Section 8 – Centrex Service

CENTREX SERVICE IS GRANDFATHERED AS OF 3/22/2020

A. TERMS AND CONDITIONS

Centrex is an arrangement of switching equipment and facilities owned and maintained by the Company, which provides the customer with a complex communications service.

Centrex service lines consist of the facilities from the central office to the customer premises, and central office switching equipment used to provide intercommunication service.

The Company will provide Centrex only as a complete system, only from central offices which are suitably equipped, and only where suitable facilities are available. The Company will require space located on the Customer premises for distribution equipment associated with the system. In some cases, because of service requirements of the Customer, power may also be required.

Centrex offers three types of service lines; Basic Service Lines, Deluxe Service Lines, and Electronic Service Lines. Basic Service Lines and Deluxe Service Lines are available to all Centrex customers. Electronic Service Lines are available to customers from offices which are suitably equipped, where qualified facilities permit, and where capacity exists.

Exchange access provides the ability to originate and terminate calls on the local telephone network . Exchange access is included on all Centrex service lines except fully restricted service lines, stand alone 9.6 Kbps Packet Switched Data Lines, and 64 Kbps Packet Switched Data Lines. Electronic Service Lines with two B channels include two exchange accesses. The charge for exchange access is included in the service line rates. For an additional charge, exchange access is available optionally to tie line terminations which allows users entering the Centrex system via a tie line to originate calls on the local telephone network.

A Customer with multiple locations served by the same central office may choose to combine these locations into a single Centrex system.

Subject to the availability of facilities and equipment, Basic and Deluxe Service Lines may be provided to a Customer location outside the serving central office area but within the Company's serving area. In such cases, in addition to the applicable service line rates, the rates and charges specified in the Company's Federal Access Tariff, FCC No. 35 apply for a 2-wire private line circuit including mileage between the normal serving central office and the Centrex serving central office. This option is not available with Electronic Service Lines.

Tie lines, both intraexchange and interexchange, are available between two separate Centrex systems of the same or different customer and between a Centrex system and a non-Centrex system of the same or different customer. When tie lines are provided, the rates and charges for Basic or Deluxe Service Lines and for Tie Line Terminations are applicable in addition to the rates and charges specified in the Company's Federal Access Tariff, FCC No. 35 for a two-wire private line circuit or equivalent. This option is not available for Electronic Service Lines.

Customers with Electronic Service Lines or Electronic Attendant Lines may select one of the standard configurations for the assignment of features to the feature buttons on the telephone sets. Requests for other than one of the standard configurations will be done for an additional customization charge.

A. TERMS AND CONDITIONS (Continued)

Customer access treatment code restrictions allow the creation of subgroups within the Centrex system to provide additional restriction of access functions. Codes which are part of the system numbering plan may be denied or made accessible to subgroups of lines by assigning to each line within the system a customer access treatment (CAT) category. Each CAT category defines which private facility groups and features can be accessed. For example, service lines are restricted from a particular private facility if the CAT category of the lines does not allow access. Since a system is allowed multiple CAT categories, flexible control of the facilities is possible. The CAT categories are associated with dialing plan codes which access private facilities and also codes associated with features that are assigned to the system rather than to individual lines within the group.

Customers changing from nonresidence access line service have the option to retain one or two telephone numbers when converting to Centrex by purchasing Take Two Service. The lines associated with these numbers will be equipped with the applicable Centrex features and will reflect the applicable Centrex rates. The lines associated with these numbers will not be part of the Centrex 4-digit plan. The nonrecurring charge for Take Two Service is per order and will be applied only once if two telephone numbers are retained.

The End User Common Line (EUCL) charge will be applied to all service lines and attendant lines. In order to achieve parity between the EUCL charges for a Centrex Customer and the EUCL charges that would be incurred if the Customer subscribed to a customer premises-based switching system, the EUCL is calculated as follows:

$$\frac{\text{EUCL Rate}}{\text{PBX Trunk Equivalency Factor}}$$

where the PBX trunk equivalency factor is 11.2.

Centrex service requires a minimum of 4 service lines. A Customer requiring fewer than 4 service lines will be charged for the minimum of 4 service lines.

The minimum service period for Centrex is one year. The minimum number of lines must be maintained for at least 12 months before service is terminated, in order to avoid termination charges. If a customer terminates service prior to 12 months, the termination charge is calculated as follows:

Remaining Months x Recurring Charges for service and attendant lines

One primary directory listing is furnished without charge for the Centrex system.

Incoming calls (either DID or intercommunication) to either a vacant or disconnected number within the number assignment allocated to the Centrex system will receive a recorded announcement stating that the caller has reached a non-working number. Intercept service on the main telephone number listed in the directory, with a referral to a new number, will be provided upon complete disconnection of the entire system.

A. TERMS AND CONDITIONS (Continued)

Direct interconnection of resale or sharing systems or a combination of Shared Tenant Service and Centrex systems serving different resale/sharing systems is prohibited. Intercom calling between unaffiliated end users of Centrex-based resale or sharing systems is prohibited. Where the Customer is in violation of this regulation, the Company will promptly notify the Customer of the violation and the Customer must discontinue such use or correct the violation. The Customer's failure to discontinue such use or correct the violation will result in the suspension or disconnection of the Customer's service until the Customer complies with the provisions of this Agreement.

Centrex is offered only as nonresidential service. Residential customers may purchase Centrex under the nonresidence rates, terms, and conditions.

Centrex cannot be used to provide residence service for colleges, universities, and similar educational institutions.

Service orders will be accepted by the Company only from the Customer. However, the Company will respond to repair and maintenance requests from others provided that the Customer is responsible for any maintenance of service charges that may be billed by the Company.

Centrex is furnished subject to the capability, capacity and availability of central office switching equipment and outside plant facilities. Some features may not be available in all central offices due to the equipment and software deployed in the office.

Section 8 – Centrex Service

B.   CENTREX LINES AND FEATURES

1.   Service Lines

a.   Basic Service Lines

The following features are standard on Basic Service Lines:

Add on Conference
Call Transfer Individual - All Calls
Consultation Hold
Direct Inward Dialing
Direct Outward Dialing
Identification of Outward Dialing
Intercom Dialing
Touch-Tone Service
Trunk Answer Any Station

Section 8 – Centrex Service

B. CENTREX LINES AND FEATURES (Continued)

    1. Service Lines

        b. Deluxe Service Lines

        The following features are standard on Deluxe Service Lines:

            Add on Conference
            Automatic Call Back
            Call Forwarding Busy Line - Incoming Only
            Call Forwarding Don't Answer - All Calls
            Call Forwarding Variable
            Call Hold
            Call Pickup
            Call Transfer Individual - All Calls
            Consultation Hold
            Dial Call Waiting
            Direct Inward Dialing
            Direct Outward Dialing
            Directed Call Pickup Non Barge-In
            Distinctive Ringing
            Group Speed Call 30 - System
            Identification of Outward Dialing
            Intercom Dialing
            Speed Call 6 - Individual
            Touch-Tone Service
            Trunk Answer Any Station

Section 8 – Centrex Service

B. CENTREX LINES AND FEATURES (Continued)

   1. Service Lines

     c. Electronic Service Lines

Electronic Service Lines use ISDN standards to provide two 64 kbps circuit switched channels (B channels) and one 9.6 kbps packet switched data channel (D channel) on a single line. Electronic Service Lines may be configured to meet the Customer's individual requirements. A Customer may choose to use one or two of the available B channels for circuit switched voice or circuit switched data. The packet switched data capability of the D channel can be added to the various B channel configurations or can be provisioned on a line with no B channels. The elements used to create the various arrangements are as follows:

     1. One 64 kbps B channel configured for one of the following:

        Circuit Switched Voice
        Circuit Switched Data
        B channel Packet Switched Data

     2. Two 64 kbps B channels configured for one of the following:

        Two Circuit Switched Voice Channels
        One Circuit Switched Voice and one Circuit Switched Data Channel
        Two Circuit Switched Data Channels

     3. Stand alone D channel Packet Switched Data Line

        9.6 kbps packet switched data on the D channel with no 64 kbps B channels.

     4. D Channel Packet Switched Data

        9.6 kbps packet switched data to be added to the circuit switched channel configurations shown in B.1.c.1. or B.1.c.2 preceding. D channel packet switching is not available on lines configured for B channel packet switching.

Section 8 – Centrex Service

B.   CENTREX LINES AND FEATURES (Continued)

1.   Service Lines

c.   Electronic Service Lines (Continued)

The following features are standard on Electronic Service Line B channels configured for Circuit Switched Voice:

Add on Conference
Automatic Callback
Call Forwarding Busy Line - Incoming Only
Call Forwarding Don't Answer - All Calls
Call Forwarding Variable
Call Hold
Call Pickup
Call Transfer Individual - All Calls
Consultation Hold
Dial Call Waiting
Direct Inward Dialing
Direct Outward Dialing
Directed Call Pickup Non Barge-In
Distinctive Ringing
Electronic Key Service
Group Speed Call 30 - System
Identification of Outward Dialing
Inspect
Intercom Dialing
Intra-System Calling Line Identification
Manual Exclusion
Multiple Call Appearances
Privacy
Shared Call Appearances
Speed Call 6 - Individual
Touch-Tone Service
Trunk Answer Any Station

Section 8 – Centrex Service

B. CENTREX LINES AND FEATURES (Continued)

    1. Service Lines

        c. Electronic Service Lines (Continued)

The following features are standard on Electronic Service Line B channels configured for Circuit Switched Data:

    Direct Inward Dialing
    Direct Outward Dialing
    Identification of Outward Dialing
    Intra-System Calling Line Identification
    Intercom Dialing

D Channel Packet Switched Data Channels and B Channel Packet Switched Data Channels are provided with one logical channel as standard. In addition, the following features are available at no additional charge:

    Fast Select Limitation/Acceptance
    Flow Control Parameter Negotiation
    Incoming Calls Barred
    Outgoing Calls Barred
    Throughput Class Negotiation

B. CENTREX LINES AND FEATURES (Continued)

1. Service Lines

    d. Service Line Restrictions

    Service lines may be provisioned to limit a service line's ability to originate or terminate calls outside of the Centrex system. The following restrictions are available at no monthly charge. An installation charge is applied only if the restriction level on a service line is changed after initial installation. Applying service line restrictions will affect the operation of service line features which conflict with the restriction.

    1. Incoming Restricted

        Prevents the service line from terminating a call from outside of the Centrex system.   Restricted calls are routed to a recorded announcement. Calls over tie lines terminating in the Centrex system are not restricted.

    2. Outgoing Restricted

        Prevents the service line from originating a call to a location outside of the Centrex system. Calls to Dial "0" attendant are also restricted.

    3. Fully Restricted

        Combines Incoming Restricted and Outgoing Restricted. Fully restricted service lines can only originate and terminate calls within the Centrex system.

    4. Fully Restricted - Denied Dial Tone

        Fully Restricted for use with loudspeaker paging systems.

B. CENTREX LINES AND FEATURES (Continued)

    1. Service Lines

        e. Optional Features

        The following optional features are available for Basic and Deluxe Service Lines:

            Anywhere Call Forwarding (Deluxe Service Lines only)
            AreaWide Centrex
            Call Waiting Terminating
            Calling Name and Number
            Hunting Service
            Take Two Service
            Toll Restriction
            Uniform Call Distribution

        The following optional features are available for Electronic Service Lines:

            Anywhere Call Forwarding
            AreaWide Centrex
            Call Restriction Levels
            Call Waiting Terminating
            Calling Name and Number
            Circuit Switched Data Hunting
            Custom Set Configuration
            Hunting Service (See Note)
            Secondary Telephone Number
            Take Two Service
            Toll Restriction
            Uniform Call Distribution

            Note: Adding Hunting Service to an Electronic Station Line removes the Multiple Call Appearance and Shared Call Appearances features from that line.

        The following optional features are available for Packet Switched Data Channels. These features may be used with a 64 kbps B channel packet service or a 9.6 kbps D channel packet service.

            Additional Logical Channels
            Closed User Group
            Permanent Virtual Circuit
            X.25 Hunt Group

Section 8 – Centrex Service

B.   CENTREX LINES AND FEATURES (Continued)

    2.   Attendant Lines

        a.   General

An attendant line provides the point of termination for the Customer's main directory number. From this line(s) the attendant can assist service lines in making calls. The attendant line can be accessed from within the Centrex group by dialing "0".

Two types of attendant lines are available: Basic, which uses analog technology, and Electronic, which uses ISDN technology.

        b.   Basic Attendant Lines

The following features are standard on Basic Attendant Lines:

        Add on Conference
        Attendant Camp-On (Non-Data Link)
        Attendant Night Service
        Call Forwarding Variable
        Call Hold
        Call Pickup
        Call Transfer Individual - All Calls
        Consultation Hold
        Dial Call Waiting
        Direct Inward Dialing
        Direct Outward Dialing
        Directed Call Pickup Non-Barge In
        Distinctive Ringing
        Group Speed Call 30 - System
        Identification of Outward Dialing
        Speed Call 6 - Individual
        Touch Tone Service
        Trunk Answer Any Station

        Effective: 3/22/2020

Section 8 – Centrex Service

B. CENTREX LINES AND FEATURES (Continued)

    2. Attendant Lines (Continued)

        c. Electronic Attendant Lines

        The following features are standard on Electronic Attendant Lines:

          Add on Conference
          Attendant Call Hold
          Attendant Call Transfer
          Attendant Direct Station Selection/Busy Lamp
          Attendant Interposition Transfer
          Attendant Night Service
          Attendant Position Busy
          Attendant Timed Reminder
          Call Forwarding Variable
          Call Pickup
          Call Transfer Individual - All Calls
          Consultation Hold
          Dial "0" Attendant
          Dial Call Waiting
          Direct Inward Dialing
          Direct Outward Dialing
          Directed Call Pickup Non-Barge In
          Distinctive Ringing
          Electronic Attendant Camp-On
          Group Speed Call 30 - System
          Identification of Outward Dialing
          Inspect
          Intercom Dialing
          Intrasystem Calling Line Identification
          Manual Exclusion
          Multiple Call Appearance
          Privacy
          Shared Call Appearance
          Speed Call 6 - Individual
          Time/Date Display
          Touch Tone Service
          Trunk Answer Any Station

Section 8 – Centrex Service

B. CENTREX LINES AND FEATURES (Continued)

2. Attendant Lines (Continued)

d. Optional Features for Attendant Lines

The following optional features are available for Basic Attendant Lines:

Anywhere Call Forwarding
AreaWide Centrex
Attendant Call-Through Tests
Attendant Control of Facilities
Attendant Power Failure Transfer
Hunting Service
Uniform Call Distribution

The following optional features are available for Electronic Attendant Lines:

Anywhere Call Forwarding
AreaWide Centrex
Attendant Busy Verification of Lines/Trunks
Attendant Call-Through Tests
Attendant Direct Trunk Group Selection
Attendant Emergency Override
Attendant Information About Calls in Queue
Attendant Power Failure Transfer
Attendant Traffic
Attendant Trunk Group Indicator
Custom Set Configuration
Hunting Service (Note)
Uniform Call Distribution

Note: Adding Hunting Service to an Electronic Attendant Line removes the Multiple Call Appearance and Shared Call Appearances features from that line.

Section 8 – Centrex Service

B.   CENTREX LINES AND FEATURES (Continued)

3.   Additional System Features and Terminations

The following system features and terminations are available with Centrex service where facilities permit

a.   Optional System Features

Conference Calling - 6 way
Dial Dictation Access
Loud Speaker Paging
Queuing with Delay Announcement
Radio Paging Access
Trunk Dial Transfer

b.   Tie Line Terminations

Digital Interface (1.544 Mbps)
Non-Tandem Tie Trunks
Primary Rate Interface
Tandem Tie Trunks

c.   WATS Terminations - 800/INWATS Service

B. CENTREX LINES AND FEATURES (Continued)

    4. Feature and Service Descriptions

        a. 800 Termination

        Provides for the switching of 800 number access lines to a selected Service Line or Attendant Line.

        b. Add-On Conference

        Used with Consultation Hold, this feature allows a Centrex user to add on a held party after a second party is reached. This creates a three-way call.

        c. Additional Logical Channels

        Provides the ability to maintain multiple packet calls simultaneously over one service line. The combined throughput of all the logical channels on a single service line is subject to the 9.6 kbps (D channel) or 64 kbps (B channel) limit of the service line. Up to 10 logical channels can be carried on D channel packet service. Up to 128 logical channels can be carried on B channel packet service.

        d. Anywhere Call Forwarding

        Allows the Customer to remotely change the termination of their incoming calls to another telephone line from any tone signaling telephone. The Customer can activate, deactivate, or change the destination number using a personal identification number (PIN).

        e. AreaWide Centrex

        Allows a Customer with multiple locations (in the same serving central office or different service central offices) to create the appearance that all locations are serviced by a single Centrex system. AreaWide Centrex extends five-digit dialing plans and internal features between Centrex systems. AreaWide Centrex Customers can dial all other AreaWide Centrex subscribed lines in their group.

        f. Attendant Busy Verification of Lines and Trunks

        Allows an attendant to determine whether a line or tie line within the Centrex system is busy or idle.

        g. Attendant Call Hold

        Allows an attendant to put on hold any call in progress, thus freeing the line to originate or process other calls. The Attendant Timed Reminder feature is activated when the call is placed on hold.

        h. Attendant Call-Through Tests

        Allows the attendant to set up a test call over a selected tie line to determine if the tie line is operating correctly.

Section 8 – Centrex Service

B. CENTREX LINES AND FEATURES (Continued)

    4. Feature and Service Descriptions (Continued)

        i. Attendant Call Transfer

        Allows the attendant to transfer a call to another directory number.

        j. Attendant Camp-on (Non-Data Link)

        Allows incoming calls which the attendant attempts to complete to a busy service line to be held waiting until the busy service line becomes idle. The Attendant Timed Reminder feature is activated when the call is camped-on.

        k. Attendant Control of Facilities

        This feature allows the attendant to restrict dial access of stations to certain lines and trunks. Calls to the restricted facilities can be routed to the attendant, to a recorded announcement, or to a Customer-specified intercept treatment.

        l. Attendant Direct Station Selection / Busy Lamp

        This feature allows the attendant to display the status of any service line in the Centrex system.

        m. Attendant Direct Trunk Group Selection

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

        n. Attendant Emergency Override

        Attendant Emergency Override allows the attendant to ring the station by dialing an access code plus the extension number, even if:

            It is busy from setting the make busy key.
            It has series completion or multiline hunt arrangement.
            It has Call Forwarding activated.
            It is equipped with terminating restrictions.

B.   CENTREX LINES AND FEATURES (Continued)

4.   Feature and Service Descriptions (Continued)

o.   Attendant Information About Calls in Queue

This feature provides the following information about calls in queue:

Average time in queue for served calls.
Average time in queue for calls abandoned before serving.
Longest time a call has been in queue before serving.
Total number of calls in queue abandoned before being served.
Total number of served calls.

p.   Attendant Interposition Transfer

Provides the attendant with the ability to transfer or place a call to another attendant in the attendant group by dialing the Directory Number assigned to that position. When a call is made to this Directory Number, no hunting or queuing will occur if the attendant is busy on that Directory Number.

q.   Attendant Night Service

Provides arrangements to route calls which are normally directed to the attendant positions to a night directory number, when the regular consoles are not attended.

r.   Attendant Position Busy

Provides the attendant with the ability to make the position appear busy. In a single position arrangement, new calls receive busy treatment. In a multiple position arrangement, new calls are directed to another attendant position. If a position is placed in a position-busy state, the attendant can serve calls on hold, answer calls, complete calls on timed reminder, and originate calls.

s.   Attendant Power Failure Transfer

This feature permits calls to the attendant to be routed to a preassigned directory number during a power failure at the Customer's location.

t.   Attendant Timed Reminder

Provides a timer which starts when a call is camped-on or put on hold. When the timer expires, the attendant is alerted and can pick up the call to talk to the calling party.

B. CENTREX LINES AND FEATURES (Continued)

    4. Feature and Service Descriptions (Continued)

        u. Attendant Traffic

Provides the following information about calls for each electronic attendant console position:

    Aggregate work time for the position.
    Minutes the position has been active.
    Number of calls handled by the position.

        v. Attendant Trunk Group Indicator

This feature allows an attendant to monitor the level of traffic on customer selected trunk groups. A maximum of 16 trunk groups per attendant position can be monitored. A maximum of 64 trunk groups per attendant group can be monitored.

        w. Automatic Callback

The user can hang up after reaching a busy line within the Centrex system and then dial a call-back activation code to initiate the automatic call-back process. When the called party goes on-hook, the user will receive a distinctive ringing pattern (intrasystem only) to indicate that the desired line is available. This feature cannot be activated against a line number in a hunt group, nor can it be placed on attendant lines.

        x. B Channel

A channel within an Electronic Station Line which can be used to carry circuit switched voice or circuit switched data or packet switched data at speeds up to 64 kbps.

        y. B Channel Packet Switched Data

Provides the ability to make X.25 packet switched data calls over 64 kbps "B" channel to other subscribers in the Centrex system. The throughput on packet data traffic is up to 64 Kbps. One logical channel is provided as standard.

        z. Call Hold

Allows a Centrex user to put on hold any call in progress. This frees the line to originate another call.

        aa. Call Forwarding Busy Line - All Calls

Permits calls to a specified line number to be forwarded to a Customer preselected number when busy. This feature is prohibited with any type of hunting service.

B.   CENTREX LINES AND FEATURES (Continued)

   4.   Feature and Service Descriptions (Continued)

      ab. Call Forwarding Don't Answer - All Calls

         Permits calls to the specified line number to be forwarded to a Customer-preselected number if not answered after a customer-specified number of rings.

      ac. Call Forwarding Variable

         Allows calls attempting to terminate to a line to be redirected to any other Customer-specified number. The Customer must activate or deactivate the forwarding function and specify the desired terminating number during each activation procedure. If the call from the calling party to the forwarding line is chargeable, the calling party is billed for that part of the call. If the forwarded leg of the call is chargeable, the forwarding line is billed for that portion of the call.

      ad. Call Pickup

         Enables a user to answer a call to another line in the defined call pickup group. This is accomplished by dialing a call pickup code while the called line is being rung. If more than one line in the group is being rung, the line that has been ringing the longest is picked up first.

      ae. Call Pickup Group

         A group of users which has the capability of picking up each other's calls by using the Call Pickup feature.

      af. Call Restriction Levels

         Prevents an Electronic Service Line user from calling certain data terminals based upon the restrictions placed upon the specific calling terminal. If the calling terminal is restricted, the call is directed to a recorded announcement.

      ag. Call Transfer Individual - All Calls

         Allows a user to add on and/or transfer any established terminating call to any other line either within or outside the system.

      ah. Call Waiting - Terminating

         Provides the user with an audible tone to indicate that a non-intercom call is waiting when the service line is in use. Call Forwarding Busy Line and Call Waiting - Terminating are mutually exclusive on the same line.

B.   CENTREX LINES AND FEATURES (Continued)

   4.   Feature and Service Descriptions (Continued)

      ai.   Calling Name and Number

         On incoming calls, Caller ID Name and Number provides the telephone number and listed name, when available, associated with the calling party, unless (1) the calling party's name and/or number is not accessible to the network because of where the call originates or (2) when the calling party invokes a per call or per line blocking feature which prevents the name and/or telephone number from being passed. Information may be displayed on a customer-provided display device attached to the user's line or telephone set. Based on the current technology of the network, the name and telephone number of the calling party may be truncated. The Caller ID Customer is responsible for providing the display device. The installation, repair and technical capability of the device to function with Caller ID Name and Number is also the responsibility of the Customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment and resulting inability to perform satisfactorily with network features associated with this service. This service is not available for electronic or ISDN lines.

      aj.   Circuit Switched Data Channel, 64 kbps

         Provides the ability to make 64 kbps data calls to other appropriately equipped lines. The ability to make 64 kbps data calls is provided in addition to the ability to make voice calls and the two services may be used simultaneously.

      ak.   Circuit Switched Data Hunting

         Allows a grouping of circuit switched data channels to a host so that calls to the host will be completed if there is an available channel anywhere in the group.

      al.   Closed User Group

         Allows packet Customers to establish subnetworks within which members can communicate. Communication with users outside of these subnetworks is then prohibited. A user can belong to multiple closed user groups.

      am. Closed User Group Member

         Allows a packet data user to participate in a Closed User Group.

      an.   Conference Calling - 6 Way

         Allows a station to establish a conference call involving up to five other parties without attendant assistance.

B. CENTREX LINES AND FEATURES (Continued)

    4. Feature and Service Descriptions (Continued)

        ao. Consultation Hold

Allows a user to add a third party to an existing conversation. The party initiating the call can hold one party with privacy exclusion while dialing and talking with another party.

        ap. Custom Set Configuration

A customization charge which is applied when a customer requests a non-standard configuration of feature buttons on an Electronic Service Line or Electronic Attendant Line.

        aq. D Channel

A channel within an Electronic Station Line which is used to carry signaling messages. Optionally, user packet-switched data can also be carried in the D channel.

        ar. D Channel Packet Switched Data

Provides the ability to make X.25 packet switched data calls over the 16kbps D channel to other users in the Centrex system. The throughput on packet data traffic is up to 9.6kbps. Packet calls may be made simultaneously with any voice or 64 kbps data call. One logical channel is provided as standard.

        as. Dial Access to Private Facilities

Allows the Customer to access tie lines terminated at the central office by dialing a unique code. If the dialing plan allows, the tie line may be accessed simply by recognition of the first digit (or first two digits) dialed. This provides intercom dialing into the tie line without the use of an access code. Once the tie line is accessed, the station user may or may not receive a dial tone, depending upon the tie line accessed.

        at. Dial Call Waiting

Allows a user to give call waiting treatment to a called line. The user must dial an activation code followed by the called number in order to give call waiting service to the terminating line for the duration of a call. This service is restricted to intrasystem calls.

        au. Dial Dictation Access

Permits access to and control of customer-owned dictation equipment from a service line in the Centrex system. The service line for connection to the dictation equipment must be purchased separately.

Section 8 – Centrex Service

B.   CENTREX LINES AND FEATURES (Continued)

   4.   Feature and Service Descriptions (Continued)

   av.   Direct Inward Dialing (DID)

   Allows an incoming toll call to reach a specific user line directly. If the called line is idle and not restricted from receiving incoming calls, the user line returns audible ringing on the incoming connection. If the called line is busy, the line returns a busy tone. If the called line is restricted from receiving incoming calls, the incoming call is routed to an announcement.

   aw.   Dial "0" - Attendant

   When a Centrex user dials "0" the call is automatically routed to a Centrex Attendant Line (Customer preselected) within the Centrex system.

   ax.   Direct Outward Dialing (DOD)

   Allows a user line to access the local exchange network directly.

   ay.   Directed Call Pickup Non Barge-In

   Permits a user to dial a code and a line number and pick up a call which is ringing on another line. The ringing telephone must permit directed pickup. If the call has been answered by the called line, the party dialing the pickup code will receive a reorder signal.

   az.   Distinctive Ringing

   This feature enables a user to identify the general source of incoming calls by providing a unique ringing pattern on telephone instruments. Ringing pattern is based on whether the call originated inside the Centrex group, outside the Centrex group, or was forwarded from the attendant.

   ba.   Electronic Attendant Camp-on

   Allows incoming calls which the attendant attempts to complete to a busy station to be held waiting until the busy station becomes idle. Attendant Timed Reminder is activated when the call is camped-on.

   bb.   Electronic Key Service

   Allows single button access to features otherwise accessible only through dialed codes.

Section 8 – Centrex Service

B. CENTREX LINES AND FEATURES (Continued)

4. Feature and Service Descriptions (Continued)

bc. Electronic Service Line

Uses ISDN standards to provide integrated voice and data communications. An Electronic Service Line can be configured to support one or two 64 kbps "B" channels. The 16kbps "D" channel carries signaling information and optionally, 9.6 kbps packet switched data.

bd. Fast Select Limitation/Acceptance

Allows the switch to transmit incoming call packets with up to 128 bytes of data along with call set up and clearing packets.

be. Flow Control Parameter Negotiation

Permits negotiation on a per call basis of the flow control parameters. This consists of automatically negotiating the maximum packet size and window size for each direction of data transmission.

bf. Group Speed Call 30, Customer Changeable System

A Centrex line user can place calls to a repository of thirty telephone numbers by dialing a unique code. Centrex attendant service line is designated as the owner of the list and may change the telephone numbers. Other Centrex line users are considered as sharers of the list.

bg. Hunting

Hunting service is provisioned as regular hunting or circle hunting.

With regular hunting, the hunt always starts with the called line and ends with the last line in the prearranged group, completing the call to the first idle line encountered. Unless the first line in the group is called, only a portion of the group is tested. The prearranged sequence can be either consecutive (telephone numbers are in ascending numerical sequence) or nonconsecutive order.

With circle hunting, the hunt begins with the terminal number associated with the called number, and continues sequentially through the last terminal number in the hunt group. Hunting resumes starting with terminal number 1 and continues through the terminal number preceding the called hunt terminal number.

bi. Identification of Outward Dialing

This feature provides the means for identifying the originating number in AMA records for calls involving timed or toll charges.

B. CENTREX LINES AND FEATURES (Continued)

4. Feature and Service Descriptions (Continued)

bj. Inspect

Works with Intra-System Calling Line Identification to display the calling party's line number for any call appearance which has a call associated with it. This could be an active call, a call on hold, or an alerting call. Requires the user to dedicate a feature button on an electronic station set.

bk. Intercom Dialing

Permits users to place intrasystem calls on a 4 digit basis.

bl. Intra-System Calling Line Identification

Provides the calling party's directory number on calls originated from Basic, Deluxe, and Electronic lines in the same Centrex system for Electronic Service Line users. The called party receives the directory number of the calling station along with the time and the date of the call.

bm. Loudspeaker Paging

Allows users to dial access loudspeaker paging equipment. Capabilities are provided to allow multizone paging where a separate access code or directory number is provided for each zone within a Customer's location. Optional arrangements may be provided to allow the paged party to be connected to the calling party by dialing an answering code from any line within the Customer system. This feature requires the purchase of a service line for connection to the paging equipment.

bn. Manual Exclusion

Allows a multi-button key system set user to prevent other stations from picking up a call on hold or bridging onto a call which is active at that station.

bo. Modem Pooling Access Line

Provides an X.25 Packet Switching access line to be connected to a customer-provided modem, allowing the Customer to transmit data to and receive data from dial-up data users. A basic service line is needed for each modem. Additional logical channels are available on modem pooling access lines.

B. CENTREX LINES AND FEATURES (Continued)

   4. Feature and Service Descriptions (Continued)

   bp. Multiple Call Appearances

   Allows a station to originate or terminate more than one call on the same line number. If the first call
   appearance button is busy, an incoming call will be completed to the first idle call appearance for that
   line number. A call can be originated from any idle call appearance while a call on another call
   appearance is on hold. This feature is not available on lines equipped with hunting.

   bq. Permanent Virtual Circuit

   Establishes a dedicated logical channel (between two stations), removing the need for call set up and
   clearing.

   br. Privacy

   Allows a user to prevent other stations from picking up a call or holding or bridging on to a call which
   is in progress. Requires the user to dedicate a feature button on an electronic station set.

   bs. Queuing With Delay Announcement

   Allows calls to a hunt group or a uniform call distribution group to be placed in a queue to be answered
   by the next available attendant or station in the group. Calls in queue receive a customer-generated
   automatic announcement.

   bt. Radio Paging Access

   Permits attendant and Centrex station user to access radio paging equipment and page individuals
   carrying pocket radio receivers. Upon receiving the page, the paged party can establish a talking
   connection with the paging party by dialing a unique answering code. The service line for connection to
   the radio paging equipment is purchased separately.

   bu. Secondary Telephone Number

   Allows a service or attendant line to have a secondary line number with separate call appearances in
   addition to its primary line number.

   bv. Shared Call Appearances

   Allows several stations to share one or more line numbers. Originating and terminating calls affect all
   stations sharing that line number. The shared line numbers can have multiple call appearances, multiple
   calls can exist on one line number, and more than one station sharing a line number can have a call
   active on that shared line number. This feature is not available on lines equipped with hunting service.

B. CENTREX LINES AND FEATURES (Continued)

    4. Feature and Service Descriptions (Continued)

        bw. Speed Call 6

        Allows users to store a list of up to 6 speed calling codes.

        bx. Throughput Class Negotiation

        Allows the calling data terminal to request specific throughput classes in the call request packet for both directions of data transmission.

        by. Tie Trunk Terminations

        A tie trunk connects two or more Customer locations. Tie trunks can be terminated in an attendant console (direct access), or may have dial access. The attendant can directly access the trunk and dial digits into it, or a dial access code can be utilized from the Centrex group. The following tie trunk terminations can be provided:

            Tandem Tie Trunks - Tandem tie trunks allow access to other tie trunks in the Centrex group in addition to the resident Centrex lines. The user, in effect, "cuts through" these offices, allowing the office to be used as a tandem or hub office.

            Non-tandem Tie Trunks - Customer dedicated 1-way or 2-way tie trunks between two switches without intermediate switching.

            DS1 Digital Interface (1.544 Mb/s) - Permits the direct termination of a DS1 facility. The channels in the DS1 must be designated as tandem or non-tandem trunks.

            Primary Rate Interface - Permits the termination of a DS1 facility using ISDN PRI protocols. The channels within the PRI must be designated as tandem or non-tandem.

        bz. Time and Date Display

        A feature for Electronic Attendant Lines. The central office provides the time and date to the station set. Time is updated once per minute.

        ca. Toll Restriction

        Centrex lines with Toll Restriction are permitted to originate calls only to the toll free area.

B. CENTREX LINES AND FEATURES (Continued)

    4. Feature and Service Descriptions (Continued)

        cb. Touch Tone Service

        Dial service utilizing dual tone multi-frequency (DTMF) signaling.

        cc. Trunk Answer Any Station

        Permits an individual at any user line to answer an incoming call to the listed directory number when the attendant is not on duty to answer the call. This feature allows any of the user lines to dial a code in order to be connected to the incoming call. This feature is used in conjunction with visual and/or audible alarms in order to make individuals aware that a call has come in which needs to be answered.

        cd. Trunk Dial Transfer

        Provides the call transfer feature to tie lines.

        ce. Uniform Call Distribution

        A hunting arrangement available to lines arranged in a circle hunting group. Incoming calls to the line (main hunt) number of the group will hunt through the lines in a fixed sequence, except that once a call has been completed to a line, a pointer within the switching equipment will advance to the next idle line. The next incoming call will go directly to that line if it is still available. If it is not, the call will either be directed to the next idle line in the hunt group or, if all lines in the hunt group are busy, receive busy tone. All lines in a Uniform Call Distribution group must subscribe to Hunting.

        cf. WATS Group Termination

        Provides service lines with access to a group of INWATS/800 lines. Each INWATS band requires a separate WATS Group Termination.

        cg. X.25 Hunt Groups

        Allows a grouping of access lines so that an incoming packet-switched data call to the hunt group is completed if there is an available logical channel on any of the access lines within the hunt group.

C. RATES AND CHARGES

1. Hierarchy of Service Lines

When a system contains different types of service lines, the order in which the lines are counted affects the price of service. The sequence in which lines are counted or "stacked" for the purpose of price banding is as follows:

a. Basic Service Lines

b. Deluxe Service Lines

c. Electronic Service Lines with One Circuit Switched Voice Channel

d. Electronic Service Lines with One Circuit Switched Data Channel

e. Electronic Service Lines with Two Circuit Switched Voice Channels

f. Electronic Service Lines with One Circuit Switched Voice Channel and One Circuit Switched Data Channel

g. Electronic Service Lines with Two Circuit Switched Data Channels

This hierarchy is applied on an order by order basis. New lines are added at the top of the "stack" regardless of their priority in relation to previously installed lines. Lines are removed from the system on a "last-in-first-out" basis so that the line of the proper type which is closest to the top of the "stack" is removed first.

When removing a line causes a realignment of the other lines within the volume bands, the realignment will be done at the end of the billing period. Fractional billing will be provided on lines added or deleted during the billing period.

2. Optional Features

The initial charge for optional features for service lines and attendant lines is waived when the features are purchased during the initial line installation. When multiple features are added to service lines or attendant lines at the same time, but after the initial line installation, the initial charge applies only once per line. The Custom Set Configuration, Secondary Telephone Number, Area Wide Centrex and Take Two options are exceptions. The initial charges for these features always apply in full.

3. Price List

The rates and charges for Centrex services are shown in the Price List Section of this Agreement.