arrangement, customer-provided equipment or customer-provided protective circuitry is furnished for customer-provided communications systems, whether or not such customer-provided systems are actually connected thereto.

	Monthly Rate
Centrex station terminal	\$49.60

- b. The monthly rate set forth in a. above includes the provisions of a circuit between the Primary location's serving central office and a customer location which is in the basic serving area. When the customer location is in different central office area than is the Primary location's serving central office, a circuit rate applies per terminal.

**5. CENTREX SERVICE (cont'd)****J. Centrex Arrangements for U.S. Government-Owned Communication Systems Serving Certified Military Bases**

Subject to the regulations set forth in Part 2, Section 9 of P.U.C.O. Tariff No. 20, Centrex arrangements, associated with PBX trunk lines arranged for dialing access to stations of the military system, when such stations are so arranged, are furnished at the following rate, in addition to the rates and charges applicable for the PBX trunk lines furnished such military system:

	Monthly Rate
Each Centrex arrangement, associated with a PBX trunk line arranged for dialing access to stations of a military system, when such stations are so arranged	\$46.15

**K. Electronic Tandem Switching (ETS) Features**

## 1. General

ETS features are Centrex optional features which are provided only in association with Centrex CO Service furnished from No. 1 Electronic Switching System (ESS) central office equipment, subject to the availability of facilities.

## 2. ETS Features

Except as specified in c. following, ETS is comprised of 2 basic features (Automatic Route Selection-Deluxe and Facilities Restriction Levels) and certain optional features as described in b. following.

## a. Basic Features

1. Automatic Route Selection-Deluxe (ARS-D)-Provides automatic routing of outgoing calls over alternative facilities based on the call destination. Available with ARS-D are the following option:
  - a. Time of Day Routing - permits selection of first choice and alternate routes for ARS-D routed calls to vary depending on which of up to three sets of ARS-D routing patterns (called Pattern Groups) is in effect.
  - b. More Expensive Route - applies a distinctive tone to the line when the more expensive route within a pattern is selected.

**5. CENTREX SERVICE (cont'd)****K. Electronic Tandem Switching (ETS) Features (cont'd)**

## 2. ETS Features (cont'd)

## a. Basic Features (cont'd)

2. Facilities Restriction Levels (FRL's) - FRL determines both the types of calls and types of facilities permitted within the calling privileges of the associated Centrex or PBX user. When Uniform Numbering/Automatic Alternate Routing is provided with FRL, a Traveling Class Mark (TCM) is transmitted to the distant PBX and permits determination like capability. FRL options include:

- a. Authorization Codes - An FRL option which permits a station user to dial a code which overrides the FRL.
- b. Controlled Alternate Facilities Restriction Levels - FRL's collectively upgraded or downgraded to a predetermined alternative set of FRL's.

## b. Optional Features

1. Deluxe Queuing - Permits station users to be placed in a queue whenever all routes for completing a particular call are busy.
2. Station Message Detail Recording to Premises (SMDR-P) - Provides a record, on magnetic tape equipment located at the customer's premises, of calls origination from Centrex station lines to locations outside the same Centrex System.

Account codes - An SMDR-P option which permits a station user to dial a series of digits (code) which will appear in the SMDR-P record for that particular call. The Account Code can be used by the customer for account or project identification.

3. Uniform Numbering/Automatic Alternate Routing (UN/AAR) - Provides automatic routing of calls between customer locations interconnected by tie lines ("on-net" calling). Options available under UN/AAR include:
  - a. Automatic Alternate Routing - Provides for automatic selection of specified UN/AAR routes between customer locations when first-choice (primary) tie line routes are busy.
  - b. Automatic Overflow to DDD - Permits completion of UN/AAR calls via the exchange network when all primary and alternate tie line routes are busy.

**5. CENTREX SERVICE (cont'd)**

**K. Electronic Tandem Switching (ETS) Features (cont'd)**

2. ETS Features (cont'd)

c. Customer Administration and Control Feature

The Customer Administration and Control Feature is available with ETS in conjunction with a Customer Administration Center (CAC) and/or a local Customer Administration Terminal (LCAT) operated at 300 baud, e.g., Dataspeed 40 or 43 Teleprinter. Customer Administration and Control is comprised of either or both of the following:

1. Facilities Administration and Control - Provides capability for the customer to administer the assignment of parameters which determine user calling privileges.
2. Traffic Data to Customer - Provides reports to customer (via CAC and/or LCAT) containing various traffic measurements relating to specified trunk groups and queues.

Facility assurance reports may be provided with the Customer Administration and Control Feature at the request of the customer. Such reports specify those trunks which have not been seized during a specified period or have been constantly off-hook during the same period.

3. Rates and Charges

a. Automatic Route Selection Deluxe

	Service Establishment Charge	Nonrecurring Charge	Variable Term Option Monthly Rate		
			1 Mo.	36 Mo.	60 Mo.
1. Access code common equipment, each code	\$4,335.40	\$1,753.55	\$593.00	\$593.00	\$593.00
2. Route selection patterns					
a. Facilities terminated in pattern(s), each	-	-	6.35	6.35	6.35
b. Numbering Plan Area code only, each pattern	-	53.05	9.90	9.90	9.90

5. CENTREX SERVICE (cont'd)

K. Electronic Tandem Switching (ETS) Features (cont'd)

3. Rates and Charges (cont'd)

a. Automatic Route Selection Deluxe (cont'd)

	Service Establishment Charge	Nonrecurring Charge	Variable Term Option Monthly Rate		
			1 Mo.	36 Mo.	60 Mo.
2. Route selection patterns (cont'd)					
c. Numbering Plan Area and central office codes, each pattern	-	\$226.10	\$29.40	\$29.40	\$29.40
d. Tie lines terminated in ARS-D pattern(s), each (in addition, tie line terminals at rates and charges specified in F. preceding are required.)	-	-	6.25	6.25	6.25

	Nonrecurring Charge	Variable Term Option Monthly Rate		
		1 Mo.	36 Mo.	60 Mo.
3. Arrangements for additional Pattern Groups for Time of Day routing, each	\$471.85	\$55.40	\$55.40	\$55.40
4. Additions and Changes				
a. Additions, deletions or changes of routes, associated FRL's, or More Expensive Route tone application in existing patterns, each pattern	53.05	-	-	-
b. Additions or changes in Numbering Plan Area or central office code routing, each code in each Pattern Group affected	43.85	-	-	-

**5. CENTREX SERVICE (cont'd)**

**K. Electronic Tandem Switching (ETS) Features (cont'd)**

3. Rates and Charges (cont'd)

a. Automatic Route Selection Deluxe (cont'd)

	Nonrecurring Charge	Variable Term Option Monthly Rate		
		1 Mo.	36 Mo.	60 Mo.
4. Additions and Changes (cont'd)				
c. Additions, deletions or changes in Time of Day Routing intervals, each	\$68.05	-	-	-
d. No charge for additions or deletions of facilities from an existing route.				

5. ARS Design Recommendation

At the request of the customer and where facilities permit, the Company will provide an ARS design recommendation based upon the traffic data available and configured utilizing Company traffic engineering principles. The charges shown below for this service apply per occasion and include provision of the data to the customer in Company printed copy format. Because the recommended design provided to the customer is dependent upon the data available and the assumptions used, the Company cannot and does not guarantee optimum cost performance. After receiving the Company's recommendation, the ARS design to be implemented is the responsibility of the customer.

	Nonrecurring Charge
a. Tape Summarization Procedure Per occasion:*	
- 1st 10,000 calls or fraction thereof processed	\$1,800.00
- Each additional 1,000 calls or fraction thereof processed	55.00
b. Manual Input Procedure Per occasion:**	
- 1st 10,000 calls or fraction thereof processed	1,600.00
- Each additional 1,000 calls or fraction thereof processed.	33.00

\* This charge is applicable when the tape summary module of the Traffic Engineering for ARS (TEARS) program is used to provide tape summarization of the customer's traffic.

\*\* This charge is applicable when summarized data is available and input manually into an ARS engineering module of the TEARS program.

5. CENTREX SERVICE (cont'd)

K. Electronic Tandem Switching (ETS) Features (cont'd)

3. Rates and Charges (cont'd)

b. Facilities Restriction Levels

	Service Establishment Charge	Nonrecurring Charge	Variable Term Option Monthly Rate		
			1Mo.	36 Mo.	60 Mo.
1. Centrex station or incoming or two-way tie line terminations, each	-	\$ 4.20	\$ .40	\$ .40	\$ .40
2. Authorization Codes					
a. Common equipment	\$8,322.45	940.20	817.95	817.95	817.95
b. Authorization Codes each 100 codes or fraction thereof	-	41.55	13.00	13.00	13.00
c. Facilities terminated in ARS-D or UN/AR patter(s), each	-	-	6.00	6.00	6.00
3. Changes					
a. Changes in FRL station or tie line terminations, each	-	2.90	-	-	-
b. Change in Authorization Code and/or associated FRL, each	-	2.70	-	-	-
c. Deluxe Queuing					
1. Common equipment	2,251.90	401.50	302.25	302.25	302.25
2. Queue, facility groups equipped, each	-	144.20	4.85	4.85	4.85



**5. CENTREX SERVICE (cont'd)**

**K. Electronic Tandem Switching (ETS) Features (cont'd)**

3. Rates and Charges (cont'd)

c. Deluxe Queuing (cont'd)

	Service Establishment Charge	Nonrecurring Charge	Variable Term Option Monthly Rate		
			1Mo.	36 Mo.	60 Mo.
3. Queue slots					
a. Ring-back queue slots, each	-	-	\$ 30.00	\$ 30.00	\$ 30.00
b. Recorded announcement					
i. Common equipment, each	-	\$72.00	146.50	146.50	146.50
ii. Off-hook queue slots, each.	-	-	45.00	45.00	45.00

	Non- recurring Charge	Variable Term Option Monthly Rate		
		1 Mo.	36 Mo.	60 Mo.
c. Music on queue				
i. Common equipment, each	\$72.70	\$215.75	\$215.75	\$215.75
ii. Off-hook queue slots, each	-	43.85	43.85	43.85

d. Connecting channel between serving central office common equipment and the music source on the customer's premises

	Nonrecurring Charge
4. Changes	
a. Change from ring-back queue to off-hook queue or vice versa, each queue	\$62.30
b. Change in the quantity of queue slots, each queue	62.30
c. Change in queue threshold time limit, each queue	62.30
d. Change in recorded announcement	62.30
e. Change in post-queue routing from subsequent routes to tone or vice versa, each queue	62.30

5. CENTREX SERVICE (cont'd)

K. Electronic Tandem Switching (ETS) Features (cont'd)

3. Rates and Charges (cont'd)

d. Station Message Detail Recording to Premises

	Nonrecurring Charge	Variable Term Option Monthly Rate		
		1 Mo.	36 Mo.	60 Mo.
1. Central office equipment				
a. Common equipment	\$900.00	\$300.00	\$300.00	\$300.00
Data sets (200 Series) are provided by the customer.				
b. Facilities terminated in ARS-D or UN/AAR patterns when the system is equipped for originating records, each	20.00	2.50	2.50	2.50
c. Tie line facilities equipped for terminating records, each	20.00	2.50	2.50	2.50

2. Premises equipment is provided by customer.

3. Data channels required between serving central office common equipment and data set on customer's premises.

For rates and charges see Type 3002 Channels in Part 15, Section 2.

4. Additions and Changes

	Nonrecurring Charge
a. Account Codes-change in number of account code digits, each system	\$38.10
b. SMDR-P records-change from recording completed calls only to all calls attempted, or vice versa, each system	38.10
c. Change in status of all station lines in #1ESS customer group or individual facility from "records-not required" to "records-required", each system	5.10

5. CENTREX SERVICE (cont'd)

K. Electronic Tandem Switching (ETS) Features (cont'd)

3. Rates and Charges (cont'd)

e. Uniform Numbering/Automatic Alternate Routing

	Service Establishment Charge	Non- recurring Charge	Variable Term Option Monthly Rate		
			1Mo.	36 Mo.	60 Mo.
1. Common equipment	\$7,885.20	\$2,516.10	\$1,299.00	\$1,299.00	\$1,299.00
2. Route selection patterns					
a. UN/AAR Patterns, each	-	53.05	9.90	9.90	9.90

b. Tie lines terminated in UN/AAR pattern(s)

For rate, see a-(2)-(d) preceding. In addition, tie line terminals at rates and charges specified in F. preceding are required.

	Non- recurring Charge	Variable Term Option Monthly Rate		
		1 Mo.	36 Mo.	60 Mo.
c. Facilities for Automatic Overflow to DDD, each (In addition, PBX trunk line(s) at the rates specified in Part 4, Section 2 for the exchange area involved, is required.)	\$13.85	\$85.35	\$85.35	\$85.35

3. Additions and Changes

a. Additions, deletions or changes of routes or associated FRL's in existing patterns, each pattern				
b. Additions or changes in "on-network" location code routing, each code	53.05	-	-	-
c. No charge for additions or deletions of facilities from an existing route.	68.05	-	-	-

5. CENTREX SERVICE (cont'd)

K. Electronic Tandem Switching (ETS) Features (cont'd)

3. Rates and Charges (cont'd)

f. Customer Administration and Control Feature

	Service Establishment Charge	Non-recurring Charge	Variable Term Option Monthly Rate		
			1Mo.	36 Mo.	60 Mo.
1. Central office equipment					
a. Common equipment, each (1 required with either or both of the following.)	\$ 1,940.45	\$1,500.90	\$1,019.85	\$1,019.85	\$1,019.85
- Facilities Administration and Control common equipment, each	3,555.55	302.25	582.60	582.60	582.60
- Traffic Data to Customer (Pollable)					
- Common equipment, each	12,717.85	333.40	715.25	715.25	715.25
- Queues equipped, each	-	81.90	6.35	6.35	6.35
- Facility groups equipped, each	-	81.90	15.55	15.55	15.55

**5. CENTREX SERVICE (cont'd)****K. Electronic Tandem Switching (ETS) Features (cont'd)**

3. Rates and Charges (cont'd)
  - f. Customer Administration and Control Feature (cont'd)
    1. Central office equipment (cont'd)
      - b. Data set (200 Series) is provided by the customer

One individual non-residence line, at the rate specified in Part 4, Section 2, is required for the customer's data set.

2. Premises Equipment

An administration terminal must be provided by the customer. One individual non-residence line, at the rate specified in Part 4, Section 2, is required with the customer's administration terminal.

**L. Prices**

1. Service Elements

Effective June 21, 2002, 84-Month Term Payment Plans will no longer be available for PRI Connection Service. Current PRI Connection customers may continue to retain their existing service as is at their current address until the 84-month contract term expires. Any customer requested changes to the existing Service will require the customer to select a new contract term payment plan or the month-to-month option at the then current Guidebook rates. The Company will not impose termination liability to those customers required to make a contract term change.

Upon completion of the 84-month TPP term, customers may continue receiving the Service at the then-current rates under any available payment plan. If the customer does not select a new payment plan and does not request discontinuance of the Service, the month-to-month Guidebook rates in effect at such time will automatically apply.

**5. CENTREX SERVICE (cont'd)**

**L. Service Elements (cont'd)**

The preceding supersedes all of the rules and regulations that follow.

	Monthly Payment <i>Term Payment Plans</i>
Description/ Billing Code/	84 Months
Private Facility Access Termination (cont'd)	
<u>Trunk Side Access</u> (cont'd)	
PRI Connection (24 channel digital termination) each arrangement/DUG1X/ (Requires a Dedicated Communications Services channel)	\$420.00
"D" Channel Backup, each/ZPBXDP	105.00
Network Ring Again per arrangement/ZRA/	45.00
Network Name Display per arrangement/ZNN/	45.00

**6. EXHIBITION HALL SERVICE**

All Exhibition Hall Service customers, whether or not under contract, may retain or expand their Exhibition Hall systems until December 31, 1996 or until the expiration of their contract, whichever is later.

**A. General**

1. Exhibition Hall Service will be furnished to a public authority for the sole purpose of providing a telephone system for use in the managing and operating of a public auditorium or exhibition hall. The Company will also furnish stations on such telephone system to exhibitors who lease space in the public auditorium or exhibition hall. Exhibition Hall Service is an arrangement of switching equipment and other facilities providing for:
  - a. Inward dialing - incoming calls from outside the exhibition hall system may be made to non-restricted stations of the system, without the aid of the attendant, by dialing the number of the exhibition Hall system station.
  - b. Outward dialing - non-restricted stations of the system having full outward dialing privileges may dial outgoing local calls and message toll telephone service calls to dialable points.
  - c. Identification of individual non-restricted stations on outward message toll telephone service calls.
  - d. Dial intercommunication between all stations connected to the system.
  - e. Attendant services including:
    - (1) Completion of calls coming into the telephone number associated with the primary listing to non-restricted Exhibition Hall system stations.
    - (2) Transfer to incoming calls from outside the system from one non-restricted station to another by the attendant.
    - (3) Arrangements whereby calls to the telephone number associated with the primary listing coming in at night when the attendant position is unattended, can be answered at designated Management stations.
    - (4) Interception of calls to non-working stations of the system.
  - f. Mechanical interception of calls to non-working stations of the system in lieu of attendant interception.

**6. EXHIBITION HALL SERVICE (cont'd)****A. General**

2. Exhibition Hall Service is served by switching equipment located on Company premises and is limited to the 523 central office of the Cleveland Exchange Area.

3. Description of Terms Used in this Section

a. Public Authority

An organization authoritatively serving or representing the public, such as a municipality, state, governmental agency or commission.

b. Management

A customer, i.e., a public authority, engaged in the managing and operating of a public auditorium or exhibition hall used for trade shows, conventions, public exhibitions, etc.

c. Exhibitor

A person, corporation, association, etc., who leases space from the Management during trade shows, conventions, public exhibitions, etc., on a short term basis, usually not to exceed thirty days.

d. Exhibition Location

A continuous property location of the Management customer which is occupied by the Management and from time to time by Exhibitors.

e. Exhibition Hall System Stations

(1) Management Restricted Station

A main station having intra-system dialing privileges only, and having no access to or from the attendant, or to or from exchange and message toll telephone services. Restricted stations may be connected to any other station of the system.

(2) Exhibitor Station

A non-restricted main station of the Exhibition Hall Service which has full inward and outward dialing privileges and access to and from the attendant position or positions.



**6. EXHIBITION HALL SERVICE (cont'd)****A. General**

## 4. Exhibition Hall System Station Locations

- a. The attendant position, or positions, the terminations of the lines associated with the Management's primary listing, Exhibitor stations and Exhibitor extension stations shall be confined to the Exhibition location.
- b. Management stations and Management restricted stations are generally confined to the Exhibition location, but may be provided at non-continuous property locations when such stations are solely for the use of the Management in the operation of the public auditorium or exhibition hall. Rates as specified in Part 4, Section 5 apply to the circuits required for such stations.

## 5. Customer Responsibilities

## a. Management

The Management shall subscribe to Exhibition Hall Service. All operating of the attendant position, or positions, at the Exhibition location is performed by, and at the expense of, the Management and must conform with the operating practices and procedures which the Company may adopt to maintain a proper standard of service.

## b. Exhibitors

Each Exhibitor shall subscribe to Exhibitor Exhibition Hall system stations directly from the Company and shall be responsible for the payment of all charges applicable to the station, or stations, to which he subscribes.

## 6. Service of an Exhibitor may not be assigned or transferred to any other customer.

## 7. Other equipment and services requested by customers to Exhibition Hall Service and compatible with this service will be furnished in accordance with regulations, rates and charges specified in the applicable sections of this Guidebook.

## 8. Where quantities of switching equipment or central office lines in excess of those considered standard by the Company are requested, such additional facilities will be furnished at rates and charges base upon cost incurred.

**6. EXHIBITION HALL SERVICE (cont'd)**

**B. Rates and Charges**

1. Attendant Positions

Cord switchboard and key console attendant positions are furnished subject to the regulations, rates and charges specified for attendant positions of Centrex service in 2.B preceding.

2. Management Stations of Exhibition Hall Service

	Monthly Rate
a. Station lines and sets	
(1) Management restricted station line	\$ 9.25

3. Exhibitor Stations of Exhibition Hall Service

a. Station lines	
(1) Exhibitor station line	
- For intercommunication	30.00

**7. AIRPORT SERVICE**

All Airport Service customers, whether or not under contract, may retain or expand their Airport Service systems until December 31, 1996 or until the expiration of their contract, whichever is later.

**A. General**

1. Description of Offering

- a. Airport service is limited to telephone customers located within the bounds of the airport common location, except that airport intercommunicating line stations, as described in A-2 following, may be furnished to other airports, airline offices, Governmental agencies and air freight companies locate outside the bounds of such common location. Airport Service is offered only in the following areas:

<u>Exchange Area</u>	<u>Central Office</u>
Cleveland	362
Columbus	231

- b. For purposes of this service offering, an airport common location includes all the plots of ground under a single ownership which are occupied by the various customers engaged in activities related to the airport and which, except for such multi-customer occupancy, otherwise meet the definition of a continuous property, as set forth in Part 2, Section 2.
- c. One customer, designated by the group of Airport Service customers, shall be responsible for each of the following:
  - (1) Provision of a common loudspeaker paging system, if such a system is required by the Airport Service customers.

**7. AIRPORT SERVICE (cont'd)****A. Regulations (cont'd)**

## 2. Types of Service Available to Airport Service Customers

The following specific types of service are available to the individual customers who subscribe to Airport Service.

## a. Airport Switching Systems

1. Type I airport switching systems include, in addition to the features described in Centrex CO-Type I Service, the following services and features:
  - Direct inward and outward dialing from and to non-restricted stations of the system, i.e., without the aid of an attendant.
  - Automatic identification of non-restricted station lines on outward message toll calls.
  - Attendant services, including attendant controlled transfer to stations of the same switching system only.
2. Type II airport switching systems include, in addition to the features and services described in (1) preceding, station dial transfer, consultation hold, add-on conference and night trunk answer any station.
  - Type II systems do not require attendant positions.
  - Type II systems will only be provided on the basis that all non-restricted stations include Type II features as described above.
3. The primary location of an airport switching system is confined to the bounds of the airport common location. Secondary locations served by direct circuits from the primary location, will be provided, subject to the availability of facilities, on other premises of the customer which are within the local service area of the primary location exchange area.

**7. AIRPORT SERVICE (cont'd)****A. Regulations (cont'd)**

2. Types of Service Available to Airport Service Customers (cont'd)
  - a. Airport Switching Systems (cont'd)
    4. The following types of stations are provided on these systems:
      - Non-restricted stations.
      - Semi-restricted stations which are restricted from direct outward dialing privileges.
      - Restricted stations which are limited to intercommunication within the customer's airport switching system and optional access to the common loudspeaker paging system. Restricted stations without such paging system access may also be located on premises of others than the customer provided that exchange service is also provided at such premises.
    5. Interexchange private lines other than those described in Part 5, Section 1, CCSA access lines, tie lines, WATS access lines and FX service lines may terminate in an airport switching system provided such lines are services of the customer and, when used to connect other systems with the airport switching system, such other systems are also services of the customer. When attendant positions are provided with airport switching systems, manual terminations of the lines described above may be furnished in lieu of the dial terminations regularly provided.
    6. One common mechanical intercept arrangement will be provided to intercept calls to non-working stations of all the airport switching systems which are a part of the Airport Service.
    7. Airport Switching System station lines are offered under the Variable Term Payment Plan as described earlier in this Section (refer to Paragraph 5.1 - CENTREX CO SERVICE). Customers to station lines furnished under the 36-month variable term option (1) must comply with all the provisions of said Variable Term Payment Plan, and (2) must collectively subscribe to 100 Airport Switching System station lines.

**7. AIRPORT SERVICE (cont'd)****A. Regulations (cont'd)**

## 2. Types of Service Available to Airport Service Customers (cont'd)

## a. Airport Switching Systems (cont'd)

## 7. (cont'd)

In the event the number of lines in service drops below 100, one customer, designated by the group of Airport Switching system customers, shall assume responsibility for payment of a monthly charge equal to the difference between the 100 station line minimum monthly charge and the total charge being billed to all Airport Switching system customers for such lines.

## b. Airport Intercommunicating Lines

1. Airport intercommunicating lines, arranged to provide only those features specified in A.1.a. preceding, may be provided to customers whose telephone service requirement is restricted to such intercommunication within the Airport Service.

2. Airport intercommunication line stations located outside the bounds of the airport common location may be provided on other premises of Airport Service customers and on the premises of other specified customers as set forth in A-1-b preceding.

## 3. General Regulations

a. Airport service includes access to the common loudspeaker paging system.

**B. Rates and Charges**

## 1. Airport Switching Systems

## a. Attendant Positions

Cord switchboard and key console attendant positions are furnished subject to the regulations, rates and charges specified for attendant positions of Centrex Service in 2.B preceding.

**7. AIRPORT SERVICE (cont'd)**

**B. Rates and Charges (cont'd)**

1. Airport Switching Systems (cont'd)

b. Stations

1. Primary Locations

a. Station lines

	Variable Term Option Monthly Rate	
	1 Mo.	36 Mo.
- For intercommunication Type I	\$30.00	\$30.00
Type II	34.60	34.60
- Restricted station lines Type I and II	15.00	15.00

b. Station Set  
See Part 8, Section 8

2. Secondary Location

a. The rate per station is that specified in (1) preceding, as appropriate, plus circuit rates.

3. Message Allowance

a. No message allowance is provided for airport switching system stations. The charge for each outgoing local message is that specified for message rate service additional local message in Part 4, Section 2.

b. Local message charges are not applicable to calls between Airport Service customers.

c. Miscellaneous Equipment and Facilities

The following may be furnished with airport switching systems at the rates and charges specified for Centrex Service:

- TOUCH-TONE Calling Service
- Tie line terminals
- Interexchange tie line terminals
- CCSA access line terminations

**7. AIRPORT SERVICE (cont'd)**

**B. Rates and Charges (cont'd)**

1. Airport Switching Systems (cont'd)

c. Miscellaneous Equipment and Facilities (cont'd)

The following may be furnished with airport switching systems at the rates and charges specified for Centrex Service: (cont'd)

- Special station restrictions
  - a. Toll restriction
  - b. Other than toll restriction
- Centrex Optional Features

2. Airport Intercommunicating stations

a. Station lines

1. Intercommunicating line

- b. Circuit rates, as covered in Part 4, Section 5, apply to stations located outside the bounds of the airport common location.



**8. CENTREX SERVICE**

Effective February 1, 2007, no new customer may purchase the Dedicated Access option of the Centrex Network Manager System Feature of Centrex Service. Existing customers may continue to have Dedicated Access at their current service addresses under current contract terms and conditions through their contracts' expiration.

Effective December 1, 2007, the Company will no longer offer the Advanced Custom Calling Feature CLASS Distinctive Ringing on new lines for Centrex customers. A Centrex customer may retain this feature on lines placed in service prior to December 1, 2007 until it moves, makes any changes to its service, or choose to upgrade its service.

**A. Description**

Centrex Service is a local exchange telecommunications service, provided by a telecommunications system located in a Company central office.

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

**B. Reserved for future use****C. Terms and Conditions**

## 1. Transmission Specifications

ISDN Line (Custom and National) Standard Transmission

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 Packet Switched Data (PSD) signals on an incoming, outgoing and intercommunicating basis. Where available, a maximum of eight (8) services are permitted per ISDN line. This maximum is to be inclusive of a maximum of two (2) "B" channel services per ISDN line.

**8. CENTREX SERVICE (cont'd)**

**D. Features**

1. Feature Availability (cont'd)

N/A - Not Applicable	Std.-Standard	Opt.-Optional	
<b>Voice</b>	<b>Basic</b>	<b>Electronic Key</b>	<b>ISDN</b>
CLASS Distinctive Ringing	Opt.	Opt.	Opt.
<u>ISDN Services</u>			
On Demand Packet Switched Data "B" Channel Service			Opt.
Packet Switched Data "B" Channel Service			Opt.
Packet Switched Data "D" Channel Service			Opt.
<u>ISDN Packet Switched Data "B" or "D" Channel</u>			
Call Diverting			Std.
Closed User Group (CUG) - Additional Member			Opt.
Closed User Group (CUG) - Individual Design			Opt.
Default Throughput Class Assignment			Std.
Direct Call			Opt.
Fast Select Fast Select Acceptance			Std.
Flow Control Parameter Negotiation			Std.
Hunt Group			Opt.
Intercom Calling			Std.
Logical Channels			Std.
Non-Standard Default Flow Control Parameters			Std.
Permanent Virtual Circuit			Opt.
Recognized Private Operating Agency Selection			Std.
Reverse Charging			Std.
Reverse Charging Acceptance			Std.
Standard "B" Packet Parameter Arrangement			Std.
Standard "D" Packet Parameter Arrangement			Std.
Throughput Class Negotiation			Std.
Transit Delay Selection and Indication			Std.
<u>System</u>			
Centrex Network Manager (Dedicated Access)			

**8. CENTREX SERVICE (cont'd)****D. Features (cont'd)**

## 2. Line Features

Call Forwarding-Variable

Remote Activation of Call Forwarding provides the capability for a customer to activate and deactivate the call forwarding variable feature for a Centrex line from another telephone either within or outside of the Centrex group.

Class Distinctive Ringing

Allows customers to designate up to ten telephone numbers from which incoming calls will have a distinctive ring. For customers with call waiting, a distinctive call waiting signal will be received if a call from one of the designated telephone numbers is waiting.

## 3. ISDN Services and Features

ServicesOn Demand Packet Switched Data "B" Channel Service

Allows station users to originate or receive X.25 packet data calls over the 64 Kbps "B" channel on demand. This arrangement provides the station user the flexibility to use the "B" channel for Circuit Switched Voice calls, Circuit Switched Data calls, or (on demand) Packet Data calls.

Packet Switched Data "B" Channel Service

Provides the ability to originate and receive X.25 Packet Data calls over the 64 Kbps "B" channel.

Packet Switched Data "D" Channel Service

Provides the ability to originate and receive X.25 Packet Data calls over the 16 Kbps "D" channel.

**8. CENTREX SERVICE (cont'd)**

**D. Features (cont'd)**

3. ISDN Services and Features (cont'd)

Features - Packet

Closed User Group (CUG) Additional Member

Provides membership for additional CUG members beyond the initial ten included in the design. The available option allowing group members to restrict communications includes the following:

*CUG Incoming Access*

This facility enables terminals belonging to CUGs to receive incoming calls from terminals in the open part of the network and from terminals belonging to other CUGs with the outgoing access capability.

*CUG Outgoing Access*

This facility enables terminals belonging to CUGs to make outgoing calls to the open part of the network and to terminals in other CUGs having the incoming capabilities.

*CUG with Incoming Selection*

This facility may be used on a per virtual call basis to specify the CUG selected for a virtual call.

*CUG with Outgoing Selection*

This facility may be used on a per virtual call basis to specify the CUG selected for a virtual call and to permit outgoing access.

**8. CENTREX SERVICE (cont'd)****D. Features (cont'd)****3. ISDN Services and Features (cont'd)**

## Features - Packet (cont'd)

Closed User Group (CUG) Individual Design

An X.25 CUG is a packet mode data arrangement which allows users to build a private sub-network group, using public network resources, that limits communications to members within the group. The CUG allows its member to transmit and receive calls, service type permitting, to and from other members within the group. An individual terminal may be a member of up to 50 CUGs. A terminal having membership to more than one CUG may specify on a subscription basis which of the CUGs is the preferential CUG. The preferential CUG is assumed when no CUG is specified by the user during call setup. The initial design and 10 line memberships are included in the basic group.

There are two main options available:

## Group Design Option

Incoming Calls Barred within CUGs

This facility permits the subscribed terminals to originate virtual calls to terminals having the same CUG, but precludes the reception of incoming calls from DTEs in the same group.

Outgoing Calls Barred within CUGs

This facility permits the subscribed terminals to receive virtual calls from terminals having the same CUG, but prevents the terminals from originating virtual calls to terminals in the same CUG.

International CUG

This facility allows for inter-network CUGs using international interlock codes across the gateway.

## Member Design Option

CUG members can be designed with CUG incoming Access, CUG outgoing access, CUG with Incoming Selection, and CUG with Outgoing Selection to individual members within a CUG. The above mentioned options available to a member are listed under CUG - Additional Member.

**8. CENTREX SERVICE (cont'd)****D. Features (cont'd)****3. ISDN Services and Features (cont'd)**

## Features - Packet (cont'd)

Default Throughput Class Assignment

Allows the selection of the default throughput class of 75 Bps, 150 Bps, 300 Bps, 1200 Bps, 4800 Bps, 9600 Bps, 48 Kbps/56 Kbps (largest class less than or equal to user line speed). This default value applies to all virtual calls and permanent virtual circuits.

Direct Call

Enables the user to automatically establish a packet mode data service virtual call to a predetermined destination.

Fast Select

Allows for call setup, transmission of data and call clearing in a single exchange of packets. Each packet may contain up to 128 octets in addition to the call setup information.

Fast Select Acceptance

Permits the user (or terminal) to receive Fast Select. Network Terminal Number is typically associated with packet network lines.

Flow Control Parameter Negotiation

Permits negotiation on a per-call basis of the X.25 packet mode data flow control parameters (packet size and window size of 1 to 7 for each direction of data transfer). This facility applies only to switched virtual calls.

Hunt Group

Allows multiple packet mode data service devices/ports to be reached through a single address. If a member of the hunt group is busy, incoming calls are directed to the next member of the group.

Logical Channels

Enables more than one call to be set up on a single Packet Switched Data channel service. A maximum of 32 logical channels are included per "B" channel. One logical channel is included in the Packet Switched Data "D" channel service. A maximum of 16 standard channels can be provided per "D" channel. Logical channels can be arranged as one way incoming, one way outgoing or two way.

**8. CENTREX SERVICE (cont'd)****D. Features (cont'd)**

## 3. ISDN Services and Features (cont'd)

## Features - Packet (cont'd)

Non-Standard Default Flow Control Parameters

Allows the selection of a default packet size and window size instead of a standard default packet/window size. The default value applies to all permanent virtual circuits and those virtual calls at the terminal interface which do not perform per-call flow control parameter (packet/window size) negotiation.

Permanent Virtual Circuit

Provides a permanent logical channel between two packet mode data devices which is always available for the exchange of data without the need for call setup or call clearing.

Recognized Private Operating Agency Selection

Allows a user, on a per call basis, to specify an Inter Exchange Carrier or transit network for inter network packet mode data calls.

Reverse Charging

Allows the user, on a per packet mode data originating call basis, to request that usage charges for the call be billed to the terminating packet number. The terminating party must subscribe to Reverse Charge Acceptance.

Reverse Charging Acceptance

Allows the user to authorize the acceptance of usage billing for all incoming packet mode calls the user receives for which the originator requested reverse charging.

Standard "B" Packet Parameter Arrangement

Provides a pre-provisioned set of packet parameters defined as typical user defaults for ISDN "B" channel packet access.

Standard "D" Packet Parameter Arrangement

Provides a pre-provisioned set of packet parameters defined as typical user defaults for ISDN "D" channel packet access.

**8. CENTREX SERVICE (cont'd)**

**D. Features (cont'd)**

3. ISDN Services and Features (cont'd)

Features - Packet (cont'd)

Throughput Class Negotiation

Permits negotiation on a per call basis of the throughput class for each session of data transfer associated with a virtual call.

Transit Delay Selection and Indication

Allows the user, on a per call basis, to select and indicate the desired transit delay in the call request packet.

4. System Features

Centrex Network Manager (CNM)

Centrex Network Manager is an integrated platform which provides customer access to the central office to obtain specific data.

Customers with Dedicated Access as of February 1, 2007 may continue to have Dedicated Access at their current service addresses under current contract terms and conditions through their contracts' expiration.

**E. Reserved for future use**



**8. CENTREX SERVICE****F. Prices**

## 1. General \*\*

The following rates and charges are applicable to standard installations of Centrex Service. The total charge per Centrex line is the appropriate Exchange Access Line Charge, End User Line Access Charge, and Centrex Intercommunication Line rates and charges.

## 2. Centrex Lines

## a. Centrex Exchange Access Line Charge \*\*

Includes Direct Inward Dialing and Touch-Tone. No message allowance is provided. The message or measured rate usage charges in Part 4, Section 2 are applicable. ISDN Centrex lines are only available with Measured Rate Service.

Message Rate Service\*  
Measured Rate Service\*

\* See Part 20, Section 5.

## b. End User Line Access Charge \*\*

Centrex Lines, Electronic Key Lines and ISDN Centrex Lines

The application of End User Line Access Charge will apply as set forth in Part 20, Section 5.

\*\* Effective January 9, 1995 no new installations of this structure of Exchange Access and End User Line Access charges will be made. Customers who are on a Centrex Variable Term Payment Plan (VTPP) contract, longer than month to month, on the aforementioned date, will be permitted to expand their system until the expiration of the VTPP contract. All Centrex customers whether or not under the VTPP contract may retain or expand their Centrex systems until December 31, 1996. See Part 5, Section 1 for new system installations.

**8. CENTREX SERVICE (cont'd)**

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

2. Centrex Lines (cont'd)

c. Centrex Intercommunication Lines

All Centrex lines are also subject to an End User Common Line (EUCL) charge as filed for the State of Ohio by the Ameritech Operating Companies in Tariff F.C.C. No. 2. Additional features are available for Centrex, Centrex Electronic Key, and ISDN Centrex from optional line features as outlined in the section below.

	Non- recurring Charge	Variable Term Option Monthly Rates			
		12 Mo.	36 Mo.	60 Mo.	84 Mo.
1. Centrex Intercommunication line, each Includes standard Centrex features /NUM/					
2+ line category	\$12.00	\$27.00	\$27.00	\$27.00	27.00
7+ line category	12.00	27.00	21.00	20.00	19.00
25+ line category	12.00	27.00	20.00	19.00	18.00
50+ line category	12.00	27.00	19.00	18.25	17.50
100+ line category	12.00	27.00	18.75	18.00	17.25
200+ line category	12.00	27.00	18.50	17.50	17.00
2. Centrex Electronic Key Intercommunication line, each Includes standard Centrex and Electronic Key features /NUE/					
2+ line category	12.00	30.00	30.00	30.00	30.00
7+ line category	12.00	30.00	24.00	23.00	22.00
25+ line category	12.00	30.00	23.00	22.00	21.00
50+ line category	12.00	30.00	22.00	21.25	20.50
100+ line category	12.00	30.00	21.75	21.00	20.25
200+ line category	12.00	30.00	21.50	20.50	20.00

**8. CENTREX SERVICE (cont'd)**

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

2. Centrex Lines (cont'd)

c. Centrex Intercommunication Lines (cont'd)

	Non- recurring Charge	Variable Term Option Monthly Rates	12 Mo.	36 Mo.	60 Mo.	84 Mo.
3. ISDN Centrex - Custom line, each /ZCZ/						
2+ line category*	\$54.00		\$28.85			
7+ line category*	54.00		28.85			
25+ line category*	54.00		28.85			
50+ line category*	54.00		28.85			
100+ line category*	54.00		28.85			
200+ line category*	54.00		28.85			
4. ISDN Centrex - National line, each /ZNZ/						
2+ line category*	54.00		28.85			
7+ line category*	54.00		28.85			
25+ line category*	54.00		28.85			
50+ line category*	54.00		28.85			
100+ line category*	54.00		28.85			
200+ line category*	54.00		28.85			

\* includes Centrex Mate

NOTE: Centrex Mate is not applicable on initial installation of ISDN

**8. CENTREX SERVICE (cont'd)**

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

3. Service Elements

Description/Billing Code/  <u>Optional Line Feature</u>	Nonrecurring Charge	Monthly Payment <i>Term Payment Plans</i>			
		1 Month	36 Months	60 Months	84 Months
Advanced Custom Calling Features (CLASS) Distinctive Ringing /ZACDC/		\$ 3.50	\$ 3.50	\$ 3.50	\$ 3.50
<u>ISDN Services</u>					
Packet Switched Data per "B" channel equipped /BSB3X/	\$100.00	87.00	82.00	77.00	72.00
Packet Switched Data per "D" service enabled /LTQ4X/	20.00	6.50	6.00	5.75	5.55
On Demand Packet Switched Data "B" Channel, per "B" channel /BSB7X/	25.00	25.00	22.50	21.50	20.50
<u>Optional ISDN Packet Features</u>					
Provided on a per feature basis					
Closed User Group Individual Design /GXM/ Member /GXW/ (Requires Individual Design)	-	1.00	-	-	-
Direct Call /GXB/	-	1.00	-	-	-

**8. CENTREX SERVICE (cont'd)**

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

3. Service Elements (cont'd)

Description /Billing Code/	Nonrecurring Charge	1 Month	Monthly Payment <i>Term Payment Plans</i>		
			36 Months	60 Months	84 Months
<u>Optional ISDN Packet Features</u> (cont'd)					
Provided on a per feature basis					
Hunt Group (See Reference Section - Packet Switched Services)	-	\$ 1.00	-	-	-
Permanent Virtual Circuit /GXP/					
<u>Optional System Features</u>					
<u>Centrex Network Manager</u>					
System Access, per concurrent user - Dedicated Access /S9ALX/	\$325.00	75.00	\$65.00	\$50.00	\$40.00

4. Other Applicable Charges and Payments

Usage

Calls (packet) outside of the Centrex system are subject to applicable charges. (See Reference Section)

References:

Service	Reference
Packet Switched Network Services	Part 20, Section 6

**9. BUSINESS SOLUTIONS CENTREX**

Effective July 25, 1996, new installations of Business Solutions Centrex will no longer be made. Customers who are under contract will be permitted to expand their system, under the terms of their contract, until the expiration of the contract. Upon expiration of their contract, customers must choose another service. All month-to-month customers must choose another service by March 1, 1998.

**A. Description**

Business Solutions Centrex 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.

Business Solutions Centrex offers two types of lines:

- Basic Lines
- Electronic Key Lines

Business Solutions Centrex is offered only as a complete service. The network access and intercom portions of the Centrex station lines are not provided separately.

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

Business Solutions Centrex will utilize the following PBX trunk equivalent schedule in determining Network Access, Competitive Loops and Message Usage packages, where applicable. End User Common Line (EUCL) charges apply per Centrex station.

Business Solutions Centrex will utilize the following PBX trunk equivalent schedule in determining Network Access, Competitive Loops and Message Usage packages, where applicable. End User Common Line (EUCL) charges apply per Centrex station.

See the Other Applicable Charges in the PRICES section for applicable charges.

**9. BUSINESS SOLUTIONS CENTREX (cont'd)**

**A. Description (cont'd)**

<u>Centrex Line in Use</u>	<u>PBX Trunk Equivalents</u>
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 1 additional trunk

**B. Definitions**

Addition

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

Centum Call Seconds

A CCS is defined as a measure of traffic usage expressed in Hundred Call Second Increments (where the Latin letter C represents one hundred). One call which lasts 100 seconds constitutes one CCS.

**9. BUSINESS SOLUTIONS CENTREX (cont'd)****B. Definitions (cont'd)**Downgrade

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

Line Commitment

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 Ameritech, 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**Provision of Service

Business Solutions Centrex (Centrex) is provided from switching equipment located on 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. Business Solutions Centrex is provided at the option of the Company and is furnished subject to central office switching capacity and the availability of outside plant facilities. Business Solutions Centrex is limited to a minimum of 2 lines.

Intercept of Calls to Unassigned Station Line Numbers

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

(C)  
(D)

Suspension of Service

Suspension of service is not offered for Business Solutions Centrex.



**9. BUSINESS SOLUTIONS CENTREX (cont'd)****C. Terms and Conditions (cont'd)**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 their prior 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 feature; however, a customer selecting Centrex service may add the following feature after the expiration of the initial 90 day period and upon payment of any applicable non-recurring charges:

## Centrex Message Signal Interface (CMSI)

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.

Customers must have a signed confirmation of order and select a 12, 36, 60 or 84 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.

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

**9. BUSINESS SOLUTIONS CENTREX (cont'd)**

**C. Terms and Conditions (cont'd)**

Transmission Specifications

Centrex Line Standard Transmission

The standard transmission specification for Centrex 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

Centrex 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. The distance limitations from Ameritech's switching equipment is approximately 2.5 miles.

Interface Specifications for Customer Provided Equipment

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

<u>Subject</u>	<u>Technical Reference</u>
Caller ID - Display	AM-TR-TSY-000030
	AM-TR-TSY-000031
Electronic Key Line	AM-TR-TSY-850004
Data	AM-TR-TSY-850005

The Technical References can be obtained from:

APEX Support Team  
(734) 523-7348

**9. BUSINESS SOLUTIONS CENTREX (cont'd)****C. Terms and Conditions (cont'd)**Local Service Area

The exchange or zone of the serving wire center for Business Solutions Centrex determines the local service area for all station lines. (See the Reference section for the location of applicable charges.)

Termination at another location

A Business Solutions Centrex customer may terminate one or more lines at another business customer's location when the lines are used exclusively for the Business Solutions Centrex customer's own communication needs. The following regulations are applicable:

- The Business Solutions Centrex lines must be restricted from placing calls outside the Business Solutions Centrex system (intercom only stations);
- The Business Solutions Centrex customer is responsible for all non-recurring charges and recurring prices for the Business Solutions Centrex system;
- The Business Solutions Centrex customer is responsible for all the service associated with the Business Solutions Centrex lines including, but, not limited to listings and incoming MTS toll charges. (C)

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 the Reference section for the location of applicable charges.)

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.

Resale

Centrex service may be resold, shared or otherwise aggregated among unaffiliated end users to accommodate a shared tenant/reseller environment as a business class of service only.

**9. BUSINESS SOLUTIONS CENTREX (cont'd)****C. Terms and Conditions (cont'd)**Resale (cont'd)

Station to station calling is only allowed among affiliated end users. Unauthorized intercom calling may result in cancellation of the service to Centrex resellers, sharers or aggregators violating this prohibition pursuant to this offering.

The reseller, sharer or aggregator is responsible for payment of all charges including deposits and termination charges.

The reseller, sharer or aggregator is the customer of record with regard to any rights or privileges concerning the control or access of the telephone number or numbers.

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 and reserved telephone numbers. A System Charge applies to each Business Solutions Centrex arrangement or common block.

The System Charge may be paid in full on the first bill after cut over of the system or may be financed under the provisions of the Deferred Payment Plan.

**D. Features**Business Solutions Centrex PackagesSilver Package*Inherent Features*

- Intercom Dialing
- End to End Signaling
- Equal Access for InterLATA calling
- Direct Outward Dialing
- Direct Inward Dialing
- Usage Billing by Line Number
- Touch-Tone

**9. BUSINESS SOLUTIONS CENTREX (cont'd)**

**D. Features (cont'd)**

Business Solutions Centrex Packages (cont'd)

Silver Package (cont'd)

*Basic Features*

- Conference Calling-3 way
- Consultation Hold
- Call Forwarding-Variable/Ring Reminder
- Call Pick Up
- Call Transfer-All
- Call Transfer-Deluxe
- Hunting Arrangements-Series and Circular Hunt Only

Gold Package

*Inherent Features*

- Intercom Dialing
- End to End Signaling
- Equal Access for InterLATA calling
- Direct Outward Dialing
- Direct Inward Dialing
- Usage Billing by Line Number
- Touch-Tone

*Basic Features*

- Conference Calling-3 way
- Consultation Hold
- Call Forwarding-Variable/Ring Reminder
- Call Pick Up
- Call Transfer-All
- Call Transfer-Deluxe
- Hunting Arrangements-All

*Deluxe Features*

- Speed Calling-Short
- Call Hold
- Call Forwarding-Don't Answer
- Call Forwarding-Busy
- Night Answer
- Call Diverting
- Call Waiting/Cancel Call Waiting
- Call Forwarding of Call Waiting Calls
- Distinctive Ringing and Call Waiting Tones

*Centrex Mate*

**9. BUSINESS SOLUTIONS CENTREX (cont'd)**

**D. Features (cont'd)**

Business Solutions Centrex Packages (cont'd)

Platinum Package

*Inherent Features*

- Intercom Dialing
- End to End Signaling
- Equal Access for InterLATA calling
- Direct Outward Dialing
- Direct Inward Dialing
- Usage Billing by Line Number
- Touch-Tone

*Basic Features*

- Conference Calling-3 way
- Consultation Hold
- Call Forwarding-Variable/Ring Reminder
- Call Pick Up
- Call Transfer-All
- Call Transfer-Deluxe
- Hunting Arrangements-All

*Deluxe Features*

- Speed Calling-Short
- Call Hold
- Call Forwarding-Don't Answer
- Call Forwarding-Busy
- Night Answer
- Call Diverting
- Call Waiting/Cancel Call Waiting
- Call Forwarding of Call Waiting Calls
- Distinctive Ringing and Call Waiting Tones

*Centrex Mate*

*Advanced Forward and Directory Package*

- Personal Call Screening
- Network Speed Calling (1st 100 numbers)
- Call Forwarding Over Private Facilities

**9. BUSINESS SOLUTIONS CENTREX (cont'd)**

**D. Features (cont'd)**

Business Solutions Centrex Packages (cont'd)

Platinum Package (cont'd)

*Call Productivity Package*

- Automatic Call back
- Call Park (where facilities permit)
- Directed Call Park
- Directed Call Pick Up
- Last Number Redial

*Cost Control Package*

- Customized Call Diverting
- Remote Access (where facilities permit)
- Authorization Codes
- Automatic Route Selection-Deluxe

Packages

The following packages are available as indicated:

N/A - Not Applicable	Opt. - Optional	Std. - Standard		
<i>Packages</i>		<i>Silver</i>	<i>Gold</i>	<i>Platinum</i>
<u>Voice Mail Network Support</u>		Opt.	Opt.	Opt.
Message Waiting Indicator-Audible <u>or</u> CLASS Visual Message Waiting Indicator				
Call Forwarding-Don't Answer (5 paths)			Std.	Std.
Call Forwarding-Busy			Std.	Std.
<u>Caller ID Intercom Package</u>		Opt.	Opt.	Opt.
<u>Caller ID</u>		Opt.	Opt.	Opt.
<u>Advanced Forward and Directory Package</u>		N/A	N/A	Std.
Personal Call Screening				
Network Speed Calling (first 100 numbers)				
Additional Speed Calling Numbers (per 100 numbers)				
Call Forwarding Over Private Facilities				

**9. BUSINESS SOLUTIONS CENTREX (cont'd)**

**D. Features (cont'd)**

Packages (cont'd)

The following packages are available as indicated: (cont'd)

N/A - Not Applicable	Opt. - Optional	Std. - Standard		
<i>Packages</i>		<i>Silver</i>	<i>Gold</i>	<i>Platinum</i>
<u>Call Productivity Package</u>		N/A	Opt.	Std.
Automatic Call back				
Call Park (where facilities permit)				
Directed Call Park				
Directed Call Pick Up				
Last Number Redial				
<u>Cost Control Package</u>		N/A	N/A	Std.
Customized Call Diverting				
Remote Access (where facilities permit)				
Authorization Codes				
Automatic Route Selection-Deluxe				
<u>Audio Conferencing</u>		N/A	Opt.	Opt.
6 Port Conferencing				
<u>Enhanced Audio Conferencing</u>		N/A	Opt.	Opt.
30 to 150 Ports				



**9. BUSINESS SOLUTIONS CENTREX (cont'd)**

**D. Features (cont'd)**

Packages (cont'd)

The following packages are available as indicated: (cont'd)

N/A - Not Applicable	Opt. - Optional	Std. - Standard		
<i>Packages</i>		<i>Silver</i>	<i>Gold</i>	<i>Platinum</i>
<u>Electronic Key Line</u>		N/A	Opt.	Opt.
Analog Line Pickups				
Automatic Dial				
Automatic Line Preselect				
Blind Transfer with Recall Identification				
Call Forwarding per Key				
Call Request				
Call Request with Queue				
Called Number Display				
Calling Number Display - Intercom				
Calling Reason Display				
Display Capability				
Directory Number Hunt with Call Waiting and Preferential Hunt				
Executive Busy Override				
Executive Busy Override - Exempt				
Group Intercom				
Individual Page				
All Calls				
Intercom Key				
Last Number Redial				
Leave Message Activation				
Listen on Hold				
Make Set Busy				
Make Set Busy except on Group Intercom				
Message Waiting Activation Control				
Message Retrieval Display				

**9. BUSINESS SOLUTIONS CENTREX (cont'd)**

**D. Features (cont'd)**

Packages (cont'd)

The following packages are available as indicated: (cont'd)

N/A - Not Applicable

Opt. - Optional

Std. - Standard

<i>Packages</i>	<i>Silver</i>	<i>Gold</i>	<i>Platinum</i>
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Electronic Key Line (cont'd)

- Multiple Appearance Directory Numbers - Single Call Arrangement (SCA)
- Bridging
- Conference Interaction
- Conference w/3-Way Calling
- Privacy
- Ring Again Idle Set
- Message Waiting Indication - Visual
- On Hook Dialing
- Privacy Release Conference Control
- Repeat Alert
- Ringing Options for MADN
- Secondary MADN Call Forwarding
- Set Inspect
- Short Hunt
- Stop Hunt - Access Code
- Time and Date Display

<i>Centrex Virtual Network</i>	N/A	Opt.	Opt.
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<i>Area Wide Networking</i>	N/A	Opt.	Opt.
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<i>Centrex Message Signal Interface</i>	N/A	Opt.	Opt.
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Announcement Services

<i>Customer Premises Announcements</i>	N/A	Opt.	Opt.
<i>Central Office Recorded Announcements</i>			

9. BUSINESS SOLUTIONS CENTREX (cont'd)

D. Features (cont'd)

Optional Features

The following packages are available as indicated:

	N/A - Not Applicable	Opt. - Optional	Std. - Standard		
			<i>Silver</i>	<i>Gold</i>	<i>Platinum</i>
<i>Assume Dial 9</i>			N/A	Opt.	Opt.
<i>Call Request with Queue</i>			N/A	Opt.	Opt.
<i>Direct Connect Originating</i>			N/A	Opt.	Opt.
<u><i>Electronic Key Line Options Features</i></u>			N/A	Opt.	Opt.
<i>Calling Name Display on Intercom</i>					
<i>DSS/BLF with Fast Transfer and Camp On</i>					
<i>Executive Display Communications</i>					
<i>Multiple Appearance Directory Numbers-Multiple Call Arrangement</i>					
<i>Query Busy Station</i>					
<i>Secondary Directory Telephone Numbers</i>					
<i>Add-On Module - 10 or 18 Button</i>					
<i>Add-On Module - 20 or 30 Button</i>					
<i>Do Not Disturb</i>			N/A	Opt.	Opt.
<i>High Speed Data Service</i>			N/A	Opt.	Opt.
<i>Make Busy Access Code</i>			N/A	Opt.	Opt.
<i>Private Facility Access Termination</i>			N/A	Opt.	Opt.
<i>Speed Calling-Expanded Number Group</i>			N/A	Opt.	Opt.
<i>Speed Calling-Long</i>			N/A	Opt.	Opt.
<i>Stop Hunt Key</i>			N/A	Opt.	Opt.
<i>Supplemental 3 Digit Dialing</i>			N/A	Opt.	Opt.
<i>Trunk Verification from Designated Stations</i>			N/A	Opt.	Opt.
<i>Uniform Call Distribution</i>			N/A	Opt.	Opt.
<i>Queue Slots</i>			N/A	Opt.	Opt.
<i>Music On Hold Interface</i>			N/A	Opt.	Opt.
<i>Outgoing Deluxe Trunk Queuing</i>			N/A	Opt.	Opt.
<i>Virtual Routing</i>			Opt.	Opt.	Opt.

(D)

**9. BUSINESS SOLUTIONS CENTREX (cont'd)****D. Features (cont'd)**Line FeaturesAnalog Line Pickups

Allows analog lines to have a line appearance on the CPE Electronic Key set.

Automatic Callback

Permits a 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.

Automatic Line Preselect

Automatically connects a 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 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 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.

**9. BUSINESS SOLUTIONS CENTREX (cont'd)****D. Features (cont'd)**Line Features (cont'd)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 - Variable

Provides routing of incoming calls, to a preselected station line, attendant, or to a line outside the system.

*Call Forwarding Reminder Ring* provide a ring splash when an IntraGroup call is forwarded and the base station is idle.

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. (Customer is responsible for any local or toll charges on forwarded calls outside the system).

Call Forwarding - Don't Answer

Allows incoming call 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.

**9. BUSINESS SOLUTIONS CENTREX (cont'd)****D. Features (cont'd)**Line Features (cont'd)Call Forwarding - Don't Answer (cont'd)

*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, additional treatment options can be given to incoming calls that are forwarded to the forward-to destination when busy. 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. (Customer is responsible for any local or toll charges on forwarded calls outside the system).

Call Forwarding per Key

Allows an electronic key line user to enable each telephone number 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.

**9. BUSINESS SOLUTIONS CENTREX (cont'd)****D. Features (cont'd)**Line Features (cont'd)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 a code and the station number parked.

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).

Call Request

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

Call Request with Queue

An arrangement that 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. (Customer is responsible for any local or toll charges on transferred calls.)

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.

**9. BUSINESS SOLUTIONS CENTREX (cont'd)****D. Features (cont'd)**Line Features (cont'd)Called Number Display

Capability to display the called number with the proper customer provided equipment.

Caller ID-Intercom

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

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 Number Display - Intercom

Capability to display the calling number within the system with the proper customer provided equipment.

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 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 are also displayed (DMS 100 only and if the messaging service supplies this information) in addition to lighting the visual message indicator lamp. This feature has the following restrictions:

1. For use on a single line set only. Not provided on EKL sets.
2. Requires SS7 network capability.
3. Offered on intraLata calls only.
4. Works with any instrument that complies with Bellcore specification TR-TSY-000030 ("SPCS Customer Premises Equipment Data Interface")
5. Compatible with Centrex Mate, Release 8.4 (DMS only)



**9. BUSINESS SOLUTIONS CENTREX (cont'd)****D. Features (cont'd)**Line Features (cont'd)Conference Calling, 3-Way

Allows a 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.

Direct Connect Originating

An arrangement that permits a station line to automatically dial a predetermined telephone number when the calling station line goes off-hook.

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.

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 a code and the station number.

Directed Call Pick-up

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.

**9. BUSINESS SOLUTIONS CENTREX (cont'd)****D. Features (cont'd)**Line Features (cont'd)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 station, 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 a called party beforehand.

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.

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.

Electronic Key Line Add-On Modules

Provides the capability to connect 10, 18, 20, or 36 Add-On Modules to the Electronic Key line set.

**9. BUSINESS SOLUTIONS CENTREX (cont'd)****D. Features (cont'd)**Line Features (cont'd)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

This feature allows a station to gain access to a busy station.

Executive Busy Override - Exempt

This feature denies access to stations invoking Executive Busy Override.

Executive Display Communications

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

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.

*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.

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

**9. BUSINESS SOLUTIONS CENTREX (cont'd)****D. Features (cont'd)**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.

*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 DN to another DN 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.

**9. BUSINESS SOLUTIONS CENTREX (cont'd)****D. Features (cont'd)**Line Features (cont'd)Hunting Arrangements (cont'd)

*Non-Hunt Telephone Number* in a 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 as specified in optional features to busy out all lines in a group or single lines in a UCD group by operating a key.

Intercom Dialing

Provides for dialing between lines in the same Centrex system.

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 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*)

**9. BUSINESS SOLUTIONS CENTREX (cont'd)****D. Features (cont'd)**Line Features (cont'd)Listen on Hold

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

Make Busy Access Code

This feature may be assigned to any hunt line, directory number, multi-line hunt line, or distributed hunt line. This feature is activated by the customer dialing an access code.

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.

*Enhancement* allows inter-working with 3 Way Calling, ACD, UCD, Call Request and Call Forwarding.

Message Waiting Indicator - Audible

This feature provides an audible tone signal, e.g. stutter dial tone, on a Centrex line to indicate a message waiting condition.

Message Waiting Indication - Visual

This feature provides the capability of a visual message waiting indication.

**9. BUSINESS SOLUTIONS CENTREX (cont'd)****D. Features (cont'd)**Line Features (cont'd)Multiple Appearance Directory Numbers - 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.

Multiple Appearance Directory Numbers - 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).

Multiple Appearance Directory Numbers - 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.

*Ring Again Idle Set* prevents a busy set from receiving call back (ring again) while active on another call.

**9. BUSINESS SOLUTIONS CENTREX (cont'd)****D. Features (cont'd)**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.

*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

An intrinsic feature of the set, which allows the user to originate calls without lifting the handset.

Privacy Release Conference Control

This arrangement provides additional flexibility for conferencing for Electronic Key Lines (EKL) Service by segregating conferencing circuits for exclusive use of Multiple Appearance Directory Number (MADN) groups.

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.

Ringling Options for MADN

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

Secondary Directory Telephone Numbers

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.



**9. BUSINESS SOLUTIONS CENTREX (cont'd)****D. Features (cont'd)**Line Features (cont'd)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 user either display features assigned to buttons on the phone 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.

Speed Calling - Expanded Number Group

Allows stations to place calls to a list of numbers by dialing a code. The size of the list depends on the serving technology type.

Speed Calling - Long

Allows a station line to place calls to a list of 30 numbers by dialing a code.

Speed Calling - Short

Allows a station user having access to place calls to a list of 6 or 10 numbers (dependent upon central office switch) by dialing a code.

Stop Hunt Key

This feature may be assigned to any hunt line, directory number, multi-line hunt line, or distributed hunt line. This feature is controlled by a customer provided external key. This feature requires private line facilities and customer provided equipment.

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.

**9. BUSINESS SOLUTIONS CENTREX (cont'd)****D. Features (cont'd)**Line Features (cont'd)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.

System FeaturesArea Wide Networking

Allows subscribers to originate calls within geographically different locations using abbreviated dialing. 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 subscribers 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.

**9. BUSINESS SOLUTIONS CENTREX (cont'd)****D. Features (cont'd)**System Features (cont'd)Area Wide Networking (cont'd)

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.

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.

Centrex Mate

The Centrex Mate feature allows a Centrex customer to make changes in the station line and/or feature configuration of their 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 to 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.

**9. BUSINESS SOLUTIONS CENTREX (cont'd)****D. Features (cont'd)**System Features (cont'd)Centrex Mate (cont'd)

Access is provided by dial up modems via Customer Provided Equipment. The customer is responsible for any charges incurred to access the Centrex Mate system.

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.

**9. BUSINESS SOLUTIONS CENTREX (cont'd)****D. Features (cont'd)**System Features (cont'd)Responsibility of the Customer

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 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.

CMSI 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.

*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.

**9. BUSINESS SOLUTIONS CENTREX (cont'd)**

**D. Features (cont'd)**

System Features (cont'd)

Centrex Virtual Network (CVN)

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. Shared Centrex Common Blocks cannot be part of an CVN. A minimum of 500 lines is required to establish CVN. Systems exceeding 25,000 lines require Customer Specific Contract pricing.

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.

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. All other terms and conditions as stated above including the requirement of a minimum of 500 lines per end user customer apply.

Announcement Services

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*

(C)  
(D)

Provides for a standard Company recorded announcement

(D)  
(C)

(D)  
(D)

**9. BUSINESS SOLUTIONS CENTREX (cont'd)****D. Features (cont'd)**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.

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 - 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. 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. Routes may include Foreign Central Office lines, 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.

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 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.

**9. BUSINESS SOLUTIONS CENTREX (cont'd)****D. Features (cont'd)**System Features (cont'd)Automatic Route Selection - Deluxe (cont'd)

Time of Day routing 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 provides automatic routing of on-network calls to alternate tie line routes when the primary tie line routes are busy.

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.

Conference Services

*Six-Port Conference Service* consists of a six-port conference circuit that provides for simultaneous connections up to six conferees. Six Port conference circuits can be utilized to provide the following:

*Conference Linking w/4 Additional Ports* allows multiple 6 port conferences to be linked together. One port on each 6 port conference circuit is used for linking. Consequently, only 4 ports per each additional conference circuit can be used for conferences when they are linked together.

*Preset Conference* allows a Centrex station line, trunk, or attendant console to establish a conference call with a maximum of 50 conferees by dialing a specific directory number. The dialing of the DN invokes a simultaneous ringing of the preselected conferees. The conferees are specified and notified in advance.

Enhanced Audio Conference

Allows users to hold a conference for 30 to 150 conferees by dialing a directory number to reach a specific conference bridge at a predetermined time.



**9. BUSINESS SOLUTIONS CENTREX (cont'd)****D. Features (cont'd)**System Features (cont'd)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.

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.

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 bps to 19.2 Kbps over a standard twisted pair loop. High Speed Data Service requires appropriately equipped customer provided equipment. This feature is available only in non ISDN equipped central offices.

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 and are found elsewhere in this offering.

Network Speed Calling

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

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.

**9. BUSINESS SOLUTIONS CENTREX (cont'd)****D. Features (cont'd)**System Features (cont'd)Outgoing Deluxe Trunk Queuing (cont'd)

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 TerminationLine 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.

*Dial Dictation Access* provides station users access to customer provided dictation recording equipment 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.

**9. BUSINESS SOLUTIONS CENTREX (cont'd)****D. Features (cont'd)**System Features (cont'd)Private Facility Access Termination (cont'd)

## 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)

*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.

*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.

*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.

Other Private Facility Access Connections

*Foreign Exchange (FX)* provides access to/from an FX line. Station users have the ability to transfer a foreign exchange call.

*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. These optional features are specified in the Optional Features section of this offering under Announcement Services.

**9. BUSINESS SOLUTIONS CENTREX (cont'd)****D. Features (cont'd)**System Features (cont'd)Remote Access Services

Allows users outside the Centrex to access the system by dialing predetermined Network Access Lines. Customers that have this optional system feature can dial into a Centrex system, without the assistance of an attendant and access the features and telecommunications facilities associated with the system.

(D)

(D)

Supplemental Three Digit Dialing

Available on a Centrex system arranged for 4 or 5 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).

This service arrangement is provided at the option of the Company and is furnished subject to the availability of central offices equipped and programmed to provide such service.

Uniform Call Distribution

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 found elsewhere in this offering.

Virtual Routing

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

**9. BUSINESS SOLUTIONS CENTREX (cont'd)**

**E. Prices**

Description	Non-recurring Charge	1 Month	12 Months	Monthly Payment <i>Term Payment Plans</i>		
				36 Months	60 Months	84 Months
<u>Silver Package</u>						
System Charge, Per system						
2 - 6 lines	\$ 25.00	\$ 0.00	\$ 0.00	\$ 0.00	\$0.00	\$0.00
7 - 24 lines	45.00	0.00	0.00	0.00	0.00	0.00
25 - 49 lines	65.00	0.00	0.00	0.00	0.00	0.00
Centrex Intercom, Per line						
2 - 6 lines	0.00	9.08	7.78	5.83	3.88	2.58
7 - 24 lines	0.00	8.22	7.09	5.40	3.70	2.57
25 - 49 lines	0.00	7.96	6.85	5.19	3.52	2.41
<u>Gold Package</u>						
System Charge, Per system						
2 - 6 lines	100.00	5.00	5.00	5.00	5.00	5.00
7 - 24 lines	150.00	5.00	5.00	5.00	5.00	5.00
25 - 49 lines	250.00	5.00	5.00	5.00	5.00	5.00
50 - 99 lines	350.00	5.00	5.00	5.00	5.00	5.00
100 - 199 lines	450.00	5.00	5.00	5.00	5.00	5.00
200 - 499 lines	550.00	5.00	5.00	5.00	5.00	5.00
Centrex Intercom, Per line						
2 - 6 lines	0.00	10.33	8.98	6.96	4.93	3.58
7 - 24 lines	0.00	9.47	8.29	6.52	4.75	3.57
25 - 49 lines	0.00	9.21	8.05	6.31	4.57	3.41
50 - 99 lines	0.00	8.81	7.67	5.96	4.25	3.11
100 - 199 lines	0.00	8.31	7.19	5.51	3.83	2.71
200 - 499 lines	0.00	7.77	6.67	5.02	3.37	2.27
Electronic Key Line, Per line						
2 - 6 lines	10.00	13.33	11.98	9.96	7.93	6.58
7 - 24 lines	10.00	12.47	11.29	9.52	7.75	6.57
25 - 49 lines	10.00	12.21	11.05	9.31	7.57	6.41
50 - 99 lines	10.00	11.81	10.67	8.96	7.25	6.11
100 - 199 lines	10.00	11.31	10.19	8.51	6.83	5.71
200 - 499 lines	10.00	10.77	9.67	8.02	6.37	5.27

**9. BUSINESS SOLUTIONS CENTREX (cont'd)**

**E. Prices (cont'd)**

Description	Nonrecurring Charge	Monthly Payment <i>Term Payment Plans</i>				
		1 Month	12 Months	36 Months	60 Months	84 Months
<u>Platinum Package</u>						
System Charge, Per system						
2 - 6 lines	\$1,200.00	\$150.00	\$150.00	\$150.00	\$150.00	\$150.00
7 - 24 lines	1,350.00	180.00	180.00	180.00	180.00	180.00
25 - 49 lines	1,500.00	200.00	200.00	200.00	200.00	200.00
50 - 99 lines	1,750.00	220.00	220.00	220.00	220.00	220.00
100 - 199 lines	2,000.00	240.00	240.00	240.00	240.00	240.00
200 - 499 lines	2,250.00	260.00	260.00	260.00	260.00	260.00
500+ lines	2,500.00	280.00	280.00	280.00	280.00	280.00
Centrex Intercom, Per line						
2 - 6 lines	0.00	11.33	9.94	7.86	5.77	4.38
7 - 24 lines	0.00	10.47	9.25	7.42	5.59	4.37
25 - 49 lines	0.00	10.21	9.01	7.21	5.41	4.21
50 - 99 lines	0.00	9.81	8.63	6.86	5.09	3.91
100 - 199 lines	0.00	9.31	8.15	6.41	4.67	3.51
200+ lines	0.00	8.77	7.63	5.92	4.21	3.07
Electronic Key Line, Per line						
2 - 6 lines	10.00	14.33	12.94	10.86	8.77	7.38
7 - 24 lines	10.00	13.47	12.25	10.42	8.59	7.37
25 - 49 lines	10.00	13.21	12.01	10.21	8.41	7.21
50 - 99 lines	10.00	12.81	11.63	9.86	8.09	6.91
100 - 199 lines	10.00	12.31	11.15	9.41	7.67	6.51
200+ lines	10.00	11.77	10.63	8.92	7.21	6.07
<u>Package Prices</u>						
Voice Mail Network Support, Per Box						
	.50	.05	.05	.05	.05	.05

**9. BUSINESS SOLUTIONS CENTREX (cont'd)**

**E. Prices (cont'd)**

Description	Nonrecurring Charge	1 Month	12 Months	Monthly Payment <i>Term Payment Plans</i>		
				36 Months	60 Months	84 Months
<u>Package Prices</u> (cont'd)						
Caller ID Intercom, Per System						
2 - 6 lines	\$ 5.00	\$ 2.00	\$ 2.00	\$ 2.00	\$ 2.00	\$ 2.00
7 - 24 lines	10.00	3.00	3.00	3.00	3.00	3.00
25 - 49 lines	20.00	5.00	5.00	5.00	5.00	5.00
50 - 99 lines	40.00	8.00	8.00	8.00	8.00	8.00
100 - 199 lines	80.00	15.00	15.00	15.00	15.00	15.00
200 - 499 lines	160.00	30.00	30.00	30.00	30.00	30.00
Caller ID, Per line						
1 - 6 lines	0.00	1.45	1.45	1.45	1.45	1.45
7 - 24 lines	0.00	1.25	1.25	1.25	1.25	1.25
25 - 49 lines	0.00	1.05	1.05	1.05	1.05	1.05
50 - 99 lines	0.00	.90	.90	.90	.90	.90
100 - 199 lines	0.00	.80	.80	.80	.80	.80
200+ lines	0.00	.75	.75	.75	.75	.75
Advanced Forward & Directory Package Additional Call Forward Multipath Arrangement, Per arrangement						
	50.00	5.00	5.00	5.00	5.00	5.00
Additional Network Speed Calling, Per 100 number block						
	100.00	2.50	2.50	2.50	2.50	2.50

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**9. BUSINESS SOLUTIONS CENTREX (cont'd)**

**E. Prices (cont'd)**

Description	Nonrecurring Charge	1 Month	12 Months	Monthly Payment <i>Term Payment Plans</i>		
				36 Months	60 Months	84 Months
<u>Package Prices</u> (cont'd)						
Call Productivity, Per System						
2 - 6 lines	\$ 30.00	\$ 8.00	\$ 8.00	\$ 8.00	\$ 8.00	\$ 8.00
7 - 24 lines	50.00	12.00	12.00	12.00	12.00	12.00
25 - 49 lines	75.00	25.00	25.00	25.00	25.00	25.00
50 - 99 lines	150.00	50.00	50.00	50.00	50.00	50.00
100 - 199 lines	300.00	100.00	100.00	100.00	100.00	100.00
200 - 499 lines	650.00	200.00	200.00	200.00	200.00	200.00
Cost Control Options						
Authorization Codes						
Additional Codes, per block of 25	80.00	1.00	1.00	1.00	1.00	1.00
Station-Specific Codes,						
Per line	2.00	1.20	1.15	1.10	1.00	.95
ARS Routing Arrangements						
Additional Patterns, Per pattern	200.00	5.00	4.50	4.00	3.50	3.00
IDDD Dialing,						
Per system	650.00	20.00	20.00	20.00	20.00	20.00
7-10 Digit Screening,						
Per translation	350.00	0.00	0.00	0.00	0.00	0.00
Time of Day Routing, Per schedule						
	150.00	10.00	9.75	9.50	9.00	8.50



**9. BUSINESS SOLUTIONS CENTREX (cont'd)**

**E. Prices (cont'd)**

Description	Nonrecurring Charge	1 Month	12 Months	Monthly Payment <i>Term Payment Plans</i>		
				36 Months	60 Months	84 Months
<u>Package Prices</u> (cont'd)						
Cost Control Options (cont'd)						
ARS Routing Arrangements (cont'd)						
Digit One Delivery	\$300.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
ARS Changes Rearrangement Per occasion	200.00	0.00	0.00	0.00	0.00	0.00
Additional Time of Day Patterns, Per arrangement	100.00	0.00	0.00	0.00	0.00	0.00
Additional Remote Access Arrangements, Per arrangement	300.00	20.00	20.00	20.00	20.00	20.00
6-Port Audio Conferencing, Per 6-port facility	50.00	40.00	40.00	40.00	40.00	40.00
Enhanced Audio Conferencing, Per 30-port facility	200.00	150.00	150.00	150.00	150.00	150.00

**9. BUSINESS SOLUTIONS CENTREX (cont'd)**

**E. Prices (cont'd)**

Package Prices (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 lines located 0 to 15 miles and 15 or more miles from the Hub location are used in the equation.

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

CCS Values

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

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

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

Line Size	3-Year	5-Year	7-Year
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%

Apply Area Wide Networking Nonrecurring Per System charge found elsewhere in this pricing section.

For Optional Out of Network numbers apply the appropriate charges located under the Area Wide Networking feature found elsewhere in this pricing section.

**9. BUSINESS SOLUTIONS CENTREX (cont'd)**

**E. Prices (cont'd)**

Description	Nonrecurring Charge	1 Month	12 Months	Monthly Payment <i>Term Payment Plans</i>		
				36 Months	60 Months	84 Months
<u>Package Prices (cont'd)</u>						
Audio Conference Options						
Conference Linking w/4 Additional Ports, Per arrangement	\$ 65.00	\$40.00	\$40.00	\$40.00	\$40.00	\$40.00
Conference Preset, Per group	400.00	25.00	25.00	25.00	25.00	25.00
Privacy Release Conference Control, Per system equipped	25.00	20.00	20.00	20.00	20.00	20.00
Area Wide Networking, Per system						
Non Recurring Charge						
1 - 200 lines,	700.00	0.00	0.00	0.00	0.00	0.00
201 - 500 lines,	1,000.00	0.00	0.00	0.00	0.00	0.00
Additional 500 line block	800.00	0.00	0.00	0.00	0.00	0.00
Out of Network numbers						
Up to 10 numbers, Per 50 number block,	30.00	0.00	0.00	0.00	0.00	0.00
	30.00	0.00	0.00	0.00	0.00	0.00

**9. BUSINESS SOLUTIONS CENTREX (cont'd)**

**E. Prices (cont'd)**

Description	Nonrecurring Charge	1 Month	12 Months	Monthly Payment <i>Term Payment Plans</i>		
				36 Months	60 Months	84 Months
<u>Package Prices (cont'd)</u>						
Area Wide Networking, (cont'd)						
Numbers input by Ameritech						
Up to 10 numbers,	\$ 75.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Per 50 number block,	300.00	0.00	0.00	0.00	0.00	0.00
Recurring Charge, Per Line	0.00	1.00	1.00	1.00	1.00	1.00
Out of Network Numbers,						
Up to 10 numbers,	0.00	1.00	1.00	1.00	1.00	1.00
Per 50 number block,	0.00	2.50	2.50	2.50	2.50	2.50
Electronic Key Line, Electronic Key Line Optional Features						
Calling Name Display on Intercom, Per line						
	5.00	.25	.25	.25	.25	.25
DSS/BLF with Fast Transfer and Camp On, Per line						
	100.00	9.00	9.00	9.00	9.00	9.00
Executive Display Communications, Per line						
	0.00	.50	.50	.50	.50	.50

**9. BUSINESS SOLUTIONS CENTREX (cont'd)**

**E. Prices (cont'd)**

Description	Nonrecurring Charge	1 Month	12 Months	Monthly Payment <i>Term Payment Plans</i>		
				36 Months	60 Months	84 Months
<u>Package Prices (cont'd)</u>						
Electronic Key Line Options (cont'd)						
Multiple Appearance Directory Number-MCA, Per appearance	\$ 5.00	\$ .25	\$ .25	\$ .25	\$ .25	\$ .25
Query Busy Station, Per queued station	7.50	1.50	1.50	1.50	1.50	1.50
Secondary Directory Number, Per line	0.00	.25	.25	.25	.25	.25
Per 10 or 18 Button Add-On Module, Per module	175.00	0.00	0.00	0.00	0.00	0.00
Per 20 or 36 Button Add-On Module, Per module	175.00	0.00	0.00	0.00	0.00	0.00
Optional Features						
CTX Message Signal I/F, Per system	975.00	150.00	147.00	144.00	140.00	135.00

**9. BUSINESS SOLUTIONS CENTREX (cont'd)**

**E. Prices (cont'd)**

Description	Nonrecurring Charge	1 Month	12 Months	Monthly Payment <i>Term Payment Plans</i>		
				36 Months	60 Months	84 Months
Optional Features cont'd)						
Announcement Services Customer Premises Announcements Per link (Note 1)	\$185.00	18.00	17.50	17.00	16.00	15.00
CO Recorded Announcement Per announcement	180.00	40.00	39.00	37.00	34.00	30.00
Assume Dial 9, Per line	5.00	3.25	3.25	3.25	3.25	3.25
Call Request with Queue, Per line, Per system	0.00 95.00	1.00 0.00	1.00 0.00	1.00 0.00	1.00 0.00	1.00 0.00
Direct Connect Originating, Per line	0.00	1.00	1.00	1.00	1.00	1.00
Do Not Disturb, Per line, Per group of lines	5.00 50.00	2.00 4.00	2.00 4.00	2.00 4.00	2.00 4.00	2.00 4.00
High Speed Data Service Per line	419.00	12.00	11.00	10.00	9.50	9.50
Make Busy Access Code, Per line	0.00	4.95	4.95	4.95	4.95	4.95

Note 1 - Requires a telecommunications channel

**9. BUSINESS SOLUTIONS CENTREX (cont'd)**

**E. Prices (cont'd)**

Description	Nonrecurring Charge	1 Month	12 Months	Monthly Payment <i>Term Payment Plans</i>		
				36 Months	60 Months	84 Months
Optional Features (cont'd)						
Music On Hold Interface, per interface	\$ 200.00	\$ 14.00	\$ 14.00	\$ 14.00	\$ 14.00	\$ 14.00
Outgoing Deluxe Trunk Queuing, Per termination	200.00	8.00	7.55	7.25	7.00	6.80
Queue Slots, Per slot	10.00	1.00	1.00	1.00	1.00	1.00
Private Facility Access Termination. (Line Side),  (Line Side Access Connections are available at the prices shown for Centrex lines.)						
Private Facility Access Termination. (Trunk Side)						
Analog 2-Wire Termination, Per arrangement	75.00	25.00	25.00	25.00	25.00	25.00
Analog 4-Wire Termination, Per arrangement	75.00	25.00	25.00	25.00	25.00	25.00
DS1 Connection, Per arrangement	1,500.00	350.00	325.00	300.00	285.00	270.00

9. BUSINESS SOLUTIONS CENTREX (cont'd)

E. Prices (cont'd)

Description	Nonrecurring Charge	1 Month	12 Months	Monthly Payment Term Payment Plans			
				36 Months	60 Months	84 Months	
Optional Features (cont'd)							(D) (D)
Speed Call-Long, Per arrangement	0.00	.40	.40	.40	.40	.40	
Speed Calling-Expanded Number Group, Per arrangement	0.00	.60	.60	.60	.60	.60	
Stop Hunt Key, Per line /1/	0.00	4.95	4.95	4.95	4.95	4.95	(C)
Supplemental 3-Digit Dialing Service Per system,	125.00	0.00	0.00	0.00	0.00	0.00	
Per 3-digit code	60.00	0.00	0.00	0.00	0.00	0.00	
Trunk Verification from Designated Station, Per system	50.00	10.00	10.00	10.00	10.00	10.00	
Uniform Call Distribution with Queuing, Per UCD group,	175.00	6.50	6.50	6.50	6.50	6.50	
Per line,	5.00	3.00	3.00	3.00	3.00	3.00	
Per EKL line	5.00	3.50	3.50	3.50	3.50	3.50	

/1/ May require a telecommunication channel, depending on the switch type (D)  
(C)



**9. BUSINESS SOLUTIONS CENTREX (cont'd)**

**E. Prices (cont'd)**

Description	Nonrecurring Charge	1 Month	12 Months	Monthly Payment <i>Term Payment Plans</i>		
				36 Months	60 Months	84 Months
Subsequent Change Charges (cont'd)						
Centrex Mate changes, Discontinue or reestablish line features, per occasion	\$22.00					
Password change, per change	10.00					
Training Charges						
Station User, Per Telco person, per hour	135.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Centrex Mate Per Telco person, per hour	135.00	0.00	0.00	0.00	0.00	0.00

Other Applicable Charges

Centrex Lines

Centrex Intercommunication

Competitive Loops

The quantity of Centrex Competitive Loops are determined by the Company by subtracting the number of Centrex Network Access Lines from the total number of Centrex stations in service. The Competitive Loop rate and the associated discounts are determined by access area and quantity of Centrex Station Lines.

Competitive Loops  
/CPXJB/CPXJC/CPXJD/

**9. BUSINESS SOLUTIONS CENTREX (cont'd)**

**E. Prices (cont'd)**

Other Applicable Charges (cont'd)

	Monthly Rate per Competitive Loop Access Area			
	A	B	C	D
2 - 47	For Future	\$13.00	\$14.00	\$15.00
48 - 95	Use	13.00	14.00	15.00
96 - 199		13.00	14.00	15.00
200 - 293		13.00	14.00	15.00
294 - 387		13.00	14.00	15.00
388 - 579		13.00	14.00	15.00
580 - above		13.00	14.00	15.00

**F. References**

Reference:

<i>Service</i>	<i>Reference</i>
Network Access	AT&T Ohio Guidebook, Part 4, Section 2
Local Usage	AT&T Ohio Guidebook, Part 4, Section 2
End User Common Line Charge	Ameritech Operating Companies, Access Service Tariff F.C.C. No. 2 Paragraph 4.1.7
Local Off Premises Stations	AT&T Ohio Guidebook, Part 4, Section 5
Off Premises Stations	AT&T Ohio Guidebook, Part 15, Section 3

**9. BUSINESS SOLUTIONS CENTREX (cont'd)****E. Prices (cont'd)**Payment Plans*Month to Month*

Business Solutions Centrex is offered under a Month to Month Payment Plan. The provision of Business Solutions Centrex under the Month to Month Payment Plan is dependent on the availability and capacity of central office facilities. Month to Month prices will be subject to Company initiated price adjustments.

*Term Payment Plans*

Business Solutions Centrex is offered under contracted Term Payment Plans (TPP) which require customers to pay a fixed charge for equipment and service over selected payment periods. A different monthly charge applies for the duration of each period. The same payment plan must apply to all intercommunication lines and features.

The minimum period is one month, unless otherwise specified. Contract Plans are available for 12-, 36-, 60- or 84-month payment periods. During the effective term of a customer payment period, the monthly price is not subject to Company initiated changes for payment periods longer than one month.

Services covered by a Contract Plan include:

- Centrex lines and optional features
- System Features

Local Exchange Access is not covered by the Contract Plan.

*Additions*

Customers can add additional lines and/or features to the existing Centrex service anytime during the contract period. All additions of Centrex lines will be added at the existing contracted prices. All additions of system features will be added at the current price for the contract period. All additions to the Centrex service will be co-terminous with the original contract.

**9. BUSINESS SOLUTIONS CENTREX (cont'd)****E. Prices (cont'd)**Payment Plans (cont'd)*Additions (cont'd)*

Upon growth to another Line Commitment, the customer may select a contract period that is equal to or greater than the remaining life of the existing contract. At that time, the customer will become liable for the then current monthly price for the new Line Commitment. These prices will not be subject to Company initiated increases for the duration of the new contract period. If the customer chooses not to select a new contract period for a larger Line Commitment, the monthly price for the additional lines will be the price appropriate to the existing Line Commitment contract plan.

*Contract Options*

Prior to the completion of an Business Solutions Centrex contract plan, a customer may enter into a new Business Solutions Centrex contract plan for a period equal to, or greater than, the terms of the original contract plan at the prices currently in effect at the time. The customer will begin paying the new contract price on the day of signing the new contract plan.

*Single Payment Option (SPO)**Deferred Payment Option (DPO)*Termination Charges*No Termination Liability Conditions*

A customer may move their location within the same Central Office serving area or to another Central Office serving area without Termination Liability if the conditions specified under 3. Termination Without Liability are met.

*Termination Liability*Renewal

Upon expiration of the contracted payment period, service will be converted to the monthly prices for the then current Centrex service.

**9. BUSINESS SOLUTIONS CENTREX (cont'd)****E. Prices (cont'd)**Payment PlansTermination Charges (cont'd)Termination Liability (cont'd)Under Utilization and Early Termination Charges:

Early Termination Charges apply in the event the customer cancels this agreement prior to expiration without satisfying the conditions for Termination without Liability.

**1. Early Termination Charges for Termination's with Liability:**

If a customer terminates service prior to the expiration of this agreement or prior to the expiration of any renewal period, the customer will be required to pay 50% of the Line Commitment revenue amount for each month remaining on the unexpired term agreement.

**2. Under Utilization Charges:**

Each month the Customer is responsible for the greater of:

- monthly line charges for the Line Commitment quantity under contract, or
- monthly line charges for actual number of lines in use.

**3. Termination without Liability:**

A customer may terminate this agreement without liability upon the expiration date by providing written notice to the Company, which must be received 30 days prior to the agreement expiration date at the address specified on the Business Solutions Agreement. A customer may discontinue this agreement without liability upon signing a new Business Solutions Agreement and meeting two conditions:

- customer commits to a new Business Solutions agreement with a Line Commitment equal to or greater than the existing agreement and;
- customer commits to a new term commitment equal to or greater than the term commitment of the existing agreement.

**9. BUSINESS SOLUTIONS CENTREX (cont'd)**

**E. Prices (cont'd)**

Payment Plans

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 Ameritech. Such consent will not be unreasonably withheld or delayed. Any provisions to the contrary found elsewhere in this Guidebook are superseded.

Conversion from existing Term Agreement:

A new Business Solutions Agreement will cause an existing Centrex Agreement or Business Solutions Agreement to terminate automatically on the date of the new agreement without incurring Early Termination Charges as long as conditions in 3. above are met.

Limitation of Liability:

The liability, if any, of the Company for damages to the customer or to any third party, whether in negligence, tort, contract or otherwise, including but not limited to damages for non-performance or performance failure of the service provided under an Business Solutions Agreement, is limited to an amount equal to a prorata adjustment of applicable recurring charges for the service or any portion of the service.