

Schedule No. A-26

(N)

CENTREX SERVICE

APPLICABILITY

- (1) Centrex is a central office-based business communications service which provides capabilities similar to those offered on a Private Branch Exchange, but without requiring switching equipment on the customer's premises. Centrex integrates all of a business customer's lines into a single telecommunications system.
- (2) All Centrex station lines will be equipped with standard features. Additional optional features may also be selected and generally result in additional charges.

TERRITORY

Within the exchange area, as said area is defined on a map filed as part of the tariff schedules.

RATES AND CHARGES

(1) Centrex Line Rates

- (a) **Monthly Centrex Line Rates:** The following per-line Centrex rates apply for contract periods ranging from month-to-month to 60 months. The customer is required to pay for the number of months in the service period selected:

CENTREX LINE RATE SCHEDULE						
Number of Centrex Lines	Monthly	12 Months	24 Months	36 Months	48 Months	60 Months
2*	43.90	42.90	41.80	40.80	39.70	38.70
3-5	40.40	39.40	38.30	37.30	36.20	35.20
6-15	35.20	34.10	33.00	32.00	30.90	29.90
16-25	29.90	28.80	27.80	26.70	25.70	24.60
26-50	24.60	23.60	22.50	21.40	20.40	19.30
51-100	19.30	18.30	17.20	16.20	15.10	14.10
100+	14.40	13.40	12.30	11.20	10.20	9.10

* Rate also applies to single-line off-premise extensions to primary-site Centrex group. The Flat Rate Exchange Service rate is included in the above rates.

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RATES AND CHARGES - (Continued)

(1) Centrex Line Rates - (Continued)

- (b) **Service Establishment Charge Per Line:** A \$10.00 non-recurring Service Establishment Charge will apply per each Centrex line.
- (c) **Additions/Changes/Reprogramming to Individual Station Features:** A \$5.00 non-recurring charge will apply to each Centrex line.
- (d) **Standard, Non-Chargeable Individual Station Features:** The following are standard, non-chargeable individual station features which are included with the Centrex line rate at no charge:
 - 1. Business Group Automatic Identified Outward Dialing
 - 2. Call Park Features:
 - a. Call Park - Directed
 - b. Call Park - Local
 - 3. Call Pick-Up Features:
 - a. Call Pick-Up (non-recurring charge for reprogramming charges only)
 - b. Call Pick-Up - Directed (non-recurring charge for reprogramming charges only)
 - 4. Call Transfer - Internal Only
 - 5. Centrex Repeat Dialing - Internal Only
 - 6. Direct Inward Dialing (capabilities may be limited by Simulated Facilities)
 - 7. Direct Outward Dialing (capabilities may be limited by Simulated Facilities)
 - 8. Distinctive Ringing/Call Waiting Indication
 - 9. Do Not Disturb
 - 10. Intercom Dialing
 - 11. 3-Way Calling
 - 12. Touchtone
 - 13. Voice/Data Protection

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RATES AND CHARGES - (Continued)

(1) Centrex Line Rates - (Continued)

(e) Optional, Non-Chargeable Individual Station Features: The following are optional, non-chargeable individual station features which may be added to a Centrex line at no charge:

1. Call Forwarding Features:
 - a. Call Forwarding - All Calls (Variable)
 - b. Call Forwarding - Busy Line
 - c. Call Forwarding - Don't Answer
 - d. Call Forwarding - Incoming Only [Option available with a.-c.]
 - e. Call Forwarding - Within Group Only [Option available with a.-c.]
2. Call Hold
3. Caller Identification-Number - Internal Only
4. Call Transfer - Attendant
5. Call Waiting Features:
 - a. Call Waiting (Terminating) (may include Cancel Call Waiting)
 - b. Call Waiting - Incoming Only (may include Cancel Call Waiting)
6. Class of Service Restrictions:
 - a. Fully-Restricted Line
 - b. Semi-Restricted Line
7. Off-Premises Station (appropriate Centrex line rates will apply)
8. Single-Digit Dialing
9. Speed Call 8-Code (customer changeable)

(2) Discount Package Plan: A Centrex customer subscribing to multiple optional, chargeable individual station features is eligible to participate in the Discount Package Plan. The Discount Package Plan applies to those optional line features described in Rates and Charges, Section (5):

<i>Number of Features Subscribed to Per Centrex Line</i>	<i>Number of Features Included When Purchasing Multiple Individual Station Line Features</i>
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Greater than or equal to 3 features	1 feature of same or lesser value included
Greater than or equal to 6 features	2 features of same or lesser value included
Greater than or equal to 9 features	3 features of same or lesser value included
Greater than or equal to 12 features.....	4 features of same or lesser value included

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RATES AND CHARGES - (Continued)

(3) **Optional, Chargeable Individual Station Features:** The following are optional, chargeable individual station features which may be provisioned on any Centrex line at the established monthly tariff rates per line:

	<u>Rate Per</u> <u>Month</u>
(a) Call Transfer - Individual - All Calls	\$.30
(b) Class of Service Restrictions:	
1. Toll Restriction	.30
2. Code Restriction & Diversion	.30
3. Outgoing Call Screening	.30
(c) Direct Connect Service (a/k/a Hot Line)	.30
(d) Manual Line Service	.30
(e) Night Service	.30
(f) Warm Line	.30
(g) Attendant Camp-On	1.00
(h) Call Forwarding - Remote Activation (Add-on to Call Forwarding)	1.00
(i) Call Waiting Features:	
1. Call Waiting - Dial	1.00
2. Call Waiting - Originating	1.00
(j) 6-Way Calling or Conference-Attendant	3.00
(k) Speed Calling 30-Code (customer changeable)	1.00

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RATES AND CHARGES - (Continued)

(4) Optional, Chargeable Features Associated with Groups of Lines or Centrex Systems: The following are optional, chargeable features/services which may be provisioned on Centrex Groups of Lines or Centrex Systems at the established tariff rates:

	<u>Rate per Month</u>	<u>Non-Recurring Charges</u>
(a) Account Codes	*	
(b) Authorization Codes	*	
(c) Automatic Route Selection Features:		
1. Automatic Route Selection	*	
2. Time-of-Day/Day-of-Week Routing Control	*	
3. Expensive Route Warning Tone	*	
4. Outgoing Queuing	*	
(d) Business Group Dialing Plan:		
1. Standard Dialing Plan		No Charge
2. Customized Dialing Plan		\$80.00
(e) Centralized Attendant Service	*	
(f) Centrex Complex	*	
(g) Customer Control	*	
(h) Main Satellite Service	*	
(i) Music/Message on Hold:		
1. Standard Music Audio (audio source resides at Utility)	\$25.00	
2. Custom Music/Message Audio (audio source resides at Utility)	50.00	
3. Custom Music/Message Audio (audio source resides at customer premises)@	25.00	
(j) Special Customer Provided Equipment Interface Circuits:@		
1. Code Calling	5.00	
2. Improved Radio Paging	5.00	
3. Loudspeaker Paging	5.00	
4. Paging Access	5.00	
5. Recorded Telephone Dictation	5.00	
(k) Special Intercept Announcement:		
1. Standard Announcement (audio source resides at Utility)	25.00	
2. Customer Worded Announcement (audio source resides at Utility)	50.00	
3. Customer Worded Announcement (audio source resides at customer premises)@	25.00	
4. Changes to Customer Worded Announcement		30.00
(l) Station Message Detail Recording	*	

* Rate will be derived from actual cost and filed with the California Public Utilities Commission for approval when the Utility receives a request.

@ In addition to the rates set forth in Schedule Nos. A-1 and/or A-5.

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RATES AND CHARGES - (Continued)

(5) Hunting Service

(a) **Optional, Chargeable Hunting Arrangements:** The following are optional, chargeable hunting arrangement features/services which may be provisioned with Centrex Service at the established rates per line in a Hunt Group:

	<u>Rate</u> <u>Per Month</u>	<u>Per Hunt Group</u> <u>Non-Recurring</u> <u>Charge</u>
1. Circle Hunting *	\$.50	\$10.00
2. Regular Hunting *	.50	10.00
3. Preferential Hunting *	1.00	10.00
4. Series Completion *	.50	10.00
5. Uniform Call Distribution *	1.00	10.00
 (b) Changes to Hunting Group Arrangements/patterns (Additional Lines/Change Hunting Order)		 10.00
 (c) Hunt Group Options:		
1. Queuing for Hunt Group, each queue slot	5.00	
2. Delay Announcements for Queued Calls:		
a. Standard Announcement (audio source resides at Utility)	25.00	
b. Customer Worded Announcement * (audio source resides at Utility)	50.00	
c. Customer Worded Announcement * (audio source resides at customer premises)@	25.00	
d. Changes to Customer Worded Announcement		30.00
3. Stop Hunt/Make Busy		
a. Access Code Activation, per line	.70	
b. Key/Switch Activation, per circuit	6.50	

* Features are included in the Discount Package Plan.

@ In addition to the rates set forth in Schedule Nos. A-1 and/or A-5.

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SPECIAL CONDITIONS

1. A Centrex customer must have a minimum of two Centrex lines terminating to a primary customer site.
2. The minimum charge period for services provided under this tariff shall be for one month except when the provision of the service requires the construction of additional facilities and/or equipment. The customer will be required to pay all or a portion of the construction and installation charges and/or contract for service beyond the minimum service period in an arrangement agreeable to both the Utility and the customer.
3. Centrex is offered subject to the availability of outside plant and/or Central Office facilities.
4. One directory listing is provided without charge for each Centrex line.

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SPECIAL CONDITIONS - (Continued)

- 5. The customer may choose to pay for the service on a month-to-month basis or under a service contract plan. A month-to-month customer may, at any time, convert to a service contract plan by paying the applicable service period plan rate currently in effect.
- 6. The monthly rate for customers choosing the service period plan is guaranteed against Utility initiated changes during the selected service contract period.
- 7. Subsequent line additions/deletions to the original service contract period are stipulated as follows:
 - a. Subsequent additions will be rated under a new contract or added to an existing contract, based upon the remaining period of the initial contract. If the line addition causes the customer's total Centrex line count at the primary customer location to exceed the threshold of the line count previously contracted, all lines will be billed at the rate for the larger line count.
 - b. Subsequent line deletions, resulting in reductions equal to or exceeding 30% of the initial quantity of lines under contract, will be considered a termination liability and treated as specified in paragraph 8. following. If the reduction causes the total number of lines to fall into a different line size group, all remaining lines will be billed at rates for the smaller line size group.

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SPECIAL CONDITIONS - (Continued)

8. Termination Liabilities shall be treated as follows:
 - a. If the service is canceled by the customer after installation of the service, but prior to the completion of the service period, the customer shall be obligated to pay a termination liability charge. The charge is calculated by multiplying the monthly rate by the remaining months in the contract period times fifty percent.
 - b. A customer who reduces the quantity of Centrex lines under contract has the following options for the duration of the contract period:
 - (1) Continue to pay an amount equal to the monthly rate for the number of Centrex station lines that are disconnected under contract, or
 - (2) Pay termination charges as described in a. above on the number of Centrex station lines disconnected.
9. When used with Call Forwarding or Call Transfer, the Centrex customer is responsible for the payment of the applicable toll charge for each billable call connected over the public network between the Centrex station and the station at which the call is answered. The charge is applicable to each call answered, including the Call Forwarding set-up call. It also applies to collect and person-to-person calls, which may be refused at the answering station.
10. This tariffed Centrex Service does not include terminal equipment on the customer's premises.
11. Unless specifically exempted, Centrex Service shall be subject to all general regulations applicable to the provision of service by the Utility as stated in the general tariff.
12. It is at the Utility's discretion to offer temporary suspension of Centrex Service.

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SPECIAL CONDITIONS - (Continued)

13. DEFINITIONS

The following definition section defines all standard and optional features which either are or may be provided as a part of the Centrex Service.

a. The following are standard, non-chargeable individual station features which are included with the Centrex line rate at no charge:

(1) Business Group Automatic Identified Outward Dialing

Business Group Automatic Identified Outward Dialing provides identification of the calling line or the Centrex Group billing/pilot number on billable calls directed to the public network.

(2) Call Park Features:

(a) Call Park - Directed

Call Park - Directed allows a Centrex user to park (or store) a call against any directory number within the business group and unpark (or retrieve) the call from any other directory number within the business group.

(b) Call Park - Local

Call Park - Local allows a Centrex user to park (or store) a call against his/her directory number within the business group and unpark (or retrieve) the call from any other directory number within the business group.

(3) Call Pick-Up Features:

(a) Call Pick-Up

Call Pick-Up enables a station user to answer a call that is ringing at another station within the Centrex Group by dialing an access code.

(b) Call Pick-Up - Directed

Call Pick-Up - Directed enables a station user to answer a call that is ringing at another station within the Centrex Group by dialing an access code and the ringing station number.

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CENTREX SERVICE
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SPECIAL CONDITIONS - (Continued)

13. DEFINITIONS - (Continued)

- a. The following are standard, non-chargeable individual station features which are included with the Centrex line rate at no charge: (Continued)

(4) Call Transfer - Internal Only

Call Transfer - Internal Only allows a station user to transfer calls to another station within the Centrex Group by flashing the switchhook and dialing the transfer-to number.

(5) Centrex Repeat Dialing - Internal Only

Centrex Repeat Dialing - Internal Only allows the customer to automatically redial the last intercom number dialed. When the recalled telephone number is busy, the Utility's equipment will make repeated attempts to establish the call for a 30 minute period beginning with the customer's activation.

(6) Direct Inward Dialing

Direct Inward Dialing allows Centrex station users to directly receive incoming calls without the assistance of an attendant.

(7) Direct Outward Dialing

Direct Outward Dialing enables Centrex station user to call outside the Centrex Group directly without the assistance of an attendant.

(8) Distinctive Ringing/Call Waiting Indication

Distinctive Ringing/Call Waiting Indication allows a Centrex station user to listen to the cadence of the ringing pattern or Call Waiting tone to determine whether a call is coming from within the business or from outside the business. Distinctive Ringing and Call Waiting tones are applied under the following conditions:

- (a) Pattern A: (normal ringing and Call Waiting tones) is used with intercom calls. These are internal calls that originate within the business;
- (b) Pattern B: (two short rings or Call Waiting tones) is used with Direct Inward Dialing calls. These are incoming calls that originate outside the business. Pattern B is also used for calls completed by way of the attendant;
- (c) Pattern C: (short-short-long ringing or three short Call Waiting tones) is used with Dial Call Waiting, Call Waiting-Originating, and Night Service calls.

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CENTREX SERVICE
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SPECIAL CONDITIONS - (Continued)

13. DEFINITIONS - (Continued)

- a. The following are standard, non-chargeable individual station features which are included with the Centrex line rate at no charge: (Continued)

(9) Do Not Disturb

Do Not Disturb allows a station user to prevent incoming calls from ringing at his/her station by diverting them to a tone or recorded announcement. This feature can be offered with a Personal Identification Number (PIN) override option that selected callers can dial to override Do Not Disturb.

(10) Intercom Dialing

Intercom Dialing allows Centrex station users to call other stations within their Centrex Groups by dialing abbreviated codes.

(11) 3-Way Calling

3-Way Calling allows a station user to add a third party to an existing call, and thus enables a simultaneous conference between parties at multiple locations.

(12) Touchtone

Where Central Office facilities are available, a type of high-speed address signaling (dialing) in which buttons in a bank of twelve can be depressed to give one of a group of audio tone pairs for signaling directly over the circuit.

(13) Voice/Data Protection

Voice/Data Protection allows a station user to inhibit intrusion features such as Call Waiting and Operator Verification which are directed to that line when it is busy.

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SPECIAL CONDITIONS - (Continued)

13. DEFINITIONS - (Continued)

b. The following are optional, non-chargeable individual station features which may be added to a Centrex line at no charge:

(1) Call Forwarding Features:

(a) Call Forwarding - All Calls (Variable)

Call Forwarding - All Calls (Variable) enables a station user to divert all incoming calls to another directory number. Activation, deactivation and the forward-to destination are controlled by the station user.

(b) Call Forwarding - Busy Line

Call Forwarding - Busy Line causes all calls to be redirected to an alternate station when the called station is busy.

(c) Call Forwarding - Don't Answer

Call Forward - Don't Answer allows all calls that terminate to a user's station to be redirected to an alternate station after a predetermined number of rings.

(d) Call Forwarding - Incoming Only (Add-on to Call Forwarding)

Call Forwarding - Incoming Only is an option that can be used with any of the Call Forwarding features (Call Forwarding - All Calls (Variable), Busy, and Don't Answer) and allows only incoming calls (calls that originate outside the Centrex Group) to be forwarded. Calls from within the group or a private facility are not forwarded.

(e) Call Forwarding - Within Group Only (Add-on to Call Forwarding)

Call Forwarding - Within Group Only is an option that can be used with any of the Call Forwarding features (Call Forwarding Variable, Don't Answer, and Busy Line) and restricts call forwarding to only directory numbers within the same Centrex group, thus preventing the station user from forwarding calls outside the Centrex group.

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CENTREX SERVICE
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SPECIAL CONDITIONS - (Continued)

13. DEFINITIONS - (Continued)

b. The following are optional, non-chargeable individual station features which may be added to a Centrex line at no charge: (Continued)

(2) **Call Hold**

Call Hold allows a station user to place a call on hold in order to initiate a second call, answer a waiting call, consult privately with another party, or return to the previously held call.

(3) **Caller Identification-Number - Internal Only**

Caller Identification-Number - Internal Only allows for the display of the calling party's telephone number (intercom number) on calls made within the Centrex Group. This feature requires a special customer-provided display device which may be either attached to the telephone or built into the telephone.

(4) **Caller Identification-Basic - External**

Caller Identification-Basic - External allows calls from outside the Centrex Group.

(5) **Call Transfer - Attendant**

Call Transfer - Attendant allows members of a customer group, who do not have station-controlled call transfer capability, to transfer calls with the aid of the attendant. During a call incoming to the customer group via direct distance dialing, the called party can reach the attendant to request the transfer by flashing and dialing the access code to the attendant. The attendant can only transfer the incoming call to another station within the customer group.

(6) **Call Waiting Features:**

(a) **Call Waiting (Terminating)**

Call Waiting provides a burst of tone to inform a station user with a call already in progress that another call is waiting to be answered. The station user may answer the waiting call by hanging up or flashing the switchhook. **This feature may include Cancel Call Waiting.**

(b) **Call Waiting - Incoming Only**

Call Waiting - Incoming Only gives the Centrex user a call waiting tone only for calls incoming to his/her group from outside the business. All other calls receive busy tone, and no call waiting tone is provided to the called party. **This feature may include Cancel Call Waiting.**

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SPECIAL CONDITIONS - (Continued)

13. DEFINITIONS - (Continued)

b. The following are optional, non-chargeable individual station features which may be added to a Centrex line at no charge: (Continued)

(7) Class of Service Restrictions:

(a) Fully-Restricted Line

A Fully-Restricted Line is prevented from making calls to and/or receiving calls from stations outside the Centrex Group. It is also prevented from making calls to and/or receiving calls from the attendant, thereby denying it indirect access to/from outside the Centrex Group. Blocked calls may be routed to reorder tone or a recorded announcement.

(b) Semi-Restricted Line

A Semi-Restricted Line is prevented from making calls to and/or receiving calls from stations outside the Centrex Group. It may, however, make and/or receive outside calls indirectly via the attendant, Call Forwarding, Call Transfer, and Call Pick-Up features. Blocked calls may be routed to reorder tone or a recorded announcement.

(8) Off-Premises Stations

Off-Premises Stations enable a secondary business location to access the same Centrex features and services as the main business location. The secondary locations must be served by the same Digital Central Office as the primary location. Appropriate Centrex line rates will be applied to Off-Premises Stations.

(9) Single-Digit Dialing

Single-Digit Dialing permits a Centrex station user to reach a line or facility, or to access a feature by dialing a single-digit code. The Single-Digit Dialing codes are shared by all users in a Centrex Group and are preprogrammed by the Utility.

(10) Speed Calling 8-Code (Customer Changeable)

Speed Calling 8-Code enables a station user to call a list of up to 8 preselected directory numbers by dialing one-digit codes instead of the directory numbers. This list may be programmed from the Centrex user's telephone set.

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SPECIAL CONDITIONS - (Continued)

13. DEFINITIONS - (Continued)

c. The following are optional, chargeable individual station features which may be provisioned on any Centrex line at established tariff rates:

(1) Attendant Camp-On

Attendant Camp-On allows an attendant attempting to transfer a call to a busy station within the Centrex Group to place the call in waiting until the station becomes available. The busy station receives a special call waiting indication and may either flash the switchhook or hang up to answer the camped-on call.

(2) Call Forwarding - Remote Activation

Call Forwarding - Remote Activation allows the Centrex user to activate and deactivate Call Forwarding from any location.

(3) Call Transfer - Individual - All Calls

Call Transfer - Individual - All Calls allows the Centrex user to transfer any established call to another person. Calls may be transferred to other parties both within and outside the business. The Centrex user may transfer a call by flashing the switchhook and dialing the station to which the call is to be transferred. When the Centrex user hangs up, the call be will transferred.

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SPECIAL CONDITIONS - (Continued)

13. DEFINITIONS - (Continued)

- c. The following are optional, chargeable individual station features which may be provisioned on any Centrex line at established tariff rates: (Continued)

(4) Call Waiting Features:

(a) Call Waiting - Dial

Call Waiting - Dial allows the Centrex user to dial a special code prior to calling another station in the Centrex Group and cause a Call Waiting tone to be applied to the station if it is busy (regardless of whether it has Call Waiting). Once alerted, the station called can either flash the switchhook or hang up to answer the waiting call.

(b) Call Waiting - Originating

Call Waiting - Originating allows the Centrex user to automatically apply Call Waiting tones whenever he/she calls another station in the Centrex Group and the line is busy, even if the station called does not have the Call Waiting feature. Once alerted, the station called can either flash the switchhook or hang up to answer the waiting call. In contrast to Dial Call Waiting, this feature does not require the Centrex user to dial an access code prior to making the call.

(5) Class of Service Restrictions:

(a) Toll Restriction

Toll Restriction blocks the completion of calls that are directed to the outside operator or to numbers outside the local calling area. Blocked calls may be routed to reorder tone, a recorded announcement or to a designated station (e.g. the attendant).

(b) Code Restriction & Diversion

Code Restriction blocks the completion of calls that are directed to customer specified area codes (NPAs) and/or central office codes (NXXs). Blocked calls may be routed to reorder tone, a recorded announcement or to a designated station (e.g. the attendant).

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SPECIAL CONDITIONS - (Continued)

13. DEFINITIONS - (Continued)

- c. The following are optional, chargeable individual station features which may be provisioned on any Centrex line at established tariff rates: (Continued)

(5) Class of Service Restrictions: (Continued)

(c) Outgoing Call Screening

Outgoing Call Screening blocks the completion of calls to specific directory numbers (3, 6, 7, or 10 digit basis). Blocked calls may be routed to reorder tone, a recorded announcement or to a designated station (e.g. the attendant).

(6) Conference - Attendant

Conference - Attendant allows an attendant to initiate a conference call of up to six parties (including the attendant). The selection of a special Conference Attendant can be done from any subscribing station within the same customer group by dialing a specific access code.

(7) Direct Connect Service (a/k/a Hot Line)

Direct Connect Service allows a station user to automatically place a call to a preselected directory number by lifting the receiver off the switchhook. No dialing is required for the calling party to reach the specified destination.

(8) Manual Line Service

Manual Line Service automatically places a call to the operator when the station user lifts the receiver off the switchhook.

(9) Night Service

Night Service allows calls directed to the attendant to be re-routed to predesignated station lines within the same Centrex Group when the attendant position is not staffed (i.e., evening hours, weekends).

(10) 6-Way Calling

6-Way Calling allows the Centrex user to sequentially call up to five other people and add them together to make up a six-way call. The Centrex user must first dial an access code to implement this feature.

(Continued)

(N)

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President

Date Filed JAN 22 1997
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(N)

CENTREX SERVICE
(Continued)

SPECIAL CONDITIONS - (Continued)

13. DEFINITIONS - (Continued)

- c. The following are optional, chargeable individual station features which may be provisioned on any Centrex line at established tariff rates: (Continued)

(11) Speed Calling 30-Code (Customer Changeable)

Speed Calling 30-Code enables a station user to call a list of up to 30 preselected directory numbers by dialing one-digit codes instead of the directory numbers. This list may be programmed from the Centrex user's telephone set. In addition, Speed Calling 30 lists may be shared by multiple users within a Centrex Group. When the list is shared, only one user is allowed to change the list.

(12) Warm Line

Warm Line provides a time-out option with either Direct Connect Service or Manual Line Service. The time-out interval may be set at 1 to 14 seconds. During the time-out interval, a station user will receive normal dial tone and can originate calls. However, after the time-out interval expires, a call is automatically set up and routed to the specified destination.

(Continued)

(N)

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(N)

CENTREX SERVICE

(Continued)

SPECIAL CONDITIONS - (Continued)

13. DEFINITIONS - (Continued)

d. The following are optional, chargeable features/services which may be provisioned on Centrex Groups of lines or Centrex Systems at established tariff rates:

(1) Account Codes

Account Codes allow the Centrex user to add an account code for allocating charges. These charges can be printed out on a report or made part of the monthly phone bill.

(2) Authorization Codes

Authorization Codes allow the Centrex user to dial a special code prior to making a call and override the dialing restrictions at a particular station.

(3) Automatic Route Selection Features:

(a) Automatic Route Selection

Automatic Route Selection provides a list of route choices (OutWATS, public carriers, and direct distance dialing) for each outgoing call. The routes on the list are searched sequentially and automatically for idle facilities until an idle facility is found or all route selections are determined unavailable.

(b) Time-of-Day/Day-of-Week Routing Control

Time-of-Day/Day-of-Week Routing Control allows the list of facility groups over which the Automatic Route Selection feature hunts to complete a given call to be manually altered based on Time-of-Day and/or Day-of-Week considerations.

(c) Expensive Route Warning Tone

Expensive Route Warning Tone provides a per-call method of cost control by giving the Centrex user a tone when a call is being routed over the most expensive facility in the group.

(Continued)

(N)

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CENTREX SERVICE

(Continued)

(N)

SPECIAL CONDITIONS - (Continued)

13. DEFINITIONS - (Continued)

d. The following are optional, chargeable features/services which may be provisioned on Centrex Groups of lines or Centrex Systems at established tariff rates: (Continued)

(3) Automatic Route Selection Features: (Continued)

(d) Outgoing Queuing

Outgoing Queuing allows outgoing calls to be placed into a queue and wait for an available facility when all allowed/available facilities are in use. When a facility becomes idle, the call can be made. This feature allows callers to automatically be placed in waiting for an outgoing facility on either an on-hook or off-hook basis.

(4) Business Group Dialing Plan

A Business Group Dialing Plan enables a Centrex Group to have a unique dialing scheme which includes Intercom Dialing; access to an attendant, private network and/or special facilities using 1 to 5 digit codes; Single-Digit Dialing; and customized feature activation/deactivation codes. Each Centrex Group may use either a standardized or a customized Business Group Dialing Plan.

(5) Centralized Attendant Service

Centralized Attendant Service provides a centralized attendant group for the business which is distributed over geographically separate switching systems. Attendants are normally located at one location and all calls requiring attendant assistance (for all locations) are routed to the attendant location.

(6) Centrex Complex

Centrex Complex allows the association of multiple Centrex Groups in a single system. All Centrex Groups within the Complex share intercom calling privileges, but may have separate private facility groups or separate dialing plans.

(7) Customer Control

Customer Control allows for the ability to change the operation of certain features via the attendant console. The features which may be changed are Time-of-Day/Day-of-Week Routing Control, Outgoing Queuing and Authorization Codes.

(Continued)

(N)

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CENTREX SERVICE

(Continued)

(N)

SPECIAL CONDITIONS - (Continued)

13. DEFINITIONS - (Continued)

d. The following are optional, chargeable features/services which may be provisioned on Centrex Groups of lines or Centrex Systems at established tariff rates: (Continued)

(8) Main Satellite Service

Main Satellite Service allows the Centrex user to tie together several business locations which may be serviced from different central office switches. All attendant services are normally provided from the "main" location, and this location is the only one with a listed directory number.

(9) Music/Message on Hold

Music/Message on Hold provides music/message for calls put on call hold (or parked) by Centrex customers. The music/message and audio source may be Utility-provided or customer-provided.

(a) Standard Music Audio - Standard Music and audio source is provided by the Utility. Music is only available for Standard.

(b) Custom Music/Message Audio (audio source resides at Utility)- The production of the Custom Music/Message is provided by the customer. The Utility reserves the right to refuse any audio source equipment in or on the Utility's premises due to physical size, electronic emissions, safety concerns, etc.

(c) Custom Music/Message Audio (audio source resides at customer premises) - The production of the Custom Music/Message is provided by the customer. The audio is located at the customer's premises and the rates in Schedule Nos. A-1 and/or A-5 will apply and be necessary to supply the Music/Message to the Utility.

(Continued)

(N)

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CENTREX SERVICE
(Continued)

(N)

SPECIAL CONDITIONS - (Continued)

13. DEFINITIONS - (Continued)

d. The following are optional, chargeable features/services which may be provisioned on Centrex Groups of lines or Centrex Systems at established tariff rates: (Continued)

(10) Special Customer Premises Equipment (CPE) Interface Circuits:

Special CPE Interface Circuits provide access to special customer-owned equipment, such as paging equipment, code calling equipment, dictation and radio paging equipment by dialing an intercom or access code. Depending upon the customer-owned equipment used, either an access line, PBX trunk, or circuit will be required:

(a) Code Calling

Code Calling allows for dial access via an access code to connect to a customer-provided signaling device using a bell or some other audible signal. During the time that the user is on the line to the device, the person called can pick up any line within the Centrex Group and dial a code to automatically connect to the user.

(b) Improved Radio Paging

Improved Radio Paging allows attendants and other users to page other people in the business using radio paging equipment. Anyone receiving a page can establish a connection by dialing a code from a Centrex phone.

(Continued)

(N)

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CENTREX SERVICE
(Continued)

(N)

SPECIAL CONDITIONS - (Continued)

13. DEFINITIONS - (Continued)

- d. The following are optional, chargeable features/services which may be provisioned on Centrex Groups of lines or Centrex Systems at established tariff rates: (Continued)

(10) Special Customer Premises Equipment (CPE) Interface Circuits: (Continued)

(c) Loudspeaker Paging

Loudspeaker Paging allows dial access via an access code to page someone on the business' premises. The user can use this feature when someone is on hold, but the person on hold cannot be transferred to the paging device.

(d) Paging Access

Paging Access allows selected stations to have dial access to customer-provided loudspeaker paging equipment.

(e) Recorded Telephone Dictation

Recorded Telephone Dictation allows the Centrex user to connect a telephone dictation machine so that users can dial an access code and dictate information.

(11) Special Intercept Announcement

A Special Intercept Announcement may optionally be used to address the following conditions:

- (a) If a Centrex station user dials a code which is not defined or assigned in the Business Group Dialing Plan, or
(b) If the call is restricted due to various restriction arrangements (i.e., Semi-Restricted, etc.).

(12) Station Message Detail Recording (SMDR)

SMDR provides detailed call information on billable and non-billable calls made from the Centrex Group. This feature requires special equipment which must be located on the customer's premises.

(Continued)

(N)

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(N)

CENTREX SERVICE
(Continued)

SPECIAL CONDITIONS - (Continued)

13. DEFINITIONS - (Continued)

- d. The following are optional, chargeable hunting features which may be provisioned with Centrex Service at established tariff rates: - (Continued)

(13) Hunting Arrangements:

(a) Circle Hunting

Circle Hunting allows calls directed to busy stations in the middle of the hunt group to search through to the end of the hunt group and then return to the beginning of the hunt list in search of an idle station. The caller is connected to the first idle station encountered.

(b) Preferential Hunting

Preferential Hunting allows any station in a Hunt Group to have its own (preferential) hunting list. If a call is made to a station with a Preferential Hunting list assigned to it, and that station is busy, the preferential list is first hunted until an idle station is found. If an idle station is not found on the preferential list, the hunt will proceed to the entire hunt group.

(c) Regular Hunting

Regular Hunting or Linear Hunting is performed in a sequential fashion across all members of a Multiline Hunt Group. The search for an idle station starts with the pilot number. If the first station is busy, the group is sequentially hunted until an idle station is found. If there are no idle stations available, the caller receives a busy signal.

(d) Series Completion

Series Completion is a hunting arrangement in which individual stations always have their own directory numbers and classes of service. Two different hunting arrangements can be selected with Series Completion: linear or circle.

(Continued)

(N)

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(N)

CENTREX SERVICE
(Continued)

SPECIAL CONDITIONS - (Continued)

13. DEFINITIONS - (Continued)

- d. The following are optional, chargeable hunting features which may be provisioned with Centrex Service at established tariff rates: - (Continued)

(13) Hunting Arrangements: - (Continued)

(e) Uniform Call Distribution

Uniform Call Distribution is intended to distribute calls evenly among the stations in a Hunt Group. When a caller is connected to an idle station, the location of the next station is marked as the starting point for hunting when the next incoming call is received. Once hunting begins, it proceeds in a circular manner until an idle station is found.

(14) Delay Announcements for Queued Calls

Delay Announcements can optionally be used to inform a caller that his or her call has been placed in a queue. The delay announcement can be repeated at regular intervals until an idle station becomes available.

(15) Make Busy Features:

(a) Make Busy

Make Busy can be used to temporarily make a particular station in a Hunt Group appear busy to incoming callers. Make Busy causes the hunt to skip over a station during the search for an idle station.

(b) Group Make Busy

Make Busy can be used to temporarily make a group of stations or an entire Hunt Group appear busy to incoming callers. Make Busy causes the hunt to skip over a group of stations during the search for an idle station and is operated via a physical switch.

(Continued)

(N)

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CENTREX SERVICE
(Continued)

(N)

SPECIAL CONDITIONS - (Continued)

13. DEFINITIONS - (Continued)

- d. The following are optional, chargeable hunting features which may be provisioned with Centrex Service at established tariff rates: - (Continued)

(16) Queuing for Hunt Groups

Queuing may optionally be used when all stations in a Hunt Group are busy. When this occurs, a call is placed into a queue. The call remains in the queue until an idle station is located. Up to ten calls can be in queue for a Multiline Hunt Group. Queuing cannot be provided for Preferential Hunt Groups or Series Completion Groups.

(17) Stop Hunt

Stop Hunt allows a station user to stop the normal hunting process at a predetermined point. Activating this feature at a particular station in a Hunt Group will cause the search for an idle line to stop there.

(N)

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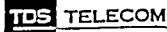
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CENTREX SERVICE AGREEMENT



TDS TELECOM CENTREX SERVICE AGREEMENT

CUSTOMER NAME _____

CUSTOMER ADDRESS _____

BILLING ADDRESS _____

SERVICE START-UP DATE _____ CHECK BOX IF SUPERSEDES A PRIOR SERVICE AGREEMENT: # _____

Thank you for choosing TDS TELECOM's Centrex Service ("Centrex") to satisfy your business communication requirements. You have selected the following Centrex package:

Line Charges

No. Lines

Service Period

Monthly Line Rate
Excluding Added Feature & Gov. Charges

Line Charges

\$ _____

Added Feature(s)

You have also selected the following optional feature(s) which may vary by Centrex lines.

Added Feature Charges

\$ _____

Governmental Fees & Taxes

Applicable government and FCC fees are listed herein for your information only and are subject to change without notice by Federal, State, or Local government authorities.

Governmental Charges

\$ _____

Total Monthly Charges

Line Charges + Added Feature Charges + Governmental Charges = \$ _____

BY SIGNING BELOW YOU ACKNOWLEDGE THAT YOUR CENTREX ORDER IS AS STATED ABOVE AND THAT YOU HAVE READ AND AGREE TO BE BOUND BY ALL THE TERMS AND CONDITIONS CONTAINED IN THIS AGREEMENT, INCLUDING THE BACK PAGE HEREOF, AND IN THE APPLICABLE TARIFFS.

ACCEPTED AND AGREED

TDS TELECOMMUNICATIONS CORPORATION
"TDS TELECOM"

CUSTOMER

By: _____

Print Name: _____

Title: _____

Date: _____

By: _____

Print Name: _____

Title: _____

Date: _____

White - Company Manager

Yellow - Customer

Pink - Commercial Manager

Gold - Account Executive

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(N)

(N)