

CUSTOMER SERVICE GUIDE

EDWARDS TELEPHONE COMPANY
New York

Section 5
Original Sheet 1

SPECIAL DIAL TONE AND SERVICE ARRANGEMENTS

A. CENTREX SERVICE

1. General

- a. 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.
- b. All Centrex station lines will be equipped with standard features. Additional optional features may also be selected and generally result in additional charges.

2. Rates and Charges

a. Centrex Line Rates

- 1) **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 FOR EDWARDS AND HERMON EXCHANGES						
Lines Per Location	Monthly	12 Months	24 Months	36 Months	48 Months	60 Months
2*	26.15	25.50	24.80	24.30	23.60	22.95
3-5	24.00	23.35	22.80	22.10	21.60	20.90
6-15	22.00	21.30	20.65	20.10	19.40	18.75
16-25	19.85	19.30	18.60	17.95	17.40	16.75
26-50	18.35	17.80	17.15	16.45	15.90	15.25
51-100	16.85	16.30	15.65	15.10	14.45	13.75
100+	15.25	14.55	14.05	13.35	12.70	12.15

* Rate also applies to single-line off-premise extensions to primary-site Centrex group.

SPECIAL DIAL TONE AND SERVICE ARRANGEMENTS

A. **CENTREX SERVICE** (Continued)

2. **Rates and Charges** (Continued)

a. Centrex Line Rates (Continued)

2) Service Charges

- a) **Establishment Charge**: A non-recurring service charge will apply for each Centrex line established. These are the only applicable non-recurring charges that apply for the establishment of Centrex lines unless premise work is required. Refer to the service charges section of this tariff for applicable premise work charges.

Lines Per Location	Service Charge Per Line (Non-recurring Charge)
2 - 5 *	\$33.70
6 - 25	\$27.00
26 - 50	\$20.25
51 +	\$13.50

* Rate also applies to single-line off-premise extensions to primary-site Centrex group.

SPECIAL DIAL TONE AND SERVICE ARRANGEMENTS

A. **CENTREX SERVICE** (Continued)

2. **Rates and Charges** (Continued)

a. Centrex Line Rates (Continued)

2) **Service Charges** (Continued)

b) **Additions/Changes to Individual Station Features:** A **\$6.75** non-recurring additions/changes charge will apply to each Centrex line arranged except for changes or additions to Advanced Calling and Custom Calling Services assigned to each line.

3) **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:

- a) Business Group Automatic Identified Outward Dialing
- b) Call Park Features:
 - (1) Call Park-Directed
 - (2) Call Park-Local
- c) Call Pick-Up Features
 - (1) Call Pick-Up (non-recurring charge for reprogramming charges only)
 - (2) Call Pick-Up – Directed (non-recurring charge for reprogramming charges only)
- d) Call Transfer-Internal Only
- e) Centrex Repeat Dialing-Internal Only
- f) Direct Inward Dialing (capabilities may be limited by Simulated Facilities)
- g) Direct Outward Dialing (capabilities may be limited by Simulated Facilities)
- h) Distinctive Ringing/Call Waiting Indication
- i) Do Not Disturb
- j) Intercom Dialing
- k) 3-Way Calling
- l) Touchtone
- m) Voice/Data Protection

SPECIAL DIAL TONE AND SERVICE ARRANGEMENTS

A. **CENTREX SERVICE** (Continued)

2. **Rates and Charges** (Continued)

a. Centrex Line Rates (Continued)

4) **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:

- a) Call Forwarding Features:
 - (1) Call Forwarding-All Calls (Variable)
 - (2) Call Forwarding-Busy Line
 - (3) Call Forwarding-No Answer
 - (4) Call Forwarding-Incoming Only (Option available with (1)-(3))
 - (5) Call Forwarding-Within Group Only (Option available with (1)-(3))
- b) Call Hold
- c) Caller Identification-Number-Internal Only
- d) Call Transfer-Attendant
- e) Call Waiting Features:
 - (1) Call Waiting (Terminating) (may include Cancel Call Waiting)
 - (2) Call Waiting-Incoming Only (may include Cancel Call Waiting)
- f) Call of Service Restrictions:
 - (1) Fully-Restricted Line
 - (2) Semi-Restricted Line
- g) Off-Premises Station (appropriate Centrex line rates will apply)
- h) Single-Digit Dialing
- i) Speed Call 8 (customer changeable)

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SPECIAL DIAL TONE AND SERVICE ARRANGEMENTS

A. **CENTREX SERVICE** (Continued)

2. **Rates and Charges** (Continued)

a. Centrex Line Rates (Continued)

5) **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:

- a) Call Transfer - Individual - All Calls \$0.40 per line
- b) Class of Service Restrictions:
 - (1) Toll Restriction \$0.40 per line
 - (2) Code Restriction & Diversion \$0.40 per line
 - (3) Outgoing Call Screening \$0.40 per line
- c) Direct Connect Service (a/k/a Hot Line) \$0.40 per line
- d) Manual Line Service \$0.40 per line
- e) Night Service \$0.40 per line
- f) Warm Line \$0.40 per line
- g) Advanced Calling Services:

(For availability and conditions, see Company's Advanced Calling Services Tariff)

 - (1) Caller ID Basic \$7.10 per line
 - Or Caller ID Deluxe \$8.60 per line
 - (2) All Other Services

(For rate, see Company's Advanced Calling Services Tariff)
- h) Attendant Camp-On \$1.35 per line
- i) Call Forwarding - Remote Activation \$1.35 per line
(Add-on to Call Forwarding)
- j) Call Waiting Features:
 - (1) Call Waiting - Dial \$1.35 per line
 - (2) Call Waiting – Originating \$1.35 per line
- k) 6-Way Calling or Conference-Attendant \$4.05 per line
- l) Speed Calling 30-Code (customer changeable) \$1.35 per line
- m) Voice Mail Service +
 - (1) Centrex Standard Mail (4 Min. greeting, 4 minute message length, 100 min of messages, 30 days of storage)
 - (a) 1-19 Mailboxes \$4.00 per box
 - (b) 100+ Mailboxes ICB
 - (2) Centrex Mail Elite (5 Min. greeting/50 messages/28 Day Storage) \$10.70 per box

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SPECIAL DIAL TONE AND SERVICE ARRANGEMENTS

A. **CENTREX SERVICE** (Continued)

2. **Rates and Charges** (Continued)

a. Centrex Line Rates (Continued)

6) **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:

- 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 \$107.90 non-recurring
- 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 telco) \$33.70 per month
 - (2) Custom Music/Message Audio \$67.45 per month
(audio source resides at telco)
 - (3) Custom Music/Message Audio \$33.70 per month
(audio source resides at customer) + line/trunk circuit tariff rate
- j) Special Customer Provided Equipment
(CPE) Interface Circuits:
 - (1) Code Calling \$6.75 + line/trunk circuit tariff rate
 - (2) Improved Radio Paging \$6.75 + line/trunk circuit tariff rate
 - (3) Loudspeaker Paging \$6.75 + line/trunk circuit tariff rate
 - (4) Paging Access \$6.75 + line/trunk circuit tariff rate
 - (5) Recorded Telephone Dictation \$6.75 + line/trunk circuit tariff rate
- k) Special Intercept Announcement:
 - (1) Standard Announcement (audio source resides at telco) \$33.70 per month
 - (2) Customer Worded Announcement \$67.45 per month
(audio source resides at telco)
 - (3) Customer Worded Announcement \$33.70 per month
(audio source resides at customer) + line/trunk circuit tariff rate
 - (4) Changes to Customer Worded Announcement \$40.45 non-recurring
- l) Station Message Detail Recording *

* Rate will be derived from actual cost and filed with the Commission for approval when the Telephone Company receives a request.

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SPECIAL DIAL TONE AND SERVICE ARRANGEMENTS

A. **CENTREX SERVICE** (Continued)

2. **Rates and Charges** (Continued)

a. Centrex Line Rates (Continued)

7) **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 Hunt Group	Non-Recurring Charges
(1) Circle Hunting*	\$0.65	\$13.50 per hunt group
(2) Regular Hunting *	\$0.65	\$13.50 per hunt group
(3) Preferential Hunting *	\$1.35	\$13.50 per hunt group
(4) Series Completion *	\$0.65	\$13.50 per hunt group
(5) Uniform Call Distribution *	\$1.35	\$13.50 per hunt group
b. Changes to Hunting Group Arrangements/patterns (Additional Lines/Change Hunting Order)		\$13.50 non-recurring
c. Hunt Group Options:		
(1) Queuing for Hunt Group		\$6.75 each queue slot/monthly
(2) Delay Announcements for Queued Calls:		
(a) Standard Announcement (audio source resides at telco)		\$33.70 per month
(b) Customer Worded Announcement ** (audio source resides at telco)		\$67.45 per month
(c) Customer Worded Announcement ** (audio source resides at customer)		\$33.70 per month + line/trunk circuit tariff rate
(d) Changes to Customer Worded Announcement		\$40.45 non-recurring
(3) Stop Hunt/Make Busy		
(a) Access Code Activation		\$.95 per line per month
(b) Key/Switch Activation		\$8.75 per circuit per month

* Features are included in the Discount Package Plan.

** More than one announcement per UCD group will be charged on an individual case basis.

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SPECIAL DIAL TONE AND SERVICE ARRANGEMENTS

A. **CENTREX SERVICE** (Continued)

2. Rates and Charges (Continued)

a. Centrex Line Rates (Continued)

8) **Simulated Facility Groups (SFGs):**

a) Simulated Facility Group Arrangements:

	Monthly <u>Rate</u>	Non- Recurring <u>Charge</u>
(1) Each Simulated Facility (OutWATS, INWATS)	\$20.90	N/A
(2) Rearrangements and changes to Simulated Facilities and routing patterns	N/A	\$20.25

b) Normal OutWATS rates (measured time or full business day) will be charged for OutWATS calls.

c) Normal INWATS rates will be charged for INWATS calls.

d) Normal Tie Facility rates will be charged for the use of tie facilities.

3. Regulations and Conditions

a. A Centrex customer must have a minimum of two Centrex lines terminating to a primary customer site.

b. 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 Telephone Company and the customer.

c. Centrex is offered subject to the availability of outside plant and/or Central Office facilities. Individual feature availability may differ by exchange.

d. One directory listing is provided without charge for each Centrex line.

e. 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.

SPECIAL DIAL TONE AND SERVICE ARRANGEMENTS

A. CENTREX SERVICE (Continued)

3. Regulations and Conditions (Continued)

- f. The monthly rate for customers choosing the service period plan is guaranteed against telephone company initiated changes during the selected service contract period.
- g. Subsequent line additions/deletions to the original service contract period are stipulated as follows:
 - 1) 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 of the larger line count.
 - 2) Subsequent line deletions, resulting in reductions equal to or exceeding 10% of the initial quantity of lines under contract, will be considered a termination liability and treated as specified in paragraph h. below. If the reduction is less than 10% and 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.
- h. Termination Liabilities shall be treated as follows:
 - 1) 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.
 - 2) A customer who reduces the quantity of Centrex lines under contract has the following options for the duration of the contract period:
 - a) Continue to pay an amount equal to the monthly rate for the number of Centrex station lines that are disconnected under contract, or
 - b) Pay termination charges as described in 1) above on the number of Centrex station lines disconnected. 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.

SPECIAL DIAL TONE AND SERVICE ARRANGEMENTS

A. **CENTREX SERVICE** (Continued)

3. Regulations and Conditions (Continued)

- i. Exchange lines within a Centrex Group may have different billing arrangements. Where measured service is available, the Centrex Group may have a combination of flat-rate and measured service.
- j. Intercom calls between lines in a Centrex Group are not subject to local measured service.
- k. 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.
- l. This tariffed Centrex service does not include terminal equipment on the customer's premises. Terminal equipment may be covered under a separate tariff, contract, or may be provided by the customer.
- m. Unless specifically exempted, Centrex service shall be subject to all general regulations applicable to the provision of service by the telephone company as stated in the general tariff.
- n. It is at the Company's discretion to offer temporary suspension of Centrex Service.

SPECIAL DIAL TONE AND SERVICE ARRANGEMENTS**A. CENTREX SERVICE** (Continued)**4. Definitions**

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

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

- a. **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.
- b. **Call Park Features:**
 - 1) **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.
 - 2) **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.
- c. **Call Pick-Up Features:**
 - 1) **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.
 - 2) **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.

SPECIAL DIAL TONE AND SERVICE ARRANGEMENTS

A. **CENTREX SERVICE** (Continued)

4. **Definitions** (Continued)

d. **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.

e. **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 Company's equipment will make repeated attempts to establish the call for a thirty (30) minute period beginning with the customer's activation.

f. **Direct Inward Dialing**

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

g. **Direct Outward Dialing**

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

h. **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: 1) Pattern A: (normal ringing and Call Waiting tones) is used with intercom calls. These are internal calls that originate within the business; 2) 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 and calls incoming from a tie facility; 3) 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.

i. **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.

j. **Intercom Dialing**

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

SPECIAL DIAL TONE AND SERVICE ARRANGEMENTS

A. **CENTREX SERVICE** (Continued)

4. **Definitions** (Continued)

k. **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.

l. **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.

m. **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.

SPECIAL DIAL TONE AND SERVICE ARRANGEMENTS

A. **CENTREX SERVICE** (Continued)

4. **Definitions** (Continued)

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

n. **Call Forwarding Features:**

- 1) **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.
- 2) **Call Forwarding - Busy**
Call Forwarding - Busy causes all calls to be redirected to an alternate station when the called station is busy.
- 3) **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.
- 4) **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.
- 5) **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.

SPECIAL DIAL TONE AND SERVICE ARRANGEMENTS**A. CENTREX SERVICE** (Continued)4. Definitions (Continued)o. **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.

p. **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. Caller Identification-Basic - External (calls from outside the Centrex Group) can be subscribed to at rates established in this tariff.

q. **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.

r. **Call Waiting Features:**1) **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.**

2) **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.**

SPECIAL DIAL TONE AND SERVICE ARRANGEMENTS

A. **CENTREX SERVICE** (Continued)

4. **Definitions** (Continued)

s. **Class of Service Restrictions:**

1) **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.

2) **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.

t. **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.

u. **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 Telephone Company.

v. **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.

SPECIAL DIAL TONE AND SERVICE ARRANGEMENTS**A. CENTREX SERVICE** (Continued)4. Definitions (Continued)

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

w. **Advanced Calling Services**

Advanced Calling Services are offered as optional, chargeable features and are outlined in the Advanced Calling Services' section of this Company's tariff. Advanced Calling Services are a group of features, which allow customers to efficiently manage the call flow generated over exchange, access lines. The rates for Advanced Calling Services for Centrex users are defined in this Centrex tariff.

x. **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.

y. **Call Forwarding - Remote Activation**

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

z. **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 will be transferred. In addition, this feature may be used to transfer calls to Tie Facilities.

SPECIAL DIAL TONE AND SERVICE ARRANGEMENTS

A. **CENTREX SERVICE** (Continued)

4. **Definitions** (Continued)

aa. **Call Waiting Features:**

- 1) **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.
- 2) **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.

bb. **Class of Service Restrictions:**

- 1) **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).
- 2) **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).

SPECIAL DIAL TONE AND SERVICE ARRANGEMENTS

A. **CENTREX SERVICE** (Continued)

4. **Definitions** (Continued)

bb. **Class of Service Restrictions:** (Continued)

3) **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).

cc. **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.

dd. **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.

ee. **Manual Line Service**

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

ff. **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).

gg. **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.

SPECIAL DIAL TONE AND SERVICE ARRANGEMENTS

A. **CENTREX SERVICE** (Continued)

4. **Definitions** (Continued)

hh. **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 or two 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.

ii. **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.

SPECIAL DIAL TONE AND SERVICE ARRANGEMENTS**A. CENTREX SERVICE** (Continued)4. Definitions (Continued)

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

jj. **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.

kk. **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.

ll. **Automatic Route Selection Features:**

1) Automatic Route Selection

Automatic Route Selection provides a list of route choices (OutWATS, tie facilities, public carriers, direct distance dialing and foreign exchange) 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.

2) 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.

3) 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.

SPECIAL DIAL TONE AND SERVICE ARRANGEMENTS

A. **CENTREX SERVICE** (Continued)

4. **Definitions** (Continued)

II. **Automatic Route Selection Features:** (Continued)

4) **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.

mm. **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.

nn. **Centralized Attendant Service**

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

oo. **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.

pp. **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.

SPECIAL DIAL TONE AND SERVICE ARRANGEMENTS

A. CENTREX SERVICE (Continued)

4. Definitions (Continued)

qq. 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. Tie trunks connect all locations for intercom calling.

rr. Music/Message on Hold

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

- 1) Standard Music Audio - Standard Music and audio source is provided by the telephone company-Music is only available for Standard.
- 2) Custom Music/Message Audio (audio source resides at telco) - The production of the Custom Music/Message is provided by the customer. The telephone company reserves the right to refuse any audio source equipment in or on the telephone company's premises due to physical size, electronic emissions, safety concerns, etc.
- 3) Custom Music/Message Audio (audio source resides at customer) - The production of the Custom Music/Message is provided by the customer. The audio is located at the customer's premises and a line/trunk tariff will apply and be necessary to supply the Music/Message to the telephone company.

ss. OutWATS, INWATS, and Tie Facilities:

1) OutWATS

OutWATS is a form of Direct Distance Dialing service that allows a station user to place long distance calls to specified geographical areas at reduced rates. Each OutWATS call is screened to ensure that the call destination is within the band limits of the OutWATS station user. Simulated Facility Groups may be used to control the number of simultaneous OutWATS calls that can be made from a business.

SPECIAL DIAL TONE AND SERVICE ARRANGEMENTS

B. **CENTREX SERVICE**¹ (Continued)

3. Definitions (Continued)

ss. **OutWATS, INWATS, and Tie Facilities:** (Continued)

2) INWATS

INWATS service provides the ability to receive calls, which would be dialed as 800-type numbers. This allows individuals calling a business to do so without incurring toll charges. Simulated Facility Groups may be used to control the number of simultaneous INWATS calls that can be made to the business.

3) Tie Facilities

Tie Facility Access allows the Centrex user to make and receive calls to other switches via Tie Facilities. For outgoing Tie Facilities, stations in the business dial a special access code. Access to Tie Facilities can be controlled or restricted by Simulated Facility Groups.

tt. **Special Customer Premise 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 line circuits or trunk circuits will be required:

1) 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.

2) 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.

SPECIAL DIAL TONE AND SERVICE ARRANGEMENTS

B. **CENTREX SERVICE**¹ (Continued)

3. Definitions (Continued)

tt. **Special Customer Premise Equipment (CPE) Interface Circuits:**
(Continued)

- 3) **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.
- 4) **Paging Access**
Paging Access allows selected stations to have dial access to customer-provided loudspeaker paging equipment. A line or a tie-trunk is required to support the customer's paging equipment.
- 5) **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.

uu. **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.).

vv. **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.

SPECIAL DIAL TONE AND SERVICE ARRANGEMENTS**B. CENTREX SERVICE¹** (Continued)3. Definitions (Continued)

The following are **optional, chargeable hunting features** which may be provisioned with Centrex Service at established tariff rates:

ww. Hunting Arrangements:

- 1) **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.
- 2) **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.
- 3) **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.
- 4) **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.
- 5) **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.

SPECIAL DIAL TONE AND SERVICE ARRANGEMENTS

A. **CENTREX SERVICE** (Continued)

4. **Definitions** (Continued)

xx. **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.

yy. **Make Busy Features:**

1) **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.

2) **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.

zz. **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.

aaa. **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.

SPECIAL DIAL TONE AND SERVICE ARRANGEMENTS

B. DEDICATED DS1 SERVICE⁽¹⁾

1. General

Dedicated DS1 Service is a point-to-point intraexchange service that provides for simultaneous two-way transmission at 1.544 Megabits per second (Mbps). This service only transmits digital signals and uses only digital transmission facilities. Dedicated DS1 service and its features are offered subject to the availability of central office equipment and appropriate outside plant facilities. This service is specifically designed for customers that require dedicated DS1 facilities from a TDS TELECOM Central Office to their location.

2. Definitions

Clear Channel Capability - An optional feature of DTS that allows a customer to transport 1.536 Mbps on a 1.544 Mbps line with no constraint on quantity or bit sequence.

DS1 - Digital facility that is equivalent to 24 DS0s. Total transmission speed is 1.544 Mbps.

Digital Local Channel - A transmission path for Dedicated DS1 Service furnished from the Central Office to the demarcation point on the customer's premises.

3. Regulations

- a. Dedicated DS1 Service is available for a minimum service period of one month.
- b. Dedicated DS1 Service is available on a month-to month basis or under variable rate periods, with rates based on lengths of 12 months, 36 months and 60 months.
- c. Rates for Dedicated DS1 under contract will not be increased by Company initiative until the contract period expires. Rates in effect at the time the service is installed will be applicable until the contract expires. Upon expiration of the customer's current payment period option, the customer may select a new payment period option at current rates or revert to current rates on a month-to-month basis.
- d. For channelization of Dedicated DS1 Service, please see Digital Transport Service in Section 8.

⁽¹⁾ This service is grandfathered to existing customers effective May 1, 2018. The service will not be available to new customers after this date.

SPECIAL DIAL TONE AND SERVICE ARRANGEMENTS

B. DEDICATED DS1 SERVICE⁽¹⁾ (Continued)

3. Regulations (Continued)

- e. If the service is canceled by the customer prior to the completion of the service period, the customer will be obligated to pay a termination charge. The applicable termination charge will be equal to the number of months remaining in the contract times the monthly rate provided under the contract. Termination charges will not apply, however, if the customer replaces the service with comparable service and a contract length that is equal to or greater than the original contract period.
- f. The rates listed in each Company's specific Section of this tariff, following, assume the provision of a digital quality facility that uses existing exchange cable facilities compatible with this service. If such equipment, new facilities or changes to existing facilities are required for the provision of this service, a special construction charge based on the cost incurred to make the changes will apply in addition to the rates for Dedicated DS1 Service.
- g. The two types of non-recurring charges associated with Dedicated DS1 Service include a Design Order Charge and an Installation Charge. The Design Order Charge applies once per order while the Installation Charge will apply for each Digital Local Channel installed.
- h. The Installation Charge and Design Order Charge will not apply for the establishment of Dedicated DS1 Service when the customer signs an agreement to subscribe to the service for a minimum of 3 years. If the customer discontinues service prior to the conclusion of the 3 year agreement, the customer will incur a disconnection charge equal to the Design Order Charge and applicable Installation Charges. The disconnection charge will not apply if the customer purchases other services from the Company which replace Dedicated DS1 Service.

⁽¹⁾ This service is grandfathered to existing customers effective May 1, 2018. The service will not be available to new customers after this date.

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SPECIAL DIAL TONE AND SERVICE ARRANGEMENTS

B. DEDICATED DS1 SERVICE⁽¹⁾ (Continued)

4. Rates and Charges

The following rates apply on a per customer basis, regardless of the number of terminating locations.

a. Recurring Rates

	<u>Monthly Rate</u>	<u>Trans Code</u>
1) <u>Month to Month</u>		
1 Channel	\$276.00	T1MM1
2+ Channels	240.00	T1MM2
2) <u>12 Months</u>		
1 Channel	252.00	T1L11
2 Channels	216.00	T1L12
3+ Channels	192.00	T1L13
3) <u>36 Months</u>		
1 Channel	228.00	T1L31
2 Channels	192.00	T1L32
3+ Channels	168.00	T1L33
4) <u>60 Months</u>		
1 Channel	216.00	T1L51
2 Channels	180.00	T1L52
3+ Channels	156.00	T1L53

b. Non-recurring Charges

	<u>Non-recurring Charge</u>	<u>Trans Code</u>
1) Design Order Charge, Per Order	\$910.20	T1DOC
2) Installation Charge, First Channel	845.20	T1C1
3) Installation Charge, Second and Additional Channels, per common end	650.15	T1C2A
4) Clear Channel Capability	455.10	T1CCC

⁽¹⁾ This service is grandfathered to existing customers effective May 1, 2018. The service will not be available to new customers after this date.

SPECIAL DIAL TONE AND SERVICE ARRANGEMENTS**C. DIGITAL TRANSPORT SERVICE⁽¹⁾**1. General

Digital Transport Service (DTS) provides customers with a more cost effective option to deliver voice grade service from the serving Central Office to a customer's premises. DTS is only provided with a DS1 Channel (1.544 Mbps) as provisioned in the Local Private Line tariff. DTS supports Direct Inward Dialing (DID) Service, Dedicated 800 Service, and Local Exchange Business Trunks. The primary users of this service include Internet Service Providers and owners of PBX Systems.

2. Definitions

DS0 - One voice grade circuit. This circuit generally has a 64 Kbps transmission speed.

DS1 - Digital facility that is equivalent to 24 DS0s. Total transmission speed is 1.544 Mbps.

3. Regulations

- a. DTS is subject to the availability of central office equipment and appropriate outside plant facilities.
- b. The rate structure for DTS requires charges for Trunk Terminations, DS1 facility, Digital Interface Termination and Subscriber Line Charges (SLC).
- c. The total number of Trunk Terminations activated by the customer may not exceed the capacity of each DS1 facility.
- d. Additional charges for Central Office services and features, such as telephone numbers associated with Direct Inward Dialing (DID) Service, are applicable when appropriate, as specified elsewhere in this tariff.

⁽¹⁾ This service is grandfathered to existing customers effective May 1, 2018. The service will not be available to new customers after this date.

SPECIAL DIAL TONE AND SERVICE ARRANGEMENTS

C. **DIGITAL TRANSPORT SERVICE**⁽¹⁾ (Continued)

3. Regulations (Continued)

- e. Calls will be subject to any applicable usage charges for services provisioned on the DTS channels. Message Telecommunications charges will apply to calls outside the Local Service Area.
- f. Touch-tone signaling is required for DTS.
- g. Unless specifically exempted, DTS is subject to all general regulations applicable to the provision of service by the Company as stated in the general tariff.
- h. As a result of any interface or technical changes required of the Company due to the possible future adoption of FCC rules under Part 68, the Company shall not be responsible if changes in any of the equipment, operations or procedures of the Company utilized in the provision of DTS render any customer premises equipment provided by a customer obsolete or require modification or alteration of such equipment or systems or otherwise affect its use or performance.

⁽¹⁾ This service is grandfathered to existing customers effective May 1, 2018. The service will not be available to new customers after this date.

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SPECIAL DIAL TONE AND SERVICE ARRANGEMENTS

C. DIGITAL TRANSPORT SERVICES⁽¹⁾ (Continued)

4. Rates and Charges

a. Recurring Rates

	<u>Monthly Rate</u>	<u>Trans Code</u>
1) DS1 Facility ¹		
2) Digital Interface Termination		
a) Month-to-Month		
1 Termination	\$468.00	DTSM1
2 Terminations	\$444.00	DTSM2
3+ Terminations	\$420.00	DTSM3
b) 12 Months		
1 Termination	\$444.00	DTS11
2 Terminations	\$420.00	DTS12
3+ Terminations	\$396.00	DTS13
c) 36 Months		
1 Termination	\$420.00	DTS31
2 Terminations	\$396.00	DTS32
3+ Terminations	\$372.00	DTS33
d) 60 Months		
1 Termination	\$354.00	DTS51
2 Terminations	\$330.00	DTS52
3+ Terminations	\$306.00	DTS53
3) Per Trunk Termination (Includes PBX, DID, Toll Terminal and Dedicated 800 Trunks)	\$5.40	T1TT

b. Non-recurring Charges

	<u>Non-recurring Charge</u>	<u>Trans Code</u>
1) Subsequent Addition/Rearrangement Charge per trunk termination	\$13.00	T1ARC

⁽¹⁾ This service is grandfathered to existing customers effective May 1, 2018. The service will not be available to new customers after this date.