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**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

GENERAL AND LOCAL EXCHANGE SERVICE CATALOG

SERVICE CATALOG

OF

ZIPLY FIBER NORTHWEST, LLC  
D/B/A ZIPLY FIBER

135 Lake Street South  
Kirkland, Washington 98033

SERVICES PROVIDED IN THIS SERVICE CATALOG

are available to  
Business and Residence customers

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**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

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<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

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EXPLANATION OF SYMBOLS

- C - To signify changed condition, rule or regulation
- D - To signify discontinued rate, regulation, or condition
- I - To signify an increase in rate
- K - To signify that material has been transferred to another sheet or place in the Service Catalog
- M - To signify that material has been transferred from another sheet or place in the Service Catalog
- N - To signify new rate, regulation, condition, or sheet
- O - To signify no change
- R - To signify a reduction in rate
- T - To signify a change in text for clarification purposes

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**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

PROMOTIONS AND MARKET RESEARCH PROGRAMS

A. Special Promotions

Service charges will not apply to services ordered during promotional campaigns and specific introductory promotions as specified below:

<u>Location</u>	<u>NXX</u>	<u>Dates</u>	<u>Purpose</u>
Statewide	All	Ongoing	Whenever a Local Calling Plan is available for the first time in an exchange, Service Charges for selecting a new or different Local Calling Plan and for selecting Local Usage Billing Detail will be waived within 180 days of the offering.

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<u>PROMOTIONS AND MARKET RESEARCH PROGRAMS</u>	
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NETWORK ACCESS SERVICES

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## GENERAL AND LOCAL EXCHANGE SERVICE CATALOG

### NETWORK ACCESS SERVICES

#### A. General

Network Access Service is provided through facilities owned and maintained according to the standards of the Company. The territory served is shown on maps filed with the Commission by the Company. This territory is divided into exchanges.

The application of business or residence rates is determined by the actual or obvious use made of the service by the customer. Where only one Network Access line is provided at a location, which is both business and residence, the business rate will apply.

The Network Access Line rates do not include a telephone.

Customers must select either Basic Calling Service or Premium Calling Service.

#### B. Conditions

##### Measured Usage Rates

Measured Usage rates represent costs associated with customer placement of local calls, including interexchange non-toll calls.<sup>2</sup> When a Measured Usage call is placed, the Initial Minute rate applies to the first minute or any fraction thereof after the connection is made. The Additional Minute rate applies to every minute or fraction thereof after the initial minute.

Customers subscribing to Basic Calling Service are subject to per minute Measured Usage rates for their applicable local usage.

For customers subscribing to Basic Calling Service, calls placed to points within the exchange area are billed the Exchange Initial and Additional Minute rates, regardless of distance.

Non-toll calls placed outside the exchange area are billed the Interexchange Initial and Additional Minute rates for customers subscribing to Basic Calling Service.

Calls placed to points outside the local calling area are subject to the normal toll charges. The Company rates are found in the Washington Catalog for Competitively Classified Intrastate Services, Message Telecommunications Service.

Local calls placed from a line with Measured Usage will be billed the appropriate charges, as follows:

##### Direct dialed call

The customer will pay the Initial and Additional Minute rate for the duration of the call based on the type of call, Exchange or Interexchange non-toll.

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<sup>2</sup> This includes Extended Area Service and Local Calling Plan traffic.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**NETWORK ACCESS SERVICES**

B. Conditions (Continued)

Measured Usage Rates (Continued)

Local calls placed from a line with Measured Usage will be billed the appropriate charges, as follows:  
(Continued)

Operator assisted calls when difficulty experienced in direct dialing

Any customer subscribing to Measured Usage service who experiences difficulty in direct dialing may request an operator's assistance to place the call. The Initial and Additional Minute rate will apply as if the call had been direct dialed. No Operator Service Charge will apply.

Handicapped customers are exempt from the Operator Service Charge on all operator assisted calls.

Operator assisted calls for special billing arrangements

Measured Usage customers who dial the Operator to bill measured usage calls to a Third Number, Collect, or Special Billing Number will be billed the Operator Service Charge, Initial Minute rate, and Additional Minute rate for the appropriate type of call, Exchange or Interexchange - non-toll.

Calls to Remote or Variable Call Forwarded lines

The Measured Usage customer pays the appropriate usage rate (Initial and Additional Minute) for the duration of the call from the originating number to the called number.

The customer of the Call Forwarding service pays any applicable usage (measured) rate from the called number to the terminating location of the call.

Usage on an off-premises extension of an access line with measured usage is measured and billed as if the local calls had been placed from the primary service location.

To minimize the costs associated in the provision of Measured Usage, the monthly statement will reflect local usage data (total minutes of Usage by type of call, Exchange or Interexchange - non-toll) in aggregate for all line numbers on a per account basis. A specific request for this information to be provided on a per line basis may necessitate a number change on secondary lines of a trunk hunt group. Where this change is required, the appropriate Service Charge(s) as identified in Section 3 of the General and Local Exchange Tariff will apply.

Local Usage Billing Detail is available for customers who request a breakdown of measured calls at the rates shown in this Section of this Service Catalog.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

NETWORK ACCESS SERVICES

B. Conditions (Continued)

Measured Usage Rates (Continued)

Measured Usage rates are offered where central office facilities and operating conditions permit.

It is not available to Foreign Exchange, Coin Line, or Public Access Lines (PAL).

Where one Network Access line is located on a premises that is used for residential and business purposes, the business Network Access Rate will apply.

Supplemental services are available to Measured Usage customers at the rates found elsewhere in this Service Catalog.

A business customer may not have both measured usage and flat rate Network Access lines on the same premises, with the following exceptions; a customer subscribing to Public Access Line, Coin Line Service, or Integrated Service Digital Network (ISDN) Service may also have measured usage service on the same premises.

Term Commitment Options

One and three year term commitment options are offered to business Premium Calling Service customers who subscribe to the below Network Access Lines/Trunk services:

Business One-Party Line  
Business Trunk/Key System/PBX  
Direct Inward Dialing (DID) Trunk  
Direct Inward/Outward Dialing (DIOD) Trunk

All conditions specified for Business One-Party, Business Trunk/Key System/PBX, DID Service and DIOD Service apply.

The Central Office Connection Charge as identified in Section 3 of the General and Local Exchange Tariff will not apply to the initial installation of one or three year term commitment options for business customers ordering Business One-Party Line, Trunk/Key System/PBX or DID Trunk service with Premium Calling Service.

In the event the service is terminated by the customer prior to completion of the current term commitment period, the customer shall be liable for an early termination charge as set forth in the General and Local Exchange Tariff, Section 2, D, Termination Liability.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

NETWORK ACCESS SERVICES

B. Conditions (Continued)

Chelan Supplemental Service Area (SSA)<sup>3</sup>

Docket UT-991931 established the Chelan SSA filed under Advice No. 3307 1014931 and approved effective July 1, 2000. This SSA shall remain outside of the Chelan Exchange and shall not be considered a part thereof.

The Company will provide basic telecommunications service to customers in the SSA as identified on the Chelan Exchange map on file with the Commission.

Customers residing in the SSA will pay the Chelan Exchange rate.

Customers must obtain and maintain, where applicable, all necessary railroad crossing permits to allow the Company to place its facilities either underground or overhead at the discretion of Company, for the purposes of reaching customers seeking service.

Each customer residing in the SSA must agree to pay a nonrecurring special construction charge of \$600.00 per drop when the Customer Service Order Request is submitted. Payment can be made by an initial payment of \$400.00 when the Customer Service Order Request is submitted with the balance due by October 1, 2000.

Any new customer moving into the SSA during the period when the access charge<sup>4</sup> established pursuant to the Settlement Agreement in Docket UT-991931 is in effect, must pay the nonrecurring special construction charge of \$600.00 per drop at the time of submitting a Customer Service Order Request. Payment can be made by an initial payment of \$400 at the time of the submittal of the Customer Service Order Request with the balance due upon completion of provisioning. After this period, tariffed nonrecurring charges will apply to new customer orders in the Chelan SSA.

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<sup>3</sup> Service will be provisioned to the Chelan Exchange SSA on or before October 31, 2000.

<sup>4</sup> Interim Terminating Access Charge rate in FIA, WN U-16, to be effective from July 1, 2000 to July 1, 2002.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

NETWORK ACCESS SERVICES

C. Service Availability

Basic Calling Service Availability

Basic Calling Service for Residential One-Party and Business One-Party and Trunk Service.

Exchange

Basic Calling Service Availability

Acme	01/01/93
Alger	01/01/93
Anacortes	01/01/93
Arlington	01/01/93
Benton City	01/01/93
Big Lake	01/01/93
Blaine	01/01/93
Bothell (Excl Duvall)	01/01/93
Bothell (Duvall Only)	01/01/93
Brewster	03/20/93
Bridgeport	01/01/93
Burlington	01/01/93
Camas-Washougal	01/01/93
Cashmere	01/01/93
Chelan	01/01/93
Concrete	01/01/93
Conway	01/01/93
Coupeville	01/01/93
Curlew	01/01/93
Custer	01/01/93
Darrington	01/01/93
Deming	01/01/93
Edison	01/01/93
Entiat	01/01/93
Everett	01/01/93
Everson	01/01/93

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

NETWORK ACCESS SERVICES

C. Service Availability (Continued)

Basic Calling Service Availability (Continued)

Basic Calling Service for Residential One-Party and Business One-Party and Trunk Service.

<u>Exchange</u>	<u>Basic Calling Service Availability</u>
Fairfield	07/01/01
Farmington	07/01/01
Ferndale	01/01/93
Garfield	07/26/97
George	01/01/93
Granite Falls	01/01/93
Grayland	01/01/93
Halls Lake	01/01/93
Kennewick	01/01/93
Kirkland	01/01/93
LaConner	01/01/93
Latah	07/01/01
Laurel	01/01/93
Leavenworth	
Lake Wenatchee	01/01/93
Leavenworth	09/30/94
Loomis	01/01/93
Lyman-Hamilton	01/01/93
Lynden	01/01/93
Mansfield	06/19/99
Maple Falls	01/01/93
Marblemount	01/01/93
Marysville	
Lake Goodwin	01/01/93
Marysville	01/01/93
Molson-Chesaw	01/01/93
Monroe	01/01/93
Moscow, Idaho	01/01/93
Mount Vernon	01/01/93
Naches	01/01/93
Newport	01/01/93
Nile	01/01/93
Oakesdale	07/01/01
Oak Harbor	01/01/93

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

**NETWORK ACCESS SERVICES**

C. Service Availability (Continued)

Basic Calling Service Availability (Continued)

Basic Calling Service for Residential One-Party and Business One-Party and Trunk Service.

<u>Exchange</u>	<u>Basic Calling Service Availability</u>
Palouse	10/28/95
Priest River <sup>5</sup>	01/01/93
Pullman	01/01/93
Quincy	07/17/93
Republic	01/01/93
Richland	01/01/93
Richmond Beach	01/01/93
Rockford	07/01/01
Rosalia	
Malden	07/01/01
Rosalia	07/01/01
Thornton	07/01/01
Sedro Woolley	01/01/93
Silver Lake	01/01/93
Skykomish	07/01/01
Snohomish	
Clearview	07/01/01
Snohomish	01/01/93
Soap Lake	01/01/93
Stanwood	
Camano Island	01/01/93
Stanwood	01/01/93
Stevens Pass	07/01/01
Sultan	01/01/93
Sumas	01/01/93
Tekoa	07/01/01
Tonasket	01/01/93

<sup>5</sup> Subscribers in the Priest River, WA exchange are served out of facilities in Priest River, ID. Subscribers in the Priest River, WA exchange pay Network Access rates as specified in the ID IPUC No. 1 Tariff. Rates for all other services will be charged from the applicable Idaho Tariff. Rules and Regulations of the WUTC apply.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

NETWORK ACCESS SERVICES

NETWORK ACCESS SERVICES

C. Service Availability (Continued)

Basic Calling Service Availability (Continued)

Basic Calling Service for Residential One-Party and Business One-Party and Trunk Service.

Exchange

Basic Calling Service Availability

Waterville	06/19/99
Wenatchee	
East Wenatchee	01/01/93
Wenatchee	01/01/93
Westport	01/01/93
Woodland	01/01/93

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

NETWORK ACCESS SERVICES

C. Service Availability (Continued)

Premium Calling Service - Business Service

<u>Exchange</u>	<u>Trunk</u>	<u>Public Access Line</u>	<u>Coin Line</u>	<u>One Party</u>
Acme	X	X	X	X
Alger	X	X	X	X
Anacortes	X	X	X	X
Arlington	X	X	X	X
Benton City	X	X	X	X
Big Lake	X	X	X	X
Blaine	X	X	X	X
Bothell	X	X	X	X
Brewster	X	X	X	X
Bridgeport	X	X	X	X
Burlington	X	X	X	X
Camas-Washougal	X	X	X	X
Cashmere	X	X	X	X
Chelan	X	X	X	X
Concrete	X	X	X	X
Conway	X	X	X	X
Coupeville	X	X	X	X
Curlew	X	X	X	X
Custer	X	X	X	X
Darrington	X	X	X	X
Deming	X	X	X	X
Edison	X	X	X	X
Entiat	X	X	X	X
Everett	X	X	X	X
Everson	X	X	X	X

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

NETWORK ACCESS SERVICES

C. Service Availability (Continued)

Premium Calling Service - Business Service (Continued)

<u>Exchange</u>	<u>Trunk</u>	<u>Public Access Line</u>	<u>Coin Line</u>	<u>One- Party</u>
Fairfield	X	X	X	X
Farmington	X	X	X	X
Ferndale	X	X	X	X
Garfield	X	X	X	X
George	X	X	X	X
Granite Falls	X	X	X	X
Grayland	X	X	X	X
Halls Lake	X	X	X	X
Kennewick	X	X	X	X
Kirkland	X	X	X	X
LaConner	X	X	X	X
Latah	X	X	X	X
Laurel	X	X	X	X
Leavenworth	X	X	X	X
Lake Wenatchee	X	X	X	X
Leavenworth	X	X	X	X
Loomis	X	X	X	X
Lyman-Hamilton	X	X	X	X
Lynden	X	X	X	X
Mansfield	X	X	X	X
Maple Falls	X	X	X	X
Marblemount	X	X	X	X
Marysville	X	X	X	X
Lake Goodwin	X	X	X	X
Marysville	X	X	X	X
Molson-Chesaw	X	X	X	X
Monroe	X	X	X	X
Moscow, Idaho	X	X	X	X
Mount Vernon	X	X	X	X
Naches	X	X	X	X
Newport	X	X	X	X
Nile	X	X	X	X
Oakesdale	X	X	X	X
Oak Harbor	X	X	X	X

X Service is offered.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

**NETWORK ACCESS SERVICES**

C. Service Availability (Continued)

Premium Calling Service - Business Service (Continued)

<u>Exchange</u>	<u>Trunk</u>	<u>Public Access Line</u>	<u>Coin Line</u>	<u>One- Party</u>
Palouse	X	X	X	X
Priest River <sup>6</sup>	X	X	X	X
Pullman	X	X	X	X
Quincy	X	X	X	X
Republic	X	X	X	X
Richland	X	X	X	X
Richmond Beach	X	X	X	X
Rockford	X	X	X	X
Rosalia	X	X	X	X
Malden	X	X	X	X
Rosalia	X	X	X	X
Thornton	X	X	X	X
Sedro Woolley	X	X	X	X
Silver Lake	X	X	X	X
Skykomish	X	X	X	X
Snohomish	X	X	X	X
Clearview	X	X	X	X
Snohomish	X	X	X	X
Soap Lake	X	X	X	X
Stanwood	X	X	X	X
Camano Island	X	X	X	X
Stanwood	X	X	X	X
Stevens Pass	X	X	X	X
Sultan	X	X	X	X
Sumas	X	X	X	X
Tekoa	X	X	X	X
Tonasket	X	X	X	X
Waterville	X	X	X	X
Wenatchee	X	X	X	X
East Wenatchee	X	X	X	X
Wenatchee	X	X	X	X
Westport	X	X	X	X
Woodland	X	X	X	X

X Service is offered.

<sup>6</sup> Subscribers in the Priest River, WA exchange are served out of facilities in Priest River, ID. Subscribers in the Priest River, WA exchange pay Network Access rates as specified in the ID IPUC No. 1 Tariff. Rates for all other services will be charged from the applicable Idaho Tariff. Rules and Regulations of the WUTC apply.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

NETWORK ACCESS SERVICES

C. Service Availability (Continued)

Premium Calling Service - Residence Service

<u>Exchange</u>	<u>One-Party</u>
Acme	X
Alger	X
Anacortes	X
Arlington	X
Benton City	X
Big Lake	X
Blaine	X
Bothell	X
Brewster	X
Bridgeport	X
Burlington	X
Camas-Washougal	X
Cashmere	X
Chelan	X
Concrete	X
Conway	X
Coupeville	X
Curlew	X
Custer	X
Darrington	X
Deming	X
Edison	X
Entiat	X
Everett	X
Everson	X

X Service is offered.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

NETWORK ACCESS SERVICES

C. Service Availability (Continued)

Premium Calling Service - Residence Service (Continued)

<u>Exchange</u>	<u>One-Party</u>
Fairfield	X
Farmington	X
Ferndale	X
Garfield	X
George	X
Granite Falls	X
Grayland	X
Halls Lake	X
Kennewick	X
Kirkland	X
LaConner	X
Latah	X
Laurel	X
Leavenworth	X
Loomis	X
Lyman-Hamilton	X
Lynden	X
Mansfield	X
Maple Falls	X
Marblemount	X
Marysville	X
Molson-Chesaw	X
Monroe	X
Moscow, Idaho	X
Mount Vernon	X
Naches	X
Newport	X
Nile	X
Oakesdale	X
Oak Harbor	X

X Service is offered.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

NETWORK ACCESS SERVICES

C. Service Availability (Continued)

Premium Calling Service - Residence Service (Continued)

<u>Exchange</u>	<u>One-Party</u>
Palouse	X
Priest River <sup>7</sup>	X
Pullman	X
Quincy	X
Republic	X
Richland	X
Richmond Beach	X
Rockford	X
Rosalia	X
Malden	X
Rosalia	X
Thornton	X
Sedro Woolley	X
Silver Lake	X
Skykomish	X
Snohomish	X
Clearview	X
Snohomish	X
Soap Lake	X
Stanwood	X
Camano Island	X
Stanwood	X
Stevens Pass	X
Sultan	X
Sumas	X
Tekoa	X
Tonasket	X
Waterville	X
Wenatchee	X
East Wenatchee	X
Wenatchee	X
Westport	X
Woodland	X

X Service is offered.

<sup>7</sup> Subscribers in the Priest River, WA exchange are served out of facilities in Priest River, ID. Subscribers in the Priest River, WA exchange pay Network Access rates as specified in the ID IPUC No. 1 Tariff. Rates for all other services will be charged from the applicable Idaho Tariff. Rules and Regulations of the WUTC apply.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

NETWORK ACCESS SERVICES

D. Local Exchange Listings

1. Exchange Name, Rate Group and Local Calling Area.

<u>Exchange Name</u>	<u>Rate Group</u>	<u>Local Calling Area</u>
Acme	1	Bellingham, Blaine, Custer, Deming, Everson, Ferndale, Laurel, Lynden, Maple Falls, Sumas
Alger	1	Anacortes <sup>8</sup> , Big Lake, Burlington <sup>9</sup> , Concrete, Conway, Edison, LaConner, Lyman-Hamilton, Marblemount, Mount Vernon, Sedro Woolley
Anacortes	1	Alger <sup>8</sup> , Big Lake <sup>8</sup> , Burlington <sup>8</sup> , Concrete <sup>8</sup> , Conway <sup>8</sup> , Edison <sup>8</sup> , LaConner, Lyman-Hamilton <sup>8</sup> , Marblemount <sup>8</sup> , Mount Vernon, Sedro Woolley <sup>8</sup> .
Arlington	1	Darrington, Everett, Granite Falls <sup>8</sup> , Marysville, Silver Lake, Stanwood <sup>9</sup>
Benton City	1	Columbia, Kennewick, Pasco, Richland

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<sup>8</sup> Service available March 1, 2006.

<sup>9</sup> Service available March 27, 1999.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

NETWORK ACCESS SERVICES

D. Local Exchange Listings (Continued)

1. Exchange Name, Rate Group and Local Calling Area. (Continued)

<u>Exchange Name</u>	<u>Rate Group</u>	<u>Local Calling Area</u>
Big Lake	1	Alger, Anacortes <sup>10</sup> , Burlington <sup>11</sup> , Concrete, Conway, Edison, LaConner, Lyman-Hamilton, Marblemount, Mount Vernon, Sedro Woolley
Blaine	1	Acme, Bellingham <sup>11</sup> , Custer, Deming, Everson, Ferndale, Laurel, Lynden, Maple Falls, Sumas
Bothell (excluding Duvall)	1	Ames Lake, Halls Lake, Kirkland, Richmond Beach, Seattle, Silver Lake
Bothell (Duvall only)	1	Ames Lake, Carnation, Halls Lake, Kirkland, Richmond Beach, Seattle
Brewster	1	Bridgeport, Pateros
Bridgeport	1	Brewster, Pateros

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<sup>10</sup> Service available March 1, 2006.

<sup>11</sup> Service available effective June 19, 1999.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

NETWORK ACCESS SERVICES

D. Local Exchange Listings (Continued)

1. Exchange Name, Rate Group and Local Calling Area. (Continued)

<u>Exchange Name</u>	<u>Rate Group</u>	<u>Local Calling Area</u>
Burlington <sup>12</sup>	1	Alger, Anacortes <sup>12</sup> , Big Lake, Concrete, Conway, Edison, LaConner, Lyman-Hamilton, Marblemount, Mount Vernon, Sedro Woolley
Camas - Washougal	1	Vancouver
Cashmere	1	Chelan <sup>13</sup> , Entiat <sup>13</sup> , Leavenworth, Mansfield <sup>14</sup> , Waterville <sup>14</sup> , Wenatchee
Chelan	1	Cashmere <sup>13</sup> , Entiat <sup>14</sup> , Leavenworth <sup>14</sup> , Mansfield <sup>14</sup> , Waterville <sup>2</sup> , Wenatchee <sup>2</sup>
Concrete	1	Alger, Anacortes <sup>12</sup> , Big Lake, Burlington, Conway, Edison, LaConner, Lyman-Hamilton, Marblemount, Mount Vernon, Sedro Woolley

<sup>12</sup> Service available March 1, 2006.

<sup>13</sup> Service available effective March 27, 1999.

<sup>14</sup> Service available effective June 19, 1999.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

NETWORK ACCESS SERVICES

D. Local Exchange Listings (Continued)

1. Exchange Name, Rate Group and Local Calling Area. (Continued)

<u>Exchange Name</u>	<u>Rate Groups</u>	<u>Local Calling Area</u>
Conway	1	Alger, Anacortes <sup>15</sup> , Big Lake, Burlington, Concrete, Edison, LaConner, Lyman-Hamilton, Marblemount, Mount Vernon, Sedro Woolley
Coupeville	1A	Oak Harbor
Curlew	1	Republic
Custer	1	Acme, Bellingham <sup>16</sup> , Blaine, Deming, Everson, Ferndale, Laurel, Lynden, Maple Falls, Sumas
Darrington	1	Arlington, Everett <sup>15</sup> , Granite Falls <sup>15</sup> , Marysville <sup>15</sup> , Silver Lake <sup>15</sup> , Stanwood <sup>15</sup>

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<sup>15</sup> Service available March 1, 2006.

<sup>16</sup> Service available effective June 19, 1999.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

**NETWORK ACCESS SERVICES**

D. Local Exchange Listings (Continued)

1. Exchange Name, Rate Group and Local Calling Area. (Continued)

<u>Exchange Name</u>	<u>Rate Group</u>	<u>Local Calling Area</u>
Deming	1	Acme, Bellingham, Blaine, Custer, Everson, Ferndale, Laurel, Lynden, Maple Falls, Sumas
Edison	1	Alger, Anacortes <sup>17</sup> , Big Lake, Burlington, Concrete, Conway, LaConner, Lyman-Hamilton, Marblemount, Mount Vernon, Sedro Woolley
Entiat	1	Cashmere <sup>18</sup> , Chelan <sup>19</sup> , Leavenworth <sup>18</sup> , Mansfield <sup>18</sup> , Waterville <sup>18</sup> , Wenatchee
Everett	1	Arlington, Darrington <sup>17</sup> , Granite Falls, Halls Lake, Marysville, Monroe, Silver Lake, Snohomish, Stanwood <sup>19</sup> , Sultan
Everson	1	Acme, Bellingham <sup>18</sup> , Blaine, Custer, Deming, Ferndale, Laurel, Lynden, Maple Falls, Sumas

<sup>17</sup> Service available March 1, 2006.

<sup>18</sup> Service available effective June 19, 1999.

<sup>19</sup> Service available effective March 27, 1999

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

**NETWORK ACCESS SERVICES**

D. Local Exchange Listings (Continued)

1. Exchange Name, Rate Group and Local Calling Area. (Continued)

<u>Exchange Name</u>	<u>Rate Groups</u>		<u>Local Calling Area</u>
Fairfield	1		Colfax, Farmington, Latah, Oakesdale, Rosalia (includes Malden and Thornton), Rockford, Rock Creek (Idaho), Spangle, Spokane, Tekoa
Farmington	1		Colfax, Evergreen (Idaho), Fairfield, Latah, Oakesdale, Rockford, Rosalia (includes Malden and Thornton), Spangle, Spokane, Tekoa
Ferndale	1	--	Acme, Bellingham, Blaine, Custer, Deming, Everson, Laurel, Lynden, Maple Falls, Sumas
Garfield	1A	--	Cora (Idaho), Palouse <sup>20</sup> , Pullman <sup>20</sup>
George	1A	--	Ephrata, Quincy
Granite Falls	1	--	Arlington <sup>21</sup> , Darrington <sup>21</sup> , Everett, Marysville, Silver Lake, Stanwood <sup>22</sup>
Grayland	1	--	Aberdeen-Hoquiam, Ocosta, Westport
Halls Lake	1	--	Bothell, Everett, Richmond Beach, Seattle, Silver Lake

<sup>20</sup> Service availability effective July 1, 2001.

<sup>21</sup> Service available March 1, 2006.

<sup>22</sup> Service availability effective March 27, 1999.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

NETWORK ACCESS SERVICES

D. Local Exchange Listings (Continued)

1. Exchange Name, Rate Group and Local Calling Area. (Continued)

<u>Exchange Name</u>	<u>Rate Group</u>		<u>Local Calling Area</u>
Kennewick	1	--	Benton City, Columbia, Pasco, Richland
Kirkland	1	--	Ames Lake, Bellevue, Bothell, Carnation, Fall City, Issaquah, North Bend, Seattle
LaConner	1	--	Alger, Anacortes, Big Lake, Burlington, Concrete, Conway, Edison, Lyman-Hamilton, Marblemount, Mount Vernon, Sedro Woolley
Latah	1		Colfax, Fairfield, Farmington, Oakesdale, Rockford, Rosalia (includes Malden and Thornton), Spangle, Spokane, Tekoa

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

NETWORK ACCESS SERVICES

D. Local Exchange Listings (Continued)

1. Exchange Name, Rate Group and Local Calling Area. (Continued)

<u>Exchange Name</u>	<u>Rate Group</u>	<u>Local Calling Area</u>
Laurel	1	Acme, Bellingham, Blaine, Custer, Deming, Everson, Ferndale, Lynden, Maple Falls, Sumas
Leavenworth	1	Cashmere, Chelan <sup>23</sup> , Entiat <sup>23</sup> , Mansfield <sup>23</sup> , Waterville <sup>23</sup> , Wenatchee <sup>23</sup>
Loomis	1	Oroville <sup>24</sup> , Tonasket
Lyman-Hamilton	1	Alger, Anacortes <sup>25</sup> , Big Lake, Burlington, Concrete, Conway, Edison, LaConner, Marblemount, Mount Vernon <sup>4</sup> , Sedro Woolley
Lynden	1	Acme, Bellingham <sup>23</sup> , Blaine, Custer, Deming, Everson, Ferndale, Laurel, Maple Falls, Sumas

<sup>23</sup> Service available effective June 19, 1999.

<sup>24</sup> Service available effective March 27, 1999.

<sup>25</sup> Service available March 1, 2006.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

NETWORK ACCESS SERVICES

D. Local Exchange Listings (Continued)

1. Exchange Name, Rate Group and Local Calling Area. (Continued)

<u>Exchange Name</u>	<u>Rate Group</u>	<u>Local Calling Area</u>
Mansfield	1	Cashmere <sup>26</sup> , Chelan <sup>26</sup> , Entiat <sup>26</sup> , Leavenworth <sup>26</sup> , Waterville <sup>26</sup> , Wenatchee <sup>26</sup>
Maple Falls	1	Acme, Bellingham <sup>26</sup> , Blaine, Custer, Deming, Everson, Ferndale, Laurel, Lynden, Sumas
Marblemount	1	Alger, Anacortes <sup>27</sup> , Big Lake, Burlington, Concrete, Conway, Edison, LaConner, Lyman-Hamilton, Mount Vernon, Sedro Woolley
Marysville	1	Arlington, Darrington <sup>27</sup> , Everett, Granite Falls, (includes Lake Goodwin) Silver Lake, Stanwood <sup>28</sup>

<sup>26</sup> Service available effective June 19, 1999.

<sup>27</sup> Service available March 1, 2006.

<sup>28</sup> Service available effective March 27, 1999.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

NETWORK ACCESS SERVICES

D. Local Exchange Listings (Continued)

1. Exchange Name, Rate Group and Local Calling Area. (Continued)

<u>Exchange Name</u>	<u>Rate Groups</u>	<u>Local Calling Area</u>
Molson-Chesaw	1	Tonasket, Oroville <sup>29</sup>
Monroe	1	Everett, Silver Lake, Snohomish, Sultan
Moscow (Garrison, WA) 1A		Moscow (Idaho), Pullman
Mount Vernon <sup>2</sup>	1	Alger, Anacortes, Big Lake, Burlington, Concrete, Conway, Edison, LaConner, Lyman-Hamilton, Marblemount, Sedro Woolley
Naches	1	Nile, Yakima
Newport	1	Cusick (Pend Oreille), Oldtown/Albeni (Idaho)
Nile	1	Naches, Yakima

<sup>29</sup> Service available effective March 27, 1999.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

**NETWORK ACCESS SERVICES**

D. Local Exchange Listings (Continued)

1. Exchange Name, Rate Group and Local Calling Area. (Continued)

<u>Exchange Name</u>	<u>Rate Groups</u>		<u>Local Calling Area</u>
Oak Harbor	1A	--	Coupeville
Oakesdale	1		Colfax, Fairfield, Farmington, Latah, Rockford, Rosalia (includes Malden and Thornton), Spangle, Spokane, Tekoa
Palouse	1	--	Garfield <sup>30</sup> , Pullman, Wellesley (Idaho)
Priest River	1A	--	Priest River (Idaho)
Pullman	1	--	Garfield <sup>30</sup> , Garrison (Washington), Palouse, Moscow (Idaho), Wellesley (Idaho)
Quincy	1A	--	Ephrata, George
Republic	1	--	Curlew
Richland	1	--	Benton City, Columbia, Kennewick, Pasco
Richmond Beach	1	--	Bothell, Halls Lake, Seattle
Rockford	1		Colfax, Fairfield, Farmington, Latah, Oakesdale, Rosalia (includes Malden and Thornton), Setters (Idaho), Spangle, Spokane, Tekoa
Rosalia	1A		Colfax, Fairfield, Farmington, Latah, Oakesdale, Rockford, Spangle, Spokane, Tekoa

<sup>30</sup> Service availability effective July 1, 2001.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

NETWORK ACCESS SERVICES

D. Local Exchange Listings (Continued)

1. Exchange Name, Rate Group and Local Calling Area. (Continued)

<u>Exchange Name</u>	<u>Rate Groups</u>	<u>Local Calling Area</u>
Sedro Woolley <sup>1</sup>	1	Alger, Anacortes <sup>31</sup> , Big Lake, Burlington, Concrete, Conway, Edison, LaConner, Lyman-Hamilton, Marblemount, Mount Vernon <sup>31</sup>
Silver Lake	1	Arlington, Bothell (Excl Duvall), Darrington <sup>31</sup> , Everett, Granite Falls, Halls Lake, Marysville, Monroe, Snohomish, Stanwood <sup>32</sup> , Sultan
Skykomish	1A	
Snohomish	1	Everett, Monroe, Silver Lake, Sultan
Soap Lake	1	Ephrata, Moses Lake, Wilson Creek

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<sup>31</sup> Service available March 1, 2006.

<sup>32</sup> Service available effective March 27, 1999.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

**NETWORK ACCESS SERVICES**

D. Local Exchange Listings (Continued)

1. Exchange Name, Rate Group and Local Calling Area. (Continued)

<u>Exchange Name</u>	<u>Rate Groups</u>		<u>Local Calling Area</u>
Stanwood	1	--	Arlington <sup>33</sup> , Darrington <sup>34</sup> , Everett <sup>33</sup> , Granite Falls <sup>33</sup> , Marysville <sup>33</sup> , Silver Lake <sup>33</sup>
Stevens Pass	1A	--	
Sultan	1	--	Everett, Monroe, Silver Lake, Snohomish
Sumas	1	--	Acme, Bellingham <sup>35</sup> , Blaine, Custer, Deming, Everson, Ferndale, Laurel, Lynden, Maple Falls
Tekoa	1		Colfax, Fairfield, Farmington, Latah, Oakesdale, Rockford, Rosalia (includes Malden and Thornton), Spangle, Spokane, Tensed/Bluebell (Idaho)
Tonasket	1	--	Loomis, Molson-Chesaw, Omak <sup>33</sup>
Waterville	1	--	Cashmere <sup>35</sup> , Chelan <sup>35</sup> , Entiat <sup>35</sup> , Leavenworth <sup>35</sup> , Mansfield <sup>35</sup> , Wenatchee <sup>35</sup>
Wenatchee	1	--	Cashmere, Chelan <sup>35</sup> , Entiat, Leavenworth <sup>35</sup> , Mansfield <sup>35</sup> , Waterville <sup>35</sup>

<sup>33</sup> Service available effective March 27, 1999.

<sup>34</sup> Service available March 1, 2006.

<sup>35</sup> Service available effective June 19, 1999.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

NETWORK ACCESS SERVICES

D. Local Exchange Listings (Continued)

1. Exchange Name, Rate Group and Local Calling Area. (Continued)

<u>Exchange Name</u>	<u>Rate Group</u>	<u>Local Calling Area</u>
Westport	1	Aberdeen-Hoquiam, Grayland, Ocosta
Woodland	1	Cougar (TDS-La Center), La Center (TDS-La Center), Ridgefield, Vancouver, Yale (TDS-La Center)

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

NETWORK ACCESS

D. Local Exchange Listings (Continued)

2. Central Office (Wire Center) by Exchange<sup>36</sup>

<u>Exchange</u>	<u>Central Office</u>
Acme	Acme
Alger	Alger
Anacortes	Anacortes
Arlington	Arlington
Benton City	Benton City
Big Lake	Big Lake
Blaine	Blaine
	Birch Bay
Bothell	Bothell
	Duvall
Brewster	Brewster
Bridgeport	Bridgeport
Burlington	Burlington
Camas	Camas
	Washougal
	Washougal River
Cashmere	Cashmere
Chelan	Chelan
	Manson
Concrete	Concrete
Conway	Conway
Coupeville	Coupeville
Curlew	Curlew
Custer	Custer
Darrington	Darrington
Deming	Deming

<sup>36</sup> For Local Calling Areas, see Section 3, D,1.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

NETWORK ACCESS

D. Local Exchange Listings (Continued)

2. Central Office (Wire Center) by Exchange<sup>37</sup> (Continued)

<u>Exchange</u>	<u>Central Office</u>
Edison	Edison
Entiat	Entiat
Everett	Everett Casino
	Everett Main
	Everett Primary Center
	Lake Stevens
Everson	Everson
Fairfield	Fairfield
Farmington	Farmington
Ferndale	Ferndale
Garfield	Garfield
George	George
Granite Falls	Granite Falls
Grayland	Grayland
Halls Lake	Halls Lake
	Manor Way
Kennewick	Kennewick Main
	Kennewick Highlands
	Kennewick Meadow Springs
Kirkland	Juanita
	Kirkland
	Redmond
	Sammamish

<sup>37</sup> For Local Calling Areas, see Section 3, D,1.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

D. Local Exchange Listings (Continued)	
2. Central Office (Wire Center) by Exchange <sup>38</sup> (Continued)	
<u>Exchange</u>	<u>Central Office</u>
LaConner	LaConner
Latah	Latah
Laurel	Laurel
Leavenworth	Leavenworth
Loomis	Loomis
Lyman-Hamilton	Lyman
Lynden	Lynden
Mansfield	Mansfield
Maple Falls	Maple Falls
Marblemount	Marblemount
Marysville	Marysville
	Lake Goodwin
Molson-Chesaw	Molson-Chesaw
Monroe	Monroe
Moscow (Garrison, WA)	Moscow, ID
Mount Vernon	Mount Vernon
Naches	Naches
Newport	Newport
Nile	Nile
Oak Harbor	Oak Harbor
Oakesdale	Oakesdale
Palouse	Palouse
Priest River (Bear Paw)	Priest River, ID
Pullman	Pullman
Quincy	Quincy

<sup>38</sup> For Local Calling Areas, see Section 3, D,1.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

NETWORK ACCESS

D. Local Exchange Listings (Continued)

2. Central Office (Wire Center) by Exchange<sup>39</sup> (Continued)

<u>Exchange</u>	<u>Central Office</u>
Republic	Republic
Richland	Richland
	North Richland
	West Richland
Richmond Beach	Richmond Beach
Rockford	Rockford
Rosalia	Malden
	Rosalia
	Thornton
Sedro Woolley	Sedro Woolley
Silver Lake	Silver Lake
Skykomish	Skykomish
Snohomish	Clearview
	Snohomish
Soap Lake	Soap Lake
Stanwood	Camano Island
	Stanwood
Stevens Pass	Stevens Pass
Sultan	Sultan
Sumas	Sumas
Tekoa	Tekoa
Tonasket	Tonasket
Waterville	Waterville
Wenatchee	East Wenatchee
	Lake Wenatchee
	Wenatchee
Westport	Westport
Woodland	Woodland

<sup>39</sup> For Local Calling Areas, see Section 3, D,1.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

NETWORK ACCESS

E. Rates and Charges

Basic Calling Service

Basic Calling Service consists of basic access to the network coupled with measured usage rates for outgoing local calls (home exchange & interexchange non-toll). Usage rates found under Measured Usage Rates for Basic Calling Service are applicable.

BUSINESS SERVICE

Trunk (Key System/PBX)

PBX - Two-Way

PBX - DOD

Key

One-Party

RESIDENCE SERVICE

One-Party

	<u>RATE GROUPS</u>		
	<u>1</u>	<u>1A</u>	
BUSINESS SERVICE			
Trunk (Key System/PBX)	\$436.00	\$46.00	(I)
Coin Line	\$31.00	\$31.00	
One - Party	\$39.00	\$39.00	(I)
RESIDENCE SERVICE			
One - Party	\$26.00	\$26.00	(I)
Lifeline Reduction	<u>(\$2.85)</u>	<u>(\$2.85)</u>	
One - Party Lifeline/Native American Lifeline	\$23.15	\$23.15	(I)

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

NETWORK ACCESS

E. Rates and Charges (Continued)

Premium Calling Service - Business

Premium Calling Service consists of basic access to the network coupled with unlimited usage of outgoing local calls (local exchange and interexchange non-toll) provided on a flat rate basis.

Premium Calling Service

BUSINESS SERVICE

Trunk, Month to Month

Coin Line

PBX

Two-Way

One-Way

Public Access Line

One-Party

Foreign Company  
Foreign Exchange  
Key System  
Key System,  
Foreign Exchange

Month-to-Month  
Foreign Company  
Foreign Exchange

PBX - DID  
PBX - DOD

DCS

Key Systems,  
Foreign Company

One-Party, Term

Trunk, Term  
Key TK, 1 yr.  
Key TK, 3 yr.  
DID 1 yr.  
DID 3 yr.  
DIOD (See Section 9, C, Rates and Charges)

1 yr.  
3 yr.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

NETWORK ACCESS

E. Rates and Charges (Continued)

Premium Calling Service - Residence

Premium Calling Service consists of basic access to the network coupled with unlimited local calling (local exchange and interexchange (EAS/non-toll) provided on a flat rate basis.

Premium Calling Service

RESIDENCE SERVICE

One-Party

Foreign Company  
Foreign Exchange

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

<u>NETWORK ACCESS</u>				
E. Rates and Charges (Continued)				
Premium Calling Service - Business and Residence				
		<u>RATE GROUPS</u>		
		1	1A	
BUSINESS SERVICE				
Trunk (Key System/PBX)				
Month-to-Month	\$56.00	\$56.00		(l)
1 Yr. Term Commitment <sup>40</sup>	50.90	50.90		(l)
3 Yr. Term Commitment <sup>41</sup>	48.90	48.90		(l)
Foreign Exchange	35.60	35.60		
DID				
Month-to-Month	38.60	38.60		
1 Yr. Term Commitment <sup>41</sup>	34.90	34.90		
3 Yr. Term Commitment <sup>41</sup>	32.90	32.90		
Coin Line <sup>5</sup>	37.50	37.50		
Public Access Line	39.25	39.25		
One-Party				
Month-to-Month	48.25	48.25		(l)
1 Yr. Term Commitment <sup>41</sup>	45.90	45.90		(l)
3 Yr. Term Commitment <sup>41</sup>	40.90	40.90		(l)
RESIDENCE SERVICE				
One - Party Service	\$31.99	\$31.99		(l)
Lifeline Reduction	<u>(\$3.09)</u>	<u>(\$3.09)</u>		
One - Party Lifeline/Tribal Lifeline	\$28.90	\$28.90		(l)

<sup>40</sup> See Conditions, B, Term Commitment Options for liability charges. The Central Office Connection Charge as identified in Section 3 of the General and Local Exchange Tariff is not applicable to 1- or 3-year term rates. Term Commitment customers are grandfathered at existing rates effective July 1, 2007. See Section 13, Services Limited to Existing Customers, Network Access Services.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

NETWORK ACCESS

E. Rates and Charges (Continued)

Measured Usage Rates for: Basic Calling Service

Measured Usage charges are billed on all local exchange calls. Local call usage charges encompass the frequency and duration of completed outgoing calls with a single per minute rate applicable 24 hours a day, 7 days a week.

Usage Rates:	Initial <u>Minute</u>	Each Additional <u>Minute</u>
<u>DAY</u>		
Home Exchange (Zone 0)	\$0.015	\$0.015
Interexchange (EAS/non-toll) (Zone 1 & 2)	0.015	0.015
<u>EVENING</u>		
Home Exchange (Zone 0)	0.015	0.015
Interexchange (EAS/non-toll) (Zone 1 & 2)	0.015	0.015
<u>NIGHT</u>		
Home Exchange (Zone 0)	0.015	0.015
Interexchange (EAS/non-toll) (Zone 1 & 2)	0.015	0.015

Usage will not be charged on calls placed to Operators, 911 (Emergency Service), Directory Assistance (tariffed rate applies), Telephone Company Service or Repair Offices, nor on calls that access Interexchange Carrier lines/trunks that have been registered with the Company for the purpose of placing long distance calls.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

NETWORK ACCESS

E. Rates and Charges (Continued)

Measured Usage Rates for: Basic Calling Service (Continued)

Rate Periods:

	<u>Hours</u>	<u>Rate</u>
Monday thru Friday	8:00 a.m. to 5:00 p.m. <sup>41</sup>	Day
	5:00 p.m. to 11:00 p.m. <sup>43</sup>	Evening
	11:00 p.m. to 8:00 a.m. <sup>43</sup>	Night
Saturday	ALL	Night
Sunday	8:00 a.m. to 5:00 p.m. <sup>43</sup>	Night
	5:00 p.m. to 11:00 p.m. <sup>43</sup>	Evening
	11:00 p.m. to 8:00 a.m. <sup>43</sup>	Night

Holidays

Evening rates apply on the following holidays:

New Year's Day	January 1
President's Day	3rd Monday in February
Independence Day	July 4
Labor Day	
Thanksgiving Day	
Christmas Day	December 25

Local Usage Billing Detail:<sup>42</sup>

	<u>Rate</u>
Set-up Charge, per order	\$ 5.00
Recurring Charge, per month	
Residential	1.80
Business	
One-Party	1.80
Multiline	1.80
Detailed Usage list(s), per page	0.11

<sup>41</sup> To, but not including

<sup>42</sup> Available to customers who request a breakdown of measured calls.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

PUBLIC ACCESS LINE (PAL) SERVICE

A. General

Public Access Lines (PALs) are single party business exchange lines available, where equipment and operating conditions permit, for the connection of customer-owned coin operated telephones (COCOTs) to the local exchange network. The term "customer" is defined as the party subscribing to a Public Access Line for the purpose of connecting a COCOT to the local exchange. Rates are found under Network Access Service, Public Access Line.

B. Conditions

1. The provision and use of this service is subject to the conditions of this Service Catalog, the rules set forth in WAC 480-120-263, and any other applicable rules, conditions, or regulations.
2. Customers are required to apply for PAL service using a form provided by the Company by which the customer agrees to rules established by law and to provide the Company with information relating to the customer and his vendor.
3. Access to direct dialing of sent paid calls (1+) will be under control of the customer's telephone, or can be restricted by subscription, where conditions permit, to Call Restriction Services (See the General and Local Exchange Tariff, Section 6).
4. PAL customers will be responsible for the installation, operation and maintenance of customer-provided pay telephones.
5. The customer shall be responsible for payment of all charges billed to the PAL including local service charges, message toll service charges and all operator services charges. If the customer does not subscribe to Call Restriction Services, the Company may require a deposit to guarantee the payment of toll charges.
6. The COCOT owner shall be responsible for the payment of time and material charges as specified in the General and Local Exchange Tariff, Section 3, Service Charges for visits by a Company employee to the customer's premises when a service difficulty or trouble report results from the connection of the COCOT to the local network.
7. Customers of Public Access Line Service may be listed in the directory as specified in Section 7 of this Service Catalog.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

**PUBLIC ACCESS LINE (PAL) SERVICE** (Continued)

**B. Conditions (Continued)**

8. The Company is not responsible for coin collection or coin return, for improper use of the customer's (owner's) service by the public, nor for restrictions to line usage imposed by the features of the customer-provided telephone.
9. The Company will provide free of charge, one current telephone directory each year for each PAL.
10. The Company will not furnish telephone booths or enclosures to be used with COCOTs.
11. Service may be discontinued to a PAL when the service is found to be in violation of these conditions; the rules set forth in WAC 480-120-263; or any other applicable rules, conditions, or regulations.
12. Calls to Directory Assistance will be charged the rate as specified in Washington Catalog for Competitively Classified Intrastate Services and any other tariff and/or Service Catalog charges that may apply.
13. For Directory Assistance Service call allowance and charge exemptions see the General and Local Exchange Tariff, Section 5, Local Directory Assistance Service.
14. PAL customers requesting supersedure, as defined in the General and Local Exchange Tariff, Section 2, and record changes will incur a nonrecurring charge as specified in D, Rates and Charges following in lieu of the Service Order Charge – Subsequent as identified in Section 3 of the General and Local Exchange Tariff. Examples of record changes are bill address changes, listing changes, manual bill date changes, etc.
15. For situations where Service Charges are not applicable, see the General and Local Exchange Tariff, Section 3, B, 6. The nonrecurring supersedure and record change charges for PAL orders specified in D, Rates and Charges following is not applicable in situations as identified in the General and Local Exchange Tariff, Section 3, Service Charges.

**C. Optional Features**

**1. Answer Supervision**

Answer Supervision is the line side functionality that provides an electrical signal to the calling end of a switched telephone connection when the called line goes off-hook. PAL Answer Supervision will be provided for use with PAL Service as specified in this Service Catalog to assist in determining when billing for a specific call should commence.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

<u>PUBLIC ACCESS LINE (PAL) SERVICE</u> (Continued)		
D. Rates and Charges	Nonrecurring <u>Charge</u>	Monthly <u>Rate</u>
1. PAL Rate	<sup>43</sup>	See Network Access Rates - Premium Calling Service
Supersedure	\$12.26 <sup>44</sup>	--
Record Change	11.11 <sup>46</sup>	--
2. Optional Features		
Answer Supervision, per line	--	\$3.40
		COPTANS
PAL Call Restriction Service	--	See Call Restriction Services in Section 10

<sup>43</sup> Applicable Service Charges in the General and Local Exchange Tariff, Section 3 also apply.

<sup>44</sup> Charge is in lieu of the Service Order Charge - Subsequent as identified in Section 3 of the General and Local Exchange Tariff. For non-applicable situations see Conditions in this Section.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

COIN LINE SERVICE

A. General

1. Coin Line Service is a coin voice grade exchange line, available where equipment and operating conditions permit, that provides switch-based dial tone first (DTF) coin line functionalities for the connection of customer-owned coin operated telephones (COCOTs).

The term "customer" is defined as the party subscribing to a Coin Line for the purpose of connecting a COCOT to the local exchange. Rates are found under Network Access Service, Coin Line.

B. Conditions

1. Coin Line Service is provided at the request of a COCOT provider that provides pay telephone service with switch-based coin line functionalities to the public on a resale basis.
2. The provision and use of this service is subject to the conditions of this Service Catalog, the rules set forth in WAC 480-120-263, and any other applicable rules, conditions, or regulations.
3. A Coin Line customer must use a separate Coin Line for each pay telephone instrument installed and will be billed the Service Catalog rate for each line. Off-premises extensions to Coin Line Service are not permitted.
4. Where Coin Line Service is provided, any type or grade of residence or business service offered regularly at that location may also be furnished, provided such residence or business service is confined to locations solely for use by the particular establishment.
5. The Company shall not be liable for shortages of coins deposited and/or collected from the Coin Line customer's equipment.
6. The Company shall not be liable for end-user fraud associated with failure of the customer's equipment to perform.
7. Suspension of service for nonpayment as specified in the General and Local Exchange Tariff is not applicable to Coin Line Service unless the instrument is located within an establishment, which is temporarily closed and, as such, will be totally inaccessible to the general public for the period of suspension. In all cases, the decision to permit suspension of service for a Coin Line rests with the Company.
8. The carriage and completion of local and intraLATA toll messages are provided by the Company.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

COIN LINE SERVICE

B. Conditions (Continued)

9. The customer is subject to the requirements for COPT Service as set forth previously.
10. The customer is responsible for the payment of all charges for outgoing sent-paid local calls and message toll telephone service calls.
11. Special billing and coin sharing arrangements between a Coin Line customer and another carrier are the responsibility of the Coin Line customer.
12. It is the customer's responsibility to ensure instruments used in conjunction with Coin Line Service are capable of rating sent-paid local calls.
13. Coin sent paid interLATA calls from Coin Lines may be routed to any Interexchange Carrier selected by the customer who has the required coin signaling capabilities (i.e., coin recognition, coin control, etc.) which are required to complete the call.

C. Features

1. Service is provided in equal access Stored Program Control (SPC) central offices where coin line control equipment is available.
2. Service is provided on a one-way or a two-way basis at the customer's option.
3. Coin signaling, including coin collect and coin return, is provided by the network. Coin collect identifies when a call is completed. Coin return occurs when a no answer or busy signal is encountered.
4. Billed Number Screening (BNS) is provided for the automatic blocking via validation databases of third number billing and collect billing.
5. Selective Class of Call Screening is provided to alert operator services systems (live and mechanical) that a call is originating from a Coin Line, which may require special handling and billing treatment.
6. Central office 900 and 976 blocking is provided.
7. Standard recorded announcements provided by the Company are used for calls that originate from a Coin Line.
8. All 0-, 0+ and 1+ intraLATA toll calls and 0+ local calls are handled by the Company's operator service system.
9. All 0+ interLATA calls are routed to the presubscribed carrier.
10. International Blocking Service provides end office blocking of direct dialed 011+ and 10xxx+011+ calls. This service is offered on a per line basis where facilities permit.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

COIN LINE SERVICE

D. Rate Regulations

1. No charge will be imposed for incoming calls.
2. Sent-paid local calls will be rated by the Coin Line customer's equipment. Local messages include calls made to Extended Area Service (EAS) exchanges as listed in the Service Catalog under Network Access Services.
3. Operator assisted sent-paid local calls will be rated to the end-user with the appropriate additive operator service charges as specified in Section 7, Local Operator Services plus the Coin Line customer's coin rate. Non-sent paid local calls will be rated to the end-user with the appropriate additive operator service charge in Section 7, Local Operator Services.
4. Operator assisted sent-paid toll calls will be rated to the end-user at the long distance rate, plus the appropriate additive operator service charges as specified in Washington Catalog for Competitively Classified Intrastate Services. Non-sent paid intraLATA toll calls will be rated to the end-user at the long distance rate and the appropriate additive operator service charges as specified in Washington Catalog for Competitively Classified Intrastate Services.
5. The appropriate service charges as specified in the General and Local Exchange Tariff, Section 3 are applicable for each Coin Line installed, moved, or changed.
6. Coin Line Service supersedure, as defined in the General and Local Exchange Tariff, Section 2, and record changes will incur a nonrecurring charge as specified in E, Rates and Charges following in lieu of the Service Order Charge - Subsequent as identified in Section 3 of the General and Local Exchange Tariff. Examples of record changes are bill address changes, listing changes, manual bill date changes, etc.
7. For situations where Service Charges are not applicable, see the General and Local Exchange Tariff, Section 3, B, 6. The nonrecurring supersedure and record change charges for Coin Line Service orders specified in E, Rates and Charges following is not applicable in situations as outlined in the General and Local Exchange Tariff, Section 3, Service Charges, B, 6.
8. Calls to Directory Assistance will be charged the rate as specified in Washington Catalog for Competitively Classified Intrastate Services and any other tariff charges that may apply.
9. For Directory Assistance Service call allowance and charge exemptions see the General and Local Exchange Tariff, Section 5, Local Directory Assistance Service.
10. Customers of Coin Line Service may be listed in the directory as specified in Section 7 of this Service Catalog.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

COIN LINE SERVICE

E. Rates and Charges

1. Coin Line Service is provided on a fixed rate basis. The monthly rate is applicable for Coin Line Service on a per-line basis.

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
a. Coin Line, per line	<sup>45</sup>	See Network Access Rates - Premium Calling Service
b. Supersedure	\$12.26 <sup>46</sup>	--
c. Record Change	11.11 <sup>48</sup>	--
2. Call Restriction Services		
a. International Blocking Service, per line	19.95 <sup>47</sup>	--

<sup>45</sup> Applicable Service Charges in the General and Local Exchange Tariff, Section 3 also apply.

<sup>46</sup> Charge is in lieu of the Service Order Charge - Subsequent as identified in Section 3 of the General and Local Exchange Tariff. For non-applicable situations see Conditions in this Section.

## GENERAL AND LOCAL EXCHANGE SERVICE CATALOG

### CUSTOM CALLING SERVICES

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<sup>47</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
CUSTOM CALLING SERVICES

ENHANCED CALL FORWARD

A. General

1. Enhanced Call Forward (ECF) is an Advanced Intelligent Network (AIN) based call forwarding service designed to provide and enhance personal mobility.
2. Enhanced Call Forward Service is furnished only from Central Offices, which have been arranged to provide this service. ECF is provided subject to the availability of facilities.
3. Enhanced Call Forward is available to Business Individual Line and Customized Multi-line Telephone Service customers.

B. Description of Service

1. ECF customers will be able to forward their calls from any touch call phone via a toll-free number. They will be able to forward to any dialable pager, mobile phone, work phone, or home phone.
2. ECF can be provided on the customer's existing telephone number (aka default number) as long as the customer's existing line resides behind an AIN capable switch, or via a personal number. This number is referred to as a default number.
3. A personal number is a telephone number that does not have any actual line equipment tied to the number. This is a new number that is provided to the customer at subscription. At subscription, the customer must designate what number his calls will route to, then the customer may program ECF to route his number to any location at any given time.
4. ECF will be offered as follows:

Enhanced Call Forward

- The customer's existing number or a personal number can be used
- 3 Speed Forward Numbers
- Timed Forwarding

Enhanced Call Forward with Call Manager

- The customer's existing number or a personal number can be used
- 3 Speed Forward Numbers
- Timed Forwarding
- Automatic Forwarding
- Two schedules (normal and alternate)
- Two call acceptance lists with 20 number capacity each
- Two four-digit Caller Codes

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
CUSTOM CALLING SERVICES

ENHANCED CALL FORWARD

C. Definitions

Automatic Forwarding:

This feature allows a customer to route calls automatically to the number he is dialing from. The system picks up the Calling Party's Number (CPN) from the calling phone. By using a two stroke feature code, the customer can route his calls to the number where he is located. He does not need to know the number he is calling from; the system routes it automatically.

Note: This is dependent on the CPN being provided. If no CPN is provided, the caller will need to manually enter the number. If the customer is calling from a PBX or key system equipped with DID, DOD or DIOD, Automatic Forwarding may not work correctly.

Call Acceptance List:

This feature can be used by the customer to allow only calls from designated locations to reach him. Two call acceptance lists, each with 20 number capacity, are included with ECF. For example, a customer has a meeting from 1:00 p.m. to 3:00 p.m. and has routed his number to the conference room. He is expecting some figures from an associate that need to be discussed at the meeting. By activating the call acceptance list and adding the associate's number to the list, the associate's number will be forwarded. The customer receives calls from the people with whom he wishes to speak, and all other calls will be routed to the default number.

Caller Codes:

Caller codes are provided as a way to bypass the call acceptance list. If the customer does not want to add every number to the list, he can give out one of two four-digit codes to his callers. The caller enters the code for the call to be routed to the customer. This also allows for an alternative access in case a caller is not calling from his usual number or the CPN is not carried through the call.

Three Speed Forward Numbers:

Speed Forward Numbers are provided as a convenience to the customer. With speed forward numbers, the customer can preprogram up to three numbers to allow for easier redirecting later. For example, a customer can preprogram (1) as home, (2) as office and (3) as mobile. When the customer calls the administration number, all he needs to do is press 3# to route all calls to his mobile phone. He does not need to dial the 10-digit mobile number.

Time of Day/Day of Week Scheduling:

Customers can route all incoming calls based on their daily activities. For example, the subscriber to ECF can have all calls to the personal number routed to work from 8:00 a.m. to 5:00 p.m., then to a mobile from 5:00 p.m. to 6:00 p.m. The schedule's primary function is to create the "follow-me wherever I go" functionality. The customer can call the administrative number at any time to route calls elsewhere if he deviates from his schedule. Two Time of Day/Day of Week schedules are included with ECF to give more flexibility to the customer.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**CUSTOM CALLING SERVICES**

**ENHANCED CALL FORWARD**

**C. Definitions (Continued)**

**Timed Forwarding:**

Timed Forwarding allows the customer to route calls for a specified time period to another location. For example, a customer may route calls to his mobile phone until 3:00 p.m. At 3:00 p.m., his ECF service will return to the previous routing option.

**D. Regulations**

1. Enhanced Call Forward is provided subject to the availability of technology and facilities.
2. ECF will not be available on Automatic Access Lines; trunks equipped with DID, DOD or DIOD; Public Access Line (PAL) Service; or Customer-Owned Pay Telephone (COPT) Coin Line Service.
3. The ECF customer is responsible for any applicable long distance, and/or Local Calling Plan charges, including applicable local measured usage charges when calls to the ECF number are redirected. Local measured usage rates can be found in Section 3 of this Service Catalog. When a customer's ECF number is forwarded to a mobile phone, normal airtime charges will apply on the redirected call.
4. When a Caller Code is entered and if the call acceptance list(s) is activated, a call to the ECF subscriber is considered complete if the ECF subscriber utilizes answer supervision, even if the forwarded call is not answered. Applicable long distance and/or outside the local calling area (as identified in 3. above) charges will apply to the caller.
5. ECF will not be offered on lines equipped with Selective Call Forward or Remote Call Forward. Selective Call Forward must be removed from the customer's line before adding ECF. ECF is not available as a substitute for Remote Call Forward.
6. Except where facilities permit, ECF cannot be used to forward to locations requiring an international dialing format.
7. ECF cannot be used to forward to 900/976/700 numbers. These numbers will always be blocked to the ECF subscriber.
8. Where ECF is provided on a service also subscribing to Call Restriction Service (CRS), which prevents 1+ dialing, the ECF feature can be programmed to forward to a 1+ location at the customer's request. ECF will take precedence over the CRS feature in such circumstance, and the subscriber will be responsible for the appropriate long distance and/or outside the local calling area charges for such calls.
9. Customers who select a personal number will be provided one directory listing without charge in the exchange of the ECF central office. Additional directory listings may be obtained as specified in Section 7 of this Service Catalog.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOM CALLING SERVICES

ENHANCED CALL FORWARD

E. Rates and Charges

1. Appropriate service charges as shown in the General and Local Exchange Tariff, Section 3 will apply.

Monthly Rate  
Business

a. Enhanced Call Forward

Existing Number	\$10.50
Personal Number	12.50

b. Enhanced Call Forward with Call Manager

Existing Number	11.50
Personal Number	15.00

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**CUSTOM CALLING SERVICES**

**CALLING SERVICES**

**A. General**

Calling Services is a family of enhanced Network Services available to residence and/or small business customers. These services provide special kinds of customer controlled or prearranged and fixed, communications features on individual access lines. Available features are described in C. following.

**B. Conditions**

Call Forward Busy, Call Forward No Answer, and Call Forward Busy/No Answer services are also offered on trunk-line service.

**Call Forward features:**

Outgoing calls can be made while the telephone is on call forwarding to another number.

Message or measured charges may be incurred in addition to the Call Forward Charge as follows:

The calling party will be responsible for message toll or measured usage charges between the rate center of the originating telephone number and the rate center of the called number.

The called party will be responsible for message toll or measured usage charges between the rate center of the called number and the rate center for the call forwarding location.

The message toll or measured usage charges billed to the customer will be those specified in the applicable tariffs or Service Catalog for the type of call involved.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**CUSTOM CALLING SERVICES**

**CALLING SERVICES**

**B. Conditions (Continued)**

**3 Way Calling:**

3 Way Calling is offered under the following two options:

**Flat Rate Option:**

Customers choosing the Flat Rate option of 3 Way Calling pay a monthly recurring charge for unlimited usage of this feature.

**Pay-Per-Use Option:**

Customers choosing the Pay-Per-Use option of 3 Way Calling pay a per-activation charge each time this feature is activated, and there is no monthly recurring charge applied.

**Satisfaction Guarantee**

If at any time the customer is not satisfied with the Calling Services and notifies the Company, the customer will be entitled to a full refund of one (1) month's monthly recurring charge (MRC), or portion thereof if subscription is less than 30 days. The feature(s) for which the credit is being issued will be discontinued from the customer's line. This refund will be applied as a credit on the customer's bill. Each customer will be entitled to the credit one time per service.

**C. Feature Descriptions**

**Call Forward**

**Basic Call Forward** - This feature provides an arrangement for transferring incoming calls to another telephone number within the local area by dialing a code and the number of the service to which calls are being transferred. Enables the customer to forward incoming calls to another telephone number by dialing \*72 and the number to which calls are being forwarded to.

**Call Forward Busy** - This feature provides for calls terminating to a subscriber's busy directory number to be forwarded to another telephone number on a premise other than the provisioned premises.

**Call Forward No Answer** - This feature provides for calls terminating to a subscriber's idle directory number to be forwarded, after a customer pre-selected interval, to another telephone number.

**Call Forward Busy/No Answer** - A permanently activated service which automatically redirects calls placed to a customer's telephone number to another predetermined telephone number if the caller encounters either a no-answer condition after a specified number of rings or a normal busy-line condition.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**CUSTOM CALLING SERVICES**

**CALLING SERVICES**

**C. Feature Descriptions (Continued)**

**Call Waiting/Call Waiting ID/Cancel Call Waiting**

Call Waiting is an arrangement whereby a customer who is using an exchange line arranged for call waiting is alerted, by means of a tone signal, when another caller is trying to reach that line. The customer, by flashing the switchhook, is able to have alternative conversation between parties.

Cancel Call Waiting allows a Call Waiting subscriber to disable the Call Waiting feature of their telephone for the duration of a telephone call. The subscriber dials a code prior to placing a call to temporarily disable the Call Waiting feature.

**3 Way Calling**

3 Way Calling permits the customer to add a third party to an established connection. When the third-party answers, a two-way conversation can be held before adding the original party for a three-way conference. The customer initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming calls.

The pay per use charge is activated irrespective of whether the call is completed or not. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.

**Speed Call 8<sup>48</sup>**

This provides for the calling of a 7- or 10-digit telephone number by dialing an abbreviated code. This arrangement is available in an eight-number capacity.

**Speed Call 30**

This provides for the calling of a 7- or 10-digit telephone number by dialing an abbreviated code. This arrangement is available in a thirty-number capacity.

**Distinctive Ring**

Provides two or more different phone numbers and rings for a single telephone line. Used to distinguish incoming calls. The designated primary number will receive a normal ringing pattern, other numbers will receive distinctive ringing patterns.

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<sup>48</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**CUSTOM CALLING SERVICES**

**CALLING SERVICES**

**C. Feature Descriptions (Continued)**

**\*66 Busy Number Redial**

When activated, automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next thirty minutes both the calling and the called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed. The activation code is \*66. The user can press \*86 to deactivate.

The pay per use charge is activated irrespective of whether the call is completed or not. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.

**\*69 Call Return**

This feature enables a customer to place a call to the telephone number associated with the most recent call received whether or not the call was answered or the number is known. The customer can dial a code to request that the network place the call. If the called line is not busy, the call is placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next thirty minutes both the calling and called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed. The activation code is \*69. The user can press \*89 to deactivate this feature.

The pay per use charge is activated irrespective of whether the call is completed or not. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.

**Priority Call**

Is an incoming call management feature which will allow the subscriber to define a list of calling directory numbers that will provide the subscriber with special incoming call treatment? Any incoming calls on this list will be indicated by a distinctive ringing. Any numbers which are not on the list or which cannot be identified will be given standard treatment. To gain access to this service, the customer dials "\*61" or "1161" on a rotary telephone.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**CUSTOM CALLING SERVICES**

**CALLING SERVICES**

**C. Feature Descriptions (Continued)**

**Caller ID with Name**

Permits a customer to receive the calling name and telephone number for calls placed to that customer, if the call is not placed from outside of the Call ID area, through an operator or via telephone credit card, provided the calling party has not activated the per call restrict options and where technologically feasible. Before placing an outgoing local telephone call, customers with per call restrict may designate their number as private and prevent the delivery of their name and telephone number to the called party through the Call ID feature for that call by dialing the Call ID restrict activation code.

**Caller ID Number Only<sup>49</sup>**

Permits a customer to receive the calling telephone number for calls placed to that customer, if the call is not placed from outside of the Call ID area, through an operator or via telephone credit card, and provided the calling party has not activated the per call restrict options. Before placing an outgoing local telephone call, customers with per call restrict may designate their number as private and prevent the delivery of their telephone number to the called party through the Call ID feature for that call by dialing the Call ID restrict activation code.

**Anonymous Call Block/Rejection (ACR)**

Customers who do not wish to receive calls from callers that withhold their telephone number and name or other identifying information through per line or per call blocking can reject anonymous calls. Upon dialing a specific code, Caller ID with Name subscriber can automatically reject calls from customers who have chosen to block the passage of their telephone numbers and names on outgoing calls. The caller will receive an announcement that the customer is not accepting calls from callers who are blocking their telephone numbers and names. This feature can be activated by dialing "\*77" ("1177" on rotary phones) and can be deactivated by dialing "\*87" ("1187" on rotary phones). ACR is included with Caller ID with Name. A call can be completed to a Caller ID with Name subscriber who has activated ACR by (1) placing the call through an operator, (2) placing the call with a telephone credit card, or (3) placing the call after unblocking the telephone number and name.

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<sup>49</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**CUSTOM CALLING SERVICES**

**CALLING SERVICES**

C. Feature Descriptions (Continued)

**Selective Call Acceptance**

Allows a customer to select specific telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller that the customer is not accepting calls. Selective Call Acceptance is accessed by dialing "\*64" or "1164" on a rotary telephone.

**Selective Call Forward**

Allows a customer to program up to 15 telephone numbers to be forwarded automatically to another telephone number. Incoming calls that are on the Selective Call Forwarding list will be forwarded to the predetermined telephone number. Selective Call Forwarding is accessed by dialing "\*63" or "1163" from a rotary telephone. After gaining access to the service, the customer can activate or deactivate by dialing an activation/deactivation code as directed by an announcement. Entries on the Selective Call Forwarding list, as well as the forward-to telephone number, can be changed at any time.

**Selective Call Rejection**

Allows a customer to reject call attempts from up to 15 telephone numbers. To use this service, the customer preprograms telephone numbers of calling parties they wish to reject. Any call attempts to the customer's telephone from these specified numbers will be prevented from being completed to that customer. The calling party will get a recording advising the caller that the called party is not receiving calls. The customer can also add an "unknown" caller to the Selective Call Rejection list by activating the feature immediately after receiving an unwanted call. Selective Call Rejection is activated by dialing "\*60" for "1160" from a rotary telephone. After gaining access to the service, the customer can activate or deactivate by dialing an activation/deactivation code as directed by an announcement.

**Call Trace**

Call Trace allows a customer to automatically activate (\*57 or 1157 from a rotary phone) a trace record of the last incoming call tracing feature. The customer automatically authorizes and requests the Company to release the results of any and all traces initiated by the customer directly to the customer's servicing law enforcement agency. The customer must contact the Company within ten (10) days after activating a call trace or the trace record will automatically be deleted from the system.

Call Trace is available on a monthly subscription basis, or on a pay per use basis. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
CUSTOM CALLING SERVICES

CALLING SERVICES

C. Feature Descriptions (Continued)

Multiple Simultaneous Call Forward

Multiple Simultaneous Call Forward feature provides a business customer with the capability to specify the number of calling paths that will be forwarded from one subscriber line to another telephone number. The feature is offered where facilities permit and at no time will this service take precedent over the requirement for these facilities to provide a customer with telephone service. Multiple Simultaneous Call Forward is restricted to voice use only. The feature is available only as an enhancement to one or more of the following features: Call Forwarding, Call Forwarding Busy and Call Forward No answer. Multiple Simultaneous Call Forward is limited to ten (10) call forwarding paths per telephone number. It can be used with any of the following services: B1, PBX, Centrex and ISDN BRI.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**CUSTOM CALLING SERVICES**

**CALLING SERVICES**

**D. Rates and Charges**

Nonrecurring charges are not applicable when Calling Services features are provided at the same time as the business or residence individual line service is established.

When features are added or rearranged on an existing line, the Service Order Charge – Subsequent as identified in Section 3 of the General and Local Exchange Tariff will apply.

The rates as specified following are in addition to other rates and charges applicable to the associated individual central office access line.

When provided individually, each feature, per line equipped:

	<u>Monthly Rate</u>		<u>Pay Per Use</u>	
	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>
Basic Call Forward	\$8.00	\$7.00		
Call Forward Busy	5.75	5.25		
Call Forward No Answer	5.75	5.25		
Call Forward Busy/No Answer	7.50	7.50		
Call Waiting/Cancel Call Waiting	8.00	7.75		
3 Way Calling	8.25	7.75	\$3.00 <sup>50</sup>	\$3.00 <sup>52</sup>
Speed Call 8 <sup>51</sup>	5.30	5.00		
Speed Call 30	6.99	6.50		
Distinctive Ring	7.50	6.99		

<sup>50</sup> The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

<sup>51</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**CUSTOM CALLING SERVICES**

**CALLING SERVICES**

D. Rates and Charges (Continued)

When provided individually, each feature, per line equipped: (Continued)

	<u>Monthly Rate</u>		<u>Pay Per Use</u>	
	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>
*66 Busy Number Redial	\$6.99	\$6.50	\$3.00 <sup>52</sup>	\$3.00 <sup>54</sup>
*69 Call Return	6.99	6.00	3.00 <sup>54</sup>	3.00 <sup>54</sup>
Priority Call	6.00	5.50		
Caller ID with Name	14.00	11.95		
Caller ID Number Only <sup>53</sup>	12.00	8.00		
Anonymous Call Block/Rejection (ACR)	3.25	3.25		
Selective Call Acceptance	6.99	5.00		
Selective Call Forward	6.99	6.50		
Selective Call Rejection	5.00	4.50		
Call Trace, per occurrence <sup>54</sup>			5.00 <sup>55</sup>	5.00 <sup>57</sup>
Multiple Simultaneous Call Forward	11.00			

<sup>52</sup> The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

<sup>53</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

<sup>54</sup> Nonrecurring charges are not applicable for this service.

<sup>55</sup> The maximum monthly pay per use charge is \$32.50 for residential and business customers, regardless of the number of times the service is activated within a month.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**CUSTOM CALLING SERVICES**

**CALLING SERVICES**

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

<u>Flexible Packaging</u> , for residential customers only <sup>56</sup>	<u>Monthly Rate</u> <sup>57</sup>
4 or more eligible features	30% Discount
<u>150 Satellite Channel Programming PAC</u> , for business customers only <sup>58</sup>	<u>Monthly Rate</u> <sup>58</sup>
3 or more eligible features	30% Discount
<u>Features plan - Business</u> , for business customers only <sup>58</sup>	<u>Monthly Rate</u> <sup>59</sup>
<b>Basic Package A</b>	
1 Year Term Commitment <sup>60</sup>	\$15.12
2 Year Term Commitment <sup>(4)</sup>	13.86
3 Year Term Commitment <sup>(4)</sup>	12.60
<b>Basic Package B</b>	
1 Year Term Commitment <sup>(4)</sup>	15.72
2 Year Term Commitment <sup>(4)</sup>	14.41
3 Year Term Commitment <sup>(4)</sup>	13.10
<b>Complete Feature Pack</b>	
1 Year Term Commitment <sup>(4)</sup>	13.50
2 Year Term Commitment <sup>(4)</sup>	12.38
3 Year Term Commitment <sup>(4)</sup>	11.25
<b>Deluxe Package</b>	
1 Year Term Commitment <sup>(4)</sup>	20.70
2 Year Term Commitment <sup>(4)</sup>	18.98
3 Year Term Commitment <sup>(4)</sup>	17.25

<sup>56</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

<sup>57</sup> Eligible features are listed under Item E. Rates for eligible features are listed under Item D.

<sup>58</sup> Eligible features are listed under Item F. Rates for eligible features are listed under Item D.

<sup>59</sup> Eligible features are listed under Item G. Rates for eligible features are listed under Item D.

<sup>60</sup> See Section G, Features plan - Business, Termination Liability for liability charges.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOM CALLING SERVICES

CALLING SERVICES

D. Rates and Charges (Continued)

Monthly  
Rate

Basic Pack, residential customers only <sup>61</sup>

\$13.95 <sup>62</sup>

A fixed package of services, which includes:

\*69 Call Return  
Selective Call Rejection  
Call Waiting/Cancel Call Waiting  
Caller ID with Name  
3 Way Calling

Complete Feature Pack, for residential customers only <sup>63</sup>

\$19.95 <sup>64</sup>

A fixed package of services, which includes:

Anonymous Call Block  
\*66 Busy Number Redial  
\*69 Call Return  
Selective Call Rejection  
Basic Call Forward  
Call Waiting/Cancel Call Waiting  
Caller ID with Name  
Distinctive Ring  
Selective Call Acceptance  
Priority Call  
Selective Call Forward  
Speed Call 30  
3 Way Calling

<sup>61</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

<sup>62</sup> The Service Order Charge – Subsequent as identified in Section 3 of the General and Local Exchange Tariff is not applicable to this service.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**CUSTOM CALLING SERVICES**

**CALLING SERVICES**

D. Rates and Charges (Continued)

Monthly  
Rate

Big Deal-Option A, for residential customers only <sup>63</sup>

A combination of Custom Calling and CLASS services available  
as a package which includes: \$19.00 <sup>64</sup>

Anonymous Call Block  
\*66 Busy Number Redial  
\*69 Call Return  
Selective Call Rejection  
Caller ID with Name  
Basic Call Forward  
Call Waiting/ Cancel Call Waiting  
Call Waiting ID (where available)  
Distinctive Ring  
Selective Call Acceptance  
Priority Call  
Selective Call Forward  
Speed Call 8 <sup>(2)</sup>  
3 Way Calling

<sup>63</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

<sup>64</sup> The Service Order Change – Subsequent as identified in Section 3 of the General and Local Exchange Tariff is not applicable to this service.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**CUSTOM CALLING SERVICES**

**CALLING SERVICES**

D. Rates and Charges (Continued)

<u>Big Deal-Option B</u> , for residential customers only <sup>65</sup>	Monthly Rate
A combination of Custom Calling and CLASS services available as a package which includes:	\$12.00 <sup>66</sup>

\*69 Call Return  
Selective Call Rejection  
Basic Call Forward  
Call Waiting/Cancel Call Waiting  
3 Way Calling

**Nonrecurring Charges (NRC):**

Per Business or Residential Order

Apply Service Order Charge -  
Subsequent as identified in  
Section 3 of the General and  
Local Exchange Tariff.

Applies only when features are added or rearranged  
on an existing line except as noted under  
Cancel Caller ID Number Only  
below or under Flexible Packaging.

	Nonrecurring Charges	
	<u>Business</u>	<u>Residence</u>
Cancel Caller ID Number Only - per line service, applied per order <sup>67</sup>	\$13.00	\$8.00

<sup>65</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

<sup>66</sup> The Service Order Change- Subsequent as identified in Section 3 of the General and Local Exchange Tariff is not applicable to this service.

<sup>67</sup> There is no NRC on the initial connection of this service. The NRC applies to subsequent connections of service.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**CUSTOM CALLING SERVICES**

**CALLING SERVICES**

**E. Flexible Packaging <sup>68</sup>**

This service provides a 30% discount to rates of residential customers (specified in Section D preceding) provided the customer orders four or more of the following eligible features on the same residential account:

- Anonymous Call Block <sup>69</sup>
- \*66 Busy Number Redial
- \*69 Call Return
- Selective Call Rejection
- Basic Call Forward
- Call Waiting/Cancel Call Waiting
- Caller ID with Name
- Caller ID Number Only <sup>70</sup>
- Distinctive Ring
- Priority Call
- Selective Call Forward
- Speed Call 8 <sup>72</sup>
- Speed Call 30
- 3 Way Calling

Flexible Packaging service is available to residential customers only.

Once four or more of the eligible features are ordered, the 30% discount will apply to all features. The Service Order Charge - Subsequent will not apply for the order that qualifies the customer for flexible packaging.

If the number of features ordered is less than four, or the customer removes a feature or features such that the total number subscribed to becomes less than four, the discount does not apply, and the rates as specified in Section D preceding for each feature will apply.

One feature may be substituted for another, or other features may be added at a later date. The Service Order Charge - Subsequent will not apply if the customer maintains a minimum of four qualifying features.

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<sup>68</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

<sup>69</sup> Anonymous Call Block does not count toward the required threshold of four features but will be discounted once the threshold has been met.

<sup>70</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**CUSTOM CALLING SERVICES**

**CALLING SERVICES**

**F. 150 Satellite Channel Programming PAC <sup>71</sup>**

- a. This service offers a 30% off the rates to business customers who subscribe to individual Calling Services features as specified in item D preceding. This discount applies only when the customer subscribes to three or more of the following features on the same business account:<sup>72</sup>

\*66 Busy Number Redial  
\*69 Call Return  
Selective Call Rejection  
Basic Call Forward  
Call Forward Busy/No Answer-Variable  
Call Waiting/Cancel Call Waiting  
Caller ID with Name  
Caller ID Number Only <sup>73</sup>  
Distinctive Ring  
Selective Call Acceptance  
Priority Call  
Selective Call Forward  
Speed Call 8 <sup>75</sup> and 30  
3 Way Calling

- b. If three or more features are ordered, the discount will apply on rates of all features.
- c. If the customer subscribes to less than three features or the customer removes a feature(s) such that the total subscription becomes less than three, the discount does not apply.
- d. A feature may be added at a later date for the discount to apply. A feature may also be substituted for another at a later date and the discount will continue to apply.
- e. The Service Order Charge - Subsequent will not apply for the order that qualifies the customer for 150 Satellite Channel Programming PAC.

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<sup>71</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

<sup>72</sup> Anonymous Call Block is not included in the threshold amount of three; however, this feature will be discounted if the threshold amount is met.

<sup>73</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

## GENERAL AND LOCAL EXCHANGE SERVICE CATALOG

### CUSTOM CALLING SERVICES

#### CALLING SERVICES

#### G. Features plan – Business <sup>74</sup>

Features plan - Business Basic A and B, Complete, and Deluxe Packages offer business customer's discount rates off the individual Calling Services features listed below. Individual Rates can be found in item D preceding.

#### Package Features

##### Basic Package A

Caller ID with Name  
Call Waiting/Cancel Call Waiting  
Selective Call Forward  
3 Way Calling, Flat Rate Option Only

##### Basic Package B

Caller ID with Name  
Call Waiting/Cancel Call Waiting  
Enhanced Call Forward with Existing Number without Call Manager  
3 Way Calling, Flat Rate Option Only

##### Complete Feature Pack:

Basic Call Forward	Call Waiting/Cancel Call Waiting
Caller ID with Name	3 Way Calling, Flat Rate Option Only

##### Deluxe Package:

*69 Call Return	Call Waiting/Cancel Call Waiting
Basic Call Forward	Distinctive Ring
Caller ID with Name	3 Way Calling, Flat Rate Option Only

Features plan - Business Package features are fixed. No substitutions are permitted between the Packages. The Service Order Charge - Subsequent in the General and Local Exchange Tariff, Section 3 is not applicable.

#### Termination Liability

In the event the customer terminates service within the first 60 days, the customer will be liable for the applicable monthly and Service Charges, but Termination Liability will be waived. If customer terminates service after 60 days and prior to completion of the current term commitment period, Termination Liability as outlined in the General and Local Exchange Tariff, Section 2, D, will apply.

<sup>74</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOM CALLING SERVICES

REMOTE CALL FORWARD (RCF) SERVICE

A. General

1. Remote Call Forward (RCF) Service allows all calls dialed to a telephone number equipped with RCF service (the RCF number) to be automatically forwarded to another dialable telephone number. The RCF customer is the called party whose calls are automatically forwarded.

B. Conditions

1. RCF Service is provided where required special equipment and facilities are available.
2. Listings in the directory serving the exchange in which the RCF Service is located will be furnished by the same regulations governing the providing of business and residence listings found in Section 7 of this Service Catalog.
3. Applicable message toll or local measured usage charges will apply in addition to the RCF charge. If the RCF number terminates in the local exchange or EAS area, then local measured usage rates, as specified in Section 3 will apply. If the RCF number terminates to a telephone number outside of the local or EAS area, then the appropriate message toll rates, as specified in Washington Catalog for Competitively Classified Intrastate Services, Section 2, A will apply.
4. The RCF customer is responsible for payment of any charges for calls forwarded from the RCF number.
5. RCF Service may be furnished for use in the resale of telephone service.
6. The RCF number may not terminate on:
  - a. A line equipped with any form of call forwarding features.
  - b. Any DID station number terminating on a private branch exchange system.
  - c. A PAL or Public Telephone Service.
  - d. A number to be used in conjunction with data transmission.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**CUSTOM CALLING SERVICES**

**REMOTE CALL FORWARD (RCF) SERVICE**

**B. Conditions (Continued)**

7. Each Remote Call Forward service allows for forwarding one call at a given time. An additional service is necessary for each additional call to be forwarded simultaneously.
8. Remote Call Forward service cannot be used for toll by-pass.
9. Remote Call Forward service cannot be used in conjunction with international calls.
10. The Company cannot provide customers who subscribe to RCF with the telephone number of the originating call.
11. The applicable Service Order Charge - Subsequent and Central Office Connection Charge as identified in Section 3 of the General and Local Exchange Tariff, will apply for the establishment of RCF Service or number changes for RCF Service.
12. The customer must order sufficient RCF features and facilities to adequately handle calls to the RCF number without interfering with or impairing any services offered by the Company. If, in the Company's opinion, additional Remote Call Forwarding features are required at the call forwarding location or if facilities are needed at the terminating station, the subscriber will be required to subscribe to additional features and facilities. Should the customer refuse to subscribe to additional features and/or facilities, the customer's RCF Service will be subject to termination.

**C. Rates and Charges**

1. The following rates apply for the RCF Service only and are in addition to Service Charges, toll and local charges as specified in applicable Tariffs and Service Catalogs:

	Monthly Rate	
	<u>Business</u>	<u>Residence</u>
Remote Call Forward	\$25.00	\$25.00
Remote Activated Call Forward	6.00	6.50

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**CUSTOM CALLING SERVICES**

**REDIRECT SERVICE**

**A. General**

ReDirect Service (RDS) enables a customer to redirect all or part of the customer's incoming voice calls to other telephone numbers of the customer's choice by means of four features.

RDS is a group-based call routing service, which utilizes Advanced Intelligent Network (AIN) capabilities. RDS provides customers the capability to immediately redirect incoming calls as needed, without a service order. The customer may call into the Administrative User Interface as frequently as desired to change the redirection of calls.

**B. Conditions**

The following conditions apply:

ReDirect Service is available where facilities permit.

There is a maximum number of 15 lines.

Each group may have a maximum of three redirect options.

The customer must have touchtone capability.

**Message charges**

If calls are redirected outside the local calling area of an exchange, the applicable toll charges or measured usage charges from the Local Network Access Service section of this Service Catalog shall apply.

Charges for calls between the RDS number and the telephone number to which these calls are redirected are the responsibility of the RDS customer. Usage charges, including toll, extended area service calling and other measured charges will apply if the RDS number is forwarded to a location, which would normally incur those charges.

**Service Activation**

If the customer elects to activate the redirection of calls, the customer dials into the Telephone Company network Administrative User Interface using a touchtone telephone. Upon reaching the network Administrative User Interface, the customer must enter a Personal Identification Number (PIN) to access the system. If, after three attempts, the customer fails to enter his PIN number correctly, he will automatically be disconnected.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
CUSTOM CALLING SERVICES

REDIRECT SERVICE

B. Conditions (Continued)

Service Activation (Continued)

After entering the system, the customer may forward all telephone numbers assigned to a group. A group may be any group of stations within an organization. Each group must be preassigned upon the establishment of the service.

The customer must have sufficient lines and associated facilities to handle the estimated or actual number of calls redirected without interfering with exchange or toll service. In the event that there is interference with exchange or toll service, the Telephone Company reserves the right to immediately disconnect the service in accordance with the Rules and Regulations section of the General and Local Exchange Tariff.

Per line charges will be based on the number of simultaneous calls the customer wants to redirect and RDS will be provisioned on each member of the hunt group. Charges will be based on the number of lines currently in the customer's hunt group.

RDS is not designed to restore telephone service in the event of service interruptions at telephone company central offices.

Redirected calls must directly terminate at either a customer-assigned location, an Interexchange Carrier's point of presence, a Voice Mail system, an Auto Attendant system, or an Announcement frame within the LATA of call termination.

RDS may not be used by customers to avoid toll charges. If a customer is using this service to avoid such charges, the Telephone Company reserves the right to disconnect the service immediately and bill all appropriate toll charges.

It is the responsibility of the RDS customer redirecting calls to a third party (disaster recovery firm) to obtain, when appropriate, that third party's permission prior to the calls being redirected.

RDS will be provisioned only on telephone numbers provisioned with central office line equipment.

Routing Restrictions – A customer should not route a call to a destination number, which is a ReDirect Service number, since this number may route the call back to the original group. This will cause the calls to fail due to looping within the network.

Blocking Forwarding Number – N11, 0+, or 00+, will not be allowed as destination numbers.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**CUSTOM CALLING SERVICES**

**REDIRECT SERVICE**

**C. Definitions**

**Administrative User Interface**

The Administrative User Interface allows the subscriber to change the redirection option in effect or to change any customer changeable data in the customer record. To access the Administrative User Interface, the subscriber calls the Administrative User Interface number. If the option the customer activates is Group-Based ReDirect, the customer must enter the common destination number of the group.

**Group**

A group is a group of telephone numbers that will be redirected in the same way, i.e., same time and same manner. For example, if redirection is requested, all telephone numbers within that group will be redirected. Another example is, if the customer chooses to have option three active in a particular group, then all main numbers in this group will be redirected to the telephone numbers in option three.

If a customer chooses the feature Time-of-Day ReDirect, the times that the numbers are redirected are the same for all numbers in the group. The actual telephone numbers that the calls are being redirected to do not have to be the same. The maximum number of telephone numbers included in a group is 15.

**ReDirect Feature**

A group Redirect feature defines how calls to a main number will be redirected based on Group-Based ReDirect, Time-of-Day/Day-of-Week ReDirect, Percentage ReDirect, or Incoming Number Redirect.

**Main Number**

Main Number is the customer's directory number that has RDS.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**CUSTOM CALLING SERVICES**

**REDIRECT SERVICE**

**D. Feature Descriptions**

Group-Based ReDirect – This redirection feature allows incoming calls to all directory numbers within a group to be routed to a common destination number.

For example, this redirection feature can be used to send all incoming calls of employees within the group to a single individual or a messaging center.

For Group-Based ReDirect, the customer can change the destination number using the Administrative User Interface. Only one destination number option needs to be defined at the time of subscription.

Time-of-Day/Day-of-Week Redirect – Time-of-Day/Day-of-Week ReDirect offers three choices to redirect calls within three time slots over a 24-hour period any day of the week.

A maximum of three time slots for each day of the week are allowed for this feature. Within a time slot, the customer must define both the range of time and the destination number. The customer is not required to define all three-time slots, but the defined ranges of time for each day must cover the entire 24-hour period for the day. The customer can redirect calls to another location at predesignated times. For example, particular numbers can be redirected to another location after 5 PM, or, just on Saturdays. The system will automatically route these calls until the customer changes specifications. This will allow the customer to use a single office to perform the work of many locations during off-peak hours.

If more than one destination number option is desired for this feature, those options should be defined at the time of subscription. Any additions or changes to the destination number(s) after the initial subscription will incur appropriate rearrangement charge(s) identified under RATES.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**CUSTOM CALLING SERVICES**

**REDIRECT SERVICE**

**D. Feature Descriptions (Continued)**

Percentage ReDirect – This redirection feature allows only three destination numbers with corresponding percentages. The redirection is determined based on a predefined percentage distribution.

The customer is not required to define all three destination numbers but the percentages for all the defined destination numbers must add up to 100 percent. If the customer wants a percentage of calls to go to the group that was dialed, that group must be listed among the three possible destination numbers and have a percentage defined.

If the destination number is busy, the call will receive a busy tone, even if the other group destination numbers are not busy.

If more than one destination number option is desired for this feature, those options should be defined at the time of subscription. Any additions or changes to the destination number(s) after the initial subscription will incur appropriate rearrangement charge(s) identified under RATES.

Incoming Number ReDirect – This feature routes calls based on the Calling Party Number (CPN) of the incoming call. The customer will define a list of screening numbers by an area code, an area code plus local exchange code, or a 10-digit destination number.

When this redirection feature is activated, incoming calls will be matched against the list. If there is a match, the call is routed to the destination number defined on the list, which corresponds to the CPN.

The customer can designate all other calls from CPNs not defined on the list to route to a specific destination number. Any call that has an unknown or unavailable CPN [i.e. international calls outside of the North American Numbering Plan (NANP) or calls from a Private Branch Exchange (PBX) ] will be routed to the specific destination number.

There can be a maximum of 20 numbers on a list.

Incoming Number ReDirect may not be used to pass the calling party's number to the customer.

If more than one destination number option is desired for this feature, those options should be defined at the time of subscription. Any additions or changes to the destination number(s) after the initial subscription will incur appropriate rearrangement charge(s) identified under RATES.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**CUSTOM CALLING SERVICES**

**REDIRECT SERVICE**

E. Application of Rates

**Monthly Charge Per Feature**

There will be a monthly charge per feature activated for each exchange access line, Customized Multi-line Telephone Service line, ISDN-BRI line, and/or when the line terminates in a hunting arrangement.

**Rearrangement Charges**

A nonrecurring charge will apply to each rearrangement performed by the Telephone Company in addition to applicable charges in the Service Charges section of the General and Local Exchange Tariff. Each change to a directory number will result in a nonrecurring charge. For example, (215) 555-1354 is presently programmed to redirect to (215) 555-1234, but is changed to redirect to (717) 555-6767. A number that is moved by the Telephone Company from one group to another group will also incur a nonrecurring charge. Each number added by the Telephone Company will incur a nonrecurring charge.

**Personal Identification Number Charges**

This charge applies each time, after service establishment, the customer requests the Telephone Company to change the Personal Identification Number. A service order will be generated after the initialization takes place and a PIN change charge will apply.

**Group Charges**

There will be no additional charges for the first group ordered. A nonrecurring charge will apply to each additional group.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**CUSTOM CALLING SERVICES**

**REDIRECT SERVICE**

**F. Rates and Charges**

	<b><u>Nonrecurring Charge</u></b>	<b><u>Monthly Rate</u></b>
<b><u>Group-Based ReDirect Service</u></b>		
Per line	24.25 <sup>75</sup>	\$10.00
<b><u>Time-of-Day/Day-of-Week ReDirect</u></b>		
Per line	24.25 <sup>77</sup>	3.00
<b><u>Percentage ReDirect,</u></b>		
Per line	24.25 <sup>77</sup>	3.00
<b><u>Incoming Number ReDirect,</u></b>		
Per incoming number	24.25 <sup>77</sup>	3.00
<b><u>Rearrangement Charges</u></b>		
<b>System Charge</b>		
Per rearrangement	102.50 <sup>76</sup>	-
Per number changed/moved	5.50 <sup>78</sup>	-
<b><u>Pin Number Change</u></b>	27.00 <sup>78</sup>	-
<b><u>Group Charges</u></b>		
First Group	- <sup>78</sup>	-
Each Additional Group	19.00 <sup>78</sup>	-

<sup>75</sup> Charge mirrors the Service Order Charge - Subsequent as identified in Section 3 of the General and Local Exchange Tariff.

<sup>76</sup> Charge mirrors the Custom Routing Service charge for Basic Service Type II.

## GENERAL AND LOCAL EXCHANGE SERVICE CATALOG

### DIGITAL SERVICES

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DIGITAL SERVICES

DIGITAL CHANNEL SERVICE

A. General

1. Description of Service

Digital Channel Service is an intraexchange multifunctional digital channel service, which provides access transport between the customer's premises and the serving central office over a single high-capacity digital facility on a channelized basis.

Digital Channel Service is provided in capacity increments of 24 digital channels (DSOs) over a single DS1 facility.

The following network services may be furnished on a link (partial channel) basis across multiple jurisdictions when connected with Digital Channel Service.

- Analog Voice Service (exchange lines/trunks, Customized Multi-line Telephone Service, foreign exchange lines, off premises extensions, voice private lines, tie lines, intrastate WATS/800)
- Analog Data Service
- Digital Data Service (2.4; 4.8; 9.6; 56 Kbps)
- DS1 Service (1.544 Mbps)
- Switched Data Service

Digital Channel Service is comprised of the following components:

Digital Channel Capacity

Digital Channel Activation

Service Activation

Customer Premises Channelization

Optional DIOD/DID Service Activation

Multi-Jurisdictional (Multi-J) Access (Multi-J IntraOffice or InterOffice Channel Access), per DSO

Channelization on a customer's premises will be provided by the customer.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

DIGITAL SERVICES

DIGITAL CHANNEL SERVICE

A. General (Continued)

2. Digital Architecture

Digital Channel Service differs in provisioning method and numbering format from end-to-end services. Analog Voice and Data Services, Digital Data Services, and DS1 Service will be available from the Company on a link (partial channel) basis rather than on an end-to-end basis. This architecture is intended to promote efficient connectivity of analog and digital networks.

Digital Channel Service will be available on a digital basis at the network interface located on the customer's premises. Digital Channel Service enables traditional analog services, such as tie lines, off-premises stations, and PBX trunks, to be provided on a digital basis when the customer desires them encoded in a DS1 bit stream. These traditionally analog services will be delivered to the customer's premises via DSO channels.

Both the Company and the customer have joint responsibilities to ensure proper transmission of the provided services. Normal analog channel network interface specifications will be superseded by electrical specifications for the 1.544 Mbps (DS1) channel. Each DSO channel provided will have identity only as a "time slot" within a DS1 channel.

Compatible digital to analog conversion equipment must be provided to derive analog services, as required. Customer equipment must be compatible with the Company provided channelization at the central office.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

DIGITAL CHANNEL SERVICE

B. Conditions

Digital Channel Service is furnished subject to the availability of facilities. Special Construction charges may apply.

High Capacity Digital DS1 Facility and mileage rates will be applicable per Digital Channel Capacity when a customer requested Digital Channel Service must be provisioned in a central office other than the customer's serving central office.

High Capacity Digital DS1 Facility and mileage rates specified in WN U-16 will apply per Digital Channel Capacity for interconnection between Digital Channel Services provisioned from two or more central offices. These rates will apply in addition to Digital Channel Service rates for each premises for which Digital Channel Service is provisioned.

The customer may activate any number of digital channels provided the number of digital channels activated does not exceed the total Digital Channel Capacity. Once activated, a digital channel is subject to a minimum service period as found in Service Activation following.

All Digital Channel Service must be channelized in a single equipment location at the customer's premises. Digital Channel Service cannot be split between customer premises or delivered to multiple locations within a customer premises. Tie lines or extensions may be furnished on a link basis between multiple locations. Standard network interfaces will be provided by the Company for analog and digital services consistent with existing practices.

Individual digital channels (DSOs) may be activated and furnished on a link (partial channel) basis with services offered in other sections of the General and Local Exchange Tariff or Service Catalog. Regulations, rates, and charges specified in this section are applicable to the Digital Channel Service component of the customer's end-to-end service. Regulations, rates, and charges in other sections are applicable to the customer's interconnected services (i.e., tie lines, private lines, special access lines, etc.), for the non-Digital Channel Service component of the end-to-end service.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

DIGITAL CHANNEL SERVICE

B. Conditions (Continued)

The total number of digital channels activated by the customer may not at any time exceed the total Digital Channel Capacity.

Central office channelization, which is a component of Digital Channel Capacity, generally provides analog to digital conversion to permit individual exchange services and private line channel services to be transported over digital high capacity facilities. Channelization is also intended for use at Company or customer locations where different high capacity digital network links terminate in the same central office and must be converted to individual analog or digital channels before individual service links can be cross-connected. Digital Channel Capacities are provided in groups of 24 DSO channels.

Responsibilities of the Company

The Company will endeavor to activate its portion of joint service in a timely manner on the negotiated date to support installation requirements.

The Company will provide the customer with information regarding the type and the manufacturer of central office channelization equipment to be used in each application.

The Company reserves the right to change its equipment vendors should equipment availability, price or technological advantages make such a change attractive or necessary.

The Company will notify the customer, a minimum of six months in advance, of any need to change its central office equipment to allow the customer sufficient time to respond, make any necessary changes, and schedule cooperative testing for cutover if required.

Digital synchronization timing for Digital Channel Service will be provided by the Company.

Responsibilities of the Customer

The customer must be prepared to activate his portion of joint service in a timely manner on the negotiated date, providing testing equipment and personnel to support installation requirements, as may be necessary.

Customer equipment must be compatible with Company provided channelization at the central office.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

DIGITAL CHANNEL SERVICE

B. Conditions (Continued)

Trouble Resolutions

The Company will assist the customer in resolving any installation or day to day channel service problems. However, the Company does not assume responsibility for the compatibility or suitability of the customer's equipment. Premises Visit Charges will be applied when an employee is dispatched at the customer's request to the customer's premises for the purpose of locating trouble and the trouble is caused by customer provided equipment.

Certain technology, such as low bit rate voice multiplexing techniques, may permit additional quantities of individual channels to be channelized on a single DS1 signal. Equipment providing this capability does not generally assure compatibility between different manufacturers. Some equipment may not be suitable for data transmission or tandem network line application. Rates, charges, and availability of this equipment will be negotiated with the customer on an individual case basis.

When a customer's Digital Channel Service is interrupted due to any cause other than the negligence or willful act of the subscriber or the failure of the facilities provided by the subscriber, a pro rata adjustment of the monthly charges involved will be allowed automatically for the service and facilities rendered useless and inoperative by reason of the interruption during the time said interruption continues in excess of 24 hours from the time it is reported to or detected by the Company except as otherwise specified in the General and Local Exchange tariff or Service Catalog. The adjustment shall not be applicable for the time that the Company stands ready to repair the service and the subscriber does not provide access to the Company for such restoration work.

End User Charges as specified in the End User FIA section of ZiPLY Fiber FCC Tariff 2 will apply to Digital Channel Service.

Application of Rates

The following rate elements are applicable to Digital Channel Service:

Digital Channel Capacity  
Service Activation

Digital Channel Capacity

The Digital Channel Capacity rate will apply for transport and central office channelization. Customers will select capacity in increments of 24 digital channels.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

DIGITAL CHANNEL SERVICE

B. Conditions (Continued)

Application of Rates (Continued)

Digital Channel Capacity (Continued)

Digital Channel Capacity is offered with 12, 36, 60, or 84-month Term Payment Plan periods.

Monthly rates and charges for Digital Channel Capacity apply according to the requested channel capacity. These rates apply regardless of the number of digital channels actually activated.

Service Activation

The Service Activation rate will apply on a per channel basis to each network service (switched or dedicated) requested by the customer.

When Digital Channel Service facilities are used to transport DS1 Service, the DS1 Service Activation rate is applied in lieu of the Digital Channel Activation rate. DS1 Service Activation can only be ordered when provided in conjunction with other service activations.

All Digital Channel Service components are coterminous with the Digital Channel Capacity with which they are associated. Service Activations are subscribed to on a month-to-month basis, have a minimum service period of one month, and no associated Termination Liability Charge.

In addition to Service Activation rates, Basic Exchange Access rates may apply.

Optional DIOD/DID or Multi-J Access Service Activation

Optional Service Activation monthly rates are in addition to rates for Analog or Digital Service Activation. A nonrecurring charge will not be applicable if service is ordered at the time an order for DCS is placed. If the customer orders an Optional Service Activation subsequent to DCS, a Configuration Charge will be applied.

Customers must purchase blocks of Direct Inward Dialing (DID) numbers in Section 8 of this Service Catalog.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

DIGITAL CHANNEL SERVICE

B. Conditions (Continued)

Application of Rates (Continued)

Basic Exchange Access

Basic Exchange Access provides a connection to the telephone network at the serving central office when used in conjunction with Digital Channel Service.

Business Service One-Party rates listed in Section 3 will apply to each Service Activation that utilizes Basic Exchange Access, with the exception of foreign exchange service and WATS/800 and with the exception of Customized Multi-line Telephone Service as described below. Basic Exchange Access rates are applied in addition to other applicable Digital Channel Service rates and charges and will apply in lieu of exchange service rates (i.e. Business Service One-Party, Trunk, Customized Multi-line Telephone Service Station Line).

A one-to-one ratio of Service Activations to Basic Exchange Access connections is not required when Digital Channel Service is used for Customized Multi-line Telephone Service station lines. Customized Multi-line Telephone Service customers must specify the number of Basic Exchange Access connections required based on anticipated usage from Customized Multi-line Telephone Service station lines. The customer must subscribe to a number of Basic Exchange Access connections sufficient to ensure service standards as determined by the Company.

Term Payment Plans

All elements of a Term Payment Plan are coterminous; they will expire at the same time.

Digital Channel Capacity is offered under Term Payment Plans for periods of 12, 36, 60, or 84 months. Additional Digital Channel Capacity may be ordered during a Term Payment Plan period. The expiration date of the additional capacity will be the same as that of the original Term Payment Plan period.

Service Activation is offered on a month-to-month basis and is not subject to Termination Liability.

Individual network services (switched or dedicated) connected to Digital Channel Service are not offered under the Term Payment Plan. These services are subject to regulations, rates and charges set forth in their respective Tariff and/or Service Catalog sections.

At the expiration date of the customer's selected Term Payment Plan period, the customer may continue service per the renewal options found in the General and Local Exchange Tariff, Section 2, D, Termination Liability.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

DIGITAL CHANNEL SERVICE

B. Conditions (Continued)

Application of Rates (Continued)

Termination Liability

A Termination Liability charge, as set forth in the General and Local Exchange Tariff, Section 2, D, is applicable if a customer discontinues service prior to the end of the Term Payment Plan.

Nonrecurring Charges

Service Establishment Charge

This charge applies to the initial Digital Channel Capacity(s) ordered by a customer for receiving, recording and processing the request for service. This charge includes processing orders to establish initial Digital Channel and Service Activations. This charge includes common centralized testing, coordination and accounting activities.

This charge also applies to subsequent orders received to establish additional Digital Channel Capacity(s).

Service Change Charge

This charge applies on a per Digital Channel Capacity basis (increments of 24 channels) associated with a customer request for modifications to an existing Digital Channel Service. This would include activities such as but not limited to the following:

- Inside move
- Change name, same customer
- Administrative record changes

Configuration Charge

This charge applies on a per occurrence basis to customer requests for modifications to existing service. This includes activities such as, but not limited to, the following:

- Change of associated channel assignment
- Additions of supplemental features
- Activate/deactivate Digital Channel Activations
- Activate/deactivate Service Activations

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

DIGITAL CHANNEL SERVICE

B. Conditions (Continued)

Application of Rates (Continued)

Nonrecurring Charges (Continued)

Premises Visit Charge

This charge applies on a per visit basis for the termination or rearrangement of facilities at the customer premises. Only one charge applies when more than one channel is terminated or rearranged at the same customer premises at the same time.

This charge applies to inside moves.

This charge also applies when a Company representative is dispatched to a customer premises for the purpose of locating trouble and the trouble is caused by customer equipment.

Installation of Digital Channel Service

These are nonrecurring charges associated with work performed by the Company in connection with physical installation activities involving central office and/or outside plant facilities. These charges apply to initial installation requests and to requests for additional terminations to existing service.

In addition to these charges, the appropriate Service Charge as identified in Section 3 of the General and Local Exchange Tariff will apply.

Service Rearrangements

Service Rearrangements are changes to existing (installed) services, which may be administrative only in nature or involve an actual physical change to the service.

In cases where multiple service rearrangements or an additional termination or a move and a rearrangement are requested by the customer, the total charge will never exceed the full nonrecurring charge for the initial service.

Changes in ownership or transfer of responsibility from one customer to another requires the discontinuance of service and the start of new service. A new Term Payment Plan will also be applicable. The Service Establishment Charge and any appropriate minimum period charges will apply.

Changes in the physical location of the point of termination are treated as Moves.

Changes to existing services for the establishment of Digital Channel Service will require a discontinuance of service and establishment of new service. All applicable nonrecurring and recurring charges for the establishment of Digital Channel Service will apply.

GENERAL AND LOCAL EXCHANGE SERVICE CATALOG

- DIGITAL SERVICES

DIGITAL CHANNEL SERVICE

B. Conditions (Continued)

Application of Rates (Continued)

Moves

A move involves a change in the physical location of the point of termination at the customer premises. Charges for the move depend on whether the move is within the same customer premises (same address and/or same building) or to a different customer premises (different address and different building).

Inside Move is a move to a new point within the same customer premises. The charge for the move will be the Service Change Charge, Premises Visit Charge, and an amount equal to one half the nonrecurring charge per Digital Channel Capacity (per group of 24 Digital Channels) termination(s) affected.

Outside Move is a move to a different customer premises. The Service Establishment Charge will apply for the installation at the new location in addition to all applicable nonrecurring charges for the service termination(s) affected. Early termination charge will not be assessed if the customer maintains the service for the remainder of the term commitment period. See the General and Local Exchange Tariff, Section 2, D, Termination Liability.

C. Definitions

Channel Service Unit (CSU) is network channel terminating equipment used to terminate digital channel facilities at the customer premises.

Digital Channel Capacity is a multifunctional DS1 signal between the customer premises and the serving central office. This digital link can be used to transport switched and dedicated services. Digital Channel Capacity is the transport medium for service activations ordered by the customer. Digital Channel Capacity is available in increments of 24 DSOs.

DSO denotes a channel service expressed in terms of its digitally encoded data bit rate in accordance with the North American hierarchy of digital signal levels. It is generally referred to as having a 64 Kbps transmission bit rate signal; however, customer transmitted bit rates are limited to 56 Kbps.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

DIGITAL CHANNEL SERVICE

C. Definitions

DS1 denotes a channel service expressed in terms of its digitally encoded bit rate in accordance with the North American hierarchy of digital signal levels. It has a 1.544 Mbps transmission data rate and provides for the two-way simultaneous transmission of isochronous timed, Bipolar Return-to-Zero (BPRZ) bit stream format. Unframed signal formats are not permitted or compatible with Company equipment.

Service Activation is the connection between Digital Channel Service and the network service accessed.

Optional Service Activation is enhanced service activation over Digital Channel Service. Optional Service Activation is provided in conjunction with Analog or Digital Service Activation.

Direct Inward/Outward Dialing (DIOD), Optional Service Activation is a central office based service that permits incoming calls to reach customer-provided equipment without the assistance of an attendant and allows the trunk to be used to place outgoing calls. DIOD is provided in conjunction with Analog or Digital Service Activations.

Multi-Jurisdiction (Multi-J) Optional Service Activation is incremental to the existing service activations and will allow up to 24 Analog and 24 Multi-J Service Activations on a single Digital Channel Capacity. Multi-J service permits the provisioning of Interconnected services on an Intrastate or Interstate basis to an Interexchange Carrier's Point of Presence. For definitions of Intrastate or Interstate jurisdiction see Facilities for Intrastate Access Tariff, WN U-16.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

DIGITAL SERVICES

DIGITAL CHANNEL SERVICE

D. Rates and Charges

Nonrecurring Charges

NRC

Service Establishment Charge

Initial

\$ 300.00

Subsequent

300.00

Service Change Charge

Per Digital Channel Capacity

Each, increment of 24 channels

150.00

Configuration Charge

Per Activation

Each

40.96

Premises Visit Charge

Per Visit, Each

See SERVICE CHARGES,  
Time and Material Charges.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

DIGITAL CHANNEL SERVICE

D. Rates and Charges (Continued)

Digital Channel Capacity

The rates for Digital Channel Capacity are as follows. These rates apply whether or not service is activated.

Per System

12 Months

	Nonrecurring <u>Charge</u>	<u>Monthly Rate</u>
24 Digital Channels	\$250.00	\$450.00
Each additional 24 Digital Channels (up to 648 Digital Channels)	250.00	450.00
672 Digital Channels	7,000.00	3,450.00

36 Months

24 Digital Channels	250.00	190.00
Each additional 24 Digital Channels (up to 648 Digital Channels)	250.00	190.00
672 Digital Channels	7,000.00	2,500.00

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

DIGITAL CHANNEL SERVICE

D. Rates and Charges (Continued)

Digital Channel Capacity (Continued)

Per System (Continued)

60 Months

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
24 Digital Channels	\$250.00	\$155.00
Each additional 24 Digital Channels (up to 648 Digital Channels)	250.00	155.00
672 Digital Channels	7,000.00	2,300.00

84 Months

24 Digital Channels	250.00	140.00
Each additional 24 Digital Channels (up to 648 Digital Channels)	250.00	140.00
672 Digital Channels	7,000.00	2,100.00

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

DIGITAL CHANNEL SERVICE

D. Rates and Charges (Continued)

Digital Interoffice Transport

Refer to Facilities for Intrastate Access Tariff WN U-16, Section 5.7.10.(A) for rates

Service Activations – Per Network Service

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Analog Service <sup>77</sup> (Exchange Line/Trunk)	-	\$5.50
Customized Multi-line Telephone Service <sup>78</sup> (Station Line) Less than 100 lines	-	8.50
100 lines or more	-	8.00
Switched Data Service <sup>79</sup>	-	8.00

<sup>77</sup> Basic Exchange Access rates listed in Section 3 will apply in addition to Service Activation. End User Charges as specified in the End User FIA section of ZiPLY Fiber FCC Tariff 2 will apply to Digital Channel Service.

<sup>78</sup> Network Access Register (NAR) rate found in Section 9 applies in addition to Service Activation.

<sup>79</sup> Network Usage Rates listed in Section 3 will apply in addition to Digital Channel Service rates.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

DIGITAL CHANNEL SERVICE

D. Rates and Charges (Continued)

Digital Interoffice Transport

Refer to Facilities for Intrastate Access Tariff WN U-16, Section 5.7.10.(A) for rates.

Service Activations - Per Network Service

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Foreign Exchange, Off Premises Extension, Private Line, Tie Line Intrastate WATS/800/877/888	-	\$15.00
<u>Optional DIOD/DID Service Activation<sup>80</sup></u>		
Direct Inward-Outward Dialing Service/ 2-Way Direct Inward Dialing Service (DIOD/DID) <sup>81</sup>	-	\$7.25
Multi-J Access:		
Multi-J IntraOffice Channel Service, per DSO		3.00
Multi-J InterOffice Channel Service, per DSO		7.00

<sup>80</sup> DIOD/DID or Multi-J Access additive rate will apply in addition to the DCS Service Activation rates in this section.

<sup>81</sup> Customer must purchase blocks of DID numbers as found in Section 8 of this Service Catalog.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

DIGITAL CHANNEL SERVICE

D. Rates and Charges (Continued)

Digital Interoffice Transport

Refer to Facilities for Intrastate Access Tariff, WN U-16, Section 5.7.10.(A) for rates.

Service Activations - Per Network Service

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Digital Data Service 2.4 Kbps, 4.8 Kbps, 9.6 Kbps, 56 Kbps	-	\$42.00
DS1 Service 1.544 Mbps	-	85.00

Basic Exchange Access

Applicable to Service Activations - Analog Service only. Apply appropriate Business Service One-Party rates listed in Section 3.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

SWITCHED DATA SERVICE

A. General

Switched Data service is a network service, which provides the capability for switched digital end-to-end data transport.

B. Conditions

In addition to the following conditions, the appropriate conditions established in other sections of this Service Catalog will also apply.

Switched Data service is comprised of the following rate elements:

- Switched Data Customer Line
- Service Connection Charges
- Optional Features
- Software Reconfiguration Charge
- Network Usage Charge
- Customer Premises Channelization (Optional)

The minimum billing period for which service is provided is one month.

End User charges as specified in the End User Facilities For Interstate Access (FIA), Section 13, of ZiPLY Fiber FCC Tariff 2 will apply to Switched Data service. For each Switched Data Channel Access the End User FIA charge will apply twice.

For Presubscription of an Interexchange Carrier, the rates and regulations as set forth in Section 6 of ZiPLY Fiber FCC Tariff 2, will apply to Switched Data service.

A directory listing for Switched Data service will be provided upon request in accordance with Section 7 of this Service Catalog.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

SWITCHED DATA SERVICE

B. Conditions (Continued)

Customer Premises Channelization, a component of Switched Data Channel Access service, may be provided by the customer or the Telephone Company. When the Telephone Company provides the channelization equipment at a customer's premises, it is not necessary for the customer to provide a channel access card for associated channels. The termination of this channelization will be in a single equipment location on the customer's premises. The customer must provide suitable floor space, controlled environment, and a source of non-switched 120 volt, 60 Hz AC power to support this service. Emergency backup power and ring generating equipment capabilities are available for an extra charge and will be developed on an individual case basis.

Switched Data Individual Line Loop Extension is required where:

- Customers are restricted by the technical requirements as specified herein.
- A customer's local serving central office is not capable of providing Switched Data. The Telephone Company will determine the nearest designated central office capable of providing Switched Data service. Interoffice digital data service (DDS) mileage will apply from the noncapable central office to the central office capable of providing Switched Data at the rates shown in the appropriate Facilities for Intrastate Access Tariff, WN U-16. In this situation, the dialing plan associated with the central office that will be providing the Switched Data service to the customer will be utilized.

Switched Data Channel Access is required where:

- Customers are restricted by specifications listed under Technical Requirements.
- A customer's local serving central office is not capable of providing Switched Data. The Telephone Company will determine the nearest central office capable of providing Switched Data. Interoffice digital high capacity mileage (1.544) will apply from the noncapable central office to the central office capable of providing Switched Data at the mileage rate specified in Section 5.7.10 of the Facilities for Intrastate Access Tariff, WN U-16, excluding the Special Transport Termination rate. In this situation, the customer will utilize the dialing plan associated with the central office that delivers the digital dial tone.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

SWITCHED DATA SERVICE

B. Conditions (Continued)

Dialing Method

Access to Switched Data service is obtained through a dial-up connection via the public switched telephone network using the standard 7 through 10 digit methods.

Origination of calls for 800, 877, 888, 900, 976, 0- (IntraLATA) and 0+ (IntraLATA) is limited to voice calls only. These calls will be provided with the Voice Option feature of Switched Data service when requested by the customer.

Availability

The provision of Switched Data service is subject to the availability of certain central office and outside plant facilities.

Technical Requirements

Switched Data requires the use of customer provided data equipment that must be compatible with the Telephone Company's equipment and facilities.

Customers who choose to subscribe to the Single Line or Customized Multi-line Telephone Service Line arrangement are subject to the distance limitations as a result of digital signal power loss, which are technology dependent. Switched Data service will be provided where local loops do not exceed the following limitations:

- on the 5ESS central office not equipped with ISDN: 42dB loss at 80 kilohertz, equating to a range from 12,000 feet to approximately 14,000 feet, depending on cable gauge and including customer wiring.
- on the DMS-100 central office switch: 42dB loss at 80 kilohertz, equating to a range from approximately 12,000 feet to approximately 18,000 feet, depending on cable gauge and including customer wiring.
- on the GTD-5 central office switch: 26dB loss at 80 kilohertz, equating to a range from approximately 8,000 feet to approximately 15,000 feet, depending on cable gauge and including customer wiring.

Where these conditions cannot be met, the customer must subscribe to Switched Data Individual Line Loop Extension or subscribe to Switched Data Channel Access for Switched Data service.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

SWITCHED DATA SERVICE

B. Conditions (Continued)

Application of Rates

Switched Data Customized Multi-line Telephone Service line rates are determined by the total number of either Low Speed or either High Speed lines, (i.e., if a customer requests 55 Low Speed lines and 25 High Speed lines, all 55 Low Speed lines will be billed at the "50-100" rate and all 25 High Speed lines will be billed at the "2-49" rate).

Rates and charges specified in other sections of the General and Local Exchange Tariff and Service Catalog for services provided in conjunction with Switched Data service (Custom Calling Service features, Customized Multi-line Telephone Service, etc.) are in addition to the monthly rates for Switched Data service.

Customer Premises Channelization is an optional component of Switched Data Channel Access. The customer has the option to support premises channelization with CPE devices or to be made available by the Telephone Company. Channelization at the customer's premises when provided by the Telephone Company is available at the rates specified under Switched Data Channel Access, (24 channels). Both the Customer Premises Channelization charge, per channel and the Customer Premises Termination charge, per access arrangement (24 channels) will apply.

Switched Data lines placed in a business group do not require Network Access Registers (NARs) for outbound data traffic. However, the customer may choose to purchase additional NARs to support all terminating traffic that may be increased by Switched Data.

C. Definitions

Asynchronous

A method of transmitting data in which each transmitted character is preceded by a start bit and followed by a stop bit, thus permitting the interval between characters to vary.

Bit

A binary digit. The smallest unit of information in the binary system of notation.

Bits Per Second

The number of bits transmitted per second. A measure of the speed of transmission of digital information.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

SWITCHED DATA SERVICE

C. Definitions

Digital

Information which is expressed in discrete or noncontinuous form.

Full Duplex

Type of communication that supports the transmission of signals in both directions simultaneously. This is not associated with simultaneous transmission of voice and data communications.

Half Duplex

Type of communication that supports transmission of data signals alternately in both directions, but is not capable of simultaneous and independent transmission and reception. This is not associated with simultaneous transmission of voice and data communications.

Hunting

A search through a group of telephone numbers until an idle number is found or the last number of the group is reached.

Synchronous

A method of transmitting data in which the data characters and bits are transmitted at a fixed rate with the transmitter and receiver synchronized, eliminating the need for individual start bits and stop bits.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

SWITCHED DATA SERVICE

D. Features

The customer may subscribe to Switched Data service under one of the following service arrangements, except when conditions specified under Technical Requirements are applicable.

1. Switched Data Low Speed and High Speed

a. Low Speed Switched Data

- 1) Single Line
- 2) Customized Multi-line Telephone Service Line

Low Speed Switched Data service supports 300, 1200, 2400, 4800, 9600 and 19,200 bits per second asynchronous full or half duplex connections and 1200, 2400, 4800, 9600 and 19,200 bits per second synchronous full or half duplex.

b. High Speed Switched Data

- 1) Single Line
- 2) Customized Multi-line Telephone Service Line

High Speed Switched Data service supports 48,000, 56,000, and 64,000 bits per second synchronous full duplex connections.

2. Switched Data Individual Line Loop Extension

An extended loop capability, which transports Switched Data usage between the customer premises and the local serving central office. Each Switched Data Individual Line Loop Extension provides one channel, which supports data transmission only. Each channel can transmit up to 56,000 bits per second, or up to 64,000 bits per second depending on technology. This service is a stand-alone offering and is not in addition to Switched Data Low Speed and High Speed.

3. Switched Data Channel Access

A 1.544 high capacity digital facility that transports Switched Data usage between the customer premises and the local serving central office on a channelized basis. Switched Data Channel Access provides 24 digital channels that support data transmission only. On a per channel basis, the customer can transmit data up to 56,000 bits per second.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

SWITCHED DATA SERVICE

D. Features (Continued)

4. Standard Features

Data Line Security - This feature prevents a call from being interrupted by override tones, such as a call waiting tone, or other test or busy verification tests that would interrupt the flow of data.

Intercom Dialing - This feature allows customer group stations to complete calls to other stations without the assistance of an attendant, by dialing a 2 through 7 digit number. This feature is applicable to Customized Multi-line Telephone Service customer groups only and is restricted to the serving wire center only.

Direct Dialing - This feature allows the user to place local and long distance calls without the assistance of an attendant by using the standard 7 through 10 digit dialing methods.

5. Optional Features

Data Direct Connect - This feature provides an automatic connection between a Switched Data calling line that goes off-hook and a predetermined location.

Data Closed User Group - This feature, restricted to Customized Multi-line Telephone Service lines, provides partitioning of Switched Data lines into groups where calls within such a group are allowed, but calls between such groups are denied.

Voice Option - This feature allows simultaneous voice and data communications over a single Switched Data line. This feature is available where technical capabilities exist. It is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

SWITCHED DATA SERVICE

D. Features (Continued)

6. Optional Feature Packages

The following feature packages are available for use with Switched Data service, except where specified:

Feature Package Data 1000 includes:

- Data Individual Speed Call 8 <sup>82</sup> - The use of the Individual Speed Call 8 is limited to an individual Switched Data line. A short list consists of a maximum of eight stored numbers. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.
- Data Call Forward (Basic/Busy/No Answer) - This feature allows a customer to have incoming calls to a Switched Data line automatically forwarded to a predetermined number. Data Call Forward consists of three variations as follows: all calls, busy and no answer. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.
- Data \*66 Busy Number Redial - This feature enables a customer to redial the last called number by depressing a single key rather than the entire number. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.
- Data Toll Restriction - This feature will restrict toll calls from being placed over Switched Data lines.
- Data Sequential Hunt Group - This feature assigns a pilot telephone number to the hunt group. Hunting is sequential, i.e., starting at the first line assigned to the pilot telephone number and ending at the last line.

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<sup>82</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

SWITCHED DATA SERVICE

D. Features (Continued)

6. Optional Feature Packages (Continued)

Feature Package Data 2000 - This package offers the customer a choice of combining any or all of the Feature Package Data 1000 plus:

- Data Call Back - This feature allows a Switched Data user encountering a busy station to be notified when the busy station becomes idle and to automatically establish the call. This feature is available with Customized Multi-line Telephone Service intercom calling. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.
- Data Saved \*66 Busy Number Redial - This feature allows a customer to dial a saved number by depressing a single key rather than an entire number. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.
- Data Circular Hunting - This feature assigns a pilot telephone number to the hunt group. Hunting starts after the first idle line found by the previous hunt and continues until the hunting starting point is reached. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.
- Data Group Speed Call - This feature provides storage for an abbreviated numbers list, which is shared for use by a group of data lines. The list may be updated by a service order or by a user designated as the controller. Only the controller can add to, change or delete numbers from the list. Other lines with access to this list are restricted. This feature is available with Customized Multi-line Telephone Service intercom calling. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.
- Data Individual Speed Call 30 - This feature is the same as the Data Individual Speed Call 8 except, a long list consists of a maximum of 30 stored numbers. This feature is also limited to an individual Switched Data line and is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

SWITCHED DATA SERVICE

E. Rates and Charges

The following rates and charges are in addition to other rates and charges that may apply for other associated services.

		<u>Monthly Rates</u>	<u>Nonrecurring Charge<sup>83</sup></u>
1.	<u>Switched Data Low Speed and High Speed<sup>84</sup></u>		
a.	Low Speed		
1)	Single Line, without Intercom, each	\$37.00	\$50.00
2)	Customized Multi-line Telephone Service with Intercom		
	2-49 lines, each	40.00	50.00
	50-100 lines, each	37.00	50.00
	101 and above lines, each	34.00	50.00
b.	High Speed		
1)	Single Line, without Intercom, each	47.00	\$50.00
2)	Customized Multi-line Telephone Service with Intercom		
	2-49 lines, each	50.00	50.00
	50-100 lines, each	47.00	50.00
	101 and above lines, each	44.00	50.00

<sup>83</sup> In addition to the applicable charges under Service Charges, set forth in the General and Local Exchange Tariff, Section 3.

<sup>84</sup> In addition to the FCC Subscriber Line Charge, as set forth in ZiPLY Fiber FCC Tariff 2.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

SWITCHED DATA SERVICE

E. Rates and Charges (Continued)

	<u>Monthly Rates</u>	<u>Nonrecurring Charge<sup>85</sup></u>
2. <u>Switched Data Individual Line Loop Extension<sup>86</sup></u>		
a. Switched Data - Interoffice Mileage	87	
b. Switched Data Access Loop		
1) Single Line	\$50.00	\$50.00
2) Customized Multi-line Telephone Service	50.00	50.00
c. Switched Data Channelization, per line		
1) Single Line	12.00	50.00
2) Customized Multi-line Telephone Service	15.00	50.00
3. <u>Switched Data Channel Access, (24 channels)</u>	88,89	
a. Central Office Termination, per access arrangement	\$150.00	\$125.00
b. Central Office Channelization, per channel activated	5.00	--
c. Customer Premises Termination, (optional) per access arrangement	85.00	75.00
d. Customer Premises Channelization, (optional) per channel activated	35.00	20.00

<sup>85</sup> In addition to the applicable charges under Service Charges, set forth in the General and Local Exchange Tariff, Section 3

<sup>86</sup> In addition to the FCC Subscriber Line Charge, as set forth in ZiPLY Fiber FCC Tariff 2.

<sup>87</sup> For interoffice and/or interexchange mileage charges use Digital Data Service Special Transport in the Facilities for Intrastate Access Tariff, WN U-16.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

SWITCHED DATA SERVICE

E. Rates and Charges (Continued)

		<u>Monthly Rates</u>	<u>Nonrecurring Charge<sup>88</sup></u>
4.	<u>Optional Features</u>		
a.	Data Direct Connect, each line	\$1.00	-
b.	Data Closed User Group, each line	1.00	-
c.	Voice Option		
1)	Single Line, Flat, each	8.00	-
2)	Single Line, Measured Usage, each <sup>89</sup>	5.00	-
3)	Customized Multi-line Telephone Service Station Line, each	5.00	-

<sup>88</sup> In addition to the applicable charges under Service Charges, set forth in the General and Local Exchange Tariff, Section 3.

<sup>89</sup> In addition to the Network Usage Rates listed in Section 3.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

SWITCHED DATA SERVICE

E. Rates and Charges (Continued)

	Monthly Rates	Nonrecurring Charge <sup>90</sup>
5. <u>Optional Features Package</u>		
Feature Package Data 1000, per line	\$ 3.00	-
Feature Package Data 2000, per line	5.00	-
6. <u>Network Usage</u> <sup>91</sup>		
Switched Data Network Usage will be billed to the originating end of the Switched Data call, which terminates within the local calling area only. For Switched Data calls terminating outside the local calling area, including EAS, the applicable toll or measured usage charges will apply.		
Switched Data Network Usage Rates	Measured Usage Rates in Section 3 apply.	
Discount Periods	Are specified in Section 3	
7. <u>Software Reconfiguration Charge</u> , per occurrence		\$12.75
The Software Reconfiguration charge is applicable for any software changes that are required to make changes to Optional Features (e.g., changing Speed Call Lists, Data Direct Connection Destination, etc.) or changes to Feature Packages (e.g., add, delete or change features). Also see applicable Service Charges as identified in Section 3 of the General and Local Exchange Tariff.		

<sup>90</sup> In addition to applicable Services Charges as identified in Section 3 of the General and Local Exchange Tariff.

<sup>91</sup> Network Usage does not apply to Customized Multi-line Telephone Service intercom calls.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

PRIMARY RATE INTERFACE (PRI)

A. General

Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) Service is a central office based service arrangement that utilizes ISDN architecture to provide network offerings. ISDN-PRI Service supports the simultaneous transmission of circuit switched voice and data and packet switched data transmission over a four-wire facility at a standard interface.

ISDN-PRI Service provides digital end-to-end access capable of supporting a combination of public and private network access services via a 1.544 Mbps (Megabits per second) digital facility between the customer's premises and the Company's serving central office. The 1.544 Mbps transmission speed is typically divided into twenty-three 64 Kbps (Kilobits per second) channels (known as B-Channels) and one 64 Kbps channel (known as a D-Channel). The channels are communication paths over which telecommunications services flow (e.g., data, image, video, and voice). ISDN-PRI Service does not provide ISDN terminals and special power arrangements at the customer's premises.

Each ISDN-PRI Service consists of four basic elements:

- PRI Access (A or B)
- PRI Facility
- "B" Channel (dedicated/allocated)
- Non-Facility Associated Signaling (NFAS) (24B PRI service only)

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

PRIMARY RATE INTERFACE (PRI)

B. Conditions

ISDN-PRI Service provides for the access to public and/or private services of the following call types over the same ISDN-PRI facilities:

- Public (DID and DOD Service)
- Circuit Switched Data
- Tie Channel Service
  - Tie Channel to Customer Premises or Central Office (CO) to Central Office
  - Tie Channel to Intermediary Customer Services
- Two Way/Universal or Call-by-Call
- Two Way

ISDN-PRI Service is furnished from digital central office equipment located on Company premises and associated facilities within the Company's exchanges. ISDN-PRI Service and associated features are only available where equipment, operating conditions, and technology permit. A service inquiry must, therefore, be made to determine the availability of service in a particular area or exchange. Where facilities are not available or unusual expenditures are necessary to make them available, Special Construction charges as specified in the Construction of Outside Plant Facilities section of the General and Local Exchange Tariff may be applicable.

ISDN-PRI Service will not be provided with Off-Premises Stations or Extensions.

If facilities are not available in a customer's normal serving central office or if a customer's normal central office is part of a Remote Switching Cluster that is not equipped with ISDN PRI, the Company may require the customer to be served from a central office other than the customer's normal serving central office.

- the customer's telephone number may need to be changed to receive the service from an ISDN provisioned switch;
- if a change in number is not acceptable by the customer and the customer's central office must be provisioned for ISDN, such service may be offered on an Individual Case Basis for the installation but the monthly rates in this Service Catalog will apply.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

PRIMARY RATE INTERFACE (PRI)

B. Conditions (Continued)

The customer may be required to utilize the telephone numbers and dialing plan associated with the designated ISDN-PRI central office, if different from the customer's normal serving central office. Under this circumstance, ISDN-PRI Service will be provided from an ISDN-PRI equipped central office to the customer's serving central office by means of a 1.544 Mbps digital private line facility for interconnection with the PRI Facility in the ISDN-PRI equipped central office.

Customers that request provisioning of ISDN PRI Service from a central office other than their normal serving central office or Remote Switching Cluster, will be required to pay the Interoffice Transport (Special Transport) mileage charge, identified in the "Rates" section of this Service Catalog for each airline mile between the central office providing the ISDN PRI Service and the customer's normal serving central office. Interoffice Transport is not applicable between the Remote Switching Cluster and the customer's normal serving central office.

ISDN-PRI Service is offered on a month-to-month option or a one-, three-, five- or seven-year term commitment plan or a 1-, 2- or 3-year term and volume plan (TVP). ISDN PRI Nonrecurring Charges do not apply to the initial installation of a TVP. Applicable Service Charges as identified in Section 3 of the General and Local Exchange Tariff apply to the initial installation of a TVP.

Changes between service periods, (i.e., month-to-month, term commitment plan or TVP) will incur a Service Order Charge - Subsequent as identified in Section 3 of the General and Local Exchange Tariff.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

PRIMARY RATE INTERFACE (PRI)

B. Conditions (Continued)

A customer's ISDN-PRI Service Arrangement may be composed of any combination of the following call connections:

- Central Office to end user premises - combines calls to the public switched network and private services over the same dedicated ISDN-PRI Facility for a single customer using ISDN-PRI Access A.
- Central Office to Central Office - to be utilized for Customized Multi-line Telephone Service to Customized Multi-line Telephone Service, Customized Multi-line Telephone Service to end user, or end user to end user configurations, within a single customer's ISDN-PRI Service Arrangement. This connection arrangement requires a 1.544 Mbps digital facility between the customer's serving central office and the ISDN-PRI equipped central office.
- ISDN-PRI Access B to Intermediary Customer Services - Provides a single customer's ISDN-PRI Service Arrangement with a connection to Intermediary Customer Services provider. In this situation, the Intermediary Customer Services provider may require a dedicated 1.544 Mbps Digital Service Facility termination in the customer's serving central office.
- Tie Channel Service - provides intercom capability on "B" channels of ISDN PRI arrangements and other Customized Multi-line Telephone Service systems within the same subscriber network (central office to central office). This feature provides the capability to communicate on a private facility basis, as a tie line between Customized Multi-line Telephone Service systems served from different central offices. Tie channels on a single ISDN PRI Arrangement can be configured for intercom calling to a Customized Multi-line Telephone Service system and local exchange access for CPE. Intercom calls between an ISDN PRI Arrangement and a Customized Multi-line Telephone Service system do not incur usage charges. Calls to telephone numbers outside of a Customized Multi-line Telephone Service system without intercom capability may incur usage charges.

Tie Channel Service may terminate on CPE at a customer location or at an Intermediary Customer (IC) location.

Rates for Tie Channel Service to Customer Premises or Central Office to Central Office are available on a per "B" channel basis or on a per PRI basis when 14 or more "B" channels are activated.

Rates for Tie Channel Services to an Intermediary Customer are available on a per "B" channel basis or on a per PRI basis when 10 or more channels are activated.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

PRIMARY RATE INTERFACE (PRI)

B. Conditions (Continued)

The general conditions specified in the General and Local Exchange Tariff and the Service Catalog are applicable to all communication services offered by the Company. Additional conditions pertaining to specific service offerings are specified in various sections of this and other Company tariffs.

ISDN-PRI Access

PRI Access A: The PRI Access A is the central office termination required for a PRI Facility between an ISDN-PRI capable central office and a customer-designated location. PRI Access A typically provides twenty-three individual "B" Channels and one "D" Channel.

PRI Access B: The PRI Access B is required for termination of a PRI Facility between ISDN-PRI capable central offices connected by termination of an ISDN-PRI Facility between an ISDN-PRI capable central office and an Intermediary Customer Service provider. PRI Access B typically provides twenty-three individual "B" Channels and one "D" Channel.

PRI Facility: The PRI Facility provides 1.544 Mbps digital transport between the customer's location and the customer's serving central office. Where the customer's serving central office is not ISDN-PRI capable, a 1.544 Mbps digital private line facility will be needed to provide transport from an ISDN-PRI capable central office to the customer's serving central office except when the customer's serving central office is part of a Remote Switching Cluster.

A Remote Switching Cluster exists when the remote switch is dependent on the host switch for its software processing. A remote switch can process intra-office calls without the host switch.

Customers may utilize alternate high capacity digital facilities (i.e., DS3 or any other compatible high capacity digital facility that meets the specifications as determined by the Company) in lieu of the PRI Access Loop Facility specified herein. The applicable rules, regulations and rates from the appropriate Company Tariff and/or Service Catalog will apply for the alternate high capacity digital facilities.

Presubscription of a Carrier of Preference is specified in ZiPLY Fiber FCC Tariff 2. Based on a customer's ISDN-PRI Access Arrangement, a customer may be able to presubscribe to more than one Carrier of Preference.

Term commitment plans are available for some ISDN-PRI offerings.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

PRIMARY RATE INTERFACE (PRI)

B. Conditions (Continued)

PRI Access Loop Facilities

- From the customer's premises to the central office termination will require one central office termination rate from PRI Access Interface Service.
- Interoffice transport will require two central office termination rates from PRI Access Interface Service.

Customers are responsible for providing compatible customer provided equipment for terminating the "D" Channel and the 1.544 Mbps digital service facility.

Calling Number Identification allows the customer to have access to the directory number of the calling party.

Where a single customer's ISDN-PRI Service Arrangement interconnects with an Intermediary Customer (e.g., Interexchange Carrier or other service provider) ISDN-PRI Access B is only permitted within that customer's business group. An Interexchange Carrier or other service provider cannot purchase access to the Company's network exchange or switched services for the purpose of resale.

When the customer converts existing service to ISDN-PRI Service (e.g., when the customer discontinues existing Customized Multi-line Telephone Service or PBX Service, etc., when ordering ISDN-PRI Service) termination liability charges may apply. See the General and Local Exchange Tariff, Section 2, D, Termination Liability for exceptions.

The termination liability charge will not apply when a customer converts from Digital Channel Service to ISDN-PRI. A temporary interruption of service will occur during a conversion. Additionally, the conversion may require a service rearrangement and telephone number change(s).

Channels

ISDN-PRI Service is typically divided in capacities of twenty-three 64 Kbps "B" Channels and one 64 Kbps "D" Channel.

The "B" Channels can carry switched voice and switched data at transmission speeds of up to 64 Kbps. The channels can be configured for services such as voice, data, image, and video. The customer will be required to provide information regarding the types of services they intend to utilize over the "B" Channels. This permits the Company to furnish and maintain the services ordered and assure that Tariff and Service Catalog regulations are followed.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

PRIMARY RATE INTERFACE (PRI)

B. Conditions (Continued)

Channels (Continued)

The "D" Channel is used to carry information about calls (such as call request and call set-up) placed on the "B" Channels to/from the customer's location(s) from/to the serving ISDN-PRI central office. "D" Channels operate at 64 Kbps and provide signaling and control for the 23 "B" Channels. PRI does not allow any customer's data traffic to be passed over the "D" Channel.

A Backup "D" Channel is a "D" channel provisioned to automatically take over for a failed "D" channel in the event of trouble.

"B" Channel Configurations: "B" Channels can be:

- 1) dedicated or allocated to a specific service type, or
- 2) allocated or shared to access two or more service types, or
- 3) a combination of 1) and 2).

The "B" Channel Configuration types are listed below:

- "B" Channel Circuit Switched DID/DOD Service: Direct Inward Dialing (DID) is a service by which PBXs and Customized Multi-line Telephone Service systems allow callers to dial from the public network straight to a desired extension within the system without operator intervention. Direct Outward Dialing (DOD) is a service in which outgoing calls within a PBX or Customized Multi-line Telephone Service system can be placed directly by dialing an initial digit (access digit) and then the desired number without the aid of an operator. A mixture of the Flat Rate and Measured Rate DID/DOD voice only channel configurations service will not be allowed on the same customer premises.
- "B" Channel Circuit Switched connection to Switched Data Services: is available on an intraswitch basis, in which case usage rates will not apply (flat rate basis). When a customer is connected with the Switched Data Service offerings of entities other than the Company, the customer is responsible for payment of services provided by those Intermediary Customer Services providers.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

PRIMARY RATE INTERFACE (PRI)

B. Conditions (Continued)

Channels (Continued)

"B" Channel Configurations: (Continued)

The "B" Channel Configuration types are listed below: (Continued)

- Tie Channel to Customer Premises or Central Office to Central Office: "B" channels may be configured to terminate at the customer location or central office to central office providing the capability to communicate on a private facility basis. This arrangement function as a tie line between Customized Multi-line Telephone Service systems served from different central offices. This tie channel arrangement also provides for intercom calling to a Customized Multi-line Telephone Service and local access for CPE. Intercom calls between an ISDN PRI arrangement and a Customized Multi-line Telephone Service do not incur usage charges. Calls to telephone numbers outside of a Customized Multi-line Telephone Service without intercom capability may incur usage charges.
- Tie Channel to Intermediary Customer Services: "B" Channels may be specified as dedicated to services of an Interexchange Carrier or other service provider. The Interexchange Carrier or other service provider will require a dedicated DS1/1.544 Mbps digital facility to the customers ISDN-PRI serving central office ordered from the appropriate Tariff or Service Catalog depending on the jurisdiction. The customer will be required to order a PRI Access B for the termination of this facility at the central office.

To utilize dedicated trunk access, the customer must specify at subscription time the quantities of "B" Channels that will be dedicated for a specific service (DID, DOD, ISDN-TIE, Intermediary Customer Services, etc.) on the PRI Facility. The customer will be charged for the number of "B" Channels specified for those services that are flat rate. In addition, for those service offerings of entities other than the Company, the customer is responsible for payment of services provided by those entities (e.g. Switched Data).

To utilize Call-by-Call trunk access, the customer must specify at subscription time the total number of "B" Channels required and the types of services so that the database can be properly configured. Call by Call requires a minimum and maximum number of changes be specified per each service (DID, DOD, etc). The customer will be charged a flat rate for the number of Call-by-Call trunks. In addition, for those service offerings of entities other than the Company, the customer is responsible for payment of usage of services provided by those entities (e.g. Switched Data).

Two Way/Universal Trunk Access: A customer service arrangement of "B" channels in which the customer is allowed to use any of the "B" Channels to access any/all available services. The Two Way/Universal Trunk Access will allow the customer to dynamically reconfigure ISDN-PRI "B" Channels to transport services such as DID, DOD, and Switched Data on an as needed basis.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

PRIMARY RATE INTERFACE (PRI)

B. Conditions (Continued)

STANDARD FEATURES

Calling Number Identification: Allows the customer to have access to the directory number of the calling party.

Dedicated Trunk Access: A customer specified arrangement in which the "B" channels are assigned access to specified (e.g., DID and DOD service) services available in the ISDN-PRI serving central office.

OPTIONAL FEATURES

Two Way/Universal Trunk Access: A customer service arrangement of "B" channels in which the customer is allowed to use any of the "B" Channels to access any/all available services. The Universal Trunk Access will allow the customer to dynamically reconfigure ISDN-PRI "B" Channels to transport services such as DID, DOD, and Switched Data on an as needed basis.

Calling Line Identification with Name (CLID): Allows the customer to have access to the directory number and name of the calling party. No service charges will apply for CLID feature if installed with initial PRI installation. If CLID is added to an existing PRI arrangement, the appropriate Order Charge - Subsequent as identified in Section 3 of the General and Local Exchange Tariff and the PRI Access Database Configuration Charge in D, Rates following are applicable. Compatible CPE is required. CLID is available only where facilities and conditions permit. CLID is available a month-to-month basis or a one, three or five year term commitment basis.

Flat Voice/Measured Data Trunk - this option allows the customer to dynamically reconfigure ISDN-PRI "B" and provides flat rated local voice service and measured data service. The flat voice is for local voice only. Channel configurations can be Two Way/Universal, DID, or DOD as needed basis. In addition, for those service offerings of entities other than the Company, the customer is responsible for payment of usage of services provided by those entities (e.g. Switched Data, Long Distance, or toll).

Measured Voice/Measured Data Trunk - this option allows the customer to dynamically reconfigure ISDN-PRI "B" and provides measured rated local voice service and measured data service. Channel configurations can be Two Way/Universal, DID, or DOD on an as needed basis. In addition, for those service offerings of entities other than the Company, the customer is responsible for payment of usage of services provided by those entities (e.g. Switched Data, Long Distance, or toll). See applicable usage rates under "Switched Data Service", Switched Data Channel Access, Central Office Channelization. Also, include Network Measured Usage Rates listed under Network Access Rates.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

PRIMARY RATE INTERFACE (PRI)

B. Conditions (Continued)

OPTIONAL FEATURES (Continued)

Call-by-Call Trunk Access, the customer must specify at subscription time the minimum and maximum for each type of service (DID, DOC, etc). The customer will be charged a flat rate for the number of Call-by-Call trunks. In addition, for those service offerings of entities other than the Company, the customer is responsible for payment of usage of services provided by those entities (e.g. Switched Data).

PRI Station Detail Billing:

Provides individual station call details for all stations utilizing a customer's ISDN Primary Service at an account level on a monthly basis. These details are provided with the normal customer bill or on the Company website via the Internet.

PRI Station Detail billing is only available with message/measured usage service. Individual PRI Station Call Detail is for informational purposes only. Exact billing information is located in the Measured Call Summary portion of the bill.

The customer's ISDN Primary Service must be equipped with Calling Party Default Directory Number with the Calling Party Screening option. Customers will not have the option to change the Calling Party Number (CPN) and CPN may not be deleted. Customers will have the option to define a partial listing in the screening list. Specific call details will not be provided for stations not included in the screening list. The screening list may not include 800 numbers, fictitious numbers, private network numbers or Customized Multi-line Telephone Service Dialing Plan numbers defined in the screening tables. Station Call Details will only be provided for valid telephone numbers within the switch providing the customer's ISDN Primary Service.

ISDN-PRI Term and Volume Packages

ISDN-PRI Service is offered on a 1-, 2- or 3-year term and volume plan (TVP). Customer will be subject to termination liability charges as specified in this section and the General and Local Exchange Tariff, Section 2. The ISDN-PRI Access TVP includes the ISDN-PRI Access (A&B), standard features, Calling Number Delivery (CNID), NFAS and Channel Activations, excluding Call-by-Call and Tie Channels. Packages are available with or without DS1 Switched Facility and are offered as flat or measured rate voice/data usage. The flat voice is for local voice only. Available PRI Access configurations are 23B, 23B+D Additional, 24B or 23B + D-Channel Backup. Two-year TVP customers may subscribe to 3-year term commitment plan optional features or facilities.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

PRIMARY RATE INTERFACE (PRI)

B. Conditions (Continued)

Changes to Term and Volume Plan (TVP)

All of a customer's Company provided TVP ISDN-PRIs within a state will count toward the volume commitment threshold. TVP customers may change the number of ISDN PRIs during the TVP period. In the event customers under a TVP plan make subsequent ISDN-PRI increases or decreases that cause the total number of ISDN-PRIs to fall within a different threshold level, all remaining ISDN-PRIs will be billed at the applicable level rate for the remainder of the TVP period.

The customer must provide the account information of the ISDN-PRIs included in the TVP at the time of the initial installation of service and with each change to the service under the TVP.

Additions to ISDN-PRI Service

Customers may add ISDN-PRI services at the same monthly rates as specified in their initial term commitment plan, TVP or on a different term commitment basis. The commitment period for these additional ISDN-PRI services will not end concurrently with the initial commitment period.

Term Commitment Plans

Customers may convert their existing term commitment plans per the conditions set forth in the General and Local Exchange Tariff, Section 2, D, Termination Liability.

Conversion to a different term commitment plan or to a month-to-month service will require the customer to submit a change order. The ISDN PRI Nonrecurring Charges in this section will not apply, however, the Service Charge as identified in Section 3 of the General and Local Exchange Tariff will apply.

Two-year term commitment customers may subscribe to three-year term commitment plan optional features or facilities.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

PRIMARY RATE INTERFACE (PRI)

B. Conditions (Continued)

Termination Liability

When service is discontinued prior to the end of the term commitment period, termination liability charges will apply as set forth in the General and Local Exchange Tariff, Section 2, D, Termination Liability.

Customers with an existing ISDN-PRI term commitment or TVP may convert to a new term commitment or TVP without incurring termination liability charges as set forth in the General and Local Exchange Tariff, Section 2, D, Termination Liability, provided the value of the new term commitment or TVP is equal to or greater than the remaining value of the existing term commitment or TVP.

The termination liability charge will not apply when a customer converts from Digital Channel Service to ISDN-PRI. A temporary interruption of service will occur during a conversion. Additionally, the conversion may require a service rearrangement and telephone number change(s).

The termination liability charge will not apply when a customer converts from PRI Access and Facility to a PRI Access only when the PRI is connecting to an alternate high capacity facility

Termination Liability does not apply to optional features.

C. Definitions

B-Channel (Bearer Channel)

A channel used to carry digitized voice and data information at a speed of 64 Kbps.

Call by Call Trunks

An ISDN feature in which a communications path service arrangement allows the customer to carry all call types (e.g., DID, DOD, toll calls, Switched Data, etc.) on any of the "B" Channels on a two-way trunk. To utilize the Call-by-Call feature, the customer must specify at subscription time the minimum and maximum number of "B" Channels required and the types of services so that the database can be properly configured. Due to the differences in switch technology Call-by-Call service may not be available at all current or future ISDN provisioned central offices.

Clear Channel Capability

The capability to transport 64 Kbps over a channel with no constraint on the quantity or on the sequence of bits.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

PRIMARY RATE INTERFACE (PRI)

C. Definitions (Continued)

Channel

The electrical path provided by the Company between two or more terminating points for the transmission of information or intelligence.

Flat Voice/Measured Data Trunks

B Channel configuration that provides flat local voice calls and measured data calls over 2 way, DID or DOD, etc. trunks.

Measured Voice/Measured Data Trunks

B Channel configuration that provides measured voice calls and measured data calls over 2 way, DID or DOD, etc. trunks.

Two Way Access

Allows all call types (e.g., DID, DOD, toll calls, Switched Data, etc.) on any of the "B" Channels on a two way trunk.

D-Channel (Delta Channel)

A communications path that operates at 64 Kbps in support of network control signals.

Integrated Services Digital Network (ISDN)

A set of standards, which enable end-to-end digital transmission, access integration, and established standardization of points of interconnection over a single access line. End-to-end digital transmission eliminates the necessity for voice-band modems that use analog processing techniques. Access integration refers to utilizing a single ISDN line, whereby an end user over one line can access a wide variety of user information services such as voice, circuit switched data, and packet switched data.

Intermediary Customer Services

An ISDN-PRI optional "B" Channel configuration in which "B" Channels may be dedicated or allocated to interconnect with various services provided by other service providers such as Interexchange Carriers or competitive access providers. The customer shall be responsible for the ordering of these services.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

PRIMARY RATE INTERFACE (PRI)

C. Definitions (Continued)

Caller ID

A function, which allows a station within a system to identify a caller.

ISDN-PRI Service Arrangement

The term is used to identify the provision of ISDN-PRI Service to a single customer. The customer may be provided service out of a single or multiple central office. If a customer is provided service out of multiple central offices, all of the customer's locations would still be considered part of the same business or customer group.

Kbps

Kilobits Per Second.

Mbps

Megabits Per Second.

Network Ring Again

A service, which notifies a caller when a station within a system becomes idle and completes a call to that station if activated.

Non-Facility Associated Signaling (NFAS)

NFAS allows the D-Channel signaling entity to assign calls to channels on more than one interface (including the one containing the D-Channel). The collection of these B-Channels and the controlling D-Channels is called a PRI group. Up to 20 DS1 Facilities can be assigned to a PRI group.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

PRIMARY RATE INTERFACE (PRI)

C. Definitions (Continued)

Primary Rate Interface (PRI)

The term "Primary Rate Interface" denotes the connection of a 1.544 Mbps digital facility to the ISDN-PRI capable central office switch. The twenty-four channels are typically divided into twenty-three "B" Channels plus 1 "D" Channel. Software in the ISDN-PRI equipped central office switch defines the type of access services that will be carried (e.g., DID and DOD service) within the 1.544 Mbps digital facility.

Remote Switching Cluster

Remote Switching Clusters exist when the remote switch is dependent on the host switch for its software processing. A remote switch can process intra-office calls without the host switch.

System

An interconnected arrangement of exchange and private-line services provided from one central office for use at one premises. The combination of Basic Rate Interface Lines plus ISDN Access and ISDN Multiline Access forming a complete communications system for a single customer of record. The Intercom Function is permitted only among stations within a system.

Tie Channel

A service, which interconnects two systems.

Two Way/Universal Trunks

An ISDN feature in which a communications path service arrangement allows the customer to carry all call types (e.g., DID, DOD, toll calls, Switched Data, etc.) on any of the "B" Channels on a two-way trunk.

User

A member of a business system.

## GENERAL AND LOCAL EXCHANGE SERVICE CATALOG

### - DIGITAL SERVICES

#### INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

##### PRIMARY RATE INTERFACE (PRI)

##### D. Rates and Charges

##### Monthly Rates and Nonrecurring Charges

The following rates and charges are in addition to other rates and charges that may be applicable for accessible services which operate in conjunction with ISDN-PRI Service (e.g., OutWATS, 800/877/888 Service, etc.). Regulations that apply on a per line basis from other sections in the General and Local Exchange Tariff and/or Service Catalog apply to ISDN-PRI on a per channel basis.

##### Monthly Rates

##### PRI Access Interface Service<sup>92</sup>

- Per PRI Access A Interface  
C.O. termination  
per ISDN-PRI access line

Month-to-Month	\$ 330.00
One Year Term Commitment	322.00
Three Year Term Commitment	313.50
Five Year Term Commitment	305.25
Seven Year Term Commitment	297.00

- Per PRI Access B Interface  
C.O. termination  
to Intermediary Customer  
Services or C.O. to C.O.

Month-to-Month	\$ 330.00
One Year Term Commitment	322.00
Three Year Term Commitment	313.50
Five Year Term Commitment	305.25
Seven Year Term Commitment	297.00

<sup>92</sup> See the ZiPLY Fiber FCC Tariff 2 for other applicable charges, e.g., End User Common Line Charges.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

PRIMARY RATE INTERFACE (PRI)

D. Rates and Charges (Continued)

Monthly Rates

PRI Access Loop Facilities <sup>93</sup>

- From the customer's premises  
to the C.O. termination  
(Special Access Line)

First System

\$150.00 <sup>94</sup>

Each additional System

142.50 <sup>96</sup>

- Interoffice transport  
(Special Transport)

Each airline mile

11.00 <sup>96</sup>

<sup>93</sup> Customers may utilize alternate high capacity digital facilities in lieu of the PRI Access Loop Facility specified herein. The applicable rules, regulations, and rates from the Facilities for Intrastate Access Tariff, WN U-16, Section 5 or Section 18, or Zipty Fiber FCC Tariff 2 will apply.

<sup>94</sup> Rates mirror Special Access, High Capacity DS1 Facilities, for Intrastate Access Tariff, WN U-16, Section 5.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

PRIMARY RATE INTERFACE (PRI)

D. Rates and Charges (Continued)

Monthly Rates

"B" CHANNEL CONFIGURATION  
(Per Channel)

Circuit Switched Data	95
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DID Service Network Access	\$22.75
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DID Numbers (formerly GTE and Contel areas)	96
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DOD Service Network Access	22.75
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Tie Channel to Customer Premises or  
Central Office to Central Office<sup>97</sup>

Month-To-Month	10.00
One Year Term Commitment	10.00
Three Year Term Commitment	10.00
Five Year Term Commitment	10.00
Seven Year Term Commitment	10.00

Per PRI (14 or more "B" Channels Activated)

One Year Term Commitment	100.00
Three Year Term Commitment	100.00
Five Year Term Commitment	100.00

<sup>95</sup> See applicable rate under "Switched Data Service", Switched Data Channel Access, and Central Office Channelization. Also, include Network Measured Usage Rates listed under Network Access Rates.

<sup>96</sup> See applicable rates under "Direct Inward Dialing Service" (formerly GTE) in Section 8, Sheet 8 and "Direct Inward Dialing Service" (formerly Contel) in Section 8, Sheet 11.

<sup>97</sup> ISDN PRI Customized Multi-line Telephone Service Access or ISDN PRI Voice over Internet Protocol (VOIP) Customized Multi-line Telephone Service Access NRCs from Section 9.D.6 is required. Tie Channels are in addition to the other channel rates.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

<u>DIGITAL SERVICES</u>	
<u>INTEGRATED SERVICES DIGITAL NETWORK (ISDN)</u>	
<u>PRIMARY RATE INTERFACE (PRI)</u>	
D. Rates and Charges (Continued)	<u>Monthly Rates</u>
"B" CHANNEL CONFIGURATION (Continued) (Per Channel) (Continued)	
Tie Channel to Intermediary Customer Services <sup>98</sup>	
Month-to-Month	\$10.00
One Year Term Commitment	10.00
Three Year Term Commitment	10.00
Five Year Term Commitment	10.00
Seven Year Term Commitment	10.00
Per PRI (10 or more "B" Channels Activated)	
One Year Term Commitment	\$100.00
Three Year Term Commitment	100.00
Five Year Term Commitment	100.00
Two-Way/Universal or Call-by-Call Trunks <sup>99</sup>	
Month-to-Month	22.50
One Year Term Commitment	21.90
Three Year Term Commitment	21.38
Five Year Term Commitment	20.81
Seven Year Term Commitment	20.25
Flat Voice/Measured Data Trunks	
Month-to-Month	20.00
Measured Voice/Measured Data Trunks	
Month-to-Month	5.00

<sup>98</sup> ISDN Intermediary Customer Services channel configuration rates and charges apply only to ISDN-PRI facilities, which terminate on PRI Access B. In order to send calls to ISDN Intermediary Customer Services, the ISDN customer must have some form of local access to the ISDN serving central office (e.g., DID trunk, DOD trunk, or Two-Way/Universal or Call-by-Call Trunks). ISDN PRI Customized Multi-line Telephone Service Access or ISDN PRI Voice over Internet Protocol (VOIP) Customized Multi-line Telephone Service Access NRCs from Customized Multi-line Telephone Service Section 9.D.6 is required. Tie Channels are in addition to the other channel rates.

<sup>99</sup> Two Way/Universal or Call-by-Call Trunks support the following services: DID, DOD, toll calls and Circuit Switched Data.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

PRIMARY RATE INTERFACE (PRI)

D. Rates and Charges (Continued)

Monthly Rates

"B" CHANNEL CONFIGURATION (Continued)

Optional Features  
(Per Channel)

Calling Line Identification with Name,  
Per ISDN Primary Service Arrangement <sup>100</sup>

Month to Month	\$85.00
One Year Term Commitment	75.00
Two- or Three-Year Term Commitment or TVP	70.00
Five Year Term Commitment	65.00
Term and Volume <sup>101</sup>	40.00

PRI Station Detail Billing <sup>102</sup> , Per account	100.00
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<sup>100</sup> If CLID is added to an existing PRI arrangement, the appropriate Subsequent Order Charge as specified in the General and Local Exchange Tariff, Section 3, Service Charges and the PRI Access Database Configuration Charge in D, Rates following are applicable.

<sup>101</sup> Applicable on all new subscriptions or renewals of Term and Volume Packages as of July 5, 2008.

<sup>102</sup> If this feature is added, the appropriate Service Charge as identified in Section 3 of the General and Local Exchange Tariff will apply.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

PRIMARY RATE INTERFACE (PRI)

D. Rates and Charges (Continued)

Nonrecurring Charges

Database Configuration

Database Configuration Charges: Nonrecurring charges for database work will apply on a per service order basis.

PRI Access Database Configuration Charge: The PRI Access Database Charge applies to both PRI Access types A and B when adding, changing, and/or deleting channels on a per ISDN-PRI Service basis.

	<u>Nonrecurring Charges</u> <sup>103</sup>
<u>PRI Access</u>	
Per A	\$200.00
Per B	200.00
<u>PRI Facility (Special Access Line)</u>	
First System	320.00 <sup>104</sup>
Each Additional System	320.00 <sup>106</sup>

<sup>103</sup> Changes to service or movement between month-to-month service, term commitment plan or term volume plan will incur a Service Order Charge – Subsequent as identified in Section 3 of the General and Local Exchange Tariff. PRI nonrecurring charge(s) do not apply to the initial installation of a Term and Volume Plan.

<sup>104</sup> Rate mirrors the rates for Special Access, High Capacity DS1, Facilities for Intrastate Access Tariff, WN U-16, Section 5.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

PRIMARY RATE INTERFACE (PRI)

D. Rates and Charges (Continued)

<u>Term and Volume Packages (TVP)</u>	<u>2-Year Term Monthly Rate</u> <sup>105</sup>	<u>3-Year Term Monthly Rate</u>
ISDN-PRI Access System - Flat Rate with DS-1 Switched Facility <sup>106</sup>		
Package 1 (1 to 10 PRIs)	\$750.00	\$720.00
Package 2 (11 to 20 PRIs)	700.00	685.00
Package 3 (21 to 29 PRIs)	675.00	650.00
Package 4 (30 + PRIs)	650.00	625.00
ISDN-PRI Access System - Flat Rate without DS1 Switched Facility <sup>107</sup>		
Package 1 (1 to 10 PRIs)	615.00	585.00
Package 2 (11 to 20 PRIs)	590.00	570.00
Package 3 (21 to 29 PRIs)	570.00	540.00
Package 4 (30 + PRIs)	510.00	485.00
ISDN-PRI Access System - Measured Rate with DS-1 Switched Facility <sup>108</sup>		
Package 1 (1 to 10 PRIs)	505.00	450.00
Package 2 (11 to 20 PRIs)	470.00	425.00
Package 3 (21 to 29 PRIs)	435.00	405.00
Package 4 (30 + PRIs)	395.00	385.00
ISDN-PRI Access System - Measured Rate without DS1 Switched Facility <sup>109</sup>		
Package 1 (1 to 10 PRIs)	390.00	335.00
Package 2 (11 to 20 PRIs)	350.00	310.00
Package 3 (21 to 29 PRIs)	315.00	290.00
Package 4 (30 + PRIs)	250.00	240.00

<sup>105</sup> Two-year TVP customers may subscribe to 3-year term commitment plan optional features or facilities.

<sup>106</sup> This service includes standard PRI service arrangements including Calling Number Delivery (CNID), NFAS, D-Channel Backup, a local DS1 Special Access Line, Two Way/Universal or dedicated arrangements where available in selected exchanges.

<sup>107</sup> This service includes standard PRI service arrangement including Calling Number Delivery (CNID), NFAS, D-Channel Backup, Two Way/Universal or dedicated arrangements where available in selected exchanges.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

PRIMARY RATE INTERFACE (PRI)

D. Rates and Charges (Continued)

Term and Volume Packages (TVP)

1-Year Term  
Monthly Rate

ISDN-PRI Access System - Flat Rate with DS-1 Switched Facility <sup>108</sup>

Package 1 (1 + PRIs)	\$830.00
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ISDN-PRI Access System - Flat Rate without DS1 Switched Facility <sup>109</sup>

Package 1 (1 + PRIs)	680.00
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ISDN-PRI Access System - Measured Rate with DS-1 Switched Facility <sup>110</sup>

Package 1 (1 + PRIs)	600.00
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ISDN-PRI Access System - Measured Rate without DS1 Switched Facility <sup>111</sup>

Package 1 (1 + PRIs)	450.00
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<sup>108</sup> This service includes standard PRI service arrangements including Calling Number Delivery (CNID), NFAS, D-Channel Backup, a local DS1 Special Access Line, Two Way/Universal or dedicated arrangements where available in selected exchanges.

<sup>109</sup> This service includes standard PRI service arrangement including Calling Number Delivery (CNID), NFAS, D-Channel Backup, Two Way/Universal or dedicated arrangements where available in selected exchanges.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

PRIMARY RATE INTERFACE (PRI)

D. Rates and Charges (Continued)

Nonrecurring Charges

Database Configuration (Continued)

"B" Channel Database Configuration Charge: The "B" Channel Database Charge applies for additions, deletions or modifications of each "B" Channel type (regardless of quantity per service order) within each dedicated and/or call-by-call access arrangement. Modifications include activities associated with changing from and/or to dedicated and/or call-by-call configurations.

	<u>Nonrecurring Charges</u>
<u>"B" Channel Configuration</u> (Per type)	
Circuit Switched Data	\$200.00
DID Service	200.00
DOD Service	200.00
Intermediary Customer Services	1,400.00
Tie Line	200.00
Two Way/Universal, Two Way or Call-by-Call	200.00

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

DIGITAL (ISDN) SINGLE LINE SERVICES

A. General

1. Digital (ISDN) Single Line Service is a local exchange telecommunications service available only to customers served from suitably equipped central offices where operating conditions permit. Digital (ISDN) Single Line Service is based on Integrated Services Digital Network-Basic Rate Interface (ISDN-BRI) technology. It is a central office based service arrangement, which consists of host central office interface equipment and software located on Company premises. This service provides local exchange access, interexchange access, and features.

B. Conditions

1. The Company makes no guarantee and assumes no liability for resale or sharing by the customer of the Digital (ISDN) Single Line Service and its associated facilities, including (without limitation) the failure of any person to pay the customer's or reseller's billing for any reason whatsoever, including (without limitation) denied toll calls and toll fraud.
2. Digital (ISDN) Single Line Service is available where central office and operating facilities and conditions permit.
3. Digital (ISDN) Single Line Service is offered on a contractual basis commencing on the date the service is established.
4. Digital (ISDN) Single Line Service Line and Feature Packages rates apply each month from the time the system is placed in service until the Digital Single Line Service is discontinued.
5. If remote units are required to provide switching capabilities for intracomunication purposes, they will be located on Company provided sites located on the customer's premises. Any remote units and all system cabling used in association with Digital Single Line Service are provided by and remain the property of the Company.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

DIGITAL (ISDN) SINGLE LINE SERVICES

B. Conditions (Continued)

6. Rates and charges for Digital (ISDN) Single Line Service contemplate the use of central office equipment selected by the Company. When special central office equipment or features are provided at the request of the customer, special assembly rates and charges may be applied in addition to those shown herein.
7. If ISDN is not available from a customer's normal serving central office, service may be provided at the Company's discretion from the nearest ISDN-capable office. If ISDN is available from a customer's normal serving central office, the customer must accept service from that office and ISDN Foreign Central Office/Foreign Exchange is not available to the customer.

At the Company's discretion, Digital (ISDN) Single Line Service may be provided to a non-capable central office. In this instance, if the customer is served from a central office/exchange which has the same local calling scope as his normal serving central office/exchange, no Foreign Central Office/Foreign Exchange charges as specified in Section 8 shall apply.

Should the customer be served from a different local calling scope from the customer's normal serving central office/exchange, the applicable Foreign Central Office/Foreign Exchange charges as specified in Section 8 shall apply.

When ISDN service becomes available from the customer's normal serving central office, the customer will accept a number change to a number associated with the ISDN serving central office. The customer will be subject to calling areas associated with the normal serving central office, as specified in the Company's tariffs. If the customer does not wish to take ISDN service from the normal serving central office after the service is available from their office, but continues to utilize service from an alternate serving central office, then charges as outlined above will continue to apply.

No charge will apply to transfer the customer back to their normal serving central office as set forth above.

Provisioning of ISDN from noncapable ISDN offices is solely at the discretion of the Company.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

DIGITAL (ISDN) SINGLE LINE SERVICES

B. Conditions (Continued)

8. Private Line arrangements or Special Access Services connected with Digital Single Line Service are subject to rates, rules, and conditions as set forth in the appropriate Tariffs and/or Service Catalog.

9. Certain optional feature capabilities may not be compatible with other Feature Packages or Optional System features.

10. Space Requirements

Suitable and sufficient space for any remote units required shall be leased by the Company from the customer.

Suitable space includes provisions for atmospheric control and encompasses the following environmental requirements:

- Dust free
- Controlled temperatures ranging from 50° to 86° Fahrenheit, with consideration given to heat loss and/or gain of the equipment
- Relative humidity of 20% minimum and 55% maximum

Commercial power necessary to operate the remote units, if required, shall be provided by the customer and located on the customer's premises.

11. Subsequent Additions, Deletions and Changes

Subsequent line additions will be rated under a new term commitment period or an addendum to an existing term commitment period based upon the remaining period of the current term commitment.

12. Termination Liability

In the event Digital (ISDN) Single Line Service is terminated by the customer prior to completion of the current term commitment period, the customer shall be liable for payment of termination liability charges as set forth in the General and Local Exchange Tariff, Section 2, D, Termination Liability.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

DIGITAL (ISDN) SINGLE LINE SERVICES

B. Conditions (Continued)

13. General

Services offered in accordance with this Service Catalog are provided exclusively from central offices equipped with digital facilities. The availability of services and ability to provide services may vary among serving central offices. Digital (ISDN) Single Line services will be provided where central office capabilities and conditions permit.

Customer-provided equipment used in conjunction with services provided in accordance with this Service Catalog must conform with the technical specifications of the Company.

The Company may change telecommunications services, equipment, operations, or procedures while remaining consistent with the Federal Communications Commission's Rules and Regulations. If changes cause a customer's equipment or communications system to become incompatible with services or if changes cause terminal equipment to require modification or become less effective, the Company shall not be responsible.

Customer requested temporary disconnections of Digital (ISDN) Single Line services are not permitted.

A change in service from a basic exchange service to Digital (ISDN) Single Line service is a discontinuation of service and an establishment of service and will cause a temporary interruption of service. All applicable installation and service connection charges and all charges applicable to the establishment of Digital (ISDN) Single Line services apply.

All voice/data calls will be charged blocks of time or flat rate at the charges stated elsewhere in the General and Local Exchange Tariff and/or Service Catalog.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

DIGITAL (ISDN) SINGLE LINE SERVICES

B. Conditions (Continued)

14. Digital (ISDN) Single Line Service

Digital (ISDN) Single Line Service is composed of the following elements:

- Digital (ISDN) Single Line (Includes local loop)
- Line/Channel - choose one or a combination of:
  - B-Voice/CSD, per line
  - B-Packet, per channel <sup>110</sup>
- Usage Options - must choose one:
  - 25 hours block of time (Residence or Business)
  - 200 hours block of time (Residence or Business)
  - Flat rate (Residence or Business)

Digital (ISDN) Single Line Service is digital exchange service.

Each Package Service is associated with a digital local loop, not with a channel.

Each digital local loop is arranged with a B-Channel or D-Channel configuration, or both a B-Channel and D-Channel configuration.

Digital (ISDN) Single Line Access is a service, which terminates a digital local loop at the central office and permits access to the exchange network. Only one Digital (ISDN) Single Line access element is required for each digital local loop.

A customer may order multiple Single Lines.

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<sup>110</sup> Service is for Communications Assistance for Law Enforcement Act (CALEA) use only. For existing customers accessing the public switched network, this service is limited to existing locations until December 31, 2006, at which time service will no longer be available.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

DIGITAL (ISDN) SINGLE LINE SERVICES

B. Conditions (Continued)

14. Digital (ISDN) Single Line Service (Continued)

A Digital (ISDN) Single Line Access arranges a digital local loop for an individual user.

The B-Voice/Circuit Switched Data Channel (B-V/CSD) assigns voice and circuit switched data traffic to two B-Channels of a digital local line. The CSD mode operates at a maximum speed of 64 kbps (Switched 64 kbps) but may be used at a speed of 56 kbps (Switched 56 kbps).

Data sent to interexchange carriers over B-V/CSD Channels in the CSD mode can be transmitted at either 64 kbps or 56 kbps. (Some interexchange carriers do not offer transmission at 64 kbps).

a. Additional Telephone Numbers

Up to two primary telephone numbers are provided with each activated Digital (ISDN) Single Line one for each of 2 channels. If an additional telephone number is required on either channel, an additional number charge applies for each additional number. The additional telephone numbers are available at the rate shown in this section. Additional telephone numbers may be published in the directory at the additional listing rates as found elsewhere in the General and Local Exchange Tariff.

b. Digital (ISDN) Single Line Access

Digital (ISDN) Single Line Access provides support for connecting from one to eight terminals belonging to the same customer on an individual digital local line.

Only one user will be connected to each B-Channel.

A maximum of eight terminals belonging to the same customer are permitted per Digital Single line.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

DIGITAL (ISDN) SINGLE LINE SERVICES

B. Conditions (Continued)

14. Digital (ISDN) Single Line Service (Continued)

c. Individual Line Loop Extension

Digital (ISDN) Single Line Individual Line Loop Extension provides a physical extension of the Digital (ISDN) Single Line loop from approximately 18,000 feet to approximately 36,000 feet (These distances are for planning purposes. The actual distances are dependent on decibel (dB) loss and not just physical loop length.) This physical extension is accomplished by means of a CO installed power module and an outside plant installed regenerator or U-Repeater.

The deployment method is based on dB loss and not on specific cable footage. The vendor installation information indicates that up to a 34dB loss at 40kHz in either direction of the field repeater is acceptable. With the Company's engineering practice of maximum loss for the Digital Customized Multi-line Telephone Service (ISDN) loop to be 38dB at 40kHz, it is assumed, if the customer's distance would exceed the 38dB for standard installation, the U-Repeater would be mounted within the stated range of 34dB and the customer's length would be extended another 34dB from the U-Repeater installation point. Only one power module and U-Repeater can be used per Digital (ISDN) Single Line.

The customer's network access line is pre-engineered to determine when the U-Repeater/power module are required. If it is determined that they are required, the Company will provide, install and maintain such equipment.

15. Carrier Choice

One interexchange carrier must be selected for all voice and circuit switched data telephone numbers associated with the same digital local loop, however 10XXX access to other Carriers is provided. A separate interexchange carrier may be chosen for packet service.

## GENERAL AND LOCAL EXCHANGE SERVICE CATALOG

### DIGITAL SERVICES

#### INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

##### DIGITAL (ISDN) SINGLE LINE SERVICES

##### C. Features

1. Definitions of the Custom Calling Service Feature Packages and CLASS Features are provided in Section 6.
2. Circuit Switched Data 1000 Package  
  
Data Call Forward, Data Multi-Line Hunt Group, Data Speed Call 8 <sup>111</sup>, and Data Toll Restriction.
3. Circuit Switched Data 2000 Package  
  
Data 1000 Package plus Data Circular Hunting, and Data Speed Call 30.
4. The following feature matrices indicate the availability of each feature with Digital (ISDN) Single Line Service.

Basic Operating Features <sup>112</sup>

Digital

##### Feature Name

Direct Inward Dialing	X
Direct Outward Dialing	X
Automatic Identification of Outward Dial	X
Distinctive Ringing	X
Touch Call	X
Calling Number Identification	X

<sup>111</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

<sup>112</sup> An analog telephone set connected through an appropriate ISDN terminal adapter to a Digital (ISDN) Single Line may subscribe to a Custom Calling Service feature package, not Digital (ISDN) Single Line Multibutton Key Set (MBKS) feature packages. A MBKS feature package may be supplemented with Custom Calling Service feature packages by adding those packages to the Digital (ISDN) Single Line rate. Applicable charges will apply as stated elsewhere in the General and Local Exchange Tariff and/or Service Catalog.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

DIGITAL (ISDN) SINGLE LINE SERVICES

C. Features (Continued)

6. Feature Matrices (Continued)

Voice Packages Features<sup>113</sup>

MBKS  
BASIC

Feature Name

Analog Shared Directory Number	X
Call Alternation	X
Call Forwarding	X
Conference Calling	X
Drop	X
Feature Function Buttons	X
Feature Inspect	X
Hold	X
Key System Coverage for Analog Lines	X
Multiple Directory Number Buttons	X
Shared Call Appearance of Directory Numbers	X
Speed Call	X
Time and Date Display	X

Data Packages Features

CSD1000

CSD2000

Feature Name

Data Speed Call 8 <sup>114</sup>	X	X
Data Call Forward	X	X
Data Toll Restriction	X	X
Data Multi-Line Hunt Group	X	X
Data Circular Hunt		X
Data Speed Call 30		X

<sup>113</sup> Custom Calling Service Packages can be used with Digital (ISDN) Single Line Service.

<sup>114</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

## GENERAL AND LOCAL EXCHANGE SERVICE CATALOG

### - DIGITAL SERVICES

#### INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

##### DIGITAL (ISDN) SINGLE LINE SERVICES

##### C. Features (Continued)

##### 7. Definitions

##### Digital (ISDN) Single Line

B-Channel (Bearer Channel) A channel used to carry digitized voice and data information at a speed of 64 kbps.

B-Packet <sup>115</sup> A service which permits a customer to use a B-Channel for packet switched data.

Basic Rate Interface (BRI) BRI supports two 64 kilobits per second (kbps) B-Channels and one 16 kbps D-Channel (2B+D).

Clear Channel Capability The capability to transport 64 kbps over a channel with no constraint on the quantity or on the sequence of bits.

Channel The electrical path provided by the Company between two or more terminating points for the transmission of information or intelligence.

D-Channel (Delta Channel) A communications path that operates at 16 kbps in support of network control signals.

Digital (ISDN) Single Line Single Line Service provided by ISDN-BRI. One line includes 2 B-Channels and 1-D-Channel.

Integrated Services Digital Network (ISDN) A set of standards which enable end-to-end digital transmission, access integration, and established standardization of points of interconnection over a single access line. End-to-end digital transmission eliminates the necessity for voice-band modems that use analog processing techniques. Access integration refers to utilizing a single ISDN line, whereby an end user over one line can access a wide variety of user information services such as voice, circuit switched data, and packet switched data.

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<sup>115</sup> Service is for CALEA use only. For existing customers accessing the public switched network, this service is limited to existing locations until December 31, 2006, at which time service will no longer be available.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

DIGITAL SERVICES  
INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

DIGITAL (ISDN) SINGLE LINE SERVICES

C. Features (Continued)

7. Definitions (Continued)

Digital (ISDN) Single Line Access The central office termination of a BRI Line arranged for access to the public switched network.

Kbps Kilobits Per Second.

Mbps Megabits Per Second.

User A member of a business system.

MBKS Multibutton Key Set.

**Circuit Switched Data 1000 Package**

Data Call Forward allows a customer to forward incoming calls to another telephone number.

Data Multi-Line Hunt Group provides sequential hunting among lines in a hunt group for calls to a pilot number.

Data Speed Call 8<sup>116</sup> allows speed calling over a Circuit Switched Data Channel. A short list allows storing up to eight numbers.

Data Toll Restriction denies toll calls attempted from Circuit Switched Data Channels.

**Circuit Switched Data 2000 Package - includes CSD 1000 Package plus**

Data Circular Hunting searches for a vacant line in a hunt group for calls to a pilot number. The hunting starts from the idle line found by the previous hunt.

Data Speed Call 30 allows speed calling over a Circuit Switched Data Channel. A long list allows storing up to thirty numbers.

**Individual Services**

Data Direct Connect provides an automatic connection between a calling line that goes off hook and a predetermined telephone number.

**Usage Options**

Usage Options are available on a predefined number of hours basis or a flat rate basis.

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<sup>116</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

## GENERAL AND LOCAL EXCHANGE SERVICE CATALOG

### - DIGITAL SERVICES

#### INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

##### DIGITAL (ISDN) SINGLE LINE SERVICES

###### D. MBKS Basic Service

MBKS Basic Service consists of the following:

Analog Shared Directory Number - Allows several MBKS station sets to share one or more Directory Numbers. Originating and terminating events on one station set affect all stations sharing that Directory Number. The shared Directory Numbers can have multiple call appearances, multiple calls can exist on one Directory Number, and more than one station sharing the Directory Number can have a call active on that shared Directory Number.

Call Alternation - This feature allows a station user to hold one call, make another call then talk alternately between the two parties.

Call Forwarding - This feature provides the option of fixed and/or variable forwarding of a station's incoming calls to a predetermined number. Includes all calls or only calls reaching a busy or no answer condition (Fixed Forwarding is established and changed by the Company, whereas variable forwarding is established and changed by the station user).

Conference Calling - Allows a user to set up a conference call. Conference calls can include members of the customer group and parties outside the group. Up to six parties can be connected.

Drop - Allows a user to disconnect the last party added to a conference call, or the other party if only two parties are conferenced.

Feature Inspect - Provides service providers and end users who have display terminals with a method of determining the features and call appearances that are assigned to the buttons on a terminal. Inspecting a button is a two-step procedure: (1) the Inspect Feature button is depressed, and (2) the feature or call appearance button to be inspected is pressed. The feature assigned or, for call appearances, call related information is displayed.

## GENERAL AND LOCAL EXCHANGE SERVICE CATALOG

### - DIGITAL SERVICES

#### INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

##### DIGITAL (ISDN) SINGLE LINE SERVICES

##### D. MBKS Basic Service (Continued)

MBKS Basic Service consists of the following: (Continued)

Hold - Allows the MBKS set user to place a call on hold by pressing the function button. Any MBKS set with the call appearance for call on hold can pick up the call by pressing the call appearance button.

Key System Coverage for Analog Lines - Allows an analog station set to share calls with the ISDN station set.

Multiple DN Buttons - Provide access to more than one Directory Number (DN) on the MBKS set. Indicator lights show the status of the DN (idle, call on hold, call in progress, etc.)

Shared Call Appearances of DN - Allows several MBKS station sets to share one or more DNs. Originating and terminating events on one station set affect all stations sharing that DN. The shared DNs can have multiple call appearances, multiple calls can exist on one DN, and more than one station sharing the DN can have a call active on that shared DN.

Speed Call - (Also known as Abbreviated Dialing) permits the customer to dial selected numbers using fewer digits than normally required. This is accomplished through the assignment of abbreviated codes to frequently called numbers. One and two-digit speed call lists are available. The Speed Call Feature is available to individual lines, two-party lines, and members (some or all) of a multiline hunt group. Speed Call lists assigned to individual lines can be shared by other lines at the customer's request. For the Business and Residence Customer Services (BRCS) feature, the service providers can define list sizes and up to three digit access codes.

Time and Date Display - Is a subscription feature for ISDN attendants and ISDN station set users. The 5ESS Switch provides the time and date to the ISDN station set.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

DIGITAL (ISDN) SINGLE LINE SERVICES

E. Rates and Charges

	Month to Month	12 Month Term Commitment	36 Month Term Commitment
1. Home Digital (ISDN) Single Line Service			
a. Measured Usage Options			
1. 25 Hour Block of Time			
Nonrecurring Charge	\$180.00 <sup>119</sup>	\$100.00 <sup>117</sup>	N/A
Access per month <sup>118</sup>	30.00	30.00	30.00
Each additional minute over 25 hours per month	0.02	0.02	0.02
2. 200 Hour Block of Time			
Nonrecurring Charge	180.00 <sup>119</sup>	100.00 <sup>119</sup>	N/A
Access per month <sup>120</sup>	50.00	50.00	50.00
Each additional minute over 200 hours per month	0.02	0.02	0.02
b. Flat Rate Options - Unlimited Usage			
Nonrecurring Charge	180.00 <sup>119</sup>	100.00 <sup>119</sup>	--
Access per month <sup>120</sup>	73.20	72.20	56.50
c. Optional Features			
1. B-packet <sup>119</sup> , per channel	100.00	100.00	100.00

<sup>117</sup> Rate is in lieu of all Service Charges found in the General and Local Exchange Tariff, Section 3.

<sup>118</sup> Includes local loop, Voice/CSD configuration for both B-channels, and ILLE.

<sup>119</sup> Service is for CALEA use only. For existing customers accessing the public switched network, this service is limited to existing locations until December 31, 2006, at which time service will no longer be available.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

DIGITAL SERVICES  
INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

DIGITAL (ISDN) SINGLE LINE SERVICES

E. Rates and Charges (Continued)

	<u>Month to Month</u>	<u>12 Month Term Commitment</u>	<u>36 Month Term Commitment</u>
2. Business Digital (ISDN) Single Line Service			
a. Measured Usage Options			
1. 25 Hour Block of Time			
Nonrecurring Charge	\$180.00 <sup>120</sup>	\$100.00 <sup>122</sup>	--
Access per month <sup>121</sup>	50.00	50.00	50.00
Each additional minute over 25 hours per month	0.02	0.02	0.02
2. 200 Hour Block of Time			
Nonrecurring Charge	180.00 <sup>122</sup>	100.00 <sup>122</sup>	--
Access per month <sup>123</sup>	70.00	70.00	70.00
Each additional minute over 200 hours per month	0.02	.02	0.02
b. Flat Rate Options - Unlimited Usage			
Nonrecurring Charge	180.00 <sup>122</sup>	100.00 <sup>122</sup>	--
Access per month <sup>123</sup>	89.80	86.50	66.50
c. Optional Features			
1. B-packet <sup>122</sup> , per channel	100.00	100.00	100.00

<sup>120</sup> Rate is in lieu of all Service Charges found in the General and Local Exchange Tariff, Section 3.

<sup>121</sup> Includes local loop, Voice/CSD configuration for both B-channels, and ILLE.

<sup>122</sup> Service is for CALEA use only. For existing customers accessing the public switched network, this service is limited to existing locations until December 31, 2006, at which time service will no longer be available.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

DIGITAL (ISDN) SINGLE LINE SERVICES

E. Rates and Charges (Continued)

	<u>Monthly Rate</u>	<u>12 Month</u>	<u>36 Month</u>	<u>Nonrecurring Charges</u>
3. Package Services (Business or Home)				
MBKS Basic Service, per line	\$ 6.50	\$ 6.50	\$ 6.50	\$30.00
Data 1000, per line	10.00	10.00	10.00	15.00
Data 2000, per line	15.00	15.00	15.00	15.00
4. Individual Services Data Direct Connect per line	\$ 1.00	\$ 1.00	\$ 1.00	--
		<u>Monthly Rate</u>		<u>Nonrecurring Charge</u>
5. Optional Features				
Additional Directory Numbers, each		\$2.00		N/A
6. Data Base Changes				
Software Changes <sup>123</sup>		N/A		\$25.00 <sup>124</sup>
Add Line Features				

<sup>123</sup> Data Base Additions or Changes not listed in the General and Local Exchange Tariff and/or Service Catalog will be charged a rate of \$50.00 per hour, or fraction thereof.

<sup>124</sup> Applies to changes to existing services.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

DS1 CYBER SERVICE

A. General

1. DS1 Cyber Service provides network dial tone service between a customer's premises and the local serving office on a channelized basis (DS0) over a single high-capacity (DS1) digital facility that terminates on the trunk side of the switch in the local serving office. DS1 Cyber is available for data dialed access use.
2. DS1 Cyber is provided in capacity increments of 24 digital channels within a single DS1 (1.544 Mbps) signal.
3. DS1 Cyber provides a trunkside DS1 connection with 24 channels. DS1 Cyber does not provide the function of analog to digital (or vice versa) conversions, and no service types can be specified on the DS1.
4. DS1 Cyber is comprised of a DS1 Cyber Capacity component:
  - A. The DS1 Cyber Capacity will be at the rates and charges as specified in Section F of this Section.
  - B. DS1 Cyber customers will have to select capacity in increments of 24 digital channels.
5. Customers will be offered DS1 Cyber on a month-to-month basis, a 12-, 24-, or 36-month term commitment or a term and volume plan (TVP).

B. Digital Architecture

1. DS1 Cyber differs in provisioning method and numbering format from end-to-end services. These services will be available from the Company on a link basis rather than as an end-to-end service. This architecture is intended to promote more efficient connectivity of analog and digital networks.
2. The time required to provision service is known as the service date interval. The service date interval for DS1 Cyber and related Network services connected to DS1 Cyber will differ from the normal guidelines applicable to end-to-end services.
3. DS1 Cyber will be available on a digital basis at the network interface on a customer's premises. Both the Company and the customer have joint responsibilities to ensure the proper transmission of the provided services. Normal analog channel network interface specifications will be superseded by the electrical specifications on the 1.544 Mbps (DS1) channel which is actually terminated. Each digital channel provided will have an identity only as a "time slot" within a DS1 Channel. Compatible digital to analog conversion equipment must be provided by the customer to derive the desired analog service. Any Channel Service Units (CSUs) necessary for digital services are the responsibility of the customer.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

DS1 CYBER SERVICE

C. Definitions

Channel Service Unit (CSU)

The term CSU denotes network channel terminating equipment provided by the customer to terminate digital channel facilities on a customer's or user's premises.

DS1 Cyber Capacity

A DS1 signal between the customer premises and the central office. This digital link can be used to transport switched data services. DS1 Cyber is available in increments of 24 digital channels.

DS0

The term DS0 denotes a channel service expressed in terms of its digitally encoded data bit rate in accordance with the North American hierarchy of digital signal levels. It is generally referred to as having a 64 Kbps transmission bit rate signal; however, customer transmitted bit rates are limited to 56 Kbps.

DS1

The term DS1 denotes a channel service expressed in terms of its digitally encoded bit rate in accordance with the North American hierarchy of digital signal levels. It has a 1.544 Mbps transmission data rate and provides for the two-way simultaneous transmission of isochronous timed bit stream format. Unframed signal formats are not permitted or compatible with Company equipment.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

DS1 CYBER SERVICE

D. Regulations

1. DS1 Cyber is furnished subject to the availability of facilities from digital central office equipment located in a central office building owned or leased by the Company. Clear Channel Capability (B8ZS) will be provided where available.
2. DS1 Cyber is available within an exchange where appropriate digital facilities are available as determined by the Company. Service inquiries will be necessary to determine availability. Special Construction Charges as specified in the General and Local Exchange Tariff, Section 2 may be applicable.
3. Foreign Exchange Service for DS1 Cyber is available on an Individual Case Basis (ICB).
4. All DS1 Cyber must be channelized in a single equipment location on a customer's premises. DS1 Cyber cannot be split between premises, or multiple locations within a premise. Standard network interfaces, without Integrated Services Digital Network (ISDN) signaling and without any line type features, will be provided by the Company for analog and digital services consistent with existing practices.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

DS1 CYBER SERVICE

E. Application of Rates

1. The DS1 Cyber Capacity rate is applicable to each DS1 Cyber.
2. The DS1 Cyber Capacity element provides for the network facility to the customer premises and the central office channelization.
3. DS1 Cyber Service is available on a month-to-month basis or on a 12-, 24-, or 36-month term commitment plan or term and volume plan (TVP). Changes between service periods, (i.e., month-to-month, term commitment plan or TVP) will incur a Service Order Charge – Subsequent as identified in Section 3 of the General and Local Exchange Tariff.
4. TVP customers may change the number of DS1 Cybers during the term period. In the event customers under a TVP make subsequent DS1 Cyber increases or decreases that cause the total number of DS1 Cybers to fall within a different threshold level, all remaining DS1 Cybers will be billed at the applicable level rate for the remainder of the term period. TVP customers may not change to a month-to-month or term commitment offering and must maintain the minimum threshold of six (6) DS1 Cybers for the term period to avoid incurring termination liability charges.
5. Customers on a term commitment plan may convert to a TVP without incurring termination liability charges provided the new TVP length is equal to or greater than the existing term commitment plan and the customer has less than twelve (12) months remaining on their existing term commitment plan.
6. In the event DS1 Cyber Service is terminated by the customer prior to the completion of the current term commitment plan or TVP period, Termination Liability as found in the General and Local Exchange Tariff, Section 2, D, Termination Liability will apply.
7. Transfer of service responsibility between customers is permitted subject to the rules and regulations as specified in the General and Local Exchange Tariff, Section 2, Supersedure.
8. Unless specified herein, rules and regulations contained elsewhere in the General and Local Exchange Tariff and/or Service Catalog are also applicable to DS1 Cyber Service.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

DS1 CYBER SERVICE

F. Rates and Charges

Nonrecurring  
Charge <sup>125</sup>

DS1 Cyber Capacity, per DS1 <sup>126</sup> \$500.00

Monthly  
Rate

Month-to-month, Per DS1 <sup>1,2</sup> \$750.00

Monthly Rate

12 Month      24-Month      36-Month

Term Commitment Plan

Per DS1 <sup>1,2</sup> \$725.00      \$675.00      \$600.00

Term and Volume Plan

DS1 <sup>1,2</sup> Threshold Levels:

6-10	675.00	625.00	550.00
11-20	600.00	550.00	450.00
21 and over	500.00	450.00	375.00

<sup>125</sup> The nonrecurring charge will be assessed for the initial establishment of service in lieu of the applicable nonrecurring charges in the General and Local Exchange Tariff, Section 3, Service Charges. A change from month-to-month, term commitment plan or term volume plan will incur a Service Order Charge – Subsequent as identified in Section 3 of the General and Local Exchange Tariff.

<sup>126</sup> DS1 Cyber is provided in capacity increments of 24 digital channels within a single DS1 (1.544 Mbps) signal. End User Charges as specified in the End User FIA Section of ZiPLY Fiber FCC Tariff 2 apply to DS1 Cyber Service.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

FLEXIBLE DIGITAL CHANNEL SERVICE

A. General

1. Description of Service

Flexible Digital Channel Service is an intraexchange multifunctional digital service, which provides network access between a customer's premises and the local serving office on a channelized basis (DS0) within a single high-capacity (DS1) digital facility.

Flexible Digital Channel Service is provided in capacity increments of 24 DS0 Channels within a single DS1 facility.

The following types of network services, as specified in other Tariffs and/or Service Catalogs, are available on a channelized basis via Flexible Digital Channel Service:

- Analog Voice Service (exchange lines, trunks, Customized Multi-line Telephone Service, Custom Line Telephone Service, foreign exchange, off premises extensions, voice private lines, tie lines)
- Dedicated Access (56, 64, 128, 256, 384, 512 and 768 Kbps)
- Digital Data Service (2.4, 4.8, 9.6, 19.2, 56, and 64 Kbps)
- Multi-Jurisdictional (Multi-J) Access (Multi-J IntraOffice or InterOffice Channel Access, per DS0)

Multi-Jurisdictional Service Activation permits the provisioning of Interconnected services on an Intrastate or Interstate basis. For definitions of Intrastate or Interstate jurisdiction see Facilities for Intrastate Access Tariff, WN U-16, Section 5.

Flexible Digital Channel Service is available on a digital basis at the network interface at the customer's premises. Analog Voice Services, Digital Data Services and Dedicated Access Services are provided to the customer's premises by the Company, encoded as a DS1 bit stream. Each digital channel provided will have the identity only as a time-slot within a DS1 signaling stream. In case the customer does not order the Customer Site Channelization Service Option, as described below, as part of the Flexible Digital Channel Service, then compatible conversion equipment must be provided by the customer, including any Channel Service Units (CSU's).

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

FLEXIBLE DIGITAL CHANNEL SERVICE

A. General (Continued)

1. Description of Service (Continued)

Flexible Digital Channel Service is comprised of the following components:

a. Option 1 - CO Based Channelization

Flexible Digital Channel Service Capacity  
Flexible Digital Channel Service Activation

b. Option 2 - Customer Premises Based Channelization

Flexible Digital Channel Service Capacity  
Flexible Digital Channel Service Activation

B. Conditions

1. General

The Flexible Digital Channel Service is available only where facilities and conditions permit. Feature availability and service capabilities are dependent on the facilities and digital technology providing the service.

All Flexible Digital Channel Service arrangements must have at least one DS1, 24 DS0 equivalent channels, capacity activated.

All Flexible Digital Channel Service must be channelized in a single equipment location on a customer's premises. The Flexible Digital Channel Service can be split between multiple customer locations, provided that each location is served by one or more separate DS1 capacity Flexible Digital Channel Trunk(s).

The total number of Flexible Digital Channels activated by the customer may not at any time exceed the total Flexible Digital Channel Capacity. Additionally, there are some necessary restrictions in total system capacities where certain types of services are channelized, i.e. some channelizing equipment may require two DS0 channels per channel provided by the Company thereby reducing the basic stated capacity to some degree.

The Company will notify the Customer if the Flexible Digital Channel Capacity is exceeded when the customer elects to increase the number of Service Activations.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

FLEXIBLE DIGITAL CHANNEL SERVICE

B. Conditions (Continued)

1. General (Continued)

Channelization on a customer's premises may be provided by the customer or the Company.

If the customer orders Flexible Digital Channel Customer Premises Channelization Service, described under Option 2, the Customer Premises Channelization will be at customer designated locations on the customer's premises. The customer must provide suitable floor space, controlled environment, and a source of nonswitched 120 Volt 60 Hz AC power to support this service. Emergency backup power capabilities are not included.

The customer may order any combination of Option 1 and Option 2 Trunk Capacity and Service Activation services, provided that the number of Option 1 and Option 2 Service Activations are within the trunk capacity limits that the customer specified under the respective Option.

2. Termination Liability

Customers under a term commitment who disconnect the Flexible Digital Channel Service before expiration of the term commitment period, shall pay an early termination liability charge as set forth in the General and Local Exchange Tariff, Section 2, D, Termination Liability.

If the tariff rates on a term commitment are lowered, the subscriber may be allowed to cancel his/her existing term commitment without penalty, provided that a new term commitment is signed for equal or greater monetary value. The customer will be subject to all terms, conditions and rates of the new term commitment period.

Prior to the expiration of an existing term commitment, the customer may extend their term commitment for another term commitment period without incurring termination liability charges if renewal conditions, as set forth in the General and Local Exchange Tariff, Section 2. D. 3, Renewal Options, are met.

Flexible Digital Channel Capacity is offered under a Term Payment Plan for 12, 24 and 36 months. Additional Flexible Digital Channel Capacity may be ordered during a Term Payment Plan period. The expiration date of the additional capacity will be the same as that of the original Term Payment Plan period.

At the expiration date of the customer's selected Term Payment Plan period, the customer may continue service per the renewal options found in the General and Local Exchange Tariff, Section 2, D, Termination Liability.

A Termination Liability charge, as set forth in the General and Local Exchange Tariff, Section 2, D, Termination Liability, is applicable if the customer discontinues service prior to the end of the Term Payment Plan.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

FLEXIBLE DIGITAL CHANNEL SERVICE

B. Conditions (Continued)

3. Service Additions

The Customer may order additional Flexible Digital Channel Capacity during a Term Payment Plan Period. The expiration date of the additional capacity will be the same expiration date as the original Term Payment Plan Period.

During the term commitment period the customer may add additional Flexible Digital Channel Service Activations under Option 1 or Option 2, within the Trunk Capacity limits for Option 1 and Option 2 respectively, at the monthly rates specified in the customer's term commitment.

If a customer upgrades from another Company service that utilizes the same facilities from their location and the local serving central office, and the term commitment is of equal or greater monetary value, the NRC charge will be waived.

4. Service Activation

Individual network services (switched or dedicated) connected to Flexible Digital Channel Service are not offered under Term Payment Plan. These services are subject to regulations, rates and charges set forth in their respective Tariff and/or Service Catalog sections.

All Flexible Digital Channel Service components are coterminous with the Flexible Digital Channel Capacity with which they are associated. Service Activations are subscribed to on a month-to-month basis and have a minimum service period of one month and no associated Termination Liability Charge.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

FLEXIBLE DIGITAL CHANNEL SERVICE

C. Rate Regulations

There are two basic rate elements of the Flexible Digital Channel Service, under two options:

1. OPTION 1 - CO Based Channelization Service Option

Flexible Digital Channel Capacity  
Flexible Digital Channel Service Activation

2. OPTION 2 - Customer Premises Channelization Service Option

Flexible Digital Channel Capacity  
Flexible Digital Channel Service Activation

Under both options, Flexible Digital Channel Capacity is offered with 12, 24 or 36-month Term Payment Plan periods with DS1 capacity in 24 DS0 channel increments.

Under both options, Flexible Digital Channel Service Activation is a monthly recurring charge for each digital channel (DS0) activated within the Flexible Digital Channel Capacity limits. The Service Activation charges are recurring charges and are applicable for each network service (switched or dedicated voice, data or dedicated access) required by the customer. Service activation is offered on a month-to-month basis.

Option 2, Customer Premises Channelization Service, includes Service Channelization at the customer's premises as a Company functionality. Otherwise, the customer has the option to support premises channelization with CPE devices.

The rates established for Flexible Digital Channel Capacity apply on a monthly basis for the duration of the term commitment period, regardless of the number of Flexible Digital Channels that are actually activated by the customer at any point in time.

Flexible Digital Channel Capacity is available under the Term Payment Plan for rate periods of 12, 24 and 36 months.

DID station numbers can be purchased in blocks of 100 and can be used either for Option 1, Option 2 or any combination of Option 1 and Option 2 services. DID station numbers can only be purchased on a 12 or 36-month term basis.

Flexible Digital Channel Service Activation Charges are available only on a month- to-month basis.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

FLEXIBLE DIGITAL CHANNEL SERVICE

D. Rates and Charges

Option 1 - Central Office Based Channelization:

<u>Flexible Digital Channel Capacity</u>	<u>Monthly Rate 12 Months</u>	<u>Monthly Rate 24 Months</u>	<u>Monthly Rate 36 Months</u>
DS1 Capacity, per DS1	\$200.00	\$180.00	\$170.00
DID 25 Number Blocks	10.00		7.50
DID 100 Number Blocks	25.00		15.00

<u>Flexible Digital Channel Service Activation</u>	<u>Monthly Rate</u>
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Analog Line/Trunk Customized Multi-Line Telephone Service

B1	\$9.75
PBX (DID, DOD, DIOD)	12.75
Customized Multi-line Telephone Service	8.75
Custom Line Telephone Service Package <sup>127</sup>	6.00

Dedicated Access:

56 or 64 Kbps	3.00
128 Kbps	10.00
256 Kbps	10.00
384 Kbps	10.00
512 Kbps	10.00
768 Kbps	10.00

Digital Data Service:

2.4, 4.8, 9.6, 19.2, 56 & 64Kbps	3.00
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Multi-J Access:

Multi-J IntraOffice Channel Access, per DS0 <sup>128</sup>	3.00
Multi-J Interoffice Channel Access, per DS0 <sup>130</sup>	7.00

<sup>127</sup> The Service Activation monthly rate for Custom Line Telephone Service Package is in addition to the Service Activation rate for Analog Line B1 or Customized Multi-line Telephone Service. Custom Line Telephone Service Package is not available on trunks.

<sup>128</sup> The Multi-J Access Service Activation rate is applied in addition to each Flexible Digital Channel Service Activation rate when the customer selects a Multi-J option.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

FLEXIBLE DIGITAL CHANNEL SERVICE

D. Rates and Charges (Continued)

Option 1 - Central Office Based Channelization: (Continued)

Service Installation Charge

NRC

Any addition, change or move  
in Flexible Digital Channel Capacity

\$150.00

End User Charges as specified in the End User FIA section of ZiPLY Fiber FCC Tariff 2 will apply to Digital Channel Service.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

FLEXIBLE DIGITAL CHANNEL SERVICE

D. Rates and Charges (Continued)

Option 2 - Customer Premises Based Channelization:

<u>Flexible Digital Channel Capacity</u>	<u>Monthly Rate 12 Months</u>	<u>Monthly Rate 24 Months</u>	<u>Monthly Rate 36 Months</u>
DS1 Capacity, per DS1	\$275.00	\$240.00	\$225.00
DID 25 Number Blocks	10.00		7.50
DID 100 Number Blocks	25.00		15.00

Flexible Digital Channel Service Activation

Analog Line/Trunk/ Customized Multi-line Telephone Service <sup>129</sup>

B1	\$15.50
PBX (DID,DOD,DIOD)	18.50
Customized Multi-line Telephone Service	14.50
Custom Line Telephone Service Package <sup>130</sup>	6.00

Dedicated Access:

56 or 64 Kbps	3.00
128 Kbps	15.00
256 Kbps	15.00
384 Kbps	15.00
512 Kbps	15.00
768 Kbps	15.00

Digital Data Service:

(2.4, 4.8, 9.6, 19.2, 56 & 64 Kbps)	3.00
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Multi-J Access:

Multi-J IntraOffice Channel Access, per DS0 <sup>131</sup>	3.00
Multi-J Interoffice Channel Access, per DS0 <sup>133</sup>	7.00

<sup>129</sup> End User Charges as specified in the End User FIA section of ZiPLY Fiber FCC Tariff 2 will apply to Digital Channel Service.

<sup>130</sup> The Service Activation monthly rate for Custom Line Telephone Service Package is in addition to the Service Activation rate for Analog Line B1 or Customized Multi-line Telephone Service. Custom Line Telephone Service Package is not available on trunks.

<sup>131</sup> The Multi-J Access Service Activation rate is applied in addition to each Flexible Digital Channel Service Activation rate when the customer selects a Multi-J option.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

FLEXIBLE DIGITAL CHANNEL SERVICE

D. Rates and Charges (Continued)

Option 2 - Customer Premises Based Channelization (Continued):

Service Installation Charge

NRC

Any addition, change or move  
in Flexible Digital Channel Capacity

\$150.00

Subscriber Line Charges (SLC), found in ZiPLY Fiber FCC Tariff 2, are applicable.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

FIBER CONNECT SERVICE

A. General

1. Fiber Connect Service provides a High Capacity Digital Special Access interface for use in providing simultaneous two-way transmission of isochronous bipolar serial data.

B. Conditions

1. Application of Rates

There are three basic rate elements which apply to Fiber Connect Service:

Special Access Line  
Special Transport (when applicable)  
Special Transport Termination (when applicable)

- a. Special Access Line (SAL)

A Special Access Line provides the transmission facilities to a Customer Designated Location (CDL) or the facilities between a CDL and the serving wire center. This rate element varies by the bit-rate of the circuit ordered and type of facility.

The selection of a Terminating Option, as defined under the Description of Terminating Option is required for terminating the network portion of a Special Access Line at a CDL. Terminating Options provide a clearly delineated interface which facilitates the design, isolation and testing of the Special Access Line.

One Special Access Line charge applies per CDL at which the facility is terminated. This charge applies even if the facilities to the CDL do not transit a serving wire center; this charge also applies if the CDL and the serving wire center are collocated in a Telephone Company building.

- b. Special Transport

The Special Transport rate element provides for the transmission facilities between the serving wire centers associated with two CDLs. This rate element is distance sensitive.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

FIBER CONNECT SERVICE

B. Conditions (Continued)

1. Application of Rates (Continued)

c. Special Transport Termination

The Special Transport Termination rate element applies to Fiber Connect service offerings and is in addition to the Special Transport rate element. Special Transport Termination provides the equipment and arrangements necessary to terminate the Special Transport facility at a serving wire center. One Special Transport Termination charge applies for the termination of each end of a Special Transport facility for Fiber Connect service.

d. Ordering Charges

Ordering Charges are associated with the work performed by the Telephone Company in connection with the receiving, recording, and processing of customer service requests. There are two types of service ordering charges. Refer to Section 5.7.1 in the Facilities for Intrastate Access Tariff, WN U-16 for Rates.

1) Initial Ordering Charge

This charge applies on a per order basis.

2) Subsequent Ordering Charge

This charge applies on a per order basis for modification to an existing service.

e. Installation of Fiber Connect Special Access Lines

1) Fiber Connect Service Optional Payment Plan (OPP) Arrangement

Customers subscribing to the Fiber Connect OPP arrangement will be assessed a nonrecurring charge (NRC). The NRC represents the termination of four DS1 equivalent SALs on a single fiber optic transmission system. The customer must order four DS1s and indicate on the order the Network Channel Interface (NCI) code for either electrical or fiber optic termination.

The NRC for installation of a Fiber Connect OPP SAL as set forth under Rates will apply to existing Fiber Connect OPP customers when required for changes and other service rearrangements.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

FIBER CONNECT SERVICE

B. Conditions (Continued)

2. Rate Regulations for Optional Payment Plan (OPP)

a. General

- 1) The terms and conditions specified herein are applicable to Fiber Connect service.
- 2) Only the Special Access Line (SAL) rate element is available under an OPP. All other associated rate elements or additional features are available at the standard month-to-month tariffed and/or Service Catalog rates and regulations.
- 3) Fiber Connect is not available on a month-to-month basis.
- 4) Three-year and five-year OPP rates will be equal to or less than the one-year OPP rates. Decreases to the one-year OPP will flow through to the three and five year OPP.
- 5) Payment periods of one, three, and five years are available to all customers regardless of when they subscribe to an OPP arrangement.
- 6) The customer must designate on the order the payment period for the OPP.

b. Changes in Length of OPP Period

Prior to the completion of the selected OPP period, the customer may elect to convert to a new OPP period per the conditions set forth in Section 2, D, Termination Liability and subject to the following conditions:

- No credit toward the new payment period will be given for payments made under the original OPP arrangement.
- Nonrecurring charges will not be reapplied for existing service(s).

c. Renewal Options

- 1) At the expiration of an OPP period, the customer may continue service per the renewal options found in the General and Local Exchange Tariff, Section 2, D, Termination Liability.
- 2) Conversion to a different OPP period will require the customer to submit a change order. Conversion to a different OPP period will be allowed without application of any nonrecurring or ordering charges. See the General and Local Exchange Tariff, Section 2, D, Termination Liability.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

DIGITAL SERVICES

FIBER CONNECT SERVICE

B. Conditions (Continued)

2. Rate Regulations for Optional Payment Plan (OPP) (Continued)

c. Renewal Options (Continued)

- 3) Conversion to month-to-month rates will be treated as a disconnect of service and establishment of new service. If no other changes are ordered, only the Initial Ordering Charge Special Access will apply per required order. See the General and Local Exchange Tariff, Section 2, D, Termination Liability.

d. Notification of Discontinuance

An order for discontinuance of an OPP arrangement must be received by the Telephone Company at least thirty (30) days prior to actual disconnect of service. Monthly charges will apply for a period of thirty (30) days from the date the Telephone Company receives disconnect notification or until the requested disconnect date, whichever period is longer.

e. Upgrade to Higher Speed Service

Customers may elect to upgrade service(s) to a higher speed during an OPP period, subject to the following conditions and the conditions set forth in the General and Local Exchange Tariff, Section 2, D, 4:

- The upgraded service will be subject to all appropriate nonrecurring charges.
- Termination liability charges will not apply as long as the upgraded service remains connected at the same point of termination(s).

f. Termination Liability

When an OPP service is discontinued prior to the end of the term commitment period, termination liability charges, as set forth in the General and Local Exchange Tariff, Section 2, D, Termination Liability will apply.

3. Availability

Fiber Connect Service will be furnished only where facilities are available. Service is offered on a limited basis by specific switching systems within certain geographical areas. Since this service is not offered in all areas, it is important to verify its availability by contacting your Company Account Representative or Business Office at the telephone number listed in your telephone directory.

4. Special Construction

All rates and charges set forth in the General and Local Exchange Tariff and/or Service Catalog provide for the furnishing of service where suitable facilities are available. When special construction of channel facilities is necessary, special construction charges will apply as set forth in the Facilities for Intrastate Access Tariff, WN U-16.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

FIBER CONNECT SERVICE

C. Description

These facilities are two point and are furnished between customer designated locations (CDs).

1. Fiber Connect Service

Fiber Connect service facilities, which are only available as an OPP, provide for the transmission of an isochronous serial data stream at a rate of 6.312 Mbps, encoded and converted to a signal suitable for optical transport. Fiber Connect service is transmitted on fiber optic cable. When Fiber Connect is provided with a fiber optic interface at the CDL, a single transmission channel is provided with a data rate dependent on the Company fiber optic terminal equipment used to provision the facility. When Fiber Connect is provided with an electrical interface, four transmission channels of 1.544 Mbps each are provided at the interface.

Fiber Optic Interface denotes the termination of service with single mode fiber optic cable at the customer premises. When this interface is selected, it is the customer's responsibility to provide the optical line termination at his premises. This equipment must be compatible with the Company provided equipment.

Fiber Connect is offered only on a protected basis between a CDL and its serving wire center. Fiber Connect is not available with multipoint services. Special Transport between serving wire centers for Fiber Connect must be ordered as 4 DS1s.

2. Description of Terminating Options

Terminating Options provide a clearly delineated interface between Company and customer facilities at the point of termination at the CDL. Terminating Options facilitate the design, isolation, and testing of the Special Access. The description of each Terminating Option defines the most effective use of the Terminating Option. Although a customer is not restricted from alternate applications, except where such application is harmful to the network, the Company cannot guarantee technical performance for other than the applications stated below. Terminating Options are nonchargeable.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

FIBER CONNECT SERVICE

C. Description (Continued)

2. Description of Terminating Options (Continued)

a. Fiber Connect Service

Provides a High Capacity Digital Special Access interface for use in providing simultaneous two-way transmission of isochronous bipolar serial data. The Company, at the option of the customer, will provide either an electrical or a fiber optic interface. The electrical interface option provides four electrical channels at 1.544 Mbps each. The fiber optic interface option is provided on a single mode fiber and terminates on fiber optic connectors. The 6.312 Mbps signal will be made up of four transmission channels of 1.544 Mbps each and will be encoded to an optical data rate dependent on the fiber optic terminal equipment used by the Company to provision the facility. When the optical interface is selected, it is the customer's responsibility to provide the optical line termination at his premises. This equipment must be compatible with the equipment provided by the Company. Service will be provided on a one for one protected basis only.

D. Rates and Charges

Nonrecurring  
Charge

1. Special Access Ordering Charges

a.	Initial Ordering Charge Special Access	132
b.	Subsequent Ordering Charge Special Access	134

<sup>132</sup> Refer to Section 5 in the Facilities for Intrastate Access Tariff, WN U-16 for the Ordering Charge Rates.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

FIBER CONNECT SERVICE

D. Rates and Charges (Continued)

2. High Capacity Fiber Connect (6.312 Mbps)

a. Fiber Connect Optional Payment Plan

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Special Transport, per airline mile	--	133
Special Transport Termination	--	135
Special Access Line -		
Electrical Interface	\$1,000.00	--
One Year Term Commitment		\$1,100.00
Three Year Term Commitment		800.00
Five Year Term Commitment		650.00

<sup>133</sup> In addition to the DS1 Special Transport and Special Transport Termination rate elements (when applicable), as set forth in the Facilities for Intrastate Tariff, WN U-16, Section 5 for four DS1 transported circuits.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

FIBER CONNECT SERVICE

D. Rates and Charges (Continued)

2. High Capacity Fiber Connect (6.312 Mbps) (Continued)

a. Fiber Connect Optional Payment Plan (Continued)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Special Access Line -		
Electrical Interface	\$1,000.00	--
One Year Term Commitment		\$850.00
Three Year Term Commitment		550.00
Five Year Term Commitment		475.00

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- DIGITAL SERVICES

DIGITAL DATA SERVICE

1. IntraLATA/Intraexchange (Local)

See the Company's Facilities for Intrastate Access Tariff WN U-16, Section 5 for all Service Charges and Monthly Rates.<sup>134</sup>

2. IntraLATA/Interexchange

See the Company's Facilities for Intrastate Access Tariff WN U-16, Section 5 for all Service Charges and Monthly Rates.<sup>136</sup>

If the (special access) line is wholly the Company's, the Company will bill the service from end-to-end. If the line is provisioned with a connecting company, then each LEC will bill its portion of the service to the meet point.

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<sup>134</sup> The Subsequent Service Ordering Charge in Section 5 of the Facilities for Intrastate Access Tariff WN U-16 applies.

## GENERAL AND LOCAL EXCHANGE SERVICE CATALOG

### DIGITAL SERVICES

#### INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) BUNDLED SERVICE

**A. General**

Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) Bundled Service is an optional business package that provides a digital trunk with 23 B-channels for circuit switched voice and data and 1 D-Channel for signaling plus Caller ID and the option of Direct Inward Dialing (DID) numbers.

**B. Applicability**

Applicable to network services provided in accordance with Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI) Bundled Service standards.

**C. Territory**

Within all exchange areas as those areas are defined by maps filed as part of this tariff.

**D. Rates and Charges**

	<u>Monthly Rate</u>
1. <u>2-Year Term</u> <sup>135</sup>	
ISDN-PRI Bundle	\$575.00
ISDN-PRI Bundle with 20 DID Numbers	590.00
ISDN-PRI Bundle with 50 DID Numbers	595.00
ISDN-PRI Bundle with 100 DID Numbers	600.00
2. <u>3-Year Term</u> <sup>137</sup>	
ISDN-PRI Bundle	\$475.00
ISDN-PRI Bundle with 20 DID Numbers	490.00
ISDN-PRI Bundle with 50 DID Numbers	495.00
ISDN-PRI Bundle with 100 DID Numbers	500.00
3. <u>5-Year Term</u> <sup>137</sup>	
ISDN-PRI Bundle	\$425.00
ISDN-PRI Bundle with 20 DID Numbers	440.00
ISDN-PRI Bundle with 50 DID Numbers	445.00
ISDN-PRI Bundle with 100 DID Numbers	450.00

<sup>135</sup> Nonrecurring Charges do not apply to the initial installation of an ISDN-PRI Bundle.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) BUNDLED SERVICE

E. Conditions

1. ISDN PRI Bundled Service is available where technically feasible.
2. The bundles are offered for 2-, 3- and 5-year term commitments. A termination fee of 50% of the Monthly Recurring Charges will incur for the remainder of the term commitment period.
3. A customer may convert an existing term commitment to a new term commitment prior to the completion of the existing term without penalty. The customer will be charged a Subsequent Activity Charge for the change and will pay the current rates in effect for the term commitment chosen.
4. When a customer's serving office is not suitably equipped and/or the customer chooses to subscribe to ISDN-PRI Service from another central office, the customer will utilize the dialing plan associated with the designated ISDN-PRI central office. For PRIs served from an alternate central office, the normal PRI rates will apply in addition to the charges for Special Transport Termination and Special Transport (Mileage).
5. ISDN-PRI customers who are served from a foreign node may request to have their service provided from their local central office when facilities become available at that office. The Service Order Charge - Initial as identified in Section 3 of the General and Local Exchange Tariff and nonrecurring charges for T-1s and ports will be applicable, and termination charges will not apply on that transfer provided that the quantity of T-1s and ports are preserved. Customers who choose to continue service from a foreign node will be subject to the monthly rate for interoffice facilities. In addition, a number change generally will be required on any transfer from a foreign node to a local central office.
6. Ports will be provided at the T-1 level only.
7. Customer provided equipment used to connect to ISDN-PRI Bundled Service must meet Company requirements.
8. The Company shall not be responsible to the customer if changes in any of the facilities, operations, or procedures utilized in the provision of ISDN-PRI Bundled Service render any equipment provided by a customer obsolete or require any modification or alteration of such equipment or system or otherwise affect its use or performance.
9. The customer must subscribe to services and specify each type of traffic that will be transported across the ISDN-PRI Bundled Service port (i.e., DID, DOD). All rates and regulations for these services will apply. The bundle is offered as flat rate voice with measured data. Usage charges generated by using ISDN-PRI will be measured and billed in accordance with the rates specified in this tariff.
10. Appropriate nonrecurring charges apply for installation of and changes to ports, T-1s and features ordered by the customer except as set forth in Rates and Charges preceding.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

<u>BUNDLED/PACKAGED SERVICES</u>	
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**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**BUNDLED/PACKAGED SERVICES**

**CUSTOM LINE TELEPHONE SERVICE**

**A. General**

Custom Line Telephone Service is a non-engineered Customized Multi-line Telephone Service -based service, which upon prepositioning of the switch, does not require operations to provision at the time of the customer order and does not require the customer to use the “dial 9” access code to place calls. Custom Line Telephone Service is classified as a business service and is offered as a complete service package only. The exchange access, intercommunication and features are not offered separately. Custom Line Telephone Service is a customized package for small business with a minimum of 2 lines and may not exceed a maximum of 30 lines.<sup>136</sup> If the Custom Line Telephone Service system falls below two lines it will no longer be considered a Custom Line Telephone Service system. The remaining line will be converted to an individual business line with no features. All existing tariff and/or Service Catalog rules, regulations, rates and charges associated with the conversion will apply. Custom Line Telephone Service provides an enhanced dial tone from the Central office to the customer’s premises along with an attractive menu of basic services.

Custom Line Telephone Service is available only under the Premium Calling Service option.

Custom Line Telephone Service is furnished from compatible digital type switching equipment located on the Company premises and includes the facilities necessary for intercommunication between Customized Multi-line Telephone Service lines within the customer’s system.

Custom Line Telephone Service includes local exchange service (no dial “9” required), direct inward-dialing to Customized Multi-line Telephone Service lines, identification and billing of outgoing long distance messages by line number where such billing is done by the Company.

No other Customized Multi-line Telephone Service or classes of service can be mixed with Custom Line Telephone Service. The customer has the flexibility of adding any combination of standard individual lines and hunt groups that meet the communications needs of the business as well as choosing features from within the offered Custom Line Telephone Service package for each line or hunt group.

Custom Line Telephone Service is available only where technically feasible.

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<sup>136</sup> Custom Line Telephone Service is limited to a maximum of six (6) lines in the DMS 10 Central Office.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

BUNDLED/PACKAGED SERVICES

CUSTOM LINE TELEPHONE SERVICE

B. Service Options

Basic Standard Services <sup>137</sup>

Services included with a Custom Line Telephone Service line.

Assume Dial "9"  
Call Hold  
Call Transfer (All Calls)  
Consultation Hold  
Distinctive Ring (Inside/Outside) <sup>138</sup>  
Speed Call – 30 (Intercom Dialing Functionality)  
3 Way Calling

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<sup>137</sup> The Custom Line Telephone Service is available only under the Premium Calling Service option. The service line includes a network access line with Touch Tone Direct Inward/Outward Dialing capability. An additional network access line from Section 3, Network Access Services is not required.

<sup>138</sup> This feature is specific to Custom Line Telephone Service. See Section D, Feature Descriptions.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

BUNDLED/PACKAGED SERVICES

- CUSTOM LINE TELEPHONE SERVICE

B. Service Options (Continued)

Selectable Standard Services <sup>139</sup>

Services listed in this section are available for each Custom Line Telephone Service line at no additional charge. A customer may customize his service by selecting as many of the following services as desired for each individual Custom Line Telephone Service line:

- \*69 Call Return
- Call Forward Busy
- Call Forward No Answer
- Basic Call Forward
- Call Pick-Up Directed
- Call Pick-Up Group
- Call Restrictions: <sup>140</sup>
  - Call Restriction One
  - Call Restriction Two
  - Call Restriction Five
  - Call Restriction Six
  - Call Restriction Seven
- Call Waiting/Cancel Call Waiting
- Speed Call 8 <sup>141</sup>
- Dial Call Waiting-Originating
- Hunting - Series
- Hunting – Multi-Line

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<sup>139</sup> Available only where technically feasible.

<sup>140</sup> No call restrictions are required with Custom Line Telephone Service. The above Call Restrictions are specific to Custom Line Telephone Service. See the General and Local Exchange Tariff, Section D, Feature Descriptions.

<sup>141</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

BUNDLED/PACKAGED SERVICES

CUSTOM LINE TELEPHONE SERVICE

B. Service Options (Continued)

Optional Services <sup>142</sup>

Services listed in this section are also available for each Custom Line Telephone Service line at an additional monthly recurring charge per feature:

- \*66 Busy Number Redial <sup>143</sup>
- \*69 Call Return
- Selective Call Rejection
- Call Park
- Call Park Directed
- Call Trace <sup>144</sup>
- Caller ID Number Only <sup>145</sup>
- Caller ID with Name
- Enhanced Call Forward - Existing Number <sup>144</sup>
- Enhanced Call Forward - Existing w/Call Manager <sup>144</sup>
- Executive Busy Override
- Priority Call
- Selective Call Forward

C. Conditions

Custom Line Telephone Service System

Custom Line Telephone Service lines sharing a common intercom arrangement and a primary directory listing will be considered a Custom Line Telephone Service. A system must have a minimum of two lines and may not exceed a maximum of thirty Custom Line Telephone Service lines. Custom Line Telephone Service is classified as a business service and is offered only as a complete service. The exchange access, intercommunication and services are not offered separately.

Term Options

Custom Line Telephone Service customers may select either a month-to-month or a 24-month term option. The term agreement becomes effective upon the installation date of the service.

Custom Line Telephone Service payment options may be selected by billing account number within a customer's system.

<sup>142</sup> Available only where technically feasible.

<sup>143</sup> This feature is specific to Custom Line Telephone Service. See Section D, Feature Descriptions.

<sup>144</sup> For description, see Section 6, Custom Calling Services, Calling Services.

<sup>145</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

BUNDLED/PACKAGED SERVICES

CUSTOM LINE TELEPHONE SERVICE

C. Conditions (Continued)

Adding Lines Under Term Option

Additional Custom Line Telephone Service lines may be added to an existing system, up to a maximum of 30, during the term period. For customers subscribing to the 24-month term option plan, the term obligation, with respect to any additional lines, will be coterminous with the 24-month term option.

Termination Liability

There is no termination liability for customers who have elected the Custom Line Telephone Service month-to-month payment.

When a Custom Line Telephone Service customer chooses the 24-month term option and disconnects or terminates Custom Line Telephone Service after 30 days following installation, the nonrecurring Minor Software Change Charge and applicable time sensitive installation charges will not be refunded.

The termination liability charges, as set forth in the General and Local Exchange Tariff, section 2, D, Termination Liability, are applicable for 24-month term option customers.

Transfer of Term Option

With the written permission of the Company, the obligation to pay the Custom Line Telephone Service charges for the remainder of the term period may be assigned to another customer, provided there is no change of location, and the new customer assumes all outstanding charges.

Subscriber Line Charge

An applicable interstate Subscriber Line Charge will be applied to all Custom Line Telephone Service lines. See ZiPLY Fiber FCC Tariff 2 for rates.

Incoming Toll-Free Service Access Arrangement

Incoming calls on Toll Free Service access lines can be terminated on a Custom Line Telephone Service System. Incoming calls terminated in this manner may be transferred to other lines of the same Custom Line Telephone Service System.

Off-Premises Lines

Custom Line Telephone Service lines can be provided at a separate customer premise. No mileage charges apply to lines of the same Custom Line Telephone Service system that are located at different premises but situated within the same wire center serving area.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

BUNDLED/PACKAGED SERVICES

CUSTOM LINE TELEPHONE SERVICE

C. Conditions (Continued)

Optional Custom Line Telephone Service

Optional services may be available where Company facilities permit at the rates specified in Section E. The feature descriptions and regulations for these services are specified in Section D of this Service Catalog. Only the Customized Multi-line Telephone Services specified in this section will be available under Custom Line Telephone Service. Custom Calling and CLASS services not specified in the General and Local Exchange Tariff and Service Catalog are not offered.

Feature Restriction

Call Transfer, Three-Way Calling, Call Forwarding-Busy Line, Call Forwarding-Don't Answer, and Call Forwarding may generate local, regional toll or long distance usage charges. If generated, these charges are the responsibility of the Custom Line Telephone Service customer.

Customer Satisfaction Guarantee

When a customer subscribes to the month-to-month option or the 24-month term option of Custom Line Telephone Service, they must request the Company disconnect the service within 30 calendar days of installation to be entitled to a full credit of any charges directly associated with the establishment of the service as well as the monthly charges billed for the service. In addition, customers who are not satisfied with their Custom Line Telephone Service may have their previous Company service reinstalled, at no cost, in accordance with the following terms and conditions.

Customers who had no previous service and subsequently elect to have their Custom Line Telephone Service disconnected will be converted by the Company to business lines or trunks at no additional nonrecurring charge. However, the lines cannot exceed the total number of lines in the Custom Line Telephone Service that the customer is disconnecting, without incurring nonrecurring charges. Customers will not be permitted to convert back to a service, which has been grandfathered.

The refund of any charges directly associated with the establishment of the service or monthly charges will be applied as a credit to the customer's bill.

Credit refunds will not be available for toll charges incurred, or on E911 and other like surcharges.

Each customer will be entitled to a credit refund, one time per service.

The Customer Satisfaction Guarantee applies to the service as a whole and not the individual Services offered with this service.

The Customer Satisfaction Guarantee does not extend to any customer premises equipment (CPE) used in conjunction with this service, nor does it apply to outside facility connection charges incurred.

The Customer Satisfaction Guarantee does not apply to the installation of temporary service.

## GENERAL AND LOCAL EXCHANGE SERVICE CATALOG

### BUNDLED/PACKAGED SERVICES

#### CUSTOM LINE TELEPHONE SERVICE

##### D. Feature Descriptions

##### Custom Line Telephone Service Basic Standard Features

The following features are automatically included on every Custom Line Telephone Service line, and are the backbone of the Custom Line Telephone Service offering:

##### Assume Dial "9"

Allows the customer to place calls outside the group without having to dial the access code "9".

##### Call Hold

The ability to place an established call on hold for an extended period of time by dialing the feature code \*01. This frees the line to place or receive another call. Only one call per line can be put on hold at a time.

##### Call Transfer (All Calls)

The ability for a Custom Line Telephone Service line to transfer an established incoming call to another line. The "transfer-to-line" location may be inside the group or outside the group. This service may generate local, regional toll or long distance usage charges. If generated, these charges are the responsibility of the Custom Line Telephone Service customer.

##### Consultation Hold

A temporary or soft hold activated by a hook-switch flash or link button that will place a call in progress on hold and activate dial tone. The dial tone enables the user to make another call for private consultation or to activate a three-way call.

##### Direct Inward Dial (DID)

The ability of each member of the Custom Line Telephone Service group to receive calls from outside the group directly to their station.

##### Direct Outward Dial (DOD)

The ability of each member of the Custom Line Telephone Service group to place calls to locations outside the group without first having to dial a "9" access code or use an attendant.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

BUNDLED/PACKAGED SERVICES

CUSTOM LINE TELEPHONE SERVICE

D. Feature Descriptions (Continued)

Custom Line Telephone Service Basic Standard Features (Continued)

Distinctive Ring (Inside/Outside)

This feature allows the user to distinguish between calls originating from within the Custom Line Telephone Service group and calls originating from outside the Custom Line Telephone Service group. Calls originating from inside the group will receive one ring, and calls originating from outside the group will receive a double ring. This feature is specific Custom Line Telephone Service.

Speed Call 30 (Intercom Dialing Functionality)

Provides the customer with the ability to communicate between lines within your own Custom Line Telephone Service group by dialing a two-digit code instead of having to dial the full 7- or 10-digit telephone number.

3 Way Calling

Provides the user with the ability to add a third party, from within the group or outside the group, to any established call for a 3-way conference arrangement. This service may generate local, regional toll or long-distance usage charges. If generated, these charges are the responsibility of the Custom Line Telephone Service customer.

Touch Tone

Provides push button tone signaling for dialing calls and accessing features. Rotary dial telephones are not compatible with Custom Line Telephone Service.

## GENERAL AND LOCAL EXCHANGE SERVICE CATALOG

### BUNDLED/PACKAGED SERVICES

#### CUSTOM LINE TELEPHONE SERVICE

##### D. Feature Descriptions (Continued)

##### Custom Line Telephone Service Selectable Features

The following features may be selected at no charge by the customer and may be placed on any Line or Hunt Group of the customers' choosing.

##### Automatic Call Back (within system only)

When a Custom Line Telephone Service user reaches a busy line within the Custom Line Telephone Service group, a code (\*52) may be dialed which allows the call to be connected when both lines are idle. This feature is for use inside the Custom Line Telephone Service group only, and only one request at a time from a line is permitted. The request will remain active for a period of time not to exceed 30 minutes unless it is deactivated earlier by the originator, by dialing a code (#52).

##### Call Forward Busy

A fixed feature, provisioned by the Company using data provided by the customer, to automatically route all incoming calls to another number (either inside or outside the group or to Voice Messaging) when the called line is busy. Calls forwarded outside the Custom Line Telephone Service group are subject to local and/or long-distance charges billed to the Custom Line Telephone Service customer.

##### Call Forward No Answer

A fixed feature provisioned by the Company using data provided by the customer. To automatically route all incoming calls to another number (either inside or outside the group or to Voice Messaging) when the called line is not answered in a predetermined number of rings/seconds. Calls forwarded outside the Custom Line Telephone Service group are subject to local and/or long-distance charges billed to the Custom Line Telephone Service customer.

##### Basic Call Forward

Allows the customer to have all incoming calls routed to another number (either inside or outside the group). The user chooses and provisions the forwarded-to number and may change the forwarded-to number as often as desired. The user also has the ability to turn the feature off and on as needed to better serve the user's needs. Calls forwarded outside the Custom Line Telephone Service group are subject to local and/or long-distance charges billed to the Custom Line Telephone Service customer.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

BUNDLED/PACKAGED SERVICES

CUSTOM LINE TELEPHONE SERVICE

D. Feature Descriptions (Continued)

Custom Line Telephone Service Selectable Features (Continued)

Call Pick-Up Directed

This feature enables a user to answer (pick-up) calls directed to any other line within the Custom Line Telephone Service group by dialing a code (\*18) and the number of the ringing line, even if the user and the ringing line are not in the same call pick-up group. If more than one user tries to pick-up the call, only the first user will receive the call, and the others will receive a busy tone to identify the call was answered.

Call Pick-Up Group

This feature allows the user to answer (pick-up) any call directed to any other line within the user's Pick-Up Group simply by dialing a Call Pick-Up Code (\*17).

Call Restrictions

The customer has the option of choosing the type of call restriction desired for each individual line. The customer request for each line must be identified on the service order so the line can be provisioned with the proper line class code and call blocking features. This feature is specific to Custom Line Telephone Service. Types of Call restrictions are:

No Call Restrictions

This option allows the user to make and receive calls without restrictions of any kind.

Call Restriction One

This option blocks all outgoing chargeable toll calls including all operator calls. It allows outgoing local calls (outside the group), 8XX calls, local DIRECTORY ASSISTANCE calls, repair calls, and 911 calls only. This option allows all incoming calls with no restrictions.

Call Restriction Two

This option blocks all outgoing direct dialed chargeable toll calls, but allows outgoing operator handled calls for class call screening (third number, collect, or credit card only), local calls (outside the group), 8XX calling, local DIRECTORY ASSISTANCE calls, repair calls, and 911 calls. This option allows all incoming calls with no restrictions.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

BUNDLED/PACKAGED SERVICES

- CUSTOM LINE TELEPHONE SERVICE

D. Feature Descriptions (Continued)

Custom Line Telephone Service Selectable Features (Continued)

Call Restrictions (Continued)

Types of Call restrictions are: (Continued)

Call Restriction Five

This option blocks all 900, 700, 976 calls. This option may be added to the No Call Restriction class of service as required.

Call Restriction Six

This option blocks all casual dialing (101XXXX) type calls. This option may be added to the No Call Restriction class of service as required.

Call Restriction Seven

This option blocks all international type calls. This option may be added to the No Call Restriction class of service as required.

Call Waiting/Cancel Call Waiting

Call Waiting is an arrangement whereby a customer who is using an exchange line arranged for call waiting is alerted, by means of a tone signal, when another caller is trying to reach that line. The customer, by flashing the switchhook, is able to have alternative conversation between parties.

Cancel Call Waiting allows a Call Waiting subscriber to disable the Call Waiting feature of their telephone for the duration of a telephone call. The subscriber dials a code prior to placing a call to temporarily disable the Call Waiting feature.

Speed Call 8 <sup>146</sup>

This provides for the calling of a 7- or 10-digit telephone number by dialing an abbreviated code. This arrangement is available in an eight-number capacity.

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<sup>146</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

BUNDLED/PACKAGED SERVICES

CUSTOM LINE TELEPHONE SERVICE

D. Feature Descriptions (Continued)

Custom Line Telephone Service Selectable Features (Continued)

Dial Call Waiting-Originating

When a user calls another member of the Custom Line Telephone Service group, and reaches a busy signal, the user can dial a code (\*54) to send a call waiting tone to the called line. The called party, upon hearing the tones, can terminate the call in progress, place the call in progress on hold, or disregard the call waiting tone. This feature can be activated or deactivated by the user.

Hunting (Series and/or Multi-Line)

Hunting allows the customer to eliminate busy signals and increase accessibility by expanding call coverage. Hunting begins with a call to a lead number or pilot number, and searches for an idle line beginning with the first number of a pre-assigned hunt group and ending with the last number in the group. Hunting for Custom Line Telephone Service customers will be provided in a Series or Multi-Line arrangement only, and must be programmed by the Company from data provided by the customer.

Note: Circular or other type of hunting sequence not listed above is not available to Custom Line Telephone Service customers.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**BUNDLED/PACKAGED SERVICES**

**CUSTOM LINE TELEPHONE SERVICE**

D. Feature Descriptions (Continued)

Custom Line Telephone Service Optional Features

These features may be selected by the customer and may be added to any line or hunt group of the customers choosing; however, there will be additional charges for these features.

66 Busy Number Redial

When activated, automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next thirty minutes both the calling and the called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed. The activation code is \*66. The user can press \*86 to deactivate.

The pay per use charge is activated irrespective of whether the call is completed or not. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature

\*69 Call Return

This feature enables a customer to place a call to the telephone number associated with the most recent call received whether or not the call was answered, or the number is known. The customer can dial a code to request that the network place the call. If the called line is not busy, the call is placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next thirty minutes both the calling and called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed. The activation code is \*69. The user can press \*89 to deactivate this feature.

The pay per use charge is activated irrespective of whether the call is completed or not. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

BUNDLED/PACKAGED SERVICES

CUSTOM LINE TELEPHONE SERVICE

D. Feature Descriptions (Continued)

Custom Line Telephone Service Optional Features (Continued)

Selective Call Rejection

Allows a customer to reject call attempts from up to 15 telephone numbers. To use this service, the customer preprograms telephone numbers of calling parties they wish to reject. Any call attempts to the customer's telephone from these specified numbers will be prevented from being completed to that customer. The calling party will get a recording advising the caller that the called party is not receiving calls. The customer can also add an "unknown" caller to the Selective Call Rejection list by activating the feature immediately after receiving an unwanted call. Selective Call Rejection is activated by dialing "\*60" for "1160" from a rotary telephone. After gaining access to the service, the customer can activate or deactivate by dialing an activation/deactivation code as directed by an announcement.

Call Park

This feature allows the user to "park" a call against his own number, and then retrieve the call from any other station in the group. Only one call can be parked on any one number at a time.

## GENERAL AND LOCAL EXCHANGE SERVICE CATALOG

### BUNDLED/PACKAGED SERVICES

#### CUSTOM LINE TELEPHONE SERVICE

##### D. Feature Descriptions (Continued)

##### Custom Line Telephone Service Optional Features (Continued)

###### Call Park Directed

This feature is an enhanced call park feature and enables the user to "park" a call on any number within the Custom Line Telephone Service group, except his own number, and then retrieve the call from the number the call was parked on. Only one call can be parked on any one number at a time. This feature is not available in the GTD5 Central Office.

###### Call Trace

Call Trace allows a customer to automatically activate (\*57 or 1157 from a rotary phone) a trace record of the last incoming call tracing feature. The customer automatically authorizes and requests the Company to release the results of any and all traces initiated by the customer directly to the customer's servicing law enforcement agency. The customer must contact the Company within ten (10) days after activating a call trace or the trace record will automatically be deleted from the system.

See Section 6, Custom Calling Services, for other details and rates.

###### Caller ID Number Only <sup>147</sup>

This feature allows the user (with compatible CPE) to view the telephone number of the incoming call.

###### Caller ID with Name

Permits a customer to receive the calling name and telephone number for calls placed to that customer, if the call is not placed from outside of the Call ID area, through an operator or via telephone credit card, provided the calling party has not activated the per call restrict options and where technologically feasible. Before placing an outgoing local telephone call, customers with per call restrict may designate their number as private and prevent the delivery of their name and telephone number to the called party through the Call ID feature for that call by dialing the Call ID restrict activation code.

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<sup>147</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**BUNDLED/PACKAGED SERVICES**

**CUSTOM LINE TELEPHONE SERVICE**

D. Feature Descriptions (Continued)

Custom Line Telephone Service Optional Features (Continued)

Enhanced Call Forward – Existing Number & Existing Number with Call Manager

This is an Advanced Intelligent Network-based service. Using a toll-free 800 number, subscribers can forward calls from anywhere in the country to another number of their choice (pager, cellular phone, work phone, or home phone). Enhanced Call Forward (ECF) is installed with a default destination number requested by the end user and provides the added flexibility for subscribers to override the default number at will by using prompts on the Administrative Interactive Voice Response Unit number. See Section 4, Custom Calling Services, for other details and rates.

Executive Busy Override

This feature allows the user, upon reaching a busy line inside the group, to dial a code (\*40) to gain access to the busy line, thus establishing a three-way call. The called number must be in the Custom Line Telephone Service group and will receive a warning tone prior to the establishment of the three-way conference call.

Selective Call Forward

Allows a customer to select specific telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller that the customer is not accepting calls. Selective Call Acceptance is accessed by dialing "\*64" or "1164" on a rotary telephone.

Priority Call

Is an incoming call management feature which will allow the subscriber to define a list of calling directory numbers that will provide the subscriber with special incoming call treatment. Any incoming calls on this list will be indicated by a distinctive ringing. Any numbers which are not on the list or which cannot be identified will be given standard treatment. To gain access to this service, the customer dials "\*61" or "1161" on a rotary telephone.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

BUNDLED/PACKAGED SERVICES

CUSTOM LINE TELEPHONE SERVICE

E. Rates and Charges

Custom Line Telephone Service Basic Service.

Includes: <sup>148</sup>

Assume Dial "9"  
Call Hold  
Call Transfer (All Calls)  
Consultation Hold  
Distinctive Ring (Inside/Outside) <sup>149</sup>  
Speed Call 30 (Intercom Dialing Functionality)  
3 Way Calling

	<u>Monthly Rate</u>	<u>24 Month Term Commitment</u>
Basic Service each line (57860)	\$38.00	\$35.00

<sup>148</sup> The Custom Line Telephone Service is available only under the Premium Calling Service option. The service line includes a network access line with Direct Inward/Outward Dialing capability. An additional network access line from Section 3, Network Access Services is not required.

<sup>149</sup> This feature is specific to Custom Line Telephone Service. See Section D, Feature Descriptions.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

BUNDLED/PACKAGED SERVICES

CUSTOM LINE TELEPHONE SERVICE

E. Rates and Charges (Continued)

Custom Line Telephone Service Selectable Features

(See Section D, Feature Descriptions)

Monthly Rate

\*69 Call Return (within system only)

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Call Forward Busy

--

Call Forward No Answer

--

Basic Call Forward

--

Call Pick-Up Directed

--

Call Pick-Up Group

--

Call Restrictions: <sup>150</sup>

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Call Restriction One

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Call Restriction Two

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Call Restriction Five

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Call Restriction Six

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Call Restriction Seven

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Call Waiting/Cancel Call Waiting

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Speed Call 8 <sup>151</sup>

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Dial Call Waiting-Originating

--

Hunting - Series

--

Hunting - Multi- Line

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<sup>150</sup> No call restrictions are required with Custom Line Telephone Service. The above Call Restrictions are specific to Custom Line Telephone Service. See Section D, Feature Description.

<sup>151</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

## GENERAL AND LOCAL EXCHANGE SERVICE CATALOG

### BUNDLED/PACKAGED SERVICES

#### CUSTOM LINE TELEPHONE SERVICE

##### E. Rates and Charges (Continued)

##### Custom Line Telephone Service Optional Features

(See Section D, Feature Descriptions)

Additional  
MRC  
Per Month <sup>152</sup>

*66 Busy Number Redial <sup>153</sup>	\$ 154
*69 Call Return	154
Selective Call Rejection	154
Call Park	3.00
Call Park Directed	4.00
Call Trace	154
Caller ID – Number Only <sup>154</sup>	154
Caller ID with Name	154
Enhanced Call Forward - Existing Number <sup>154</sup>	154
Enhanced Call Forward - Existing Number w/Call Manager <sup>154</sup>	154
Executive Busy Override	4.00
Priority Call	154
Selective Call Forward	154

#### FOREIGN CENTRAL OFFICE SERVICE CHARGES

When the Custom Line Telephone Service station line is located in a different central office area of the serving exchange at the customer's request, the Service Connection Charge applies as specified in Section 8, Foreign Exchange Service in addition to the line rate for Custom Line Telephone Service Basic Service.

<sup>152</sup> For description and rates, see Section 4, Custom Calling Services.

<sup>153</sup> For description and rates, see Section 4, Custom Calling Services. This feature is specific to Custom Line Telephone Service. See Section D, Feature Descriptions.

<sup>154</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

BUNDLED/PACKAGED SERVICES

CUSTOM LINE TELEPHONE SERVICE

E. Rates and Charges (Continued)

Service Charges

Service Order Charge - Initial, Service Order Charge - Subsequent and Central Office Connection Charges (as identified in Section 3 of the General and Local Exchange Tariff) will not apply to the installation of Custom Line Telephone Service lines when installed under a term commitment. The Minor Software Change charges (as specified in Section 9, Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service) are applicable.

If a customer elects to change from a business line or another Customized Multi-line Telephone Service to the Custom Line Telephone Service or from the Custom Line Telephone Service to another Customized Multi-line Telephone Service, a Service Order Charge - Subsequent applies, rather than a Central Office Connection Charge.

No service charges will apply for Custom Line Telephone Service Custom Calling and CLASS Services, if installed initially with the Custom Line Telephone Service. When features are added or rearranged on an existing line subsequent to the installation of the Custom Line Telephone Service System, the appropriate Subsequent Order Charge as specified in the General and Local Exchange Tariff, Section 3, Service Charges, and the Minor Software Change charges as specified in Section 9, Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service are applicable.

Foreign Exchange Service

Foreign Exchange Service must be applied to the entire Custom Line Telephone Service business group. No service can be extended. Rates and charges are applied as specified in Section 8, General Services, Foreign Exchange Service.

Calling Plans

Custom Line Telephone Service customers are also eligible for toll Discount Calling Plans. See the Washington Catalog for Competitively Classified Intrastate Services for descriptions and rates.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

**BUNDLED/PACKAGED SERVICES**

**LOCAL PACKAGES** <sup>155</sup>

A. General

Feature Packages One, Two and Three are available to business customers.

B. Services

**Feature Packages One, Two and Three for Business** <sup>157</sup>

Feature Packages One, Two and Three are available only to Business customers with Premium Calling Service Network Access Line for Business (B1), Customized Multi-line Telephone Service or Custom Line Telephone Service. The feature packages do not include the Customer's Network Access Line (B1), Customized Multi-line Telephone Service or Custom Line Telephone Service, which must be purchased separately from the Company under this Service Catalog.

**Feature Package One**

Feature Package One is available to business customers who subscribe to a Premium Calling Service Network Access Line for Business (B1). Feature Package One includes Call Forwarding, Call Waiting/Cancel Call Waiting, and/or Three Way Calling. The customer may choose any single feature, a combination of any two of the features, or all three features.

**Feature Package Two**

Feature Package Two is available to business customers who subscribe to a Premium Calling Service Network Access Line for Business (B1), Customized Multi-line Telephone Service, or Custom Line Telephone Service. Feature Package Two includes Caller ID with Name and Voice Messaging <sup>156</sup>. The customer may choose either or both features. If the customer selects Caller ID with Name and has Call Waiting, the customer can choose to have Call Waiting ID at no additional charge.

**Feature Package Three**

Feature Package Three is available to business customers who subscribe to a Premium Calling Service Network Access Line for Business (B1), Customized Multi-line Telephone Service, or Custom Line Telephone Service. Feature Package Three includes Caller ID with Name and One Point Voice Messaging <sup>157</sup>. The customer may choose either or both features. If the customer selects Caller ID with Name and has Call Waiting, the customer can choose to have Call Waiting ID at no additional charge.

<sup>155</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

<sup>156</sup> Voice Messaging is a non-regulated service and included for informational purposes.

<sup>157</sup> One Point Voice Messaging is a non-regulated service and included for informational purposes.

## GENERAL AND LOCAL EXCHANGE SERVICE CATALOG

### BUNDLED/PACKAGED SERVICES

#### LOCAL PACKAGES <sup>158</sup>

##### C. Conditions

Feature Packages One, Two and Three for Business are only available to business customers who subscribe to 25 or fewer Company lines (voice grade or voice grade equivalent) at the time of subscription to the Feature Packages for Business. Business customers may subscribe to Feature Packages One, Two or Three for up to ten (10) lines. These Feature Packages are not available with Flexible Digital Channel Service, Enhanced Flexible Digital Channel Service, PBX trunks, ground start lines or trunks, ISDN Single Line Service (BRI), ISDN Primary Rate Interface Service (PRI), Remote Call Forwarding Service, Foreign Exchange Service, Foreign Central Office Service, Coin Service or Public Access Line Service.

##### D. Rates and Charges

The monthly rate for Feature Package One, Two or Three for Business applies in addition to and does not include a customer's Premium Calling Service Network Access Line for Business (B1), Customized Multi-line Telephone Service and/or Custom Line Telephone Service line.

Nonrecurring Service Charges as identified in Section 3 of the General and Local Exchange Tariff do not apply to existing customers who choose to add Feature Package One, Two or Three for Business to their line(s). Nonrecurring Service Charges will be waived in the event a class of service change is required in order to subscribe to Feature Package One, Two or Three for Business.

#### Monthly Rate

#### Feature Package One, Two or Three for Business

Feature Package One	\$ 7.00
Feature Package Two	13.00
Feature Package Three	16.00

<sup>158</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

OPERATOR AND DIRECTORY SERVICES

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## GENERAL AND LOCAL EXCHANGE SERVICE CATALOG

### OPERATOR AND DIRECTORY SERVICES

#### LOCAL OPERATOR SERVICES

##### A. General

Operator Services is furnished to customers upon their request to assist in the completion of calls where facilities and operating conditions permit. The following services are offered:

1. Operator Assisted Station to Station - A service whereby the caller places a non-Person to Person call with the assistance of an operator (live or automated).
2. Collect - A billing arrangement by which the charges for a call may be billed to the called party, provided the called party agrees to accept the charges.
3. Operator Assisted Person to Person - An operator assisted call in which the person originating the call specifies a particular person to be reached, or a particular station, room number, department, or office to be reached. The calling party is responsible for identifying the party at the called station.
4. Operator Assisted Time and Charges - A service requested of the operator before a call begins. After completion of the call, the operator calls back and specifies the length of the call (in minutes) and the charge for the call.
5. Operator Assisted – Corrections - Applicable to each outgoing message where the person originating the call is calling from a correctional facility using special restricted correction service. The restricted correction service only provides corrections collect calls via an automated operator.
6. Billed to Third Number - Operator assisted telephone call that can be billed to the party other than the calling and called party. The operator calls the third number for the party to accept the charges before the call can proceed.
7. Operator Service Charge - Applicable to each local outgoing message to a Third Number, or Special Billing Number in which operator assistance is required. In addition, Usage Charges may apply to these local calls.
8. Operator Transfer to DA - The operator, at the request of the customer, will transfer the customer to Directory Assistance.
9. Public Payphone Usage - In addition to any applicable Operator Service Charge, this fee applies to all completed Local and IntraLATA long distance calls that are made from a payphone and are not paid by coins being placed in the payphone coin box. For exceptions see B, Conditions.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

OPERATOR AND DIRECTORY SERVICES

LOCAL OPERATOR SERVICES

B. Conditions

1. Local Operator Services are offered where facilities exist and to the extent facilities permit.
2. Charges are specified in C. following and apply for each occurrence.
3. Charges for Local Operator Services are in addition to all other applicable charges.
4. The Public Payphone Usage Surcharge does not apply to calls to emergency numbers (911), calls to a telecommunications relay service, or local calls for which the caller has made the required coin deposit.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

OPERATOR AND DIRECTORY SERVICES

LOCAL OPERATOR SERVICES

C. Rates and Charges

1. Service Charges are assessed on a per call basis as specified below:

Per Call

Operator Assisted Station to Station	2.50
Collect	1.70
Operator Assisted Person to Person	5.50
Operator Time and Charges	1.50
Operator Assisted - Corrections	2.00
Billed to Third Number	1.70
Operator Transfer to DA	0.50
Public Payphone Usage Surcharge	0.25

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
OPERATOR AND DIRECTORY SERVICES

DIRECTORY ASSISTANCE PLUS

A. General

1. Directory Assistance Plus provides an incoming Directory Assistance customer requesting an intraLATA number, a mechanized announcement offering call completion to the listed number requested. This service is included with the Local Directory Assistance Service charge.
2. For additional Terms, Conditions and Rates and Charges, see the Washington Catalog for Competitively Classified Intrastate Services, Section 5, Directory Assistance Services.

B. Conditions

1. Call completion is available at no additional charge on a Local Access and Transport Area (LATA) basis. Calls outside the customer's local calling scope are completed on a sent-paid basis, paid for by the calling customer. However, where applicable, intraLATA long distance and/or local usage charges will apply if the call is answered.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
OPERATOR AND DIRECTORY SERVICES

DIRECTORY LISTINGS

A. General

The following applies to light faced listings in the white pages (alphabetical section of the directory).

1. Only information necessary to identify the customer is included in these listings.
2. The Telephone Company may use abbreviations in listings when, in its judgment the clearness of the listing or the identification of the subscriber is not impaired.
3. The Telephone Company may reject a residence listing, which is judged to be business or advertising. The Telephone Company may reject a listing, which it judges to be objectionable or fictitious and contrived.
4. Special arrangement of names designed to secure a preferential position in the alphabetical list or listings which otherwise are objectionable are not acceptable.
5. A name made up by adding a term such as Company, Shop Agency, Works etc to the name of a commodity or service will not be accepted as a listing unless the subscriber is legally doing business under that name.
6. Listing charges date from the day the time it is available in directory assistance and continue until the expiration date of the printed directory in which they appear.
7. Incoming calls to Non-Publish service will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. In the absence of willful misconduct, no liability for damages arising from publishing the telephone number of a Non-Publish service customer in the directory or disclosing a Non-Publish number to any calling party shall attach to the Company and where such number is published or disclosed by a Company employee, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such Non-Publish listing service.
8. The Company reserves the right to forward the name, address and telephone number of Non-Publish telephone number service customers to government agencies authorized by ordinance to establish E911 service and/or subscribing to or providing E911 service.
9. Non-Publish directory service telephone numbers associated with the line used by the calling party to place outgoing calls may be forwarded to subscribers of calling number ID.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
OPERATOR AND DIRECTORY SERVICES

DIRECTORY LISTINGS

B. Composition of Listings

1. Name

a. Business Service

(If questions arise regarding the right of a customer to list the name of a business or to use the trade name of another, the Company may require written authority from the owner of such name or trade name prior to the insertion or continuance of such listing.)

1. The name of a subscriber
2. The name of each business enterprise, which the subscriber conducts
3. The name of a corporation, which is the parent or subsidiary of the subscriber

b. Residence Service

1. The name of the subscriber
2. Another authorized residential name
3. Dual name listings for authorized by the subscriber i.e. Smith, Mary and John
4. Name of a church that includes "parsonage", "rectory", "parish house", "church study" or a descriptor that indicates it is part of a domicile

2. Designation

A designation can be used on a business service to assist the public in calling but not to advertise the business.

3. Address

Each customer may, but does not have to, include the house number and street name of the residence service is provided. A customer may provide an alternate address like a PO Box that is a valid mailing address.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
OPERATOR AND DIRECTORY SERVICES

DIRECTORY LISTINGS

C. Type of Listing

1. Primary Listing – One listing, termed the primary listing, is provided without charge for each customer service whether billed by the same monthly statement or by separate statements for service provided by an entity with directory listing agreement.
2. Additional Listing – A general term to denote any listing, regardless of the form, in addition to the primary listing. It may be a second listing of the primary number with different name or a listing for a telephone number for the same customer service. It may also be a cross reference listing which is a referral without a telephone number to another listing i.e JC Penney's see Penney's. A business class of service may have a residential additional listing in order to populate a record in the residential section of a directory.
3. Foreign Exchange Listing - A listing appearing in a directory other than the directory in which local exchange service is furnished or associated with a service provider that does not have a directory listing agreement in place.
4. Extra Lines of Information - descriptive text that does not have a telephone number.
5. Non-Listing - A listing that is available in directory assistance but not printed in the telephone directory.
6. Non-Publish - A telephone number that is not listed in either directory assistance or in the telephone directory.

D. Rates and Charges

	Monthly Rates	
	<u>Business</u>	<u>Residence</u>
Primary Listing	No Charge	No Charge
Additional Listing	\$5.55	\$5.50
Foreign Exchange Listing	\$6.50	\$6.00
Extra Lines of Information	\$6.00	\$5.50
Non-Listing	\$5.55	\$5.55
Non-Publish	\$5.55	\$5.55

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
OPERATOR AND DIRECTORY SERVICES

SPECIAL TELEPHONE NUMBERS

A. General

1. Special Telephone Numbers are numbers, which cannot be randomly assigned from a mechanized system. Examples include requests for specific telephone numbers or choice of telephone numbers.

B. Conditions

1. The charge for a Special Telephone Number is in addition to the other applicable nonrecurring charges incurred in the installation, move, or change of a service. One nonrecurring charge will apply for each lead number of a trunk hunting group in which a Special Telephone Number is assigned.
2. The rights to these telephone numbers remain those of the Company as stated in the General Regulations of the General and Local Exchange Tariff. In the event the Special Telephone Number must be changed due to Company initiated reasons, the nonrecurring charge for a new Special Telephone Number will be waived.

C. Rates and Charges

NRC

- |              |         |
|--------------|---------|
| 1. Business  | \$60.00 |
| 2. Residence | 35.00   |

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

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**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

GENERAL SERVICES

CALL RESTRICTION SERVICES

PAL CALL RESTRICTION SERVICE

A. General

Public Access Line (PAL) Call Restriction Service (CRS) provides the capability to block outgoing dialed calls to selected numbers. The service is provided in the central office and is available in options of predetermined numbers. Subscriber dialed calls to restricted numbers are blocked in the Company's central office and diverted to an intercept announcement.

B. Conditions

PAL Call Restriction Service is available on local exchange Public Access Line (PAL) network access lines where central office and operating conditions permit.

The provisions of each PAL Call Restriction Service are stated in this Service Catalog. No substitutions of any features are permitted.

The customer retains the capability of accepting Third Number Billed and Collect calls on any PAL Call Restriction Service. The customer is responsible for these calls billed to his account. Call restriction of these types of calls is available under Billed Number Screening Service.

The Company shall not be liable to any person for damages of any nature arising out of, resulting from, or in connection with the provision of PAL Call Restriction Service offered herein, including without limitation the inability of the station user to access the operator for any purpose and any of the other restricted codes specified in the dialing options listed.

The Service Charges are waived when Call Restriction Service is:

1. Ordered and installed at the same time as the Local Exchange Service
2. Ordered and installed at the same time as another change on the Local Exchange Service line in which Service Charges found elsewhere in the General and Local Exchange Tariff apply

PAL Call Restriction Service shall be removed upon written request from the customer.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

GENERAL SERVICES

CALL RESTRICTION SERVICES

PAL CALL RESTRICTION SERVICE

C. Description

1. Local Call Restriction (7 digits) - Direct dialed local calls will be blocked in the central office and directed to a recording that states calls cannot be completed and provides additional instructions to calling party.
2. Operator Call Screening (0+) and Long Distance (1+) Blocking (Selective Class of Call Screening) - Any 0+ direct dialed calls received by the operator will be screened for credit card, operator verified third number or collect billing arrangements. Long distance direct dialed calls (1 + 7 or 10 digits, 01 +, 011 +, 1 + 555, 1 + 900, 1 + 976, 1 + 700) will be blocked in the central office and directed to a recording, which informs the caller that the number may not be dialed direct from that telephone. Direct dialed calls to 1 + 800/877/888 and 1 + 950 + 10xx will be permitted.
3. Operator Call Screening (0+) Only (Selective Class of Call Screening)- Any 0+ dialed calls received by the operator will be screened for operator verified third number and collect billing arrangements. Long distance (1+) direct dialed calls are allowed with this option.
4. Outward Only PAL Service - Service is restricted to allow only calls from a PAL to another telephone. Calls placed to the PAL number are blocked in the terminating central office and directed to a recording which states that the number dialed is not in service for incoming calls.
5. International Blocking Service - This service will provide end office blocking of direct dialed 011+ and 10xxx+011+ calls. This service is offered on a per line basis where facilities permit.
6. Billed Number Screening (BNS) - This service denies incoming collect and/or third number billed calls. See BNS under Call Restriction Services in the General and Local Exchange Tariff, Section 6 for description and conditions.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

GENERAL SERVICES

CALL RESTRICTION SERVICES

PAL CALL RESTRICTION SERVICE

D. Rates and Charges

<u>Public Access Line Service Options</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
1. Nonrestrictive	--	--
2. Local Call (7 Digits) Restrictions	\$ .50	\$30.00
3. Operator Call Screening (0+) and Long Distance (1+) Blocking (Selective Class of Call Screening)	1.32	--
4. Operator Call Screening Only (0+) (Selective Class of Call Screening)	1.32	--
5. Outward Only PAL Service	.50	--
6. Split 1+DDD Restriction in this section)	(See Outgoing Call Restrict Service	
7. Block incoming collect and/or third number billed calls (Billed Number Screening)	--	5.00
8. International Blocking Service	--	19.95

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

GENERAL SERVICES

CALL RESTRICTION SERVICES

BILLED NUMBER SCREENING SERVICE (BNS)

A. General

Available to subscribers of the Company's local exchange services. BNS prevents the billing of incoming collect and/or third number billed calls to a customer's telephone account.

B. Conditions

Incoming collect and third number billed calls from most points in the United States and many foreign countries are screened at a computerized customer data base. It is a common database of AT&T that is utilized by most Local Exchange Carriers (LECs). When the call originates from a participating carrier, the collect or third number billed call is denied by the originating Operator who informs the calling party that a different billing method must be arranged. When the call originates from a nonparticipating carrier, the call will go through to the called party and will be billed as requested, collect or third number. It is the carrier at the originating point of a call that determines whether BNS will be successful in restricting the call, not the carrier at the terminating end of the call (location of subscriber to BNS).

The BNS customer remains responsible for the payment of any collect or third number billed calls that are charged when BNS is unsuccessful due to a nonparticipating carrier location originating the call.

The company makes no guarantee and assumes no liability for the accuracy of Billed Number Screening Service. The customer agrees fully and completely to indemnify and save harmless the Company, its successors and assigns, from and against any and every claim, loss, damage, suit or liability arising out of the furnishing or failure to furnish Billed Number Screening Service.

Billed Number Screening Service is offered subject to the availability of suitable facilities. It is available to all classes of business and residence services.

The minimum contract period for Billed Number Screening Service is one month.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

GENERAL SERVICES

CALL RESTRICTION SERVICES

BILLED NUMBER SCREENING SERVICE (BNS)

C. Rates and Charges

Nonrecurring  
Charge<sup>1</sup>

Option 1 - Collect and  
Third Number Billing,  
per line  
per trunk

\$5.00

10.00

Option 2 - Third Number Billing  
per line  
per trunk

5.00

10.00

Option 3 - Collect Billing  
per line  
per trunk

5.00

10.00

## GENERAL AND LOCAL EXCHANGE SERVICE CATALOG

### GENERAL SERVICES

#### DIRECT INWARD DIALING SERVICE (formerly GTE)

##### A. General

Direct Inward Dialing Service includes the central office equipment necessary for in-dialing from the exchange and toll network directly to the stations associated with a Private Branch Exchange, ACD, or Telephone Answering Service.

Direct Inward Dialing Service in this section applies to formerly GTE exchanges as listed below:

Anacorte	Halls Lake	Richland
Arlington		Richmond Beach
	Kennewick	Rockford
Benton City	Kirkland	Rosalia
Bothell		
Brewster	Latah	Sedro Woolley
Bridgeport	Leavenworth	Silver Lake
Burlington		Skykomish
	Mansfield	Snohomish
Camas-Washougal	Marysville	Soap Lake
Cashmere	Monroe	Stanwood
Chelan	Moscow, ID (Garrison, WA)	Stevens Pass
Coupeville	Mount Vernon	Sultan
Darrington	Newport	Tekoa
Entiat	Oak Harbor	Waterville
Everett	Oakesdale	Wenatchee
		Woodland
Fairfield	Palouse	
Farmington	Priest River, WA	
	Pullman	
Garfield		
George	Quincy	
Granite Falls		

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

GENERAL SERVICES

DIRECT INWARD DIALING SERVICE (formerly GTE)

B. Conditions

Direct Inward Dialing Service (DID) is available only under the Premium Calling Service option.

The customer must subscribe to a number of trunks sufficient to insure service standards as determined by the Company.

If, at the discretion of the Company, it is necessary to provide this service from a central office other than the office which provides the customer's main listed number, appropriate mileage charges are applicable to the DID trunks. The Company makes no guarantees and assumes no liability for loss of service to the customer, resulting from such conversion or upgrade of Central Office equipment.

The assignment of telephone numbers and the sequence of numbers assigned to this service are made at the discretion of the Company.

The combining of flat rate and measured rate trunks and lines is prohibited.

One alpha and one classified directory listing are provided without additional charge for each Private Branch Exchange, ACD, or Telephone Answering Service. Customer requests for further directory listings of numbers provided by this service will be provided subject to rates and charges for Additional Listings in Section 7.

Customer-Provided Switching Systems must handle calls to all assigned numbers, including those that are not currently used with specific stations. Calls to numbers not currently used with specific stations must be routed by the customer to a recorded announcement referring the caller to another number.

The rates and charges apply only to service provided to switching systems installed on the customer's premises.

Direct Inward Dialing Service will be offered at the option of the Company where the facilities and operating conditions permit at rates specified herein.

Termination Liability charges will apply when any portion of service is terminated prior to completion of the term commitment period as set forth in the General and Local Exchange Tariff, Section 2, D, Termination Liability. The customer's liability will be equal to the monthly rate for the applicable number blocks times the number of months remaining in the term commitment period.

See Section 3, Network Access Services, for conditions required for Term Commitment Options.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

GENERAL SERVICES

DIRECT INWARD DIALING SERVICE (formerly GTE)

C. Rates and Charges

To provide direct in-dial capability:

DID Trunks

Apply applicable Trunk rate from Section 3 Network Access Services, and applicable Service Charges in the General and Local Exchange Tariff, Section 3.

DIOD Trunks

In lieu of the Trunk rate as specified in Section 3 Network Access Services, apply DIOD Trunk rate as specified in Section 8, DIOD Service, and applicable Service Charges in the General and Local Exchange Tariff, Section 3.

	<u>Monthly Rate</u>	<u>1 Year Term Commitment</u>	<u>3 Year Term Commitment</u>
DID Numbers			
Block of 10	\$10.00	\$4.00	\$2.50
Block of 100	40.00	25.00	15.00
<sup>1</sup> Block of 10,000+			

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

GENERAL SERVICES

DIRECT INWARD DIALING SERVICE (formerly Contel)

A. General

Direct Inward Dialing (DID) includes the central office equipment, which allows an incoming call from the exchange network (not foreign exchange or WATS) to reach a specific station line without an attendant's assistance.

Direct Inward Dialing Service in this section applies to formerly Contel exchanges as listed below:

Acme	Edison	Marblemount
Alger	Everson	Molson-Chesaw
Big Lake	Ferndale	Mount Vernon
Blaine	Grayland	Naches
Burlington	LaConner	Nile
Concrete	Laurel	Republic
Conway	Loomis	Sedro Woolley
Curlew	Lyman-Hamilton	Sumas
Custer	Lynden	Tonasket
Deming	Maple Falls	Westport

B. Conditions

Direct Inward Dialing Service (DID) is available only under the Premium Calling Service option.

Direct Inward Dialing (DID) will be provided only where facilities are available.

Conversion from DID operation to a regular PBX-PABX operation will be at the actual cost to install trunk circuits but will not exceed the charge for a new installation.

The service must be provided on all lines in a trunk group arranged for inward service. Each trunk group shall be considered a separate service.

Operational characteristics of interface signals between the utility-provided connecting arrangements and the customer-provided switching equipment must conform to the rules and regulations the utility considers necessary to maintain proper standards.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

GENERAL SERVICES

DIRECT INWARD DIALING SERVICE (formerly Contel)

B. Conditions (Continued)

One primary listing will be furnished without charge for each separate trunk group. Additional listings can be obtained as specified in Section 7 under Directory Listings.

Customer-Provided Switching Systems must handle calls to all assigned numbers, including those that are not currently used with specific stations. Calls to numbers not currently used with specific stations must be routed by the customer to a recorded announcement referring the caller to another number.

All calls intercepted by the attendant will be considered to be completed and subject to a charge for the call.

If non-DID trunks are furnished, they must be in a separate trunk group from the DID service trunks.

The provision of this feature requires that the customer subscribe to a sufficient number of trunk facilities to adequately handle the volume of incoming calls.

Termination Liability charges will apply when any portion of service is terminated prior to completion of the term commitment period as set forth in the General and Local Exchange Tariff, Section 2, D, Termination Liability. The customer's liability will be equal to the monthly rate for the applicable number blocks times the number of months remaining in the term commitment period.

See Section 3, Network Access Services, for conditions required for Term Commitment Options.

- GENERAL SERVICES

Block of 10,000+<sup>159</sup>

EFFECTIVE: JULY 31, 2020

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- GENERAL SERVICES

EXTENDED BASIC REFERRAL

A. General

Extended Basic Referral service permits station lines from one-way incoming DID trunks to be placed on intercept and routed to a "change number announcement." This service allows a business DID customer who is relocating to another exchange, changing telephone numbers or disconnecting DID lines to have as many internal lines placed on intercept as desired. Dialing the customer's former DID number results in a prerecorded message, which announces the new telephone number.

B. Conditions

Extended Basic Referral service is subject to the availability of facilities.

Extended Basic Referral service is offered in five (5) line increments. When the number of lines placed on Extended Basic Referral do not fall into increments of five (5), the number of lines will be rounded up to the next five for billing purposes. For example, if the customer disconnects 13 DID lines and requests all 13 to be put on intercept, the customer will be charged for 15 lines under the selected option.

Extended Basic Referral must be ordered coincidentally with the order to move, change or disconnect the DID numbers to be intercepted. A request to change the number in the "change number announcement" will be billed at the nonrecurring charge for "miscellaneous additions and/or moves of terminal equipment" under the Nonrecurring Charges, Section 3 of the General and Local Exchange Tariff.

C. Rates and Charges

	<u>Nonrecurring Charge</u>
Option 1 - Up to 6 months Each 5 line increment	\$200.00
Option 2 - Over 6 months to 12 months Each 5 line increment	400.00

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- GENERAL SERVICES

DIRECT INWARD - OUTWARD DIALING SERVICE (DIOD)

A. General

Direct Inward-Outward Dialing Service (DIOD) is a Central Office based service that permits incoming calls to reach customer provided equipment, without the assistance of an attendant, and allows the trunk to be used to place outgoing calls. This service is provisioned with E&M signaling and a 4-wire connection at the customer's premises. Touch Calling is a required feature of this service. Rotary hunt is not compatible with DIOD service.

B. Conditions

The assignment of telephone numbers and the sequence of numbers assigned to a customer are made at the discretion of the Company. Telephone number rules, regulations and charges found in Section 8 of the DID section of this Service Catalog apply to DIOD service.

Customer-Provided Switching Systems must handle calls to all assigned numbers, including those that are not currently used with specific stations. Calls to numbers not currently used with specific stations must be routed by the customer to a recorded announcement referring the caller to another number.

Trunks arranged for DIOD service may not be combined with trunk groups arranged to provide Direct Inward Dialing (DID) service. Overflow of calls between the two arrangements is not permitted.

DIOD service is provided from Central Offices equipped to provide this service and subject to the availability of facilities.

Term Commitment Option Discount – See Term Commitment Options under Conditions in Section 3, Network Access Services.

Termination Liability charges will apply when any portion of service is terminated prior to completion of the term commitment period as set forth in the General and Local Exchange Tariff, Section 2, D, Termination Liability.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- GENERAL SERVICES

DIRECT INWARD - OUTWARD DIALING SERVICE (DIOD)

B. Conditions (Continued)

If a customer's normal serving Central Office is not equipped to provide DIOD service or the customer so requests, the service may be provided where facilities permit, from a Company Central Office different than that which normally serves the customer, but still within the same LATA, at the additional prices specified herein and under the regulations applicable for Foreign Exchange (FX), or Foreign Central Office (FCO) service in Section 8.

When DIOD service becomes available or is subsequently requested from the Central Office that normally serves the customer, the service may be transferred to the normal serving Central Office. If the customer requests such a transfer, the customer will be subject to a change in telephone numbers and will also incur initial non-recurring charges and service charges as appropriate.

A change in Central Office equipment could require the customer to discontinue the service or obtain service from another Central Office. The Company makes no guarantees and assumes no liability for loss of service to the customer, resulting from such conversion or upgrade of Central Office Equipment.

The combining of flat rate and measured rate trunks and lines is prohibited.

DIOD service requires the purchase of a DIOD trunk as specified under DIOD Service, Section 8.C, as well as blocks of DID Numbers as specified under DID Service, Section 8.C. Applicable Service Charges as specified in the General and Local Exchange Tariff, Section 3 also apply.

Direct Inward - Outward Dialing Service (DIOD) is available only under the Premium Calling Service option.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- GENERAL SERVICES

DIRECT INWARD - OUTWARD DIALING SERVICE (DIOD)

C. Rates and Charges

Direct Inward - Outward Dialing Service (DIOD)

1. Equipment arrangement in Company Central Office necessary to provide in-out dialing from the exchange and message toll network directly to dial switching equipment installed on the customer's premises:

DID Numbers - See Section 8

Monthly  
Rate

DIOD Trunk<sup>160</sup>

Month-to-Month

\$39.70

1 Yr. Term Commitment<sup>161</sup>

36.00

3 Yr. Term Commitment<sup>163</sup>

34.00

NRC

Service Installation Charge,  
per Initial Service Order

\$100.00

<sup>160</sup> In addition to the charges and rates for DID Numbers as shown in Section 10, Sheet 15.1 or Sheet 15.4 and applicable Service Charges as shown in the General and Local Exchange Tariff, Section 3. When this service is provided from a foreign exchange, rates and charges for Foreign Exchange Service trunks and applicable mileage rates as shown in Section 8 will also apply.

<sup>161</sup> See Conditions, B, Term Commitment Options. For Liability Charges see the General and Local Exchange Tariff, Section 2, D, Termination Liability.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- GENERAL SERVICES

FOREIGN EXCHANGE SERVICE (formerly Contel)

A. General

Applicable to contiguous business and residence or noncontiguous business foreign exchange network access line service between exchanges, and for the portion of service provided to the customer's location, including applicable rates and charges of originating utility.

Foreign Exchange Service in this section applies to formerly Contel exchanges as listed below:

Acme	Ferndale	Natches
Alger		Nile
	Grayland	
Big Lake		Republic
Blaine	LaConner	
Burlington	Laurel	Sedro Woolley
	Loomis	Sumas
Concrete	Lyman-Hamilton	
Conway	Lynden	Tonasket
Curlew		
Custer	Maple Falls	Westport
	Marblemount	
Deming	Molson-Chesaw	
	Mount Vernon	
Edison		
Everson		

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- GENERAL SERVICES

FOREIGN EXCHANGE SERVICE (formerly Contel)

B. Conditions

1. General

- a. For the purpose of this section, the foreign exchange is the exchange from which the dial tone originates and the local exchange is the exchange in which the telephone set or other termination is located.
- b. Rates for foreign exchange service include normal exchange service of the foreign exchange.
- c. The customer to a foreign exchange access line is not required to subscribe to a local network access line in addition to the foreign exchange service.
  - 1) Service will be furnished subject to the same conditions as to the use of the service by other than the customer or his representatives, which are applicable in connection with other classifications of service.
  - 2) Foreign exchange trunk line service will not be furnished in connection with PBX systems located in hotels, apartment houses, or clubs.
- d. Only one-party access line service is provided for foreign exchange service.
- e. Foreign exchange directory listings
  - 1) Rates for foreign exchange service include a primary listing in the alphabetical section and/or business service listing in the classified section of the directory of the foreign exchange.
  - 2) Additional listings will be provided in local or foreign directories in accordance with this Service Catalog provision in effect for the directory containing the additional listing.
- f. Except as otherwise provided in this Service Catalog, services furnished in the local exchange will be available in addition to foreign exchange service in accordance with the Service Catalog provisions of the local exchange for the particular classification of service furnished.
  - 1) Service will be furnished subject to the same conditions as to the use of the service by other than the customer or his representatives, which are applicable in connection with other classes and grades of service.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- GENERAL SERVICES

FOREIGN EXCHANGE SERVICE (formerly Contel)

B. Conditions (Continued)

2. Special conditions

- a. Serving area function rate applies to all incoming foreign exchange service where the telephone set is located.
- b. The interexchange outside-plant facility rates are applicable to the interexchange facilities between the rate centers of the foreign exchange and the local exchange.
- c. When the originating and terminating points of a foreign exchange facility are within the Utility's exchanges, the interexchange termination charge will apply at both ends.

C. Rates and Charges

Monthly  
Rate

1. Recurring facility rates, network access line service and related items

- a. Foreign exchange facility rates applicable to contiguous business and residence or non-contiguous business service

1) Intracompany

- a) Network access line

Rate of  
originating  
exchange  
See Section 3

- b) Interexchange facility rates -  
rate center to rate center

Each one-party and trunk network  
access line

Contiguous - each airline mile  
or fraction thereof

\$4.95

Noncontiguous - each airline  
mile or fraction thereof

7.30

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- GENERAL SERVICES

FOREIGN EXCHANGE SERVICE (formerly Contel)

C. Rates and Charges (Continued)

Monthly  
Rate

1. Recurring facility rates, network access line service and related items (Continued)

a. Foreign exchange facility rates applicable to contiguous business and residence or noncontiguous business service (Continued)

1) Intracompany (Continued)

c) Interexchange channel termination - contiguous or noncontiguous, each one per exchange end

\$18.60

d) Service area function - contiguous or noncontiguous

3.60

2) Intercompany - outgoing service (utility's dial tone)

a) Network access line

Rate of originating  
exchange  
See Section 3

b) Interexchange facility rates to point of connection - rate center to rate center

Each one-party or trunk line

Contiguous - each airline mile or fraction thereof

4.95

Noncontiguous - each airline mile or fraction thereof

7.30

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- GENERAL SERVICES

FOREIGN EXCHANGE SERVICE (formerly Contel)

C. Rates and Charges (Continued)	Monthly Rate
1. Recurring facility rates, network access line service and related items (Continued)	
a. Foreign exchange facility rates applicable to contiguous business and residence or noncontiguous business service (Continued)	
2) Intercompany - Outgoing service (utility's dial tone) (Continued)	
c) Interexchange channel termination Utility's end only	\$18.60
3) Intercompany - Incoming service (other utility's dial tone)	
a) Network access line	Other utility's rate/and bills
b) Facility rate - originating central office to point of connection	Other utility's rates <sup>162</sup>
c) Facility rate - point of connection to local central office.  Contiguous - each airline mile or fraction thereof  Noncontiguous - each airline mile or fraction thereof	  4.95  7.30 <sup>1</sup>

<sup>162</sup> May be billed by either Utility.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- GENERAL SERVICES

FOREIGN EXCHANGE SERVICE (formerly Contel)

C. Rates and Charges (Continued)		Monthly <u>Rate</u>
1.	Recurring facility rates, network access line service and related items (Continued)	
a.	Foreign exchange facility rates applicable to contiguous business and residence or noncontiguous business service (Continued)	
3)	Intercompany - Incoming service (other utility's dial tone) (Continued)	
d)	Interexchange channel termination Utility's end only	\$18.60
e)	Service area function	3.60
2.	Foreign exchange charges (incoming or outgoing)	
	Network access line service	
	Service connection charge	112.50 <sup>163</sup>
3.	Off-premises network access extension line	See Section 8, Off Premises Extension (OPX) Service.

<sup>163</sup> In addition to applicable service charges as shown in the General and Local Exchange Tariff, Section 3.

## GENERAL AND LOCAL EXCHANGE SERVICE CATALOG

### - GENERAL SERVICES

#### FOREIGN EXCHANGE SERVICE (formerly GTE)

##### A. General

Foreign Exchange Service is Network Access service furnished from an exchange other than the one from which service would normally be furnished. The local exchange is the exchange in which the customer is located. The foreign exchange from which service is furnished.

Foreign Exchange Service in this section apply to formerly GTE exchanges as listed below:

Anacortes	Halls Lake	Richland
Arlington		Richmond Beach
	Kennewick	Rockford
Benton City	Kirkland	Rosalia
Bothell		
Brewster	Latah	Sedro Woolley
Bridgeport	Leavenworth	Silver Lake
Burlington		Skykomish
	Mansfield	Snohomish
Camas-Washougal	Marysville	Soap Lake
Cashmere	Monroe	Stanwood
Chelan	Moscow, ID (Garrison, WA)	Stevens Pass
Coupeville	Mount Vernon	Sultan
Darrington	Newport	Tekoa
Entiat	Oak Harbor	Waterville
Everett	Oakesdale	Wenatchee
	Woodland	
Fairfield	Palouse	
Farmington	Priest River, WA	
	Pullman	
Garfield		
George	Quincy	
Granite Falls		

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- GENERAL SERVICES

FOREIGN EXCHANGE SERVICE (formerly GTE)

B. Conditions

1. Foreign Exchange Service is not available in all exchanges, but will be provided where it is feasible to place facilities as necessary to provide such service. The rates and conditions contained herein will apply wherever this service is provided.
2. The rates applicable for toll service will be those of the foreign exchange.
3. Rates for supplementary services such as directory service, and similar services, will be those applicable under the General and Local Exchange Tariff and/or Service Catalog of the local exchange. Directory service in the directory of the foreign exchange will be at the rates of the foreign exchange.
4. Business Foreign Exchange Service will be furnished for the exclusive use of the customer and his employees to be used solely in the customer's business. Residence Foreign Exchange Service will be furnished for the use of the customer and the members of his immediate family only.
5. Foreign Exchange Service will not be provided for public or semi-public use in connection with Private Branch Exchange Systems in hotels, apartment houses, motels, or clubs.
6. Foreign Exchange Paystation Service will not be furnished.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- GENERAL SERVICES

FOREIGN EXCHANGE SERVICE (formerly GTE)

B. Conditions (Continued)

7. Extension telephones and Private Branch Exchange stations may be installed outside the building in which the Network Access is located if the telephone is located on the premises of the customer and is provided for the use of the customer only. Terminal Loop Rates and, where applicable, mileage will apply as covered in Section 8 under Off Premises Extension (OPX) Service in this Service Catalog.
8. Applicable Service Charges as identified in Section 3 of the General and Local Exchange Tariff and/or installation charges of both the serving company and local exchange company will apply to the establishment of Foreign Exchange Service or off-premises Foreign Exchange extension telephones.
9. For extensions of plant within the local exchange the wire only charge will apply should the applicant choose to furnish and set the poles required in accordance with the construction standards of the Company. The ownership of the poles shall be vested in the Company.
10. Customers with noncontiguous Foreign Exchange Service are required to maintain local Network Access service on the same premises as the primary Foreign Exchange Service termination.
11. With respect to Contiguous Foreign Exchange Service, if the Mileage Charge computed as shown for contiguous exchanges under RATES is greater than if computed as shown for noncontiguous exchanges, the lesser Mileage Charge will apply.
12. When Foreign Exchange Service is provided from a multioffice exchange the Company will designate the serving central office. If another central office in the foreign exchange has a greater local service area, the customer may choose to have service from that office if its serving area is contiguous with the central office area in which the customer is located.
13. If Foreign Exchange Service is provided from a contiguous central office with a greater local service area, the foreign exchange mileage measurement from the customer's primary telephone will be to the nearest point on the common boundary of the local exchange and the foreign exchange serving central office.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- GENERAL SERVICES

FOREIGN EXCHANGE SERVICE (formerly GTE)

C. Rates and Charges

Monthly  
Rate

CONTIGUOUS EXCHANGES

The charges below apply.

1. The rate of the foreign exchange (serving exchange) for the class and grade of Network Access provided, plus the monthly rate indicated below:

Trunk	\$19.30
Business One-party	12.87
Residence One-party	6.43
Residence Two-party	6.43 <sup>164</sup>
Residence Four-party	3.22 <sup>166</sup>
Residence Four-party Suburban and Residence Multi-party	2.28 <sup>166</sup>

Foreign exchange mileage in the local exchange.

Note: If not an Exchange, rates and conditions of serving company apply.

<sup>164</sup> No new service offered after April 10, 1981. This service is not offered on a supersedure basis.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- GENERAL SERVICES

FOREIGN EXCHANGE SERVICE (formerly GTE)

C. Rates and Charges (Continued)

Monthly  
Rate

CONTIGUOUS EXCHANGES (Continued)

The charges below apply. (Continued)

2. This is the air line mileage between the termination of the customer's foreign Network Access Line to the nearest point on the common boundary of the local and foreign exchanges, per month:

Trunk, Business and Residence One-party Network Access Services, per 1/2 mile or fraction thereof	\$5.86
Residence Two-party service, per 1/4 mile or fraction thereof	1.46 <sup>165</sup>
Residence Four-party Service, per 1/4 mile or fraction thereof	1.17 <sup>167</sup>
Residence Four-party Suburban, and Residence Multi-party, per 1/4 mile or fraction thereof	.59 <sup>167</sup>

Note: If not a former GTE Exchange, rates and conditions of serving company applies.

Service Connection, rearrangement, or change of each Foreign Exchange Line (serving exchange only)	\$162.00 <sup>166</sup>
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<sup>165</sup> No new service offered after April 10, 1981. This service is not offered on a supersedure basis.

<sup>166</sup> In addition to applicable Service Charges as shown as identified in Section 3 of the General and Local Exchange Tariff.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- GENERAL SERVICES

FOREIGN EXCHANGE SERVICE (formerly GTE)

C. Rates and Charges (Continued)	Monthly <u>Rate</u>	Installation <u>Charge</u>
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NONCONTIGUOUS EXCHANGES (Continued)

The charges below apply: (Continued)

The rate of the foreign exchange (serving exchange) for the class and grade of Network Access provided	SEE NETWORK ACCESS RATES
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Interexchange Mileage, per mile or fraction thereof, per month	\$ 4.00
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This is the V and H mileage between rate centers  
of the local and foreign exchanges, as determined  
for message toll telephone service.

This is the Air Line Mileage from the termination  
of the customer's foreign Network Access line to  
the closest point on the Base Rate Area boundary.  
The measurement is to the main Base Rate Area of  
the local exchange, not a supplemental Base Rate  
Area, from any termination located outside that main  
Base Rate Area.

Interexchange Channel Terminal, applies at the Rate Center of the local and the foreign exchange, each	10.50
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Service, Function, applies in the local exchange at each customer location, each	2.00
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Service Connection, rearrangement, or change of each Foreign Exchange Line (serving exchange only)	\$162.00 <sup>167</sup>
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NOTE: For Intercompany Services only one Interexchange Channel Terminal charge will apply.

<sup>167</sup> In addition to applicable service charges as shown in the General and Local Exchange Tariff, Section 3.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- GENERAL SERVICES

FOREIGN EXCHANGE SERVICE (formerly GTE)

C. Rates and Charges (Continued)

Monthly  
Rate

OFF-PREMISES EXTENSION - Between contiguous exchanges only.

See Section 8,  
Off Premises  
Extension (OPX)  
Service.

CONSTRUCTION CHARGES

When the Foreign Exchange Service is provided in a contiguous exchange by means of a channel directly from the foreign exchange central office to the customer's premises, the following provisions apply:

Extensions of plant required in the foreign and local exchanges will be made at charges under the conditions of the Service Extension Charge covered elsewhere in this Service Catalog.

## GENERAL AND LOCAL EXCHANGE SERVICE CATALOG

### - GENERAL SERVICES

#### SUSPENSION SERVICE

##### A. General

Suspension Service is applicable during regular school vacation periods to universities, colleges, public, and parochial schools. It is also applicable to Local Exchange Service lines of group houses at such institutions.

##### B. Conditions

The rate applicable to Additional Service and Supplemental Equipment shall include switchboards and their associated switching equipment and telephones, mileage charges, terminal loops, and items of supplemental equipment.

The minimum period is one month, with a maximum period of three consecutive months.

The customer's service must have been on full rate for at least one month prior to being placed on Suspension Service.

Inward calls will be intercepted at the request of the customer if intercept facilities are available.

Any combination of Local Exchange Service lines, Trunks, or Supplemental Equipment may be included in one order involving reestablishment of service following suspension.

##### C. Rates and Charges

##### Monthly Rate

Trunk, One-party Business Local Exchange  
Service line, each  
Central Office Trunk, each  
Additional Services

\$2.21  
3.31  
50% of total  
additional items  
billed as a fixed  
monthly service  
charge

Charge for reestablishing service following Suspension period:

See Reconnect Charge under Service Charges as identified in the General and Local Exchange Tariff, Section 3.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- GENERAL SERVICES

CONNECTION WITH MISCELLANEOUS COMMON CARRIERS

A. General

This service is provided to connect the radio telephone system of a Miscellaneous Common Carrier to the exchange and toll lines of the Company.

B. Conditions

The connection equipment will be provided by the Company.

To be eligible to interconnect, the Miscellaneous Common Carrier must have obtained proper Federal Communications Commission authority to operate within the State of Washington and shall have met the requirements of the Washington Utilities and Transportation Commission.

C. Rates and Charges

Monthly  
Rate

Each Access line

Trunk Rate in Section 3 for Basic Calling Service and Premium Calling Service.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- GENERAL SERVICES

RESERVE TELEPHONE NUMBERS

A. General

Reserve Telephone Numbers are telephone numbers reserved by a customer for future use.

Reserve Telephone Numbers are offered subject to availability for a period not to exceed 180 days, and are not guaranteed until activated in the network.

This service is not available for Customer Owned Coin Telephone Exchange Service (COCTS).

B. Conditions

The Subsequent Service Charge in the General and Local Exchange Tariff, Section 35 is applicable in addition to all other applicable rates and charges when a customer orders Reserve Telephone Numbers.

C. Rates and Charges

Monthly  
Rate

Reserve Telephone Number, each

None

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- GENERAL SERVICES

COMBINATION MAIN SERVICE

A. General

Combination Main Service provides for serving separate business and residence locations from the same One-party Network Access Line.

B. Conditions

All locations must be within the same central office area.

A separate number will be assigned to each Network Access line at each of the locations.

C. Rates and Charges

The monthly rate (Section 3) and Service Charges the General and Local Exchange Tariff, (Section 3) for a business or residence One-party Network Access line at each location will apply.

## GENERAL AND LOCAL EXCHANGE SERVICE CATALOG

### - GENERAL SERVICES

#### BUSINESS DIAL UP SERVICE

##### A. General

Business Dial Up Service is an enhancement to single line residential and single line business service to provide higher quality transmission standards than normally provided for voice transmission. It is designed for customers requesting a better grade of service for data transmission. Lines conditioned with this level of service may also be used for normal voice communications. This service is offered subject to the availability of suitable facilities.

##### B. Conditions

1. The parameters of Business Dial Up Service are designed to support transmission of data up to 4800 bits per second on the local loop from the point of demarcation to the serving central office switch.
2. The quality of the line is guaranteed only between the customer point of demarcation and the serving central office switch. No guarantee is made for a transmission level over the entire circuit.
3. Business Dial Up Service may not be compatible with other services offered in the Company's tariffs and/or Service Catalog.

C. Rates and Charges	Monthly <u>Rate</u>	Nonrecurring <u>Charge</u> <sup>1</sup>
Business and Residence, per line <sup>2</sup>	\$5.00	\$25.00

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- GENERAL SERVICES

OFF PREMISES EXTENSION (OPX) SERVICE

A. General

Off Premises Extension (OPX) Service charges apply for outside plant between the locations of the primary termination of the Network Access line and the extension termination or between the normal serving central office and the requested central office. Distances are measured on an Airline Mileage (ALM) basis, which is the shortest distance between two points.

B. Conditions

Terminal Loop

Terminal Loop applies to each Off Premises Extension (OPX) located at a different premises, even when that premises is in the same building in which the primary termination of the Network Access line is located and within the central office area, except as covered in other conditions.

When a line terminates in more than one building on continuous property, the rate for one Terminal Loop applies for the first termination of the line in each separate building.

The rate for one Terminal Loop applies for each extension on noncontinuous property and for each line extended to terminate on a concentrator unit. Where the noncontinuous extension or line extended to terminate on a concentrator unit is controlled by a key at the primary termination of the Network Access line, then the rates for two Terminal Loops apply.

Terminal Loop rates do not apply:

- where buildings located on continuous property are connected by means of enclosed overhead or underground passageways, and are providing service to only one customer.
- where conduit, acceptable to the Company, is provided and maintained by the customer between buildings on continuous property.
- where a residence extension is located within 200 air line feet on continuous property.
- where direct buried cable is utilized as long as the customer pays for the burial of the cable.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

GENERAL SERVICES

OFF PREMISES EXTENSION (OPX) SERVICE

B. Conditions (Continued)

Interoffice Mileage

Interoffice Mileage is applicable when a customer requests a Network Access line from a central office other than that from which he would normally be served within the same exchange.

Where an extension is located in a central office area other than the one in which the primary termination of the Network Access line is located or a line is extended to terminate on a concentrator unit in a central office area other than the one in which the primary termination of the Network Access line is located, the Interoffice Mileage rate applies to the Airline Mileage (ALM) between the two central offices involved.

C. Rates and Charges

Terminal Loop

See the Company's Facilities for Intrastate Access Tariff, WN U-16, Section 5 Special Access:

Special Access Ordering Charges  
Subsequent Ordering Charge  
Service Installation Charge per SAL

Voiceband Facilities  
Special Access Line

Interoffice Mileage

See the Company's Facilities for Intrastate Access Tariff, WN U-16, Section 5 Special Access:

Voiceband Facilities  
Special Transport

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- GENERAL SERVICES

PRIVATE LINE NON-DIGITAL SERVICE

1. IntraLATA/Intraexchange (Local)

See the Company's Facilities for Intrastate Access Tariff WN U-16, Section 5 for all Service Charges and Monthly Rates. (1)

2. IntraLATA/Interexchange

See the Company's Facilities for Intrastate Access Tariff WN U-16, Section 5 for all Service Charges and Monthly Rates. (1)

If the private (special access) line is wholly by the Company, the Company will bill the service from end-to-end. If the private line is provisioned with a connecting company then each LEC will bill its portion of the service to the meet point.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- GENERAL SERVICES

INTEREXCHANGE RECEIVING SERVICE

A. General

Interexchange Receiving Service is an arrangement where a customer may offer his patrons in another exchange the privilege of calling him without charge or without requesting the reversal of toll charges.

B. Conditions

Interexchange Receiving Service is provided from any of our exchanges with Business Service except Public or Semi-public Telephone Service.

This service includes the listing of a special number in both the published directory and information records of the exchange or exchanges from which calls are to be accepted.

The service may be nonpublished at the option of the customer. The rate for the nonpublished number is in Section 7 under Directory Listings.

The charges for each message will be billed to the customer of this service at the regular station-operator handled rates.

C. Rates and Charges

Monthly  
Rate

Each Interexchange Receiving Service  
per exchange

\$13.24

## GENERAL AND LOCAL EXCHANGE SERVICE CATALOG

### - GENERAL SERVICES

#### CUSTOM REDIRECT SERVICE

##### A. General

Custom Redirect Service (CRS) enables customers to redirect all or a part of their incoming switched voice and data calls to other telephone numbers. The redirection may be on a permanent basis, automatically according to predetermined parameters, and/or upon command by the customer. This service may be used in the event of a communications failure, cable cut, fire, flood, or any other event requiring calls to be handled from alternate telephone numbers or an alternate location.

Basic Custom Redirect Service offers three options to redirect calls. The first option is usually a basic redirect to the dialed number. The customer may designate that the basic redirection feature be used in each of the options or, the customer may select a Custom Redirect Optional Feature as described herein.

##### B. Regulations

###### 1. Explanation of Terms

###### a. Equipped Number

Equipped Number is the subscriber's called telephone number that has Custom Redirect Service.

###### b. Group

A group is the collection of Equipped Numbers that will be redirected in the same way, at the same time. For example, if redirection is requested, all telephone numbers within that group will be redirected. If the customer chooses to have option three "active" in a particular group, then all equipped numbers in the group will be redirected according to the direction in option three.

Every group must have the same optional features in each of the options. For example, if the option column has time-of-day redirection, then the times that the numbers are redirected are the same for all the numbers in that group. The actual telephone numbers that the calls are redirected to do not have to be the same. For all optional features, the telephone number that the calls are redirected to may be different.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- GENERAL SERVICES

CUSTOM REDIRECT SERVICE

B. Regulations (Continued)

1. Explanation of Terms (Continued)

c. Option Column

An option column is a table of telephone numbers that are treated the same. Custom Redirect has three option columns per group with the basic service. Up to six additional options may be provisioned as an enhancement. If more than three options are chosen, the Additional Option charge applies per additional option chosen. Only one option is active for a group at any given time. For example, in a particular group the first option may be the original dialed number, the second option may be the home telephone number, and the third might be a telephone number in an affiliate office in another city. If option two were selected (i.e., "active"), all telephone numbers in this group would be redirected to the respective telephone number in option column two. Similarly, if the customer selected option column three to be in effect, and if option three were provisioned with a Custom Redirect Service optional feature then all telephone numbers in this option column would have the optional feature.

d. Redirecting Telephone Number

A redirecting telephone number will have no office equipment associated with it and will be used solely for the purpose of redirecting call traffic from the telephone number dialed to the Custom Redirect Service customer's intended destination.

2. Conditions

This service is subject to the following conditions:

- a. Custom Redirect is available where Company facilities permit.
- b. Custom Redirect service may be provisioned with group sizes as small as one.
- c. Tariff and/or Service Catalog rates will not apply to numbers requiring excessive translations work. Customers whose numbers meet this criterion will need to apply for an Individual Case Basis contract arrangement.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- GENERAL SERVICES

CUSTOM REDIRECT SERVICE

B. Regulations (Continued)

2. Conditions (Continued)

- d. Each group may have up to three options for the basic rate. In most cases, the first option will be the called number leaving two additional options for the customer to define. If more than three options are requested, the Additional Option charges apply per additional option chosen. Up to six additional options may be provisioned as an enhancement to the Basic service.
- e. Calls to telephone numbers associated with Custom Redirect Service must be redirected to a customer-assigned number terminating in either a customer location, an inter-exchange carrier's point of presence, a voice mail system, an auto attendant system, or an announcement frame within the LATA of call termination. A redirecting telephone number cannot be used to trigger another redirecting telephone number.
- f. It is the responsibility of the Custom Redirect Customer redirecting calls to a third party to obtain, when appropriate, the third party's permission prior to the calls being redirected.
- g. Charges for calls between the Custom Redirect Service equipped telephone number and the telephone number to which these calls are redirected are the responsibility of the Custom Redirect customer.
- h. The customer must have sufficient lines and associated facilities to handle the estimated or actual number of calls without interfering with exchange or toll service. The Company reserves the right to disconnect the service immediately in accordance with the regulations contained in the General and Local Exchange Tariff, Section 2, Rules and Regulations.
- i. Custom Redirect Service is not to be used by customers to avoid toll charges. If a customer is using this service to avoid such charges, the Company reserves the right to disconnect the service immediately and bill all appropriate toll charges.
- j. Initial Average Monthly Query Volumes are estimates only. After installation, the Company will periodically and at its discretion, complete audits of number of queries and billing will be corrected if necessary, to make adjustment to the monthly charges based upon the results of the audit.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- GENERAL SERVICES

CUSTOM REDIRECT SERVICE

B. Regulations (Continued)

3. Redirection Charges

When calls are redirected, the Custom Redirect Subscriber will pay the portion of the call from the original called office to the termination number. The rate charged will be in accordance with the customer's current usage plan similar to a call transfer or a call forward.

4. Modification of Active Option

When the customer elects to redirect calls, the customer calls into the Company platform using a touch-tone telephone. Upon reaching the platform, the customer must pass through a series of security blocks to get into the system. Calls may also be redirected by calling a live attendant, who, after verifying security information, will establish the redirection of the calls. After authorization is confirmed, the customer specifies which group and which option the customer wishes to activate. A group may be a floor, department, building, or some other customer-defined list of numbers. These groups are pre-assigned upon the establishment of the service. The customer may call in to have the active option modified as frequently as desired. When calls are terminated to any number other than the originally dialed number redirection charges will apply.

5. Term Periods

Customer's initial order for service requires subscription to a twelve (12) month term period. Termination liability charges as noted below will apply for cancellation of service prior to the end of the term period. At the end of the twelve (12) month term period, the customer will continue to pay the current effective Service Catalog rates for service in Section D. Rates. No termination liability will apply for cancellation of service after the initial twelve (12) month term period expires.

6. Termination Liability

When the service is originally ordered, termination liability will apply. If Custom Redirect Service is cancelled prior to the end of the twelve-month term period, the full monthly rate for each remaining month, or part thereof, will be charged. Changes to the original configuration shall not constitute a cancellation.

## GENERAL AND LOCAL EXCHANGE SERVICE CATALOG

### - GENERAL SERVICES

#### CUSTOM REDIRECT SERVICE

##### B. Regulations (Continued)

##### 7. Custom Redirect Optional Features

###### a. Time-of-Day/Day-of-Week Redirection

An optional feature, which allows customers to redirect the customer's calls to another location at predesignated times. For example, particular numbers can be redirected to another location after 5 PM, or, just on Saturdays. The system will automatically route these calls until the customer changes the specifications. This will allow the customer to use a single office to perform the work of many locations during the off-peak hours. Time-of-Day/Day-of-Week Redirecting may be used with any of the option columns. If this feature is used in more than one option, the optional feature charge applies to each option utilizing the feature.

###### b. Percentage Redirection

As an optional feature, redirecting may be done by percentages. For example, when Percentage Redirecting is activated, the customer may direct 20% of the incoming calls to location A, 30% to location B, and 50% to location C. The customer may choose up to ten percentages, but the total must always equal 100%. The Percentage Redirecting feature may be used with any of the option columns. If this feature is used in more than one option, the optional feature charge applies to each option utilizing the feature.

###### c. Number Identification Redirecting

Number Identification Redirection is an optional feature. It allows the customer to redirect calls based upon the originating telephone number, NXX, LATA, or NPA of the incoming caller. This allows the customer to direct particular callers to specific numbers, based upon their telephone number. If an incoming caller's number is on the list, the call will be redirected to the "on-list" number. If the incoming caller's telephone number is not on the list, the call will be completed as dialed.

The customer may have as many numbers as desired on the list. The customer will be billed for each 100 numbers or any fraction thereof. Number Identification Redirecting may be used with any of the option columns. If this feature is used in more than one option, the optional feature charge applies to each option utilizing the feature.

Number Identification may not be used to pass the calling party's number to the customer.

## GENERAL AND LOCAL EXCHANGE SERVICE CATALOG

### - GENERAL SERVICES

#### CUSTOM REDIRECT SERVICE

##### B. Regulations (Continued)

##### 7. Custom Redirect Optional Features

##### d. SuperGroups

The customer may choose to group their groups into SuperGroups. A SuperGroup is similar to a distribution list of groups and will allow the customer to modify the active option of multiple groups at the same time. For example; if groups 101, 102, and 105 belong to SuperGroup 001, setting SuperGroup 001 to option 3 would set 101, 102 and 105 to option 3. The same group may belong to multiple SuperGroups and the active option would be the last option set. For example, using the definition of SuperGroup 001 above and an additional SuperGroup 002 includes groups 103, 104 and 105. If after SuperGroup 001 is set to option 3, SuperGroup 002 is set to option 2. Group 105 would be set to option 2.

##### e. Single Number Destination Service

This feature will allow customers to redirect an entire group to a single number provided at the time of activation. At the time of provisioning, the customer must designate an inter-exchange carrier of their choice to carry the redirected traffic.

##### f. Custom Applications

Although most customer applications are provided using the optional features listed above, custom applications may also be provisioned. Custom application rates have been developed to cover the inclusion of the call processing record and a single table or single field manipulation to meet a specific customer's need.

For instance, Dialed Number Recovery (DNR) is a Custom Application where the original dialed number is presented to a new customer location.

It is not the intent to provide all custom applications through this Service Catalog feature. Very complex applications, and applications for purposes other than the directing of incoming calls will not be considered part of this feature and will require an Individual Case Basis contract arrangement.

## GENERAL AND LOCAL EXCHANGE SERVICE CATALOG

### - GENERAL SERVICES

#### CUSTOM REDIRECT SERVICE

##### B. Regulations (Continued)

##### 7. Custom Redirect Optional Features

##### g. Alternate Central Office Triggers

The ability to place triggers in central offices switches, other than the original terminating central office allows customers to redirect from the office in which the call originates without requiring the call to complete to the terminating central office. In the event that the terminating central office is out of service, Custom Redirect Service may be activated and all call processing in an office with an alternate central office trigger will be redirected per the current active option at that time. A trigger is associated with a specific customer NPA-NNX.

Allowing triggers to be placed in more than the terminating central office may increase the call volumes processed because a portion of the calls may actually be processed by more than one office. The customer's Group charges would reflect this increased query volume.

##### C. Application of Rates

##### 1. Service Establishment Charge

A charge will apply for the original order for Custom Redirect Service per Service Order or per Account. This charge will apply to New Orders of Custom Redirect Service. If a customer is modifying the existing order, including adding additional numbers, the Rearrangement Charge would apply. The addition of a new group, or a request for additional security forms, will result in a Service Establishment Charge.

##### 2. Equipped Number

There will be a monthly rate, in addition to a nonrecurring charge for each equipped number. The monthly rate per number will be based on the quantity of equipped numbers within the customer's account. In addition to the monthly rate, a nonrecurring charge will apply to each number installed.

##### 3. Average Monthly Group Volume (Partition/Group Charges)

A monthly rate, in addition to a nonrecurring charge, will apply for each group of equipped numbers the customer designates. The monthly rate will be based on the estimated monthly volume of queries expected by the equipped numbers. A query is launched to the Advanced Intelligent Network database when a trigger is encountered. In basic implementations, query volume is equal to the call volume. As enhancements to the call processing logic are added and additional triggers placed, the query volume may exceed the call volume.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- GENERAL SERVICES

CUSTOM REDIRECT SERVICE

C. Application of Rates (Continued)

4. Rearrangement Charges

A non-recurring charge will apply to each rearrangement. This charge is in addition to the Service Charges as identified in Section 3 of the General and Local Exchange Tariff. Each change to an equipped number will result in a nonrecurring charge for each number modified.

5. Pass Code Initialization

This charge applies each time, after service establishment, that the customer requests that the Company reinitializes the pass code to the default pass code or is requested to modify existing security profiles.

6. Redirecting Telephone Numbers

A monthly charge and a non-recurring installation charge applies for each telephone number assigned that will be used solely for the purpose of provisioning Custom Redirect Service. This telephone number will have no office equipment associated with it and will be used solely for the purpose of generating a trigger.

7. Redirection Charges

There is no charge associated with modifying the active option. Customers may select to activate options as frequently as desired.

When calls are redirected, the Custom Redirect Subscriber will pay the portion of the call from the original called office to the termination number. The rate charged will be in accordance with the customer's current usage plan similar to a call transfer or a call forward.

8. Optional Feature Charges

a. Time-of-Day/Day-of-Week

A non-recurring charge will apply at the time of the establishment of this feature and a flat monthly rate will be billed for each option with this feature. For changes made by the Company on behalf of the customer, rearrangement charges will apply.

b. Percentage Redirecting

A non-recurring charge will apply at the time of the establishment of this feature and a flat monthly rate will be billed for each option with this feature. For changes made by the Company on behalf of the customer, rearrangement charges will apply.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- GENERAL SERVICES

CUSTOM REDIRECT SERVICE

C. Application of Rates (Continued)

8. Optional Feature Charges (Continued)

c. Number Identification Redirection

A monthly charge and a non-recurring charge will apply to the first 100 telephone numbers listed for Number Identification Redirecting. Each additional 100 numbers or fraction thereof, will incur a non-recurring charge and a monthly recurring charge.

d. SuperGroups

A nonrecurring charge will apply at the time of the establishment of this feature and a flat monthly rate will be billed for each group with this feature. For changes made by the Company on behalf of the customer, rearrangement charges will apply.

e. Single Number Destination

A monthly and nonrecurring charge will apply for each group on which this feature is ordered.

f. Custom Application

A nonrecurring charge will apply at the time of the establishment of this feature and a flat monthly rate will be billed for each option with this feature. For changes made by the Company on behalf of the customer, rearrangement charges will apply.

g. Alternate Central Office Trigger

A nonrecurring charge will apply at the time of the establishment of the trigger and a flat monthly rate will be billed for each central office switch in which a trigger is placed, per customer NPA-NXX. For changes made by the Company on behalf of the customer, rearrangement charges will apply.

h. This charge applies when the customer selects three or more options. A nonrecurring charge and a flat monthly rate will apply for each additional option the customer selects over three."

9. Special Custom Redirect Service Transactions

Occasionally, customers will request a one-time effort related to their Custom Redirect Service. This may include the generation of a special report, out of hours programming support for testing, or other special handling of the service. Requests of this type will be considered under an Individual Case Basis contract arrangement.

10. Service Catalog rates will not apply to numbers requiring excessive translations work. Customers whose numbers meet this criterion will need to request an Individual Case Basis contract arrangement.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOM REDIRECT SERVICE

D. Rates and Charges

<u>Description</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Service Establishment (Per Service Order or Account)	\$500.00	
Equipped Number		
1 – 50 (Per Line)	2.35	\$2.50
51 – 100 (Per Line)	2.35	2.35
101 – 500 (Per Line)	2.35	2.00
501 – 1000 (Per Line)	2.35	1.50
>1000 (Per Line)	2.35	1.10
Average Monthly Group Volume (Queries/Mo./Grp.)		
Up to 1,000	50.00	25.00
Up to 10,000	50.00	80.00
Up to 25,000	50.00	150.00
Up to 50,000	50.00	280.00
Up to 75,000	50.00	425.00
Up to 100,000	50.00	550.00
Up to 250,000	50.00	1,300.00
Up to 500,000	50.00	2,500.00
Up to 750,000	50.00	3,600.00
Up to 1,000,000	50.00	4,500.00
Over 1,000,000	Multiples of the above may be applied. EX: 1,500,000 R8G1C and R8G5B may be applied for a monthly total of \$7,000.00	

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- GENERAL SERVICES

CUSTOM REDIRECT SERVICE

D. Rates and Charges

<u>Description</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Pass Code Initialization, Security Profile Modification (Per Occasion)	\$50.00	-
Change per occasion for Rearrangement/Change	250.00	-
Per Number Rearrangement/Change	2.35	-
<b>OPTIONAL FEATURES</b>		
Time-of-Day, Day-of-Week Feature	100.00	\$25.00
Percentage Redirecting Feature	100.00	25.00
Number Identification Redirection Feature (Includes first 100)	500.00	50.00
Number Identification Redirection Feature Per 100 numbers after initial 100	100.00	10.00
Redirecting Telephone Number (Per Number)	5.00	1.00
Additional Option (Per Option over three)	200.00	25.00
Super Groups Per Super Group	50.00	1.00
Single Number Destination Per Group	50.00	10.00
Custom Application	200.00	25.00
Alternate Central Office Trigger Per Switch, Per Customer	500.00	1.00

## GENERAL AND LOCAL EXCHANGE SERVICE CATALOG

### GENERAL SERVICES

#### BUSINESS TRAFFIC STUDY SERVICE

##### A. General

Business Traffic Study Service provides performance reports of call capacity for originating and terminating traffic on access line or hunt groups. The traffic study report enables business customers to determine how many calls terminate successfully as opposed to the number of calls that reach a station-busy condition.

##### B. Description

Traffic studies are performed, at the customer's request, on Company access lines or hunt groups with local exchange numbers.

For customers with access lines or hunt groups at more than one location, a separate Service Establishment Charge will apply for traffic studies at each location.

Traffic study reports may be requested for more than one access line or hunt group at a single customer location. A separate traffic study report is required for each access line or hunt group. Following is a list of possible access lines or hunt groups that would constitute one traffic study report:

Individual Access Line	DCS trunk group
Multiline Hunt Group	Features plan - Business group <sup>168</sup>
PBX trunk group	Customized Multi-line Telephone Service System group
DID trunk group	Remote Call Forward
DOD trunk group	Customized Multi-line Telephone Service single line station
ISDN BRI	Customized Multi-line Telephone Service multiline hunt group
ISDN PRI trunk group	Customized Multi-line Telephone Service Attendant
Network Access Registers (NARs)/ business group	Customized Multi-line Telephone Service – RCF/ACD or other trunk group

Traffic study reports can be requested on a weekly, bi-weekly or monthly basis. The monthly rate is determined by the number of traffic study reports provided within a 4-week billing cycle.

Along with the reports, the Company provides a recommendation of required lines to accommodate the studied call traffic based on industry standards for call traffic handling. Calculations for the recommendation are derived from traffic engineering tables. The recommendation is a close estimate and cannot be guaranteed.

<sup>168</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- GENERAL SERVICES

BUSINESS TRAFFIC STUDY SERVICE

C. Conditions

Business Traffic Study Service is available only to business customers.

Calls must be carried by the Company and billed by, or on behalf of, the Company to the customer requesting the study.

Studies cannot be performed on toll-free or pay-per-call type telephone numbers.

A one-week traffic study may be performed per customer location, per access line or hunt group, per calendar year, at no Service Establishment Charge and no monthly charge. Any additional traffic studies requested during the calendar year will be billed at the Rates and Charges in E. following.

Traffic study report features may vary by Central Office switching system type.

When applicable, traffic study reports on Customized Multi-line Telephone Service should include reports on both the Network Access Registers (NARs) and on the hunt group, in order to make sure that blockage is not occurring at either end.

D. Application of Rates

For the setup of each additional Business Traffic Study Report, per customer location, per calendar year, the Service Establishment Charge applies in addition to the Monthly Rate.

The Service Order Charge – Subsequent as identified in Section 3 of the General and Local Exchange Tariff will apply in addition to the Service Establishment Charge for initial setup for additional traffic studies and for any subsequent additions or changes to traffic study reports in a calendar year.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- GENERAL SERVICES

BUSINESS TRAFFIC STUDY SERVICE

E. Rates and Charges

	<u>Nonrecurring Charge</u>
Service Establishment Charge, per customer location, per calendar year	
Initial one-week Traffic Study Report	No charge
Setup for additional Traffic Study Reports	\$120.00 <sup>169</sup>
	<u>Monthly Rate</u>
Traffic Study Reports, per access line or hunt group, per calendar year	
Initial one-week Traffic Study Report	No charge
Each additional Traffic Study Report, per 4-week billing cycle	
Weekly reporting (4 reports)	\$80.00
Bi-weekly reporting (2 reports)	60.00
Monthly reporting (1 report)	40.00

<sup>169</sup> A Service Order Charge - Subsequent as identified in Section 3 of the General and Local Exchange Tariff, will apply in addition to the Service Establishment Charge for initial setup for additional traffic studies and for any subsequent additions or changes to Traffic Study Reports in a calendar year.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- GENERAL SERVICES

ROAD WORK RECOVERY SURCHARGE

A. General

This charge is for the recovery of costs for moving or relocating network facilities or infrastructure changes requested by the City, County, State or Federal authorities, or any other government entity of any kind. The charge will apply to end user accounts who obtain local exchange service from the Telephone Company under its general and/or local exchange tariffs/product guides. The surcharge will be billed monthly per account.

B. Conditions

Surcharge will be assessed at the time of billing.

There will be no proration of charges.

There will be no discounts for vacation, seasonal or temporary suspension of service.

C. Rates and Charges

	<u>Monthly Rate Per Account</u>
Business	\$1.50
Residence	\$1.50

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)  
CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

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Multilocation Customized Multi-line Telephone Service

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**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)  
CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

A. General

1. Customized Multi-line Telephone Service is a local exchange telecommunications service available only to customers served from suitably equipped central offices where operating conditions permit. The service may be analog or digital. Digital (ISDN) Customized Multi-line Telephone Service is based on Integrated Services Digital Network-Basic Rate Interface (ISDN-BRI) technology. It is a central office based service arrangement, which consists of host central office interface equipment and software located on Company premises. This service provides local exchange access, interexchange access, intrasystem communication and features. A Customized Multi-line Telephone Service system may not be provided for stand-alone service only; access to the Company's exchange network must be provided.
2. Customized Multi-line Telephone Service is offered from this Service Catalog in increments intended to meet end user capacity. Rates listed in the RATES Section of this Service Catalog are applicable for Customized Multi-line Telephone Service based on the individual end user customer's configuration.

B. Conditions

1. The Company makes no guarantee and assumes no liability for resale or sharing by the customer of the Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service and its associated facilities, including (without limitation) the failure of any person to pay the customer's or reseller's billing for any reason whatsoever, including (without limitation) denied toll calls and toll fraud.
2. Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service is available where central office and operating facilities and conditions permit. Customized Multi-line Telephone Service may be provided on a measured-rate basis in exchanges where Local Calling Plans are available; otherwise, the service will be provided on a flat-rate basis. Digital (ISDN) Customized Multi-line Telephone Service Circuit Switched Data (CSD) calls are provided on a usage basis.
3. A minimum of 2 Customized Multi-line Telephone Service (Analog or Digital) Service lines are required. If the Customized Multi-line Telephone Service system falls below two lines it will no longer be considered a Customized Multi-line Telephone Service system. The remaining line will be converted to an individual business line with no features. All existing tariff and/or Service Catalog rules, regulations, rates and charges associated with the conversion will apply.
4. A customer may select only one analog Customized Multi-line Telephone Service Feature Package per system and one digital Customized Multi-line Telephone Service Voice package per system. Digital (ISDN) Customized Multi-line Telephone Service Data Feature packages may be selected on a per line basis.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)  
CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

B. Conditions (Continued)

5. Customized Multi-line Telephone Service Feature Packages are subscribed to on a month-to-month basis and are not subject to Termination Liability Charges.
6. If a customer requests to upgrade or downgrade a Customized Multi-line Telephone Service Feature Package, a Data Base Program Charge will apply.
7. One bill will be rendered for each Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service system. Separate bills are rendered monthly for Special Service access lines. If a customer requests multiple bills for a single customer system, refer to charges under Local Usage Billing Detail in Section 3.
8. The Company will furnish one alphabetical directory listing per Customized Multi-line Telephone Service customer group without charge. Additional listings may be purchased at rates listed under the Directory Service section of this Service Catalog.
9. Customized Multi-line Telephone Service is offered on a term commitment basis commencing on the date the service is established.
10. A minimum service period of three months is required for each Digital (ISDN) Customized Multi-line Telephone Service Line ordered on a month-to-month term commitment basis.
11. Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service Line and Feature Packages rates apply each month from the time the system is placed in service until the Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service is discontinued.
12. The customer must subscribe to a sufficient number of Network Access Registers (NARS) in order to maintain a P.01 grade of service.
13. If remote units are required to provide switching capabilities for intracommunication purposes, they will be located on Company provided sites located on the customer's premises. Any remote units and all system cabling used in association with Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service are provided by and remain the property of the Company.
14. Rotary dial stations may not be capable of accessing all Customized Multi-line Telephone Service features.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

B. Conditions (Continued)

15. Rates and charges for Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service contemplate the use of central office equipment selected by the Company. When special central office equipment or features are provided at the request of the customer, special assembly rates and charges may be applied in addition to those shown herein.
16. Customized Multi-line Telephone Service customers may experience service problems when connecting Customized Multi-line Telephone Service lines to PABX or hybrid equipment. The Company will not be responsible for problems arising out of equipment, which is incompatible with Customized Multi-line Telephone Service.
17. All Analog Customized Multi-line Telephone Service lines must be loop start.
18. If a customer chooses to combine Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service stations terminating at different locations into a single Customized Multi-line Telephone Service system, all stations must be served by the same central office switching equipment.
19. A customer in non-Multilocation Customized Multi-line Telephone Service Areas with multiple Customized Multi-line Telephone Service /Digital (ISDN Customized Multi-line Telephone Service systems may link his systems with tie lines to permit intercom dialing. Tie line charges will apply.
20. Where the Analog Customized Multi-line Telephone Service / Digital (ISDN) Customized Multi-line Telephone Service Station lines are located in a different central office area of the serving exchange, the Interoffice Mileage Charge and measurement as specified under Mileage Charges in the Facilities for Intrastate Access Tariff, WN U-16, Section 5 for Voiceband Facilities Two-Wire Special Transport is applicable. For Digital (ISDN) Customized Multi-line Telephone Service, this capability is only supported between ISDN-capable base unit central offices.
21. On initial orders for Customized Multi-line Telephone Service Analog month-to-month service, the appropriate Service Order Charge - Initial as identified in Section 3 of the General and Local Exchange Tariff applies. On initial orders, month-to-month customers will be charged the actual cost for the line connection in lieu of the Central Office Connection Charge as identified in Section 3 of the General and Local Exchange Tariff.
22. All customers ordering a subsequent line addition after the initial system installation will pay the appropriate Service Order and Central Office Connection Charges as identified in Section 3 of the General and Local Exchange Tariff.
23. Service Order Charge - Initial, Service Order Charge – Subsequent and Central Office Connection Charges as identified in Section 3 of the General and Local Exchange Tariff will not apply to the initial installation of Customized Multi-line Telephone Service Analog lines when installed at Service Cataloged rates under a term commitment.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

**CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)**  
**CUSTOMIZED MULTI-LINE TELEPHONE SERVICE**

B. Conditions (Continued)

24. Where the Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service station line of the same system is located in a different exchange area, the Special Transport and Special Access Line Charges apply for each interexchange channel as specified in the Facilities for Intrastate Access Tariff, WN U-16, Section 5. For Digital (ISDN) Customized Multi-line Telephone Service, this capability is only supported between ISDN-capable base unit central offices.
25. Private Line arrangements, Special Access Services, or foreign dial tone connected with Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service are subject to rates, rules, and conditions as set forth in the appropriate tariffs and/or Service Catalog.
26. Certain optional feature capabilities may not be compatible with other Feature Packages or Optional System features.
27. Space Requirements

Suitable and sufficient space for any remote units required shall be leased by the Company from the customer.

Suitable space includes provisions for atmospheric control and encompasses the following environmental requirements:

- Dust free
- Controlled temperatures ranging from 50° to 86° Fahrenheit, with consideration given to heat loss and/or gain of the equipment
- Relative humidity of 20% minimum and 55% maximum

Commercial power necessary to operate the remote units, if required, shall be provided by the customer and located on the customer's premises.

28. Subsequent Additions, Deletions and Changes

Subsequent line additions will be rated under a new term commitment or an addendum to an existing term commitment based upon the remaining period of the current term commitment.

If subsequent line deletions cause the total number of lines to fall within a different line group, all remaining lines will be billed at rates according to the associated line group.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

B. Conditions (Continued)

28. Subsequent Additions, Deletions and Changes (Continued)

If a customer requests an upgrade or downgrade of an existing Feature Package (e.g., from Feature Package 1000 to 2000, from Feature Package 3000 to 2000 etc.), his existing per line term commitment rate will be changed to reflect the new Feature Package rate. The new term rate will apply for the duration of the existing term commitment period.

The term commitment period for Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service Optional Features is based upon the initial term period for the Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service System. Subsequent additions of Optional Features will be rated under a new term commitment or an addendum to an existing term commitment based upon the remaining period of the current term commitment.

29. Termination Liability

In the event Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service is terminated by the customer prior to completion of the initial 12-, 36-, 60-, or 84-Month term commitment period, the customer shall be liable for the termination liability charges as set forth in the General and Local Exchange Tariff, Section 2, D, Termination Liability.

A Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service customer may at any time renew service per renewal options found in Section 2, D, Termination Liability.

If the Customized Multi-line Telephone Service Calling Solutions service is discontinued prior to the completion of the term commitment period, Termination Liability charges, as set forth in the General and Local Exchange Tariff, Section 2, D, is applicable.

The termination charge will not apply when a customer upgrades from Analog Customized Multi-line Telephone Service to Digital (ISDN) Customized Multi-line Telephone Service when the conditions set forth in the General and Local Exchange Tariff, Section 2, D, Termination Liability are met.

At expiration of term commitment period, the customer may continue service per the renewal options found in the General and Local Exchange Tariff, Section 2, D, Termination Liability.

A Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service customer may at any time renew service per renewal options found in the General and Local Exchange Tariff, Section 2, D, Termination Liability.

Note: Customers with services provisioned on five (5) or more lines under a contract basis before September 7, 1998, are grandfathered.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)  
CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

B. Conditions (Continued)

30. Customized Multi-line Telephone Service /Digital (ISDN) I Customized Multi-line Telephone Service CLASS

Custom Local Area Signaling Service (CLASS) is a group of Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service features offered to customers subscribing to Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service local exchange service.

The service is subject to available facilities and limited to central offices specifically equipped to provide such service. Custom Local Area Signaling Service features are applicable to calls placed to/from compatible central offices offering the service.

Operator assisted calls will override these features for emergency purposes.

Nonrecurring charges are not applicable when Custom Local Area Signaling Service features are provided at the same time as the Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service is initially established.

When features are added or rearranged on an existing line, the Minor Software Change charge will apply.

All customer lines in Caller ID Number Only serving areas will automatically be provisioned with Cancel Caller ID Number Only - per call service unless the customer orders Cancel Caller ID Number Only - per line service.

Cancel Caller ID Number Only - per line, will be provided without nonrecurring charge to law enforcement, domestic violence agencies, and crisis intervention agencies and volunteers certified by those agencies.

In order to subscribe to Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service CLASS, the customer must also subscribe to at least Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service Feature Package 1000 for analog Customized Multi-line Telephone Service Stations and a B-Channel configuration with voice on Digital (ISDN) Customized Multi-line Telephone Service.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)  
CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

B. Conditions (Continued)

31. General - Digital (ISDN) Customized Multi-line Telephone Services

Services offered in accordance with this Service Catalog are provided exclusively from central offices equipped with digital facilities. The availability of services and ability to provide services may vary among serving central offices. Digital (ISDN) Customized Multi-line Telephone Service will be provided where central office capabilities and conditions permit.

Customer-provided equipment used in conjunction with services provided in accordance with this Service Catalog must conform with the technical specifications of the Company.

The Company may change telecommunications services, equipment, operations, or procedures while remaining consistent with the Federal Communications Commission's Rules and Regulations. If changes cause a customer's equipment or communications system to become incompatible with services or if changes cause terminal equipment to require modification or become less effective, the Company shall not be responsible.

Customer requested temporary disconnections of Digital (ISDN) Customized Multi-line Telephone Services are not permitted.

A change to Digital (ISDN) Customized Multi-line Telephone Services will cause a temporary interruption of service.

The Company will provide one alphabetical directory listing per Digital (ISDN) Customized Multi-line Telephone Service customer group (system) without charge. Additional directory listings will be provided in accordance with the rates and conditions in this Service Catalog under Directory Service.

When a customer regrades or upgrades from any other service to Digital (ISDN) Customized Multi-line Telephone Service, all applicable installation and service connection charges and all charges applicable to the establishment of Digital (ISDN) Customized Multi-line Telephone Services apply.

Flat Rate and Measured Service (for voice grade) cannot be mixed on a customer's premises. All data calls will be charged measured rates at the charges stated elsewhere in this Service Catalog with the following exception. Data calls within the same business group within the same wire center (intercom calls) do not incur usage. ISDN customers served from the same ISDN switch, but separate wire centers, are not considered to be a single business group.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)  
CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

B. Conditions (Continued)

32. Digital (ISDN) Customized Multi-line Telephone Services

Digital (ISDN) Customized Multi-line Telephone Services are digital, business-system, exchange services, which include station connections and network access and which are provided as an alternative to or in conjunction with Customized Multi-line Telephone Services.

Digital (ISDN) Customized Multi-line Telephone Services offered from this Service Catalog include from two to 101+ digital local loops with a Digital (ISDN) Customized Multi-line Telephone Service Access and with one Central Office Element.

Each Package Service is associated with a digital local loop, not with a channel.

Each digital local loop within a business system may be uniquely arranged with a Package Service and with a B-Channel or D-Channel configuration, or both a B-Channel and D-Channel configuration.

Digital (ISDN) Customized Multi-line Telephone Service Access is a service, which terminates digital local loops at the central office and permits access to the exchange network. Only one Digital (ISDN) Customized Multi-line Telephone Service access element is required for each digital local loop, since this element provides any configuration of the basic elements and includes one access to the network line termination.

A Digital (ISDN) Customized Multi-line Telephone Service Access arranges a digital local loop ISDN-BRI access.

The B Voice/Circuit Switched Data Channel (B-V/CSD) assigns voice and circuit switched data traffic to two B-Channels of a digital local line. The CSD mode operates at a maximum speed of 64 kbps (Switched 64 kbps) but may be used at a speed of 56 kbps (Switched 56 kbps).

Data sent to locations within a business system and to interexchange carriers over B-V/CSD Channels in the CSD mode can be transmitted at either 64 kbps or 56 kbps. (Some interexchange carriers do not offer transmission at 64 kbps).

Data sent to locations within other business systems can be transported at a speed of either 64 kbps or 56 kbps in accordance with the rates, charges, and conditions specified by the Company's Service Catalog, where 64 kbps is offered.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)  
CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

B. Conditions (Continued)

32. Digital (ISDN) Customized Multi-line Telephone Services (Continued)

a. Additional Telephone Numbers

Up to two primary telephone numbers are provided with each activated Digital (ISDN) Customized Multi-line Telephone Service line, one for each of 2 channels. If an additional telephone number is required on either channel, an additional number charge applies for each additional number. The additional telephone numbers are available at the rate shown in this section. Additional telephone numbers may be published in the directory at the additional listing rates as found elsewhere in this Service Catalog.

One interexchange carrier must be selected for all telephone numbers associated with the same digital local loop, however 10XXX access to other carriers is provided.

b. Digital (ISDN) Customized Multi-line Telephone Service Access

Digital (ISDN) Customized Multi-line Telephone Service Access provides support for connecting from one to eight terminals belonging to the same customer on an individual digital local line.

Only one user will be connected to each B-Channel. Other users on the same digital local loop can access the D-Channel only.

Up to six users can simultaneously share the same D-Channel of a D-Channel packet switching arrangement. Additional telephone numbers are required for each additional terminal.

A maximum of eight terminals belonging to the same customer are permitted per ISDN-BRI line.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)  
CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

B. Conditions (Continued)

32. Digital (ISDN) Customized Multi-line Telephone Services (Continued)

c. Individual Line Loop Extension

Digital (ISDN) Customized Multi-line Telephone Service Individual Line Loop Extension provides a physical extension of the Digital (ISDN) Customized Multi-line Telephone Service loop from approximately 18,000 feet to approximately 36,000 feet (These distances are for planning purposes. The actual distances are dependent on decibel (db) loss and not just physical loop length.) This physical extension is accomplished by means of a CO installed power module and an outside plant installed regenerator or U-Repeater.

The deployment method is based on dB loss and not on specific cable footage. The vendor installation information indicates that up to a 34dB loss at 40kHz in either direction of the field repeater is acceptable. With the Company's engineering practice of maximum loss for the Digital (ISDN) Customized Multi-line Telephone Service loop to be 38dB at 40kHz, it is assumed, if the customer's distance would exceed the 38dB for standard installation, the U-Repeater would be mounted within the stated range of 34dB and the customer's length would be extended another 34dB from the U-Repeater installation point. Only one power module and U-Repeater can be used per Digital (ISDN) Customized Multi-line Telephone Service line.

The customer's network access line is pre-engineered to determine when the U-Repeater/power module are required. The customer will not be charged the Digital (ISDN) Customized Multi-line Telephone Service Individual Line Loop Extension rate unless the equipment is actually used. The charge will not be invoked based on the cable footage. The power module is designed to be used only with the U-Repeater and the repeater can only be used with the power module. The appropriate Individual Line Loop Extension rate will apply in addition to rates for Digital (ISDN) Customized Multi-line Telephone Service.

33. Assigned Customized Multi-Line Telephone Service Telephone Numbers

Customers are required to keep 50% or more of their assigned telephone numbers working, in order to retain them. The Company will notify customers annually if the quantity of working numbers drops below 50% of their assigned numbers, so that action can be initiated by the customer to increase their number of assigned numbers working, or by the Company to reclaim numbers. Telephone numbers working periodically for regular intervals of time, such as those assigned to student residences, are "working at all times" to the extent that they work for a minimum of 90 non-consecutive days during each calendar year in which they are assigned to the customer.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)  
CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

C. Features

1. Analog or Digital (ISDN) Customized Multi-line Telephone Service offers Feature Packages 1000, 2000, 3000, or Customized Multi-line Telephone Service CLASS Package, and Optional Line and System Features at the rates and charges set forth in Section D, Rates. Feature capabilities may vary depending on the host central office equipment.
2. In addition, Digital (ISDN) Customized Multi-line Telephone Service offers ISDN Station MBKS Basic, MBKS Deluxe, and 3000-Deluxe Packages, Attendant Package, Circuit Switched Data 1000 and 2000 Packages and Optional Line and System Features at the rates and charges set forth in this Service Catalog. Feature capabilities may vary depending on the host central office equipment.
3. Analog Customized Multi-line Telephone Service Basic Operating Features: Direct Inward Dialing/Direct Outward Dialing (DID/DOD), Automatic Identification of Outward Dial (AIOD), Distinctive Ringing, Touch Call, Station-to-Station Calling.
4. Digital (ISDN) Customized Multi-line Telephone Service Basic Operating Features: Direct Inward Dialing/Direct Outward Dialing (DID/DOD), Automatic Identification of Outward Dial (AIOD), Distinctive Ringing, Touch Call, and Station-to-Station Calling, Incoming Caller ID Number Only.
5. Customized Multi-line Telephone Service Feature Package 1000 - Call Hold, Consultation Hold, Call Alternation, Speed Call 6 or 8<sup>170</sup> (Individual), Call Transfer, Call Forward Options (Basic, Busy, No Answer), Call Waiting Originating, Call Waiting Terminating/Cancel, Call Waiting, 3 Way Calling, \*66 Busy Number Redial, Toll Restriction, Hunting (Pilot Number, Directory Number and Secretarial), Call Pick-Up (Extended, Direct, and Group), and Station Restriction.
6. Customized Multi-line Telephone Service Feature Package 2000 - Feature Package 1000 plus the following features: Call Park (Multiple), Automatic Callback (Camp-On), Data Line Security, Saved Number Redial, Circular Hunting, Multiple Classes of Service, Speed Call 30 (System), and Uniform Call Distribution.
7. Customized Multi-line Telephone Service Feature Package 3000 - Feature Package 1000 and 2000 plus the following features: Remote Access to Features, Off-Hook Queuing, Ringback Queuing, Executive Busy Override, Incoming Call Forwarding, Within-Group Call Forwarding, and Speed Call 30 (Individual).
8. Customized Multi-line Telephone Service CLASS Feature Package - \*66 Busy Number Redial, \*69 Call Return, Selective Call Rejection, Selective Call Forward and Call Waiting.

<sup>170</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)  
CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

C. Features (Continued)

9. Customized Multi-line Telephone Service Optional System Features: Automatic Route Selection (ARS), Facilities Restriction Level (part of ARS), Time of Day Routing (part of ARS), Expensive Route Warning (part of ARS), WATS Access, 800/877/888 Service Access, Tie Facility Access, T1 Access, Limited Automatic Call Distribution, Preferential Hunting, Stop Hunt, Pilot Number of Hunt Groups, Priority Queuing, Additional Numbers, Proprietary Set Interface, Authorization Codes (per group of 10), Speed Call 30 (Additional System), Terminal Make Busy, Paging/Public Address Access, Dictation Access, Code Calling Access, Music-On-Hold, Recorded Announcement (Custom), Conference Calling (6-8-12-16-18-24 Port), Attendant Identification-Multiple Directory Numbers, Attendant Data Link Console Interface, Attendant Pre-determined Night Answer, Attendant Universal Night Answer, Attendant Mixed Night Answer, Attendant Flexible Night Answer, and Direct Connect.
10. Digital (ISDN) Customized Multi-line Telephone Service Multi-Button Key Set (MBKS) Basic Package: Analog Shared Directory Number, Automatic Call Back on Busy, Bridging, Call Alternation, Call Forward, Call Pickup, Conference Calling, Drop, Feature Function Buttons, Feature Inspect, Flex Calling, Hold, Intercom Function, Key System Coverage for Analog Lines, Manual Exclusion, Multiple Directory Number, Privacy Release, Ring Again, Shared Call Appearances of Directory Number, Speed Call, Station Restriction, Terminal Management, Time and Date Display, Transfer, and Two-Digit Intercom Dialing.
11. Digital (ISDN) Customized Multi-line Telephone Service Multi-Button Key Set (MBKS) Deluxe Package: Digital (ISDN) Customized Multi-line Telephone Service\_Multi-Button Key Set (MBKS) Basic Package plus Delayed Ringing, Initiated Priority Calling, Inspect, Intercom Alerting, Originating Priority Calling, Called Line Identification, and Incoming Priority Calling.
12. Digital (ISDN) Customized Multi-line Telephone Service Multi-Button Key Set (MBKS) 3000 Deluxe: Digital (ISDN) Customized Multi-line Telephone Service\_Multi-Button Key Set (MBKS) Deluxe Package plus Executive Busy Override, Incoming Call Forward, and Within Group Call Forwarding.
13. Digital (ISDN) Customized Multi-line Telephone Service Attendant Package: Aggregate Work Time/Number of Calls Handled, Call Hold, Call Splitting, Call-Through Tests, Camp-On, Conference Calling, Console Terminal Management, Control of Voice Terminals, Direct Station Selection/Busy Camp, Direct Trunk Group Selection, Emergency Override, Incoming Calling Identification (Customer Group), Night Service, Originated Permission Display (Class of Service), Position Busy, Power Failure Transfer, Control of Facilities, Through Dialing, Timed Reminder, Traffic, Trunk Group Indicator, Trunk Identification, Trunk Queuing, Automatic Dropback to Attendant, Dial Access to Attendant, Even Call Distribution, Flexible Night Service/Call Forwarding, Calls on Queue, Queuing with Call Waiting Indication, Number of Calls Handled.
14. Circuit Switched Data 1000 Package: Data Call Forward, Data Multi-Line Hunt Group, Data Speed Call 8<sup>171</sup>, and Data Toll Restriction.

<sup>171</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)  
CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

C. Features (Continued)

15. Circuit Switched Data 2000 Package: Data 1000 Package plus Data Call Back, Data Circular Hunting, Data Group Speed Call 30, and Data Speed Call 30.
16. The following feature matrices indicate the availability of each feature with either Analog or Digital (ISDN) Customized Multi-line Telephone Service.

Basic Operating Features	<u>Analog</u>	<u>Digital</u>
<u>Feature Name</u>		
Direct Inward Dialing	X	X
Direct Outward Dialing	X	X
Automatic Identification of Outward Dial	X	X
Distinctive Ring	X	X
Touch Call	X	X
Station-to-Station Calling	X	X
Incoming Caller ID Number Only		X

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

**CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)**

**CUSTOMIZED MULTI-LINE TELEPHONE SERVICE**

C. Features (Continued)

16. Feature Matrices (Continued)

Voice Packages Features	Analog		MBKS <sup>172</sup>
	1000		Service/ Digital
	2000		BASIC
	3000		DELUXE
			3000-DELUXE
<u>Feature Name</u>			
Call Alternation/Flip-Flop	X X		X X X
Call Forward	X X X		X X X
Call Hold	X X X		X X X
Call Pick Up	X X X		X X X
Call Transfer	X X X		X X X
Call Waiting	X X X		X X
Consultation Hold	X X X		X X X
Dial Call Waiting	X X X		X X
Hunting	X X X		X X
*66 Busy Number Redial <sup>173</sup>	X X X		X X X
Speed Call 6 or 8 <sup>174</sup>	X X X		X X X
Station Restriction	X X X		X X X
3 Way Calling	X X X		X X X
Toll Restriction	X X X		X X X
Call Park	X X		X X X
*69 Call Return	X X		X X X
Data Line Security <sup>175</sup>	X X		
Saved Number Redial <sup>175</sup>	X X		
Circular Hunting	X X		X X X
Uniform Call Distribution Hunting	X X		X X X
Multiple Classes of Service	X X		X X X
System Speed Call 30	X X		X X X

<sup>172</sup> An analog telephone set connected through an appropriate ISDN terminal adapter to a Digital (ISDN) Customized Multi-line Telephone Service line must subscribe to analog Customized Multi-line Telephone Service voice feature packages, not Digital (ISDN) Customized Multi-line Telephone Service MBKS Service feature packages.

<sup>173</sup> Not available on 5ESS.

<sup>174</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

**CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)**  
**CUSTOMIZED MULTI-LINE TELEPHONE SERVICE**

C. Features (Continued)

16. Feature Matrices (Continued)

<b>Voice Packages Features</b> (Continued)	<b>MBKS<sup>175</sup></b>	
	<b>Analog</b>	<b>Digital</b>
	<b>1000</b>	<b>BASIC</b>
	<b>2000</b>	<b>DELUXE</b>
	<b>3000</b>	<b>3000-DELUXE</b>
	<b>CLASS<sup>176</sup></b>	
<u>Feature Name</u>		
Remote Access to Features	X	X X X
Off-Hook Queuing	X	X X
Individual Speed Call 30	X	X X X
Ringback Queuing	X	X X
Basic Message Service <sup>177</sup>		X X
Delayed and Abbreviated Ringing		X X
Display for Ringing Call Appearance Only <sup>179</sup>		X X
Initiated Priority Calling		X X
Inspect for ISDN Terminals <sup>179</sup>		X X
Intercom Alerting		X X
Originating Priority Calling		X X
Outgoing Called Line ID for ISDN Terminals		X X
Priority Calling Incoming Only		X X

<sup>175</sup> An analog telephone set connected through an appropriate ISDN terminal adapter to a Digital (ISDN) Customized Multi-line Telephone Service line must subscribe to analog Customized Multi-line Telephone Service voice feature package, not Digital (ISDN) Customized Multi-line Telephone Service MBKS Service feature packages.

<sup>176</sup> CLASS Package can be used with analog or digital Customized Multi-line Telephone Service.

<sup>177</sup> Not available on DMS100.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)  
CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

C. Features (Continued)

16. Feature Matrices (Continued)

Voice Packages Features (Continued)	MBKS <sup>178</sup>	
	Analog	Digital
	1000	BASIC
	2000	DELUXE
	3000	3000-DELUXE
	CLASS <sup>179</sup>	
Feature Name		
Executive Busy Override	X	X
Incoming Call Forwarding	X	X
Within Group Call Forwarding	X	X
*69 Call Return	X	
*66 Busy Number Redial	X	
Selective Call Forward	X	
Selective Call Acceptance	X	
Selective Call Rejection	X	
Call Waiting <sup>180</sup>	X	
Bridging		X X X
Conference Calling		X X X
Drop		X X X
Key System Coverage for Analog Lines		X X X
Manual Exclusion		X X X
Multiple Directory Number Buttons		X X X
Shared Call Appearances of Directory Number		X X X
Analog Shared Directory Number		X X X
Feature Function Buttons		X X X
Feature Inspect <sup>181</sup>		X X X
Terminal Management <sup>183</sup>		X X X
Time and Date Display <sup>183</sup>		X X X
Two-Digit Intercom Dialing		X X X

<sup>178</sup> An analog telephone set connected through an appropriate ISDN terminal adapter to a Digital (ISDN) Customized Multi-line Telephone Service line must subscribe to analog Customized Multi-line Telephone Service voice feature package, not Digital (ISDN) Customized Multi-line Telephone Service MBKS Service feature packages.

<sup>179</sup> CLASS Package can be used with analog or digital Customized Multi-line Telephone Service.

<sup>180</sup> Not available on 5ESS.

<sup>181</sup> Not available on DMS100.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)  
CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

C. Features (Continued)

16. Feature Matrices (Continued)

**Data Packages Features**

CSD1000  
CSD2000

Feature Name

Data Speed Call 8 <sup>182</sup>	X	X
Data Call Forward	X	X
Data Toll Restriction	X	X
Data Multi-Line Hunt Group	X	X
Data Call Back		X
Data Circular Hunt		X
Data Group Speed Call 30		X
Data Speed Call 30		X

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<sup>182</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)  
CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

C. Features (Continues)

16. Feature Matrices (Continued)

**Attendant Package Features - Digital (ISDN) Customized Multi-line Telephone Service**

Feature Name

Aggregate Work Time/Number of Calls Handled

Call Hold  
Call Splitting  
Call-Through Tests  
Camp-On  
Conference Calling  
Console Terminal Management  
Control of Voice Terminals  
Direct Station Selection/Busy Lamp Field  
Direct Trunk Group Selection  
Emergency Override  
Incoming Calling ID-Group  
Night Service  
Originated Permission Display  
Position Busy  
Power Failure Transfer  
Control of Facilities  
Through Dialing  
Timed Reminder  
Traffic  
Trunk Group Indicators  
Trunk Identification  
Trunk Queuing  
Auto Dropback to Attendant  
Dial Access to Attendant  
Even Call Distribution  
Flexible Night Service/Call Forwarding  
Calls on Queue  
Queuing with Call Waiting Indication  
Number of Calls Handled Display Data

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

C. Features (Continued)

16. Feature Matrices (Continued)

<b>Optional Features</b>	<u>Analog</u>	<u>Digital</u>
<u>Feature Name</u>		
Additional Numbers	X	X
Attendant Data Link Console Interface	X	
Attendant Flexible Night Answer	X	
Attendant ID Multiple Directory Nos.	X	
Attendant Mixed Night Answer	X	
Attendant Pre-determined Night Answer	X	
Attendant Universal Night Answer	X	
Authorization Codes	X	X
Automatic Route Selection	X	X
Call Trace	X	X
Caller ID Number Only <sup>183</sup>	X	X
Circuit Switched Data Direct Connect		X
Circuit Switched Data Closed User Group		X
Code Call Access	X	
Conference Calling	X	X
Customer Moves and Changes	X	X
Dictation Access	X	
Digital Data Intercom Dialing		X
Direct Connect	X	X
Limited Automatic Call Distribution	X	
Music On Hold	X	X
Paging/Public Address Access	X	
Pilot Number of Hunt Groups	X	
Preferential Hunting	X	X
Priority Call	X	X
Priority Queuing	X	X
Proprietary Set Interface	X	
Recorded Announcement	X	X
Speed Call 30	X	X
Station Message Detail Recording (SMDR)	X	X
Stop Hunt	X	X
Terminal Make Busy	X	
Tie Facility Access	X	X
T-1 Access	X	X
WATS/800/877/888 Service Access	X	X

<sup>183</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)  
CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

C. Features (Continues)

17. Customized Multi-line Telephone Service Basic Operating Features

Automatic Identification of Outward Dial - Identifies all calls leaving the customer group by the station number from which calls are placed.

Direct Inward Dialing - Allows incoming calls from the exchange network to reach a specific station without attendant assistance.

Direct Outward Dialing - Allows station users to place external calls to the exchange network without attendant assistance.

Distinctive Ringing - Permits a station user to determine by the cadence of the ringing, whether a call is internal or external.

Station-to-Station Calling - Allows station users to call each other using intercom dialing and is restricted to the serving wire center only for voice and circuit switched data calls.

Touch Call - Equips all station lines for touch call dialing.

Feature Package 1000

Call Alternation - Allows a station user to place one call on hold, make a second call, and talk alternately between the two parties.

Call Forwarding - Provides the option of fixed and/or variable forwarding of a station's incoming calls to a predetermined number. Fixed forwarding is established and changed by the Company. Variable forwarding is established and changed by the station user. This feature will forward all calls, or only those calls reaching a busy or no answer condition, to a predetermined number. Forwarding for hunt groups is available.

Call Hold - Allows a station user to place a call in progress on hold.

Call Pick Up-Direct - Permits a station user to pick up any ringing station in the business group by dialing a feature code plus the ringing station's intercom number. The ringing station is not required to be in the same pick up group.

Call Pick Up-Extended - Permits a station user to dial a code to extend call pick up to groups other than its own.

Call Pick Up-Group - Permits a station user to dial a code to answer a call, which is ringing at another station within the call pick up group.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

C. Features (Continues)

17. Customized Multi-line Telephone Service Basic Operating Features (Continued)

Feature Package 1000 (Continued)

Call Waiting/Cancel - Allows a station user to cancel the Call Waiting feature for the duration of a single call.

Call Waiting Originating - Allows a station to send a Call Waiting tone when calling a busy station. Call Waiting Originating is restricted to calls both placed and received within the same central office.

Call Waiting Terminating - Alerts the called party, with a beep, that an incoming call is waiting.

Call Transfer - Allows a station user to transfer a call to another party.

Consultation Hold - Allows the initiator of a three way call or transfer to speak privately with the third party before completing the connection.

Dial Call Waiting - Allows a station user to send a Call Waiting tone when calling a busy station, even if the called station does not have the Call Waiting feature. Dial Call Waiting is restricted to calls both placed and received within the same central office.

Hunting (Directory Number) - Activates hunting when any of the directory numbers of the individual lines in the hunt group are called. If the called line is busy, hunting will start with the called line and continue to the end of the list.

Hunting (Pilot Number) - Searches for an idle line beginning with the first member of the hunt group and ending with the last member.

Hunting (Secretarial) - Searches for an idle line beginning with the group member dialed and ending with the last member in the group.

Speed Call 6 (Individual) - Allows a station user to dial an individual list of up to 6 telephone numbers by dialing an access code and one digit. (Available on 5-ESS central office switching equipment only).

Speed Cal 8<sup>184</sup> (Individual) - Allows a station user to dial an individually selected list of up to 8 telephone numbers by dialing one or two digits. (Available on GTD-5 central office switching equipment only).

<sup>184</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)  
CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

C. Features (Continues)

17. Customized Multi-line Telephone Service Basic Operating Features (Continued)

Feature Package 1000 (Continued)

Station Restriction - Prevents a station user from making or receiving calls outside the business group. Calls cannot be routed beyond this restriction by an attendant or through any indirect means such as Call Transfer, Call Forwarding or Call Pick-Up.

\*66 Busy Number Redial - Allows a station user to redial the last number dialed by dialing a code instead of redialing the entire telephone number. (Not available on 5ESS central office switching equipment.)

3 Way Calling - Permits a station user to put one party on hold, reach a third party, and bring all three parties together in a 3 way connection.

Toll Restriction - Prevents customer designated stations from placing chargeable toll calls.

Feature Package 2000

The features listed below are provided in addition to Feature Package 1000 features.

Automatic Callback - Enables a station user encountering a busy station to request the system to call back when both stations are idle.

Call Park-Multiple - Enables a station user to place multiple calls on hold and later retrieve the held calls from any station in the business group.

Circular Hunting - Searches for an idle line beginning with the number dialed, proceeding to the last member in the hunt group, wrapping around to the first member, and ending with the member preceding the one that was dialed.

Data Line Security - Protects data being transmitted on a telephone line from being disturbed by tones generated by system features such as Call Waiting, Executive Busy Override, etc. (Not available on 5ESS central office switching equipment.)

Multiple Classes of Service - Enables the customer to assign each station a class of service, which defines the station's calling privileges and restrictions.

Saved Number Redial - Permits a station user to store a number in memory and later redial the number using a code. (Not available on 5-ESS central office switching equipment.)

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)  
CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

C. Features (Continues)

17. Customized Multi-line Telephone Service Basic Operating Features (Continued)

Feature Package 2000 (Continued)

The features listed below are provided in addition to Feature Package 1000 features.  
(Continued)

Speed Call 30 (System) - Allows members of a business group to share a list of up to 30 telephone numbers, each of which may be dialed using an access code and one or two digits.

Uniform Call Distribution (UCD) Hunting - Provides for call distribution in a hunt group by connecting to the line, which has been idle the longest. (Applies to circular hunt only).

Feature Package 3000

The features listed below are provided in addition to Feature Packages 1000 and 2000 features.

Call Forward/Incoming - Forwards incoming calls from outside the business group to a predetermined alternate number within the business group when the called station is busy.

Call Forward/Within Group - Forwards calls originating from within the business group to a predetermined destination. Calls originating from outside the business group are completed as if Call Forwarding were not in effect.

Executive Busy Override - Allows a station user, upon reaching a busy station within the same business group, to "break-in" to the existing conversation. The system sends an alert tone to the conversing parties and creates a three-way call controlled by the party breaking in.

Off-Hook Queuing - Allows a station user to remain off-hook and wait for an idle trunk in order to complete a dialed call.

Remote Access to Features - Allows an authorized user to call in from the exchange network and gain access to all features within a business group by supplying an authorization code. This also includes the Remote Activation of Call Forward function that allows customers to activate, change, or deactivate their Call Forwarding Service from a remote location.

Ringback Queuing - Permits a station user with activated queuing to hang up and wait for a trunk to become idle. When a trunk is available, the station user is notified by a distinctive ringing tone.

Speed Call 30 (Individual) - Allows a station user to dial an individually selected list of up to 30 telephone numbers by dialing two to four digits.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

**CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)**

**CUSTOMIZED MULTI-LINE TELEPHONE SERVICE**

C. Features (Continues)

17. Customized Multi-line Telephone Service Basic Operating Features (Continued)

Customized Multi-line Telephone Service CLASS

\*66 Busy Number Redial when activated, automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next thirty minutes both the calling and the called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed. The activation code is \*66. The user can press \*86 to deactivate.

The pay per use charge is activated irrespective of whether the call is completed or not. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.

\*69 Call Return This feature enables a customer to place a call to the telephone number associated with the most recent call received whether or not the call was answered, or the number is known. The customer can dial a code to request that the network place the call. If the called line is not busy, the call is placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next thirty minutes both the calling and called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed. The activation code is \*69. The user can press \*89 to deactivate this feature.

The pay per use charge is activated irrespective of whether the call is completed or not. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

C. Features (Continues)

17. Customized Multi-line Telephone Service Basic Operating Features (Continued)

Customized Multi-line Telephone Service CLASS (Continued)

Selective Call Rejection allows a customer to reject call attempts from up to 15 telephone numbers. To use this service, the customer preprograms telephone numbers of calling parties they wish to reject. Any call attempts to the customer's telephone from these specified numbers will be prevented from being completed to that customer. The calling party will get a recording advising the caller that the called party is not receiving calls. The customer can also add an "unknown" caller to the Selective Call Rejection list by activating the feature immediately after receiving an unwanted call. Selective Call Rejection is activated by dialing "\*60" for "1160" from a rotary telephone. After gaining access to the service, the customer can activate or deactivate by dialing an activation/deactivation code as directed by an announcement.

Selective Call Forward allows a customer to select specific telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller that the customer is not accepting calls. Selective Call Acceptance is accessed by dialing "\*64" or "1164" on a rotary telephone.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

**CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)**

**CUSTOMIZED MULTI-LINE TELEPHONE SERVICE**

C. Features (Continues)

18. Customized Multi-line Telephone Service Optional System Features

The features below can be ordered individually at the rates and charges set forth in this Service Catalog.

Additional Numbers - A software number, which has the characteristics of a basic exchange access line. A Feature Package rate is applicable to each Additional Number.

Attendant Data Link Console Interface - Allows the use of a proprietary data-link multiplexed console, which is connected to the central office. (Requires three (3) additional Customized Multi-line Telephone Service lines. Available where technology exists).

Attendant Flexible Night Answer - Allows the attendant to reassign the destination for Predetermined Night Answer calls. (Requires Data Link Console.)

Attendant Identification-Multiple Directory Numbers - Enables the attendant to identify an incoming call by directory number using the console display. If the subscriber has multiple directory numbers, the number being called will be displayed on the attendant console. (Requires Data Link Console.)

Attendant Mixed Night Answer - This feature is a combination of Universal and Predetermined Night Answer. Incoming calls can be switched to either type of night answer by the attendant. (Requires Data link Console.)

Attendant Predetermined Night Answer - Allows incoming calls to an attendant position to be answered by a predetermined alternate station during nonbusiness hours or when the attendant's line is busy. This feature also allows for the transfer of calls during commercial power failure. (Requires Data Link Console.)

Attendant Universal Night Answer - Allows incoming calls to an attendant to be answered by any station in the attendant's business group during nonbusiness hours. This feature also allows for the transfer of calls during commercial power failure. (Requires Data Link Console.)

Authorization Codes - Used to override the calling restrictions placed on a particular line.

Automatic Route Selection (ARS) - Provides an automatic means of low cost route selection. ARS provides up to 10 routes and allows customers to prioritize these routes based on cost. This feature also includes:

Expensive Route Warning - Provides a warning tone indicating an expensive route has been selected.

Facilities Restriction Level - Allows each station and each facility access in the business group to be assigned a restriction level for use with ARS.

Time of Day Routing - Provides for route selection based on the most economical path for a particular time-of-day or day-of-week.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

**CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)**

**CUSTOMIZED MULTI-LINE TELEPHONE SERVICE**

C. Features (Continued)

18. Customized Multi-line Telephone Service Basic Operating Features (Continued)

Call Trace allows the customer to immediately and automatically trace the last incoming call received from a local service area in which Custom Local Area Signaling Service features are offered. Upon the customer's request, the trace information will be provided to law enforcement agencies by the Company, but will not be released directly to the customer. To initiate the call trace, the customer must contact the Company at the number provided in the voice announcement within ten (10) days of the incident. Call Trace performs the function of recording call information, but in no way identifies the person(s) actually placing the call(s). By accepting the Service, the customer agrees that the Company shall not be liable for damages due to an inability to trace the call(s).

Caller ID Number Only <sup>185</sup> provides for the display of the incoming telephone number on a customer provided display device attached to the customer's telephone line or on a telephone or answering machine with a built-in display screen. The Caller ID Number Only feature will forward the calling number from the appropriately equipped central office to the customer provided display device. The Company will forward all telephone numbers (including Nonpublished and Nonlisted telephone numbers) subject to technical limitations. This is available on Customized Multi-line Telephone Service and Digital (ISDN) Customized Multi-line Telephone Service.

All customer provided equipment used to interface with Caller ID Number Only must be connected in accordance with the provisions of the Federal Communications Commission's Registration Program. Any intent to resell name(s) and or number(s) that is a result of Caller ID Number Only service is prohibited.

Caller ID with Name permits a customer to receive the name, as well as the telephone number, associated with the calling party for calls placed to the customer. The calling telephone name and number will be forwarded from the terminating central office to compatible customer-provided display equipment associated with the customer's Local Exchange Service. If the calling telephone name and number is not available for forwarding to the called party, a message indicating that unavailability will be forwarded. The calling party can prevent the Caller ID customer from seeing the calling telephone name and number display by activating Cancel Calling Number Delivery - Per Call. When the calling party uses this blocking capability, the Caller ID customer will receive an indication on the Caller ID equipment that the display of the calling telephone name and number has been suppressed. The Company will forward all telephone numbers (including Nonpublished and Nonlisted telephone numbers) subject to technical limitations.

A maximum of 15 characters is allowed for transmission of the calling party Directory Name.

<sup>185</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

**CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)**

**CUSTOMIZED MULTI-LINE TELEPHONE SERVICE**

C. Features (Continued)

18. Customized Multi-line Telephone Service Basic Operating Features (Continued)

Cancel Caller ID Number Only - Per Call <sup>186</sup> provides free per call blocking in exchanges where Caller ID Number Only is offered by the Company. Customers may prevent the delivery of their telephone number to the called party. This is accomplished on a per call basis when the customer dials the Cancel Caller ID Number Only - Per Call activation code prior to placing the call.

Cancel Caller ID Number Only - Per Line <sup>188</sup> provides free per line blocking in exchanges where Caller ID Number Only is offered by the Company. This service prevents the delivery of customer's telephone number to the called party. A Cancel Caller ID Number Only - Per Line customer has the option of deactivating Cancel Caller ID Number Only and forwarding their telephone number on a per call basis by dialing the code \*82 prior to placing a call.

Conference Calling - Permits a station user or attendant to form a conference with a maximum of six or eight parties (depending on technology), including other stations and/or parties reached over trunks.

Code Call Access - Provides access to customer provided code calling signaling devices.

Data Closed User Group permits grouping Circuit Switched Data Channels into groups. Calls within a group are allowed, but calls between groups are denied.

Data Direct Connect provides an automatic connection between a calling line that goes off hook and a predetermined telephone number.

Digital Data Intercom Dialing is an intra-group data function that allows a station user to call another station user, both within the same customer group, usually with abbreviated dialing. No usage charges are incurred on Data Intercom calls.

Dictation Access provides for station access to customer provided dictation equipment.

Direct Connect provides an automatic connection between a calling station that goes off-hook and a predetermined location. The calling station does not receive dial tone. It is also a directory number feature that can be assigned to individual Directory Number (DN) appearances on a Meridian Business Set. This feature is also referred to as Automatic Line in the DMS-100.

FX Access - Connects to foreign exchange line facilities.

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<sup>186</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)  
CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

C. Features (Continued)

18. Customized Multi-line Telephone Service Basic Operating Features (Continued)

ISDN PRI Customized Multi-line Telephone Service Access – provides the interface between the ISDN PRI Tie Channel Services and the Customized Multi-line Telephone Service System. ISDN PRI Access and Tie Channel Service are required for this application.

ISDN PRI Voice over IP (VOIP) Customized Multi-line Telephone Service Access - is augmented with Customized Multi-line Telephone Service features to integrate Customized Multi-line Telephone Service with Voice over the Internet Protocol applications. The VOIP NRC rate applies. PRI's that only require Tie Channel Intercom functionality do not require this NRC. ISDN PRI Access and Tie Channel Service are required for this application.

Limited Automatic Call Distribution - Allows incoming trunk calls to be directed to and distributed among a select group of stations using distributive hunting.

Music-on-Hold - Provides access to a common music source for use with call hold, transfer, park and queuing features.

Paging/Public Address Access - Provides a central office interface to a loudspeaker at the customer premises for paging and/or public address.

Pilot Number of Hunt Groups - A directory number used to access a hunt group. (No associated cable pair required.)

Preferential Hunting - Assigns hunting for an individual group of hunt group members to a pilot number of another circular hunt group.

Priority Call - Allows a customer to program up to twelve (12) telephone numbers of selected callers enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone. If a customer also subscribes to Call Waiting, calls from the selected numbers will be distinguished by a distinctive call waiting tone.

Priority Queuing - Provides two levels of priority in the handling of queued calls: high priority and low priority.

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CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

C. Features (Continued)

18. Customized Multi-line Telephone Service Basic Operating Features (Continued)

Proprietary Set Interface - Provides capability for central office connectivity for business proprietary sets.

Recorded Announcement - Routes calls to a recording in the Company's central office. The recording may be customized at the customer's option.

Speed Call 30 - Allows members of a business group to share a list of up to 30 telephone numbers, each of which may be dialed using an access code and one or two digits.

Stop Hunt - Uses a code to stop the hunting process when a particular line is reached in a hunting sequence.

Terminal Make Busy - Allows a station or group of stations to appear busy to incoming calls.

Tie Facility Access - Provides access to tie line facilities, which connect the business group to another CENTREX, PABX or similar facility.

T1 Access - Allows a Customized Multi-line Telephone Service customer to access a dedicated digital facility.

WATS Access - Allows a Customized Multi-line Telephone Service customer to access WATS for bulk toll calling.

800/877/888-Service Access - Allows 800/877/888 Service Access to terminate in the Customized Multi-line Telephone Service System.

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**CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)**

**CUSTOMIZED MULTI-LINE TELEPHONE SERVICE**

C. Features (Continued)

19. Digital (ISDN) Customized Multi-line Telephone Service

B-Channel (Bearer Channel). A channel used to carry digitized voice and data information at a speed of 64 kbps.

B-Packet<sup>187</sup> A service which permits a customer to use a B-Channel for packet switched data.

Basic Rate Interface (BRI). BRI supports two 64 kilobits per second (kbps) B-Channels and one 16 kbps D-Channel (2B+D).

Clear Channel Capability. The capability to transport 64 kbps over a channel with no constraint on the quantity or on the sequence of bits.

Channel. The electrical path provided by the Company between two or more terminating points for the transmission of information or intelligence.

D-Channel (Delta Channel). A communications path that operates at 16 kbps in support of network control signals.

Digital (ISDN-BRI) Customized Multi-line Telephone Service. Customized Multi-line Telephone Service provided by ISDN-BRI.

Integrated Services Digital Network (ISDN). A set of standards, which enable end-to-end digital transmission, access integration, and established standardization of points of interconnection over a single access line. End-to-end digital transmission eliminates the necessity for voice-band modems that use analog processing techniques. Access integration refers to utilizing a single ISDN line, whereby an end user over one line can access a wide variety of user information services such as voice, circuit switched data, and packet switched data.

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<sup>187</sup> Service is for CALEA use only. For existing customers accessing the public switched network, this service is limited to existing locations until December 31, 2006, at which time service will no longer be available.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)  
CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

C. Features (Continued)

19. Digital (ISDN) Customized Multi-line Telephone Service (Continued)

IntraSystem Caller ID. A function, which allows a station within a system to identify a caller calling from another station within the same system.

Kbps. Kilobits Per Second.

Mbps. Megabits Per Second.

Multi-Button Key Set (MBKS) Service. A Basic or Deluxe package of central office functions operated or activated by customer premises equipment.

Multipoint - any digital local loop supporting more than one user.

User. A member of a business system.

Multi-Button Key Set (MBKS) Basic Package

Automatic Callback on Busy allows the user to activate Automatic Callback on Busy when a busy number is dialed. When the busy station becomes idle, a distinctive ring alerts the caller. When the caller goes off-hook, the call is placed.

Bridging allows a party to establish a conference call within a customer group by bridging into a call. Only one party can bridge into a call. Bridging can be inhibited by activating Manual Exclusion.

Call Alternation See Customized Multi-line Telephone Service Feature Package 1000.

Call Forwarding allows a user to forward calls to a specified number.

Call Pickup allows a user to pick up a call directed to another station in the customer group.

Conference Calling allows a user to set up a conference call. Conference calls can include members of the customer group and parties outside the group. Up to six parties can be connected.

Drop allows a user to disconnect the last party added to a conference call, or the other party if only two parties are conferenced.

Digital Data Intercom Dialing is an intra-group data function that allows a station user to call another station user, both within the same customer group, usually with abbreviated dialing. No usage charges are incurred on Data Intercom calls.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)  
CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

C. Features (Continued)

19. Digital (ISDN) Customized Multi-line Telephone Service (Continued)

Multi-Button Key Set (MBKS) Basic Package (Continued)

Flex Calling allows a user to arrange a conference call. Conference calls can include parties within and outside the group. Up to nine parties can be connected simultaneously.

Hold allows the MBKS set user to place a call on hold by pressing the function button. Any MBKS set with the call appearance for call on hold can pick up the call by pressing the call appearance button.

Intercom Function allows the station set to emulate a dedicated wire to another station for priority conversations without typing up the station set from active or incoming calls.

Key System Coverage for Analog Lines allows an analog station set to share calls with the ISDN station set.

Manual Exclusion allow an MBKS set user to inhibit other stations from picking up a call on hold or bridging onto a call that is active at that station.

Multiple Directory Number Buttons provides access to more than one Directory Number (DN) on the MBKS set. Indicator lights show the status of the DN (idle, call on hold, call in progress, etc.).

Privacy Release allows a user to inhibit other stations from answering a call on hold or from bridging onto calls. (See Manual Exclusion.)

Ring Again allows a user to arrange for Automatic Callback on Busy when a busy number is encountered. When the busy station becomes idle, a distinctive ring alerts the caller. When the station set is taken off-hook, the call is placed.

Shared Call Appearances of a Directory Number allows several MBKS station sets to share one or more Directory Numbers. Originating and terminating events on one station set affect all stations sharing that Directory Number. The shared Directory Numbers can have multiple call appearances, multiple calls can exist on one Directory Number, and more than one station sharing the Directory Number can have a call active on that shared Directory Number.

Speed Call (Also known as Abbreviated Dialing) permits the customer to dial selected numbers using fewer digits than normally required. This is accomplished through the assignment of abbreviated codes to frequently called numbers. One and two-digit speed call lists are available. The Speed Call Feature is available to individual lines, two-party lines, and members (some or all) of a multiline hunt group. Speed Call lists assigned to individual lines can be shared by other lines at the customer's request. For the BRCS feature, the service providers can define list sizes and up to three-digit access codes.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

**CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)**  
**CUSTOMIZED MULTI-LINE TELEPHONE SERVICE**

C. Features (Continued)

19. Digital (ISDN) Customized Multi-line Telephone Service (Continued)

Multi-Button Key Set (MBKS) Basic Package (Continued)

Station Restriction See Customized Multi-line Telephone Service Feature Package 1000.

Terminal Management provides a management function for the MBKS terminal and, therefore, is mostly transparent. However, the following capabilities impact the user:

- Adjunct Control
- Automatic Hold/Drop Preference
- Button Management
- Call Appearance Selection for Implicit Conference and Transfer
- Display for Ringing Call Appearances Only
- Feature Button Inspection
- Idle Call Appearance Preference

Time and Date Display is a subscription feature for ISDN attendants and ISDN station set users. The 5ESS Switch provides the time and date to the ISDN station set.

Transfer allows the MBKS set user to transfer a call to another Directory Number in the customer group by pressing the transfer button, dialing the Directory Number, and pressing the button again.

Multi-Button Key Set (MBKS) Deluxe Package

Multi-Button Key Set (MBKS) Basic Package, plus

Called Line Identification (CLID) provides a user originating a call with information about the called party and the facility or destination. Facility and call destination information are provided via the ISDN Call Identification (ICI) call types. The CLID information provided is:

- Call Appearance Identification
- Called Directory Number (DN)
- ISDN Call Identification (ICI)

If an attendant is originating the call, the switch also provides the originating permissions of the called party. This feature is billed only on a flat-rate basis.

Delayed and Abbreviated Ringing alerts MBKS set for a predetermined interval before ringing another designated MBKS set.

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**CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)**

**CUSTOMIZED MULTI-LINE TELEPHONE SERVICE**

C. Features (Continued)

19. Digital (ISDN) Customized Multi-line Telephone Service (Continued)

Multi-Button Key Set (MBKS) Deluxe Package (Continued)

Multi-Button Key Set (MBKS) Basic Package, plus (Continued)

Display for Ringing Call Appearances Only will activate displays on a multibutton keyset only for ringing call appearances. This eliminates displays that a call coverage person (usually a secretary) has no need and no desire to see. The feature is intended for applications where keysets have large numbers of secondary call appearances to provide shared back up coverage among a group of secretaries, and where abbreviated and delayed ringing is used.

Feature Inspect provides service providers and end users who have display terminals with a method of determining the features and call appearances that are assigned to the buttons on a terminal. Inspecting a button is a two-step procedure: (1) the Inspect Feature button is depressed, and (2) the feature or call appearance button to be inspected is pressed. The feature assigned or, for call appearances, call related information is displayed.

Incoming Priority Call permits calls outside the business group to be terminated to a priority call appearance. Terminations to priority appearances use normal intergroup alerting as opposed to priority alerting.

Initiated Priority Call provides an ISDN equivalent of Dial Call Waiting. A station user initiates a priority call by one of two methods: (1) dialing the initiated priority calling function code or pressing a priority calling feature button, then dialing the digits of the called party.

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**CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)**

**CUSTOMIZED MULTI-LINE TELEPHONE SERVICE**

C. Features (Continued)

19. Digital (ISDN) Customized Multi-line Telephone Service (Continued)

Multi-Button Key Set (MBKS) Deluxe Package (Continued)

Inspect ISDN Terminals retrieves and displays call-related information about any call appearance that has a call associated with it. This could be the active call, a call on hold, or an alerting call. The data that can be displayed includes: call appearance identification, called or calling Directory Number (DN), incoming call identifier call type, and called or calling party name. If the user performing the inspection is an attendant, the originating permissions are also displayed.

Intercom Alerting provides a distinctive ring and/or visual indicator to alert the MBKS set user of an intercom call.

Originating Priority Call provides an ISDN equivalent of Call Waiting Originating. When assigned to a particular station set, all calls originated from it are priority calls.

Outgoing Called Line Identification for ISDN Terminals provides a user originating a call with information about the called party and the facility or destination. Facility and call destination information are provided via the ISDN Call Identification (ICI) call types. The OCLID information provided is:

- Call Appearance Identification
- Called DN
- ICI

If an attendant is originating the call, the switch also provides the originating permissions of the called party. This feature is billed only on a flat-rate basis.

Priority Call Incoming Only provides an ISDN equivalent of Call Waiting-Incoming Only. With this feature, calls outside the business group can terminate to a priority call appearance. Terminations to priority appearances use normal intergroup alerting as opposed to priority alerting.

Multi-Button Key Set (MBKS) 3000-Deluxe Package

Multi-Button Key Set (MBKS) Package plus

Call Forward/Incoming - See Customized Multi-line Telephone Service Feature Package 3000

Call Forward/Within Group - See Customized Multi-line Telephone Service Feature Package 3000

Executive Busy Override - See Customized Multi-line Telephone Service Feature Package 3000

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**CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)**

**CUSTOMIZED MULTI-LINE TELEPHONE SERVICE**

C. Features (Continued)

19. Digital (ISDN) Customized Multi-line Telephone Service (Continued)

Attendant Package Features

Aggregate Work Time/Number of Calls Handled for ISDN allows a supervisor, or attendant, to display data about an attendant position. The data includes.

- Aggregate time spent handling calls
- Length of time the console was active
- Number of calls handled

Attendant Call Hold allows the attendant to hold a call-in progress to originate another call, or pick up a call on hold. Timed reminder is activated when the call is placed on hold by the attendant.

Attendant Call Splitting allows the attendant to consult privately with the called party without the calling party hearing. The attendant can alternate conversation between the called and calling party before completing (or terminating) the call.

Attendant Call-Through Tests (Physical Trunks) allows the attendant to set up a test call over a selected physical trunk in a trunk group to determine if the trunk is working properly.

Attendant Camp-On allows calls that the attendant attempts to complete to a busy analog or ISDN station to be held waiting until the station becomes idle. The attendant can release from the connection. A call waiting indication is given to alert the busy party. When the busy station becomes idle, it is automatically alerted and connected to the calling party without attendant intervention. While waiting, the caller (and the attendant) can be connected to silence, tone, audible ringing, or announcement. The Timed Reminder feature can be initiated when camp-on is activated. Calls to the attendant from within the group and from outside the group can be camped-on to a busy station.

Attendant Conference Calling allows the attendant to set up conference calls with any combination of extensions or trunks on the internal conference bridge. The maximum number of parties on the conference call is limited to the capacity of the multipoint conference circuit.

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CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)  
CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

C. Features (Continued)

19. Digital (ISDN) Customized Multi-line Telephone Service (Continued)

Attendant Package Features (Continued)

Attendant Console Terminal Management provides management services for the attendant console but is not a feature that an attendant uses as part of attendant's responsibilities. Rather, it is a feature provided by the switch to support the attendant console. The basic services provided are:

Button Management: The switch maintains information about the button configuration of the console. For example, a console could have ten buttons. For one console, the switch could configure these ten buttons to be six call appearances and four feature buttons. For another console, these ten buttons could be eight call appearances and two feature buttons.

Call Appearance Selection: The switch selects a call appearance on the console for incoming calls and for certain attendant-originated calls (e.g., originations via Direct Trunk Group Selection, Direct Station Selection, etc.).

Telephone Number Management: A maximum of eight listed telephone numbers (TNs) can be assigned to an attendant group. The switch does not support shared call appearances for attendant positions. Each attendant is capable of having a unique TN, other than the listed telephone number (LTN), for purposes of attendant-to-attendant calls.

Display Management: Many of the attendant features use a console display.

Lamp Management: Lamp management is responsible for controlling console lamps associated with features.

Tones Management: The switch informs the console to alert the attendant to one of four specific events. The console is responsible for generating corresponding tones. Note that these are not in-band call processing tones generated by the switch. The four alerting tones, arranged in priority of importance are:

1. Emergency informs the attendant that an emergency call is waiting (highest priority).
2. Timed Reminder informs the attendant that a timed reminder for a held call or an unanswered transferred call has expired.

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CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)  
CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

C. Features (Continued)

19. Digital (ISDN) Customized Multi-line Telephone Service (Continued)

Attendant Package Features (Continued)

Attendant Console Terminal Management (Continued)

Tones Management (Continued)

3. Call Waiting informs the attendant that calls are in queue waiting to be answered.
4. Alerting informs the attendant that a call is alerting the console.

Attendant Control of Voice Terminals feature routes calls destined for a line or group of lines to the attendant for handling. It is activated by the attendant or automatically by the switch.

Attendant Direct Station Selection/Busy Lamp Field feature allows the attendant to display the status of up to 10,000 telephone numbers (TNs) in 100 groups of 100 contiguous TNs starting at 00. Within a group of 100, the attendant can select a station via a single keystroke. Two selection options are available: one for monitoring up to 800 TNs and the other for monitoring up to 10,000 TNs.

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

Attendant Emergency Override allows the attendant to complete incoming calls to stations:

- That are busy from setting the make busy key;
- That have a series completion or multiline hunt arrangement;
- With Call Forwarding activated; or
- With terminating restrictions.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

**CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)**

**CUSTOMIZED MULTI-LINE TELEPHONE SERVICE**

C. Features (Continued)

19. Digital (ISDN) Customized Multi-line Telephone Service (Continued)

Attendant Package Features (Continued)

Attendant Incoming Calling Identification (Customer Group) allows an attendant to identify the type of facility over which an incoming call to the attendant was routed.

Attendant Night Service routes calls directed to the ISDN Attendant to a different station. This feature is activated and deactivated from a designated ISDN Attendant console. The user can select one of the following options for Night Service routing:

Fixed Routing: Calls are routed from the major listed telephone number to a preselected night station. Routing is controlled by the operating company and can be charged by a service order.

Flexible Routing: The ISDN Attendant uses Call Forwarding to arrange routing.

Trunk Answer From Any Station: Calls activate a night ring or other indicator at all stations in the group. Calls can be answered at any station by dialing an access code for the call pickup feature.

When Night Service is activated, trunk queuing and automatic callback are automatically canceled, and the attendant can originate calls.

Attendant Originated Permission Display (Class of Service) identifies the originating permissions of lines that have been routed to the attendant.

Attendant Position Busy allows the position to be made busy by the attendant. When the position is made busy in a single position arrangement, new calls to the position receive busy treatment. In a multiple position arrangement, new calls are directed to a different console position. When a position is in a position-busy state, the attendant can serve calls on hold, calls alerting the console, and calls on a timed reminder and can also originate calls. The attendant can remove the position busy condition at any time.

Attendant Power Failure Transfer (ISDN Communication Failure) routes calls destined for the attendant to a preassigned telephone number (TN) during a commercial power failure at the customer premises.

Attendant Selective Customer Control of Facilities allows an attendant to deny access to a trunk or simulated facility group. All calls, including attendant-originated calls, are denied access to the facility when this feature is activated. Calls to restricted facilities are routed as specified by the customer.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

**CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)**

**CUSTOMIZED MULTI-LINE TELEPHONE SERVICE**

C. Features (Continued)

19. Digital (ISDN) Customized Multi-line Telephone Service (Continued)

Attendant Package Features (Continued)

Attendant Through Dialing allows an attendant to access an outgoing facility for a calling party within the group who has restrictions or difficulty in placing an outgoing call.

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

Attendant Traffic provides the following counts for each attendant console position. These counts are available only to a designated attendant (master position) for display at the console and via traffic data to customer reporting mechanisms.

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

Customer traffic reports these counts periodically (every 30 minutes). The master position can obtain this information for each attendant position in the attendant group. The master position must make repeated requests for this data to sequence through all the data for attendants in the attendant group.

These counts are zeroed by the switch when an attendant activates a position. The counts apply only to calls offered to the position, not including time waiting in a central office queue or calls abandoned before connection to an attendant call appearance. These counts are not part of the standard traffic reporting mechanism of the switch (e.g., hourly reports).

Attendant Trunk Group Indicators allow an attendant to monitor the level of traffic on customer selected trunk groups. A maximum of 16 trunk groups per attendant position can be monitored. A maximum of 64 trunk groups per attendant group can be monitored. Each attendant position is capable of monitoring a different set of trunk groups. Two trunk indicators, busy and warning, are provided per trunk group. These indicators are based on traffic thresholds. The attendant is notified if the thresholds are exceeded or if the traffic levels recede below the thresholds.

Attendant Trunk Identification provides a display of the trunk group and member number of the incoming or outgoing trunk in use at the request of the attendant.

Attendant Trunk Queuing allows an attendant position to invoke this feature when all trunks in a trunk group are busy and provides call-back when a trunk is available.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

C. Features (Continued)

19. Digital (ISDN) Customized Multi-line Telephone Service (Continued)

Attendant Package Features (Continued)

Automatic Dropback to ISDN Attendant (Serial Calls) lets an attendant complete a call from an incoming trunk to two or more stations in succession, without requiring the calling party to redial the attendant. When the called party disconnects, the attendant is recalled and the calling party can give further instructions for the next call. This feature provides time and cost savings for a long-distance caller because the largest cost per time-segment occurs at the beginning of a call. Serial calling can also be used by callers within a group to place a series of calls over an outgoing trunk.

Dial Access to ISDN Attendant provides dial access from stations within the customer group.

Even Call Distribution (Uniform Call Distribution) uniformly distributes calls to multiple attendant positions.

Flexible Night Service/Attendant Call Forwarding

Night Service routes calls normally directed to the attendant group to a different location (night location, also known as a night telephone number). Routing may be provided in one of the following ways:

- Fixed - All calls to all listed Telephone Numbers (LTNs) served by Multiple Position Hunt (MUPH) or ISDN Attendant (ISAT) groups are routed to a preselected (at subscription time) night telephone number and the activation/deactivation of it is done from a designated console only.
- Trunking Answer from any Station: All calls to all LTNs served by MUPH or ISAT groups activate a night bell or other indicator so that calls may be answered at any station by dialing an answer access code for the call pickup feature.
- Flexible: The Attendant call forwarding feature is used to selectively route all calls to an LTN served by a MUPH or ISAT group to a different customer changeable night telephone number and the activation/deactivation of it can be done from any console in the MUPH or ISAT group. Flexible and fixed night service can be assigned concurrently to the same MUPH or ISAT group and both features can be used by attendants. The flexible night service feature, when activated, will take precedence over the fixed night service activation.

Attendant Call Forwarding allows attendant to activate/deactivate call forwarding for any LTN within the MUPH or ISAT group (i.e., Flexible night service) and for any extension or station with call forwarding variable assigned can be controlled from the attendant console.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)  
CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

C. Features (Continued)

19. Digital (ISDN) Customized Multi-line Telephone Service (Continued)

Attendant Package Features (Continued)

Number of Calls on Queue-ISDN Attendant can be displayed for each ISDN call identification (ICI) type. By repeating the request, the attendant can display all ICI queues.

Queuing of ISDN Attendant with Call Waiting Indication (Lamps) provides queuing of calls designated for attendants who are to receive a particular call type, as determined by the Incoming Call Identification feature. Queues are served on a "first come, first serve" basis. An indicator is lighted to alert the attendant that a call is waiting.

Total Number of Calls Handled Display Data for ISDN Attendants provides supervisors with traffic data information about each attendant in the ISDN attendant group. This information includes:

- Average time for calls on queue abandoned before being served
- Average time on queue for served calls
- Longest time for a call on queue
- Total number of calls on queue abandoned before being served
- Total number of served calls

Circuit Switched Data 1000 Package

Data Call Forward allows a customer to forward incoming calls to another telephone number.

Data Multi-Line Hunt Group provides sequential hunting among lines in a hunt group for calls to a pilot number.

Data Speed Call 8 <sup>188</sup> allows speed calling over a Circuit Switched Data Channel. Speed Call 8 allows storing up to eight numbers.

Data Toll Restriction denies toll calls attempted from Circuit Switched Data Channels.

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<sup>188</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

C. Features (Continued)

19. Digital (ISDN) Customized Multi-line Telephone Service (Continued)

Circuit Switched Data 2000 Package

Data Call Back notifies a calling party after a busy line becomes idle and then automatically establishes the call.

Data Circular Hunting searches for a vacant line in a hunt group for calls to a pilot number. The hunting starts from the idle line found by the previous hunt.

Data Group Speed Call 30 permits sharing a list of speed call numbers among a group of lines. The list may be updated by a service order. The function permits up to thirty stored numbers.

Data Speed Call 30 allows speed calling over a Circuit Switched Data Channel. A long list allows storing up to thirty numbers.

Individual Services

Data Direct Connect provides an automatic connection between a calling line that goes off hook and a predetermined telephone number using a Circuit Switched Data Channel.

Data Closed User Group permits grouping Circuit Switched Data Channels into groups. Calls within a group are allowed but calls between groups are denied.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)  
CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

D. Rates and Charges

1. Service Line

Rates are determined by the total system size. Total system size will be a combination of Analog and Digital (ISDN-BRI) Service lines. For example, if a customer requests 28 Analog/Digital lines, all 28 lines will be billed at the 26-50 lines group, per Analog/Digital line rate. Both Analog and Digital Customized Multi-line Telephone Service arrangements may be offered on an individual case basis at the discretion of the Company. The following rates apply during the term commitment period.

Pricing Example:

Customer requests 50 stations split evenly between Analog Customized Multi-line Telephone Service (ISDN) Customized Multi-line Telephone Service, 12-month contract.

25 Analog stations = 25 Analog lines

25 Digital (ISDN) stations =  $25/2 = 12.5 = 13$  Digital (ISDN) lines [Each Digital (ISDN) Customized Multi-line Telephone Service line supports 2 stations]

Total system (Analog+Digital) = 38 lines (50 stations)

Price using "26-50 lines" line range since total system is 38 lines.

12-Month Term Commitment, 26-50 lines, Analog = (\$13.40/line) (25 lines) = \$335.00

12-Month Term Commitment, 26-50 lines, Digital = (\$25.75/line) (13 lines) = \$334.75

Other rate elements will apply as required.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

D. Rates and Charges (Continued)

1. Service Line (Continued)

The Subscriber Line Charge (SLC) found in ZiPLY Fiber FCC Tariff 2 is billed on a per line basis.

	Monthly <u>Rate</u>	Nonrecurring <u>Charge</u>
a. Analog Customized Multi-Line Telephone Service Line		
<u>Month-to-Month Term Commitment</u>		
2-25 lines, per line	15.50	189
26-50 lines, per line	15.25	191
<u>12-Month Term Commitment</u>		
2-25 lines, per line	13.60	190
26-50 lines, per line	13.40	192
51-100 lines, per line	15.00	192
101+ lines, per line	13.00	192

<sup>189</sup> The appropriate Service Order Charges as identified in Section 3 of the General and Local Exchange Tariff are applicable. The Central Office Connection Charge for the initial system installation will be the actual cost in lieu of the Central Office Connection Charge as identified in Section 3 of the General and Local Exchange Tariff. The Central Office Connection Charge as identified in Section 3 of the General and Local Exchange Tariff applies to all subsequent line additions after the initial system installation.

<sup>190</sup> Service Order Charge - Initial, Service Order Charge - Subsequent and the Central Office Connection Charges as identified in Section 3 of the General and Local Exchange Tariff will not apply to the initial installation of Customized Multi-line Telephone Service Analog lines when installed at the Service Catalog rates under a term commitment.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

D. Rates and Charges (Continued)

1. Service Line (Continued)

a. Analog Customized Multi-line Telephone Service Line (Continued)

Monthly  
Rate

36-Month Term Commitment

2-25 lines, per line	\$13.50 <sup>191</sup>
26-50 lines, per line	13.30 <sup>193</sup>
51-100 lines, per line	13.00 <sup>193</sup>
101+ lines, per line	12.75 <sup>193</sup>

60-Month Term Commitment

51-100 lines, per line	12.75 <sup>193</sup>
101+ lines, per line	12.50 <sup>193</sup>

84-Month Term Commitment

51-100 lines, per line	12.50 <sup>193</sup>
101+ lines, per line	12.25 <sup>193</sup>

<sup>191</sup> Service Order Charge - Initial, Service Order Charge - Subsequent and the Central Office Connection Charges as identified in Section 3 of the General and Local Exchange Tariff will not apply to the initial installation of Customized Multi-line Telephone Service Analog lines when installed at the Service Catalog rates under a term commitment.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)  
CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

D. Rates and Charges (Continued)

1. Service Line (Continued)

b. Digital (ISDN) Customized Multi-line Telephone Service Line

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u> <sup>192</sup>
<u>Month-to-Month Term Commitment</u>		
2-25 lines, per line	\$26.50 <sup>193</sup>	\$50.00
26-50 lines, per line	26.00 <sup>195</sup>	50.00
<u>12-Month Term Commitment</u>		
2-25 lines, per line	26.25	
26-50 lines, per line	25.75	
51-100 lines, per line	25.25	
101+ lines, per line	24.75	

<sup>192</sup> Nonrecurring charge applies to Month-to-Month Term Commitment only.

<sup>193</sup> Requires a three-month minimum service period.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

D. Rates and Charges (Continued)

1. Service Line (Continued)

b. Digital (ISDN) Customized Multi-line Telephone Service Line (Continued)

	Monthly Rate	
<u>36-Month Term Commitment</u>		
2-25 lines, per line	\$26.00	
26-50 lines, per line	25.50	
51-100 lines, per line	25.00	
101+ lines, per line	24.50	
<u>60-Month Term Commitment</u>		
51-100 lines, per line	24.75	
101+ lines, per line	24.25	
<u>84-Month Term Commitment</u>		
51-100 lines, per line	24.50	
101+ lines, per line	24.00	
	Monthly Rate	Nonrecurring Charge
c. Digital (ISDN-BRI) Line Extension <sup>194</sup>	\$26.00	\$60.00

<sup>194</sup> These rates apply in addition to the line rates.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)  
CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

D. Rates and Charges (Continued)

2. Digital (ISDN) Customized Multi-line Telephone Service Channel Capability

With each Digital (ISDN) Customized Multi-line Telephone Service Line, the customer has two B-channels and one D-channel. The following options apply:

	Monthly Rate
a. B-Voice, per line	\$4.00
b. B-Voice/CSD, per line	14.50 <sup>195</sup>
c. B-Packet, per channel	100.00 <sup>196</sup>

<sup>195</sup> he measured usage rates for Basic Calling Service in Section 3 apply to CSD calls but do not apply to intra-business group (intercom) data calls.

<sup>196</sup> Service is for CALEA use only. For existing customers accessing the public switched network, this service is limited to existing locations until December 31, 2006, at which time service will no longer be available.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

D. Rates and Charges (Continued)

3. Network Access Register

The Network Access Register (NAR) is a software-defined path in the central office for each Customized Multi-line Telephone Service system, which provides access to the public network from the Customized Multi-line Telephone Service lines in that system.

The customer's requirements for network access will determine the number of NARs purchased.

- a. The following NAR rate applies to all NARs associated with all Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Services provisioned on 2-4 lines and offered on a month-to-month or 12, 36, 60- or 84-month term commitment option.

Monthly  
Rate

Network Access Register, each \$33.75

- b. The following NAR rate applies to all NARs associated with all Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Services provisioned on five (5) or more lines and offered under a 12, 36, 60- or 84-month term commitment option.

Monthly  
Rate

Network Access Register, each \$20.75

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

D. Rates and Charges (Continued)

3. Network Access Register (Continued)

The following access quantities are suggested with the Customized Multi-line Telephone Service Feature Packages 1000, 2000, and 3000 to provide a P.01 grade-of-service for up to 200 lines.

NAR SIZING

<u>Lines</u>	<u>NARs</u>	<u>Lines</u>	<u>NARs</u>	<u>Lines</u>	<u>NARs</u>
02	2				
03-04	3	28-37	8	78-89	13
05-08	4	38-45	9	90-100	14
09-13	5	46-55	10	101-125	15
14-19	6	56-66	11	126-150	16
20-27	7	67-77	12	151-175	18
				176-200	20

In order to use the above chart to determine the appropriate number of NARs for Digital (ISDN) Customized Multi-line Telephone Service, consider each Digital (ISDN) Customized Multi-line Telephone Service access line to be the equivalent of two Analog Customized Multi-line Telephone Service lines. Example:

	<u>Equivalent Lines</u>
27 Digital (ISDN) Customized Multi-line Telephone Service lines	54
0 Analog Customized Multi-Line Telephone Service lines	40
Total for suggested NAR Sizing	94
Suggested NARS	14

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)  
CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

D. Rates and Charges (Continued)

4. Feature Packages

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
a. Analog Customized Multi-line Telephone Service Feature Packages per analog service line or per digital service line, when MBKS does not apply:		
1) 1000 Package	\$5.90	No Charge
2) 2000 Package	6.40	No Charge
3) 3000 Package	7.50	No Charge
4) Customized Multi-line Telephone Service Analog/Digital CLASS		
2-25 Stations	5.00	No Charge
26-50 Stations	4.50	No Charge
51-100 Stations	4.00	No Charge
101+ Stations	3.75	No Charge

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

D. Rates and Charges (Continued)

4. Feature Packages (Continued)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
b. Digital Customized Multi-line Telephone Service (ISDN-BRI) Service Feature Packages:		
Packages		
1) MBKS Basic Package, per line	\$6.50	\$30.00
2) MBKS Deluxe Package, per line	8.50	30.00
3) MBKS 3000-Deluxe Package, per line <sup>197</sup>	12.10	30.00

[the combination of the charges for both the Customized Multi-line Telephone Service 3000 Package and the MBKS Deluxe Package]

<sup>197</sup> If a customer orders Digital Customized Multi-Line Telephone Service (ISDN-BRI) and chooses to use an analog phone option, one voice feature package will apply per channel.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)  
CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

D. Rates and Charges (Continued)

4. Feature Packages (Continued)

Monthly  
Rate

Nonrecurring  
Charge

b. Digital Customized Multi-Line Telephone Service (ISDN-BRI)  
Feature Packages: (Continued)

Packages (Continued)

4)	Circuit Switched Data 1000 Package, per line	\$10.00	\$15.00
5)	Circuit Switched Data 2000 Package, per line	15.00	15.00
6)	Attendant Package, per 5ESS console <sup>198</sup>	35.00	100.00

<sup>198</sup> This is necessary when service is provided from a 5ESS equipped central office.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

D. Rates and Charges (Continued)

5. Optional Features

<u>Customized Multi-line Telephone Service</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u> <sup>199</sup>
Additional Numbers	\$2.00	
Attendant Data Link Console Interface, per console	90.00	
Attendant Flexible Night Answer, per console <sup>202</sup>	1.00	
Attendant Identification Multiple Directory Numbers, per console <sup>200</sup>	1.00	
Attendant Mixed Night Answer, per console <sup>201</sup>	1.00	
Attendant Pre-determined Night Answer, per console <sup>202</sup>	1.00	
Attendant Universal Night Answer, per console <sup>202</sup>	1.00	
Authorization Codes, per 10 codes	1.00	
Automatic Route Selection, per system	175.00	

<sup>199</sup> Actual Cost.

<sup>200</sup> Requires data-link console. Rates and charges apply per console.

<sup>201</sup> Requires data-link console. Rates and charges apply per console. Requires PNA and UNA.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

D. Rates and Charges (Continued)

5. Optional Features (Continued)

<u>Customized Multi-line Telephone Service</u> (Continued)	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u> <sup>202</sup>
Caller ID with Name, per line	-	-
2 - 25 lines	\$ 7.00	-
26 - 50 lines	5.50	-
51 - 100 lines	3.00	-
100 + lines	1.50	-
Caller ID Number Only, per line <sup>203</sup>	-	-
2 - 25 lines	6.00	-
26 - 50 lines	4.50	-
51 - 100 lines	2.00	-
100 + lines	.50	-
Cancel Caller ID Number Only, per line <sup>205</sup>	No Charge	-
Call Trace, per occurrence	<sup>204</sup> per occurrence	-
Code Call Access, per system	25.00	-
Conference Calling (6 or 8 port), per port group	60.00	-

<sup>202</sup> Actual cost.

<sup>203</sup> Applies for Analog Customized Multi-Line Telephone Service only. Digital (ISDN) Customized Multi-line Telephone Service includes Caller ID Number Only as part of the basic service. This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

<sup>204</sup> For description and rate, see Section 4, Custom Calling Services.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)  
CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

D. Rates and Charges (Continued)

5. Optional Features (Continued)

<u>Customized Multi-line Telephone Service</u> (Continued)	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Dictation Access	25.00	-
Direct Connect Service	0.25	1.00
Foreign Exchange (FX) Access, per trunk	6.00	<sup>205</sup>

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<sup>205</sup> Actual cost.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

D. Rates and Charges (Continued)

5. Optional Features (Continued)

<u>Customized Multi-line Telephone Service</u> (Continued)	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
ISDN PRI Customized Multi-line Telephone Service Access <sup>206</sup>		\$200.00
ISDN PRI Voice over Internet Protocol (VOIP) Customized Multi-line Telephone Service Access <sup>208</sup>		235.00
Per block of 100 DID or individual telephone numbers		
Each additional number added		2.50
WATS Access, per circuit	\$3.00	-
800/877/888 Service Access, per circuit	3.00	
Limited Automatic Call Distribution (ACD), per group	1.00	<sup>207</sup>
Music-on-Hold, per system <sup>208</sup>	25.00	<sup>209</sup>
Paging/Public Address Access, per circuit	50.00	<sup>209</sup>
Pilot Number of Hunting Groups, per console	.05	-
Preferential Hunting, per channel <sup>209</sup>	.00	<sup>209</sup>
Priority Call	4.00	-
Priority Queuing, per group <sup>210</sup>	1.00	<sup>209</sup>
Proprietary Set Interface, per non-ISDN p-set	5.00	-
Recorded Announcement, per system	50.00	<sup>209</sup>

<sup>206</sup> ISDN PRI Access and Tie Channel Service or Tie Channel to an Intermediary Customer Service are provided per Section 5.D. The initial installation must use the NRC for a block of 100 DIDs, after initial installation then the NRC for the block of 100 DIDs or each additional number NRC may be used.

<sup>207</sup> Actual cost.

<sup>208</sup> Where facilities and conditions permit.

<sup>209</sup> Requires one or more hunt groups.

<sup>210</sup> Requires off-hook queuing.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)  
CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

D. Rates and Charges (Continued)

5. Optional Features (Continued)

<u>Customized Multi-line Telephone Service</u> (Continued)	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u> <sup>211</sup>
Speed Call 30, per system	\$ .30	-
Stop Hunt, per hunt group	3.00	-
Terminal Make Busy, per hunt group	3.00	-
Tie Facility Access, per circuit	5.00	-
T-1 Access, per circuit	105.00	-
WATS Access, per circuit	3.00	-
800/877/888 Service Access, per circuit	3.00	-

<sup>211</sup> Actual Cost.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)  
CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

D. Rates and Charges (Continued)

5. Optional Features (Continued)

Customized Multi-line Telephone Service (ISDN-BRI)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Additional Number	\$2.00	-
Circuit Switched Data Direct Connect, per line	1.00	-
Circuit Switched Data Closed User Group, per line	1.00	-

6. Data Base Changes

	<u>Nonrecurring Charge</u> <sup>212</sup>
Major Software Additions, per system	\$100.00
Add Customized Dialing Plan	
Add Customer Requested Data Base Profile	
Routine Software Change <sup>213</sup>	50.00
Change Trunk Group	
Change Customer Recording	
Change ARS Translations	
Change Translations Tables	
Change Digital System Configuration	

<sup>212</sup> Data Base Additions or Changes not listed in the General and Local Exchange Tariff and/or Service Catalog will be charged a rate of \$50.00 per hour, or fraction thereof.

<sup>213</sup> Applies to changes to existing services.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)  
CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

D. Rates and Charges (Continued)

6. Data Base Changes (Continued)

Nonrecurring  
Charge <sup>214</sup>

Minor Software Change<sup>215</sup>

\$25.00

Change Subgroup  
Station Message Detail Recording (SMDR)  
Hunt Groups  
Simulated Facility Group (NAR)<sup>216</sup>  
Queuing Groups<sup>217</sup>  
Night Answer (UNA/PNA)<sup>218</sup>  
Paging/Public Address/Code Calling<sup>219</sup>  
Conference Calling - 6, 8, 12, 16, 18, 24 Ports  
Remote Access Directory Number<sup>220</sup>  
Authorization Code Validation<sup>221</sup>  
Music on Hold Access  
Dictation Link Access  
Standard Recording  
Extended Pick Up Code  
Executive Busy Override  
Add Line Features<sup>222</sup>

<sup>214</sup> Data Base Additions or Changes not listed in the General and Local Exchange Tariff and/or Service Catalog will be charged a rate of \$50.00 per hour, or fraction thereof.

<sup>215</sup> Applies to changes to existing services.

<sup>216</sup> If an existing customer adds additional NARs, this charge will apply.

<sup>217</sup> Additional minor change charge for each trunk group.

<sup>218</sup> Additional minor change charge for each PNA number, zone, area.

<sup>219</sup> Additional minor change charge for each area.

<sup>220</sup> Additional minor change charge for each authorization code.

<sup>221</sup> Additional minor change charge for every two (2) codes.

<sup>222</sup> Additional minor change charge to add toll control.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

D. Rates and Charges (Continued)

7. Customized Multi-line Telephone Service with Flat Rate Business Plan

Customers may elect this option and receive a discounted rate for the Customized Multi-line Telephone Service Line and Long-Distance usage. This offer is composed of two elements: 1) the Analog Customized Multi-Line Telephone Service line and 2) the discounted Long Distance usage component. The rates in D.8.a. below apply only in conjunction with the discounted long-distance plan in the Washington Catalog, Flat Rate Business Plan.

- a. Analog Customized Multi-Line Telephone Service Line (see b. following for discounted toll rates).

Plans:

Monthly Rate  
per line

Month-to-Month Term Commitment

2 - 25 lines	\$13.60
26 - 50 lines	13.20

12 Month Term Commitment

2 - 25 lines	13.45
26 - 50 lines	12.65
51 - 100 lines	12.50
101+ lines	12.25

36 Month Term Commitment

2 - 25 lines	13.35
26 - 50 lines	12.55
51 - 100 lines	12.25
101+ lines	12.00

Service Order Charge - Initial, Service Order Charge - Subsequent and the Central Office Connection Charges as identified in Section 3 of the General and Local Exchange Tariff will not apply to the initial installation of Customized Multi-line Telephone Service Analog lines when installed at the Service Catalog rates under a term commitment.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

D. Rates and Charges (Continued)

7. Customized Multi-line Telephone Service with Flat Rate Business Plan (Continued)

a. Customized Multi-line Telephone Service Line (see b. following for discounted toll rates).  
(Continued)

Plans: (Continued)

60 Month Term Commitment<sup>223</sup>

Monthly Rate  
per line

51 - 100 lines  
101+ lines

\$12.00 <sup>224</sup>  
11.75 <sup>226</sup>

84 Month Term Commitment<sup>225</sup>

51 - 100 lines  
101+ lines

11.75 <sup>226</sup>  
11.50 <sup>226</sup>

b. Discounted Toll Rates

(See Washington Catalog for Competitively Classified Intrastate Services, IntraLATA Toll Services, Section 4, Discount Calling Plans, Flat Rate Business Plan.)

<sup>223</sup> Customized Multi-line Telephone Service customers subscribing to 60 or 84-month term commitment periods will subscribe to the 36-month Flat Rate Business Plan rates and discounts.

<sup>224</sup> Service Order Charge - Initial, Service Order Charge - Subsequent and the Central Office Connection Charges as identified in Section 3 of the General and Local Exchange Tariff will not apply to the initial installation of Customized Multi-line Telephone Service Analog lines when installed at the Service Catalog rates under a term commitment.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)  
CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

E. Subscriber Line Charge/Subscriber Line Credit

The Subscriber Line Charge (SLC) found in ZiPLY Fiber FCC Tariff 2 is billed on a per line basis.

The Subscriber Line Credit will be rated below based upon trunking equivalencies. Resultant credits are as follows:

<u>Line Size</u>	<u>Subscriber Line Credit Per Line per month</u>
2	(\$0.00)
3 to 5	(\$1.20)
6 to 10	(\$3.84)
11 to 25	(\$5.82)
26 to 50	(\$7.04)
51 to 75	(\$7.57)
76 to 100	(\$7.83)
101+	(\$8.10)

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)  
CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

F. Customer Moves and Changes (CMAC)

1. General

Customer Moves and Changes (CMAC)<sup>225</sup> provides Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service customers with the ability to prepare, schedule, and implement, all under the customer's control, certain feature changes and certain configurations of the Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service from the customer's computer terminal.

2. Description of Service

The management capabilities of CMAC include, but are not limited to, the following:

a. Service Option Information Changes:

Service Level Assignment - The customer can change the permission level assigned to define calling privileges associated with both facilities and station users.

Call-Pickup Group - The customer can establish a call-pickup group and add or delete members from an existing call-pickup group.

Call Forwarding Number - The customer can change the call forward number.

Authorization Code Assignment - The customer can activate, change, or deactivate authorization codes. The customer can also display the features associated with the authorization code for a particular user.

Button Features - The customer can manage the buttons on a multi-button station set by either activating features or enabling call appearances which are specific telephone numbers assigned to buttons.

b. Activation/Deactivation of Features

The customer can either add a feature to a telephone number that does not have it, modify an existing feature, or remove a feature. This function is limited to the features included in the feature packages subscribed to by the customer.

c. Telephone Number Swaps

The customer can swap telephone number assignments among like lines within a Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service system.

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<sup>225</sup> Grandfathered CMAC options can be found in Section 13, Services Limited to Existing Customers.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)  
CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

F. Customer Moves and Changes (CMAC)

3. Conditions

CMAC is available to either existing or new Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service customers.

CMAC will be furnished only from offices that are technically capable of and equipped for providing the service.

Customers will have 24-hour access to the CMAC system except when restricted during maintenance windows. Customers are permitted unlimited sessions on the system; however, after a period of inactivity, the system will terminate the session.

Some of the lines in a customer's Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service system cannot or should not be rearranged. The Company will specify the unchangeable lines. The customer may have the Company designate other lines as unchangeable. Changes to these lines will be made through the Company's existing service order procedures.

CMAC service is provided per customer Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service system.

All normal or emergency functions of the central office switch processor will have priority over execution of CMAC requests. The Company assumes no responsibility for change requests delayed by priority central office switch processor functions.

The Company reserves the right to inhibit CMAC service in the event of a service-affecting condition to the central office or affiliated operating support system.

The Company reserves the right to bill appropriate charges should the customer-initiated changes require corrective action by the Company.

Customers with 201 or more lines requesting CMAC service require an Individual Case Basis (ICB) arrangement.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)  
CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

F. Customer Moves and Changes (CMAC)

4. Rates and Charges

The following rates and charges apply per Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service system.

<u>Line Size</u>	<u>Nonrecurring Charge</u> <sup>226</sup>	<u>Monthly Rate</u>
2 - 200 Lines	\$800.00	\$95.00
201 + Lines	ICB	ICB

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<sup>226</sup> Applies in addition to appropriate Service Charges as identified in Section 3 of the General and Local Exchange  
Tariff.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

**CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)**

**CUSTOMIZED MULTI-LINE TELEPHONE SERVICE**

**G. Station Message Detail Recording (SMDR)**

**1. General**

Station Message Detail Recording (SMDR) is an optional feature of Customized Multi-line Telephone Service that provides a record of calls originating from Customized Multi-line Telephone Service station lines to locations outside of the same Customized Multi-line Telephone Service system. Facility groups may also be designated as requiring originating and terminating records.

**2. Description of Service**

**a. The SMDR record includes the following information:**

- 1) The Customized Multi-line Telephone Service line number of the incoming facility group which originated the call or originating station number
- 2) The called telephone number
- 3) The date, time and duration of the call
- 4) The facility type used for routing the call

**b. Authorization codes, if ordered by the customer, can be included in the record at the discretion of the station user.**

**c. SMDR records are provided to the customer via one of the following three methods:**

- 1) Dedicated access to the customer's premises where the call records are transmitted to the customer according to a pre-determined schedule. This option requires a minimum of a dedicated voice grade line from the central office to the customer location. The associated rates, charges, and regulations for the dedicated access line under the appropriate Company tariff and/or Service Catalog shall apply in addition to the rates, charges and regulations for SMDR.
- 2) Dial-up access where the customer dials into a centralized location to retrieve the call records when desired. Call records are stored for a maximum of 10 days.
- 3) Internet access where the call records are sent to the customer via the internet.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

G. Station Message Detail Recording (SMDR)

3. Conditions

SMDR is available only where facilities permit and from capable central office switches only.

SMDR is not represented to be a provision of billing detail.

Local call records are provided only where available.

Customer must designate all station lines in a customer group and/or facility groups on which SMDR is to be provided.

Modems, collection devices, computer equipment and software are not provided as part of this service and are the responsibility of the customer.

Customers requesting SMDR dedicated access require an Individual Case Basis (ICB) arrangement. SMDR customers requesting dial-up or internet access for more than 200 lines will be also priced under an ICB arrangement.

4. Rates and Charges

	<u>Nonrecurring Charge<sup>227</sup></u>	<u>Monthly Rate</u>
Dedicated Access <sup>228</sup>	ICB	ICB
Dial-up Access		
2 - 200 Lines	\$300.00	\$200.00
201 + Lines	ICB	ICB
Internet Access <sup>229</sup>		
2 - 200 Lines	\$300.00	\$200.00
201 + Lines	ICB	ICB
Additions and Changes		
Per system change	<sup>230</sup>	

<sup>227</sup> Applies in addition to appropriate service order charges as set forth in the General and Local Exchange Tariff, Section 3.

<sup>228</sup> The associated rates, charges and regulations for the dedicated access line under the appropriate Company Tariff and/or Service Catalog apply in addition to the rates and charges for SMDR.

<sup>229</sup> Customer is responsible for obtaining connection to the Internet.

<sup>230</sup> The Minor Software Charge as set forth in D, 7 is applicable.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)  
CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

MULTILOCATION CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

A. General

1. Multilocation Customized Multi-line Telephone Service allows end users to have Customized Multi-line Telephone Service at multiple locations and/or terminate in multiple telecommunications systems to interact as though they were all within the same business group. The multiple locations may be served by different end offices within the same exchange or served by different end offices in different exchanges. However, all end offices must be capable of providing Customized Multi-line Telephone Service.
2. Multilocation Customized Multi-line Telephone Service uses the public switched network to provide capabilities and features typically offered by a private network. End user access via one of the service's Dialing Plans will operate across the network as if the End User were being served by a single switch. Multilocation Customized Multi-line Telephone Service includes the following features:
  - Dialing Plan
  - Interlocation Intercom Calling
  - Access to Private Facilities
  - Work-at-Home
3. Multilocation Customized Multi-line Telephone Service is provided for voice only services and only from central offices technically capable. Multilocation Customized Multi-line Telephone Service is not available for data services.

B. Conditions

1. All Multilocation Customized Multi-line Telephone Service equipped lines must terminate at locations authorized by the end user. These locations may include branches, factories, plants, etc., only of the End User or a subsidiary of the End User.
2. The Multilocation Customized Multi-line Telephone Service End User must subscribe to both Interlocation Intercom Calling and one Dialing Plan (Location Code or Portable Extension).
3. Location Code and Portable Extension Dialing Plans may not be mixed.
4. Location Code can be one to three digits in length. The first digit of the location code must be a number one through eight.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)  
CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

MULTILOCATION CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

B. Conditions (Continued)

5. Portable Extension numbers may be two through seven digits in length. The first digit of the Portable Extension number must be a number one through eight.
6. Portable Extension numbers will not be the same as the North American Numbering Plan number.
7. Interlocation Intercom calls will only be connected to Multilocation Service equipped lines at locations authorized by the End User.
8. All Multilocation Customized Multi-line Telephone Service End Users must subscribe to Interlocation Intercom and be located at locations authorized by the End User. However, not every Customized Multi-line Telephone Service line in an End User's business group must be provisioned with Interlocation Intercom.
9. Intercom calling can be allowed between an End User's Customized Multi-line Telephone Service group and the same End User's PBX, should the End User have a PBX at a different location. At least one of the End User's locations must have Customized Multi-line Telephone Service.
10. The following basic Customized Multi-line Telephone Service features, offered elsewhere in this Service Catalog, will function as described below when an End User has subscribed to Multilocation Service:

a. \*69 Call Return

The basic Customized Multi-line Telephone Service \*69 may only be used between stations in a customer group served from the same central office. If a Multilocation Customized Multi-line Telephone Service End User wishes to "camp on" a station served by a different central office, the End User may do so by using the CLASS feature, Busy Redial.

b. Distinctive Ring

Multilocation Customized Multi-line Telephone Service stations receiving calls from other Multilocation equipped stations in a different business group will receive the distinctive ring and call waiting tone of an outside call.

c. System Speed Call

One System Speed Call list per end office is provided for each business group. A Customized Multi-Line Telephone Service station can only access the System Speed Call list of its business group within its home central office.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)  
CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

MULTILOCATION CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

B. Conditions (Continued)

11. Monthly Rates for Multilocation Customized Multi-line Telephone Service are in addition to rates and charges for Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service and applicable Service Charges as identified in Section 3 of the General and Local Exchange Tariff.
12. Intercom calls outside the local and/or EAS calling scope of the originating Customized Multi-line Telephone Service line will be billed applicable toll charges.
13. The term commitment lengths for Multilocation Customized Multi-line Telephone Service must be the same in all locations and coincide with the End User's regular Customized Multi-line Telephone Service term commitment.
14. The Location Code Dialing Plan, Portable Extension Dialing Plan and the Interlocation Intercom are available on a month-to-month basis or term commitment periods of 12, 36, 60, and 84 months and are not subject to Termination Liability.

C. Definitions

1. Business Group - All lines served from a central office for a business group.
2. End User - The Customized Multi-line Telephone Service End User subscribing to Multilocation Customized Multi-line Telephone Service.
3. Dialing Plan - A feature included in Multilocation Customized Multi-line Telephone Service. The End User has the option to choose one of the following:
  - a. Location Code Dialing Plan - An option that allows duplication of station numbers among locations served by different switches. By assigning a station number, which is composed of a leading component consisting of one to three digits and a second component consisting of two to seven digits of the End User's North American Numbering Plan telephone number, this plan permits the duplication of station numbers among several locations served by different switches.
  - b. Portable Extension Dialing Plan - Allows internal callers to reach a Customized Multi-line Telephone Service station line regardless of the number of physical moves and/or telephone number changes the station has experienced.

The Customized Multi-Line Telephone Service station may move from one premises to another and/or have a change in its North American Numbering Plan telephone number and still retain the same assigned extension number. This is accomplished by assigning an extension number of two to seven digits that is independent of its North American Numbering Plan number.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

MULTILOCATION CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

C. Definitions (Continued)

3. Dialing Plan - A feature included in Multilocation Customized Multi-line Telephone Service. The End User has the option to choose one of the following: (Continued)
  - c. Both Dialing Plans can be used with public switched network calling or private line networks.
4. Dialing Plan Numbers - Customized Multi-line Telephone Service lines having access to a Location Code or to a Portable Extension Dialing Plan.
5. Interlocation Intercom - A communications system that uses the public switched network to complete calls between Customized Multi-line Telephone Service stations at multiple locations. Interlocation Intercom calls may be completed over an End User's private line network, with overflow calls completing over the public network.
6. Access to Private Facilities - Allows Multi-Location Customized Multi-Line Telephone Service equipped lines to reach private facilities (tie-lines, WATS lines, etc.) by dialing an abbreviated code of one or more digits. Access is provided to facilities terminated in remote Customized Multi-line Telephone Service central offices of the same customer. Example: A Customized Multi-Line Telephone Service customer located in central office A of exchange A may dial an access code and be connected to a T1 facility terminating in his Customized Multi-line Telephone Service system in central office B of exchange B. The customer may also dial an access code and be connected to a T1 facility terminating in his Customized Multi-line Telephone Service system in a different central office within the same exchange.
7. Work-at-Home - Allows a residential telephone of the customer's employee to be converted to a Multi-Location Customized Multi-Line Telephone Service station on a call-by-call basis. The user dials an access code, which enables the residential line to operate with Multi-Location Customized Multi-Line Telephone Service including Intercom and Access to Private Facilities. All business calls will be billed to the employee's Multi-Location Customized Multi-Line Telephone Service line or billing number.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

MULTILOCATION CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

D. Rates and Charges

1. Location Code Dialing Plan

	<u>Non- Recurring Charge</u>	<u>Monthly Rate Per Customer</u>
Service Establishment (Per Business Group)		
2-25 Lines	\$120.00	--
26-50 Lines	147.00	--
51-100 Lines	175.00	--
101+ Lines	220.00	--
Month-to-Month Term Commitment		
2-25 Lines		\$25.00
26-50 Lines		35.00
12 Month Term Commitment		
2-25 Lines		20.00
26-50 Lines		30.00
51-100 Lines		50.00
101+ Lines		75.00
36 Month Term Commitment		
2-25 Lines		15.00
26-50 Lines		25.00
51-100 Lines		45.00
101+ Lines		70.00
60 Month Term Commitment		
51-100 Lines		40.00
101+ Lines		65.00
84 Month Term Commitment		
51-100 Lines		35.00
101+ Lines		60.00
Additions or Changes		
Change Per Location	\$57.50	--
Addition or Change to Dialing Plan		
First 25 Numbers	48.00	--
Each Add'l Number	.80	--

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)  
CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

MULTILOCATION CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

D. Rates and Charges (Continued)

2. Portable Extension Dialing Plan

	<u>Non- Recurring Charge</u>	<u>Monthly Rate Per Customer</u>
Service Establishment (Per Business Group)		
2-25 Lines	\$120.00	--
26-50 Lines	147.00	--
51-100 Lines	175.00	--
101+ Lines	220.00	--
Month-to-Month Term Commitment		
2-25 Lines		\$25.00
26-50 Lines		35.00
12 Month Term Commitment		
2-25 Lines		20.00
26-50 Lines		50.00
101+ Lines		75.00
36 Month Term Commitment		
2-25 Lines		15.00
26-50 Lines		25.00
51-100 Lines		45.00
101+ Lines		70.00
60 Month Term Commitment		
51-100 Lines		\$40.00
101+ Lines		65.00
84 Month Term Commitment		
51-100 Lines		35.00
101+ Lines		60.00
Additions or Changes		
Change Per Location	57.50	--
Addition or Change to Dialing Plan		
First 25 Numbers	48.00	--
Each Add'l Number	.80	--

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)  
CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

MULTILOCATION CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

D. Rates and Charges (Continued)

3. Interlocation Intercom Calling

Monthly Rate  
Per Line

Month-to-Month Term Commitment

2-25 Lines

\$3.00

26-50 Lines

2.75

12 Month Term Commitment

2-25 Lines

2.75

26-50 Lines

2.50

51-100 Lines

2.25

101+ Lines

2.00

36 Month Term Commitment

2-25 Lines

2.50

26-50 Lines

2.25

51-100 Lines

2.00

101+ Lines

1.75

60 Month Term Commitment

51-100 Lines

1.75

101+ Lines

1.50

84 Month Term Commitment

51-100 Lines

1.50

101+ Lines

1.25

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE /DIGITAL (ISDN)

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

MULTILOCATION CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

D. Rates and Charges (Continued)

4. Access to Private Facilities,

Per Access Code	Non- Recurring <u>Charge</u>	Monthly <u>Rate Per</u>
Month-to-Month	\$320.00	\$65.00
12 Month Term Commitment	160.00	60.00
36 Month Term Commitment	55.00	55.00
60 Month Term Commitment	35.00	50.00
84 Month Term Commitment	25.00	45.00

Subsequent additions or changes of Access

Codes, per Access Code	90.00	--
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5. Work-at-Home

Per employee telephone line equipped	50.00	5.00
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**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

ENHANCED SERVICE PROVIDERS (ESPs) SERVICES

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**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**ENHANCED SERVICE PROVIDERS (ESPs) SERVICES**

A. General

Enhanced Service Providers (ESPs) Services are central office capabilities, which can be used by Enhanced Service Providers (ESPs) who, in turn, provide services such as voice messaging services to their clients. Subscribers to any of the options require trunk line or Customized Multi-line Telephone Service, which are obtained from existing Service Catalog offerings.

B. Conditions

Customers are responsible for the payment of rates and charges associated with establishing, continuing, and discontinuing or disconnecting services ordered on behalf of themselves and their clients.

The Utility will not provide instructions for operating services of customers. Instructing clients is the responsibility of the customer.

The Utility is not required to notify a customer (such as an ESP) when the Utility disconnects a service subscribed to by another customer who is also the customer's (ESP's) client.

The Utility will not disconnect or discontinue the tariffed services subscribed to by a customer who is also a client of another customer (such as an ESP) because of nonpayment of charges billed to the other customer. The Utility will discontinue or disconnect services billed directly to a customer for nonpayment in accordance with the rules of the Utility's tariffs. The Utility is not responsible for harm or damages to a customer or its clients resulting from services disconnected in accordance with the General and Local Exchange Tariff and/or Service Catalog rules, terms, and conditions.

Each customer and each customer's client shall indemnify, defend, protect, and save harmless the Utility against any and all losses, claims, suits, demands, causes of action, damages, costs, or liability in law or in equity or every kind and nature whatsoever, including attorney's fees, arising directly or indirectly from the services provided in accordance with the General and Local Exchange Tariff and/or Service Catalog or in connection therewith, including but not limited to any loss, damage, expense, or liability resulting from any infringement or claim of infringement of any patent, trademark, or copyright, or resulting from any claim of libel or slander.

Each customer, not the Utility, has the responsibility and control over the content, quality, and characteristics of the services provided and conversations conducted over its equipment. The Utility is not responsible for quality of, defects in, or content of the services, which a customer provides its clients. The customer is responsible for complying with law, with rules and regulations of governmental agencies, and with the terms and conditions of the Utility's the General and Local Exchange Tariff and/or Service Catalog.

A customer may neither use the Utility's name, signs, symbols, or markings nor implicate, implicitly or explicitly, the Utility in any other way as a participant, promoter, or co-promoter, in sales media or other publicity, of services provided wholly by the ESP or jointly by the ESP and the Utility, unless the customer first obtains written permission from the Utility for each advertisement, announcement, or other informational media to be released.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

ENHANCED SERVICE PROVIDERS (ESPs) SERVICES

**B. Conditions (Continued)**

The customer must subscribe to a number of trunks or Customized Multi-line Telephone Service lines sufficient to insure service standards as determined by the Utility.

Each customer subscribing to User Transfer service is responsible for the payment of applicable calling charges for each completed call forwarded from its line to another line. User Transfer (Call Transfer) is part of the standard Customized Multi-line Telephone Services. Therefore, User Transfer rates from this section are not billed to Customized Multi-line Telephone Service customers.

Each customer, such as an ESP, ordering services from the Utility on behalf of its customers (the customer's clients) is responsible for payment of all rates and charges associated with the services ordered. Should a client dispute the customer's authority, the customer will be held responsible by the Utility, whether or not an agency agreement (any agreement between customers and clients) exists.

The Nonrecurring Charges, specified in this Service Catalog under Rates will be billed to the customer for each client whenever services associated with a client's line and subscribed to by the customer on behalf of the customer's client are established. One NRC will apply when more than one of the following services are ordered at the same time for the same customer on the same line:

Call Forwarding Busy Line  
Call Forwarding Busy Line/Don't Answer  
Call Forwarding - Don't Answer  
Forward Call Information  
Message Waiting Indication  
Three Service Package

The customer is responsible for placing orders for disconnecting or discontinuing ESP services subscribed to on behalf of clients. Should a customer's client's telephone service be discontinued or disconnected for any reason, the Utility will continue billing the customer for ESP services subscribed to on behalf of the client until the customer requests that the service be disconnected or discontinued.

Each customer and each client, directly or indirectly subscribing to a call forwarding service, is responsible for the payment of applicable calling charges for each completed call forwarded from its line to another line.

Unless otherwise indicated, services available to Customized Multi-line Telephone Service customers will be billed in accordance with the rates, charges, and conditions included in the Customized Multi-line Telephone Service section of this Service Catalog.

Each call forward service, each Message Waiting Indication service, and each Forwarded Call Information service and each package containing any of these services must be associated with a specific individual line, with a specific telephone trunk-line telephone number, or with a specific Customized Multi-line Telephone Service station line from which calls are forwarded and to which calls are forwarded and to which is subscribed by a customer or a customer's client.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**ENHANCED SERVICE PROVIDERS (ESPs) SERVICES**

**B. Conditions (Continued)**

A customer must specify which services are to be associated with each client's telephone service.

Each customer providing voice message services must subscribe to either business trunk or Customized Multi-line Telephone Service for access to the Utility's switched network. The network connection will be used to pass messages to and from the ESP's equipment, and the customer's equipment must be compatible.

Nonpublished information may be provided only in conformance with a nondisclosure agreement prohibiting the display, storage, or disclosure of non-published information. This agreement of nondisclosure must be renewed on an annual basis.

Services are limited in their offering to where facilities are available.

**C. Definitions**

Call Forward Busy is a customer-activated service, which allows calls to be forwarded to a customer-determined number when the called number is busy.

Call Forwarding-Busy/No Answer is a permanently activated service which automatically redirects calls placed to a customer's or a customer's (such as an ESP's) client's telephone number to another telephone number, if the caller encounters either a no-answer condition after a specified number of rings or a normal busy-line condition.

Call Forward No Answer is a customer-activated service, which allows calls to be forwarded to a customer-determined number when a no answer condition is encountered.

Selective Call Acceptance is a feature that allows incoming calls to be monitored and screened as they are being recorded and make decisions on whether or not to accept them. The feature is activated/deactivated by dialing an access code. After the call is forwarded to and answered by the VoiceMail Server (VMS), the customer will hear a ring splash. The ring splash indicates that the screening timer has started and monitoring can begin. The customer can either take no action and let the call be answered and recorded by VMS or monitor the call by going off-hook. A hookswitch flash allows the customer to intercept the call and speak to the calling party. Going back on-hook after monitoring a call allows the customer to place and receive new calls. However, the customer cannot reconnect to the previously monitored call even if the message is still in progress.

## GENERAL AND LOCAL EXCHANGE SERVICE CATALOG

### ENHANCED SERVICE PROVIDERS (ESPs) SERVICES

#### C. Definitions (Continued)

Customer Controllable Ringing is a service, which provides a client with the ability to program the number of rings generated before a call is forwarded. A customer may program the service to complete as many as nine ring cycles. This service provides customers with the ability to adjust the number of ring cycles that are used prior to forwarding a call in a "No Answer" situation. To select the number of rings desired (1-9), the customer will dial a special access code and then input a digit that corresponds to the number of ring cycles desired before the forwarding takes place.

Data Link service provides the capability to deliver Forwarded Call Information to an ESP (requires subscription to Forwarded Call Information-Intraoffice). A Data Link is required for each central office serving area per system. Data Link service is limited to the provisioning of voice messaging by voice message providers.

Enhanced Call Transfer allows the user of a two-way trunk with DID to transfer incoming calls to another number and then leave the connection without disconnecting the call. This frees the line to receive another call. Enhanced Call Transfer is available to customers who have existing facilities and do not require any additional equipment for connectivity.

Enhanced Service Provider (ESP). A customer of the Utility who provides Enhanced Services, which are defined as services offered over Local Exchange Carrier, i.e., Utility, exchange and transmission facilities used in intraLATA communications, which employ computer processing applications that act on the format, content, code, protocol or similar aspects of the subscriber's transmitted information; provide the subscriber additional, different, or restructured information or involve subscriber interaction with stored information. (A customer of an ESP is, in turn and with respect to this Service Catalog, a client.)

Forwarded Call Information-Intraoffice service provides information related to calls incoming to an ESP client and outgoing from the client to the ESP, if the client's line is arranged for any call forwarding service, which forwards calls to an ESP. The information relating to calls includes the client's number, call-forwarded number and the reason (busy or no-answer condition) for calls being forwarded. (Requires subscription to Data Link).

Message Waiting Indication-Audible service sends an identifiable tone (such as a stutter dial-tone) to an ESP's client whenever messages for the client are waiting in storage. (This service must be used in conjunction with Forwarded Call Information.)

Message Waiting Indication-Audible Ring Burst is a special ring that tells a client that a caller has left a message. In addition to the stutter dial tone that lets a customer know that a message is waiting, the telephone company can also provide ringing at a special cadence to signal the customer that a message is waiting. This reminder will be repeated at a specific interval programmed by the Company.

Message Waiting Indication - Visual service provides the Enhanced Service Provider (or customer) with the ability to send a signal to the end-user's CPE, which activates a light. This light indicates to the end-user that a message(s) is waiting.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

**ENHANCED SERVICE PROVIDERS (ESPs) SERVICES**

C. Definitions (Continued)

Queuing is a service, which places calls incoming on a trunk line or Customized Multi-line Telephone Service line in queue while waiting to be answered when all terminals in a hunt group are busy. Queuing service is provided only in conjunction with lines arranged in a multi-line hunt group.

User Transfer service provides a customer subscribing to trunk lines or Customized Multi-line Telephone Service lines used in conjunction with an ESP's equipment with the ability to place on hold an established call, originate a second call to a third party. After a call has been transferred, the original line or trunk is cleared for further use.

D. Rates and Charges <sup>231</sup>

	<u>NRC</u>	<u>Monthly Rate</u>
Call Forward Busy See Definitions.		
Per residence line	\$10.00	\$1.25
Per business telephone number	12.00	1.25
Call Forwarding Busy/No Answer See Definitions.		
Per residence line	10.00	1.50
Per business telephone number	12.00	1.50
Call Forwarding No Answer See Definitions.		
Per residence line	10.00	1.25
Per business telephone number	12.00	1.25
Call Screening, per line	--	0.25
Customer Controllable Ringing		
Per residence line	10.00	1.00
Per business telephone number	12.00	1.00

<sup>231</sup> Service Order Charge – Subsequent as identified in Section 3 of the General and Local Exchange Tariff will apply when ESP/ESP client services are added or rearranged on an existing line. Central Office Connection Charges do not apply when ESP/ESP client services are added or rearranged.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

ENHANCED SERVICE PROVIDERS (ESPs) SERVICES

D. Rates and Charges <sup>232</sup> (Continued)			Monthly Rate
	<u>NRC</u>		
Data Link (Requires Subscription to Forwarded Call Information)			
Per Data Link	\$500.00		\$350.00
Enhanced Call Transfer			
Per customer	25.00		--
Per trunk	--		12.00
Five Feature Package			
A fixed package of services, which includes:			
Call Forward Busy/No Answer			
Customer Controllable Ringing			
Forward Call Information-Intraoffice			
Message Waiting Indication-Audible			
Message Waiting Indication-Audible Ring Burst			
Per residence line	10.00		2.75
Per business telephone number	12.00		2.75
Forwarded Call Information-Intraoffice (Requires Subscription to Data Link)			
Per residence line	10.00		1.00
Per business telephone number	12.00		1.00
Message Waiting Indication-Audible			
Per residence line	10.00		0.50
Per business telephone number	12.00		0.50

<sup>232</sup> Service Order Charge - Subsequent as identified in Section 3 of the General and Local Exchange Tariff will apply when ESP/ESP client services are added or rearranged on an existing line. Central Office Connection Charges do not apply when ESP/ESP client services are added or rearranged.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

ENHANCED SERVICE PROVIDERS (ESPs) SERVICES

D. Rates and Charges <sup>233</sup> (Continued)		
	<u>NRC</u>	<u>Monthly Rate</u>
Message Waiting Indication- Audible Ring Burst		
Per residence line	\$10.00	\$1.50
Per business telephone number	12.00	1.50
Message Waiting Indication-Visual		
Per residence line	--	0.50
Per business telephone number	--	0.50
Three - Service Package		
A fixed package of service which includes:		
Call Forward Busy/No Answer		
Forwarded Call Information		
Message Waiting Indication		
Per residence line	10.00	2.00
Per business telephone number	12.00	2.00
User Transfer		
Per order	\$60.00 <sup>2</sup>	--
Per Customized Multi-Line Telephone Service line or trunk line	--	1.50
Queing		
Per order	60.00 <sup>234</sup>	--
Per Customized Multi-Line Telephone Service line or trunk line	--	1.50

<sup>233</sup> Service Order Charge - Subsequent as identified in Section 3 of the General and Local Exchange Tariff will apply when ESP/ESP client services are added or rearranged on an existing line. Central Office Connection Charges do not apply when ESP/ESP client services are added or rearranged.

<sup>234</sup> Not applicable if ordered at time initial service is established.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

<u>RESERVED FOR FUTURE USE</u>	
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**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

<u>COMPETITIVE RESPONSE</u>	
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**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

COMPETITIVE RESPONSE

A. Business Customer Incentive Program

General

The Business Customer Incentive Program ("BCIP") provides for offers to potential new business local exchange customers and to existing business customers to induce the acquisition or continuation of services by those customers.

Conditions

A BCIP offer may be extended to potential new Company business local exchange customers. In addition, the Company may extend a BCIP offer to any existing business customer who has retained a service for some period of time.

For potential new business customers, the Company may provide a BCIP offer no more than once to a customer in any continuous twelve-month period. In retention situations, with respect to any particular service or feature, the Company may provide a BCIP offer no more often than once in any continuous twelve-month period to a customer.

The recipients of a BCIP offer and the amount of a BCIP offer shall be in the sole discretion of the Company, but the value of the offer benefit may not exceed the maximum benefit as explained in the Rates section following.

The Company shall determine the particular details of a BCIP offer, including but not limited to periods and duration, class of eligible customers, services, amounts, terms and conditions, and geographic area, so long as each such offer to a particular business customer is not inconsistent with the provisions of the General and Local Exchange Tariff and/or Service Catalog and the amount does not exceed the maximum benefit permitted as explained in the Rates section following. The Company may prohibit use of a BCIP offer in conjunction with another offer being marketed by the Company and/or a Company affiliate.

The company may condition its offers upon a business customer remaining with the Company for a minimum period of time; in such cases, if the customer terminates service early, they will be billed the early termination fees set forth in the General and Local Exchange Tariff and/or Service Catalog, in addition to all of the nonrecurring charge(s) and monthly rate(s) waived or credited under this program.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- COMPETITIVE RESPONSE

A. Business Customer Incentive Program (Continued)

Conditions (Continued)

BCIP offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:

- The sales channel through which the products are sold.
- A specific geographic area.
- Existing customers who request to have one or more products disconnected.
- Customers who identify that a better competitive offer is available to them. Company representatives may present to these customers multiple offers up to the maximum benefit as described under Rates following.
- Such other facts, criteria, and circumstances as the Company believes are a reasonable basis upon which to distinguish among groups of customers.

The Company shall use reasonable business efforts so that similarly situated customers are offered similar incentives in similar circumstances.

The Company reserves the right to discontinue this offer.

Rates and Charges

In any BCIP offer, customers may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:

- A waiver of an amount up to 100% of the current business nonrecurring charge(s), or
- Bill credits of up to four months of the recurring rates, or
- A waiver of 100% of the current business non-recurring charge(s) and bill credits of up to four months of the recurring rates, which is the maximum benefit for the BCIP, or
- A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards or other benefits. In determining the value of non-cash benefits, the actual cost incurred by the Company shall be used. The maximum cost of non-cash benefits shall not exceed the maximum benefit available as explained above.

Waiver(s) and bill credit(s) will appear in the form of a credit(s) on the customer's bill. A waiver or bill credit may be one-time or spread over a period of up to 12 months in a fashion determined by the Company.

Credits or other provision of benefits under a BCIP offer will cease when the customer's account terminates with the Company.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**COMPETITIVE RESPONSE**

**B. Residence Customer Incentive Program**

General

The Residence Customer Incentive Program ("RCIP") provides for offers to potential new residence local exchange customers and to existing residence customers to induce the acquisition or continuation of services by those customers.

Conditions

An RCIP offer may be extended to potential new Company residence local exchange customers. In addition, the Company may extend an RCIP offer to any existing residence customer who has retained a service for some period of time.

For potential new residence customers, the Company may provide an RCIP offer no more than once to a customer in any continuous twelve-month period. In retention situations, with respect to any particular service or feature, the Company may provide an RCIP offer no more often than once in any continuous twelve-month period to a customer.

The recipients of an RCIP offer and the amount of an RCIP offer shall be in the sole discretion of the Company, but the value of the offer benefit may not exceed the maximum benefit as explained in the Rates section following.

The Company shall determine the particular details of an RCIP offer, including but not limited to periods and duration, class of eligible customers, services, amounts, terms and conditions, and geographic area, so long as each such offer to a particular residence customer is not inconsistent with the provisions of the Service Catalog and the amount does not exceed the maximum benefit permitted as explained in the Rates section on Sheet 3. The Company may prohibit use of an RCIP offer in conjunction with another offer being marketed by the Company and/or a Company affiliate.

The company may condition its offers upon a residential customer remaining with the Company for a minimum period of time; in such cases, if the customer terminates service early, they will be billed all of the nonrecurring charge(s) and monthly rates(s) waived under this program."

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- COMPETITIVE RESPONSE

B. Residence Customer Incentive Program (Continued)

Conditions (Continued)

RCIP offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:

- The sales channel through which the products are sold.
- A specific geographic area.
- Existing customers who request to have one or more products disconnected.
- Customers who identify a better competitive offer is available to them. Company representatives may present to these customers multiple offers up to the maximum benefit as described under Rates following.
- Such other facts, criteria, and circumstances as the Company believes are a reasonable basis upon which to distinguish among groups of customers.

The Company shall use reasonable business efforts so that similarly situated customers are offered similar incentives in similar circumstances.

The Company reserves the right to discontinue this offer.

Rates and Charges

In any RCIP offer, customers may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:

- A waiver of an amount up to 100% of the current residence nonrecurring charge(s), or
- A waiver of up to three months of the recurring rates, or
- A waiver of 100% of the current residence noncurring charge(s) and up to three months of the recurring rate(s), which is the maximum benefit for the RCIP, or
- A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards or other benefits. In determining the value of non-cash benefits, the actual cost incurred by the Company shall be used. The maximum cost of non-cash benefits shall not exceed the maximum benefit available as explained above.

Waiver(s) will appear in the form of a credit(s) on the customer's bill. A waiver may be one-time, or spread over a period of up to 12 months in a fashion determined by the Company.

Credits or other provision of benefits under an RCIP offer will cease when the customer's account terminates with the Company.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- COMPETITIVE RESPONSE

C. Residence Reconnect Offer

General

The Residence Reconnect Offer provides a one-time incentive of either \$25 or \$50 to residence customers for the purpose of retaining their local service. The incentives may be provided in the form of a bill credit or gift card.

Conditions

Customers are eligible for the \$25 offer if they:

- Disconnect their telephone service and subsequently return to the Company,
- Contact the Company to disconnect their telephone service but ultimately retain Company telephone service, or
- Contact the Company citing offers for voice telephone service from the Company's competitors and agree to retain Company telephone service.

Customers are eligible for the \$50 offer if they are responding to a Company marketing letter sent after their disconnection request, offering this benefit.

The offers are not redeemable for cash and may not be used to satisfy delinquent balances owed to the Company or any Company affiliate. Bill credit offers mailed to customers must be redeemed prior to the expiration date specified in the mailing.

This offer is limited to one per customer and cannot be combined with other discount or promotional offers except as authorized by the Company.

Rates and Charges

For customers meeting the specific criteria set forth in Conditions, above:

- Customers will receive a credit on their Company local service bill of \$25, or a gift card with a \$25 value.
- Customers will receive a credit on their Company local service bill of \$50, or a gift card with a \$50 value.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)

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**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

**GENERAL**

- A. Service offerings listed herein are classified as being limited to existing customers at the same location.
- B. Unless otherwise specified in this Section, services limited to existing customers will be Continued to be offered subject to all the Rules and Regulations of the General and Local Exchange Tariff and/or Service Catalog the same as would be applicable if the service offering were not limited.

**CUSTOM CALLING SERVICES**<sup>235</sup>

**A. General**

The Custom Calling Services specified in this section are enhanced Network Services provided to residential and small business customers. The services provide special kinds of customer controlled or prearranged and fixed, communications features in individual access lines. The features are described in C. following.

**B. Conditions**

1. The services specified in this section are limited to existing customers only.
2. The services specified in this section are not offered for new installations, moves or rearrangements of existing installations, on or after December 28, 1995.

**C. Feature Descriptions**

1. Call Transfer - allows a customer to transfer a call to another directory number. This service is only available from a Northern Telcom DMS-100 equipped central office.
2. Do Not Disturb (Basic) - allows a customer to divert incoming calls to a special tone or announcement stating that the station is in "Do Not Disturb" status.
3. Outgoing Call Screening - allows the Company at the customer's request to screen (block) directory assistance, seven-digit, and ten-digit telephone numbers. 911 is not permitted to be screened.
4. Toll/Code Restriction - allows the customer to prevent stations from completing calls to specified destinations.

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<sup>235</sup> Limited to existing customers as of March 16, 1996.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

**CUSTOM CALLING SERVICES**<sup>236</sup>

C. Feature Descriptions (Continued)

5. Voice/Data Protection - allows the customer to eliminate any intrusions, which may destroy the transmission of data on data calls. This service is only available from Stromberg-Carlson equipped central offices.
6. Wake Up/Reminder Service - allows the customer to instruct the central office to originate a call to the customer at a predetermined time and make an appropriate announcement. This service is only available from Stromberg-Carlson equipped central offices.
7. Busy Number Redial - allows the customer to dial a camp-on code when a busy station is reached. The call is then  
retried automatically until both parties are available.
8. Last Number Redial - allows the customer to dial a code initiating the switch to place a call to the last called number
9. Saved Number Redial - allows the customer to dial a code initiating the switch to place a call to a specific number stored even if the customer has made subsequent calls to other numbers.
10. Special Call Waiting - allows a customer to choose the numbers (maximum of 12), which can activate Call Waiting. Calls placed from numbers not selected by the customer receive busy signals, when the customer's line is busy. Customers may not subscribe to Call Waiting and Special Call Waiting on the same line.
11. Toll Control - This feature is only offered as a part of Sharper Call Pack - Tel Teen Service. This service blocks the placement of calls to points accessed by 0-, 0+, and 1+ dialing with the exception of 1+800, 1+877 and 1+888. Calls to 1+430, 1+499, 1+900, and 1+976 are also blocked. Toll Control does not block calls to 911, local calls (including EAS), and calls to listed toll free numbers for Telephone Company Repair Service, Billing Service, etc.

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<sup>236</sup> Limited to existing customers as of April 10, 1998.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

CUSTOM CALLING SERVICES<sup>237</sup>

D. Rates and Charges

1. The rates as specified following are in addition to other rates and charges applicable to the associated individual central office access line.
2. When provided individually, each feature, per line equipped:

		Monthly Rate	
		<u>Bus.</u>	<u>Res.</u>
a.	Busy Number Redial	\$4.00	\$4.00
b.	Call Hold	--	1.80
c.	Call Transfer	1.80	1.80
d.	Direct Connect Service/Warm Line	1.80	--
e.	Do Not Disturb (Basic)	1.80	1.80
f.	Last Number Redial	4.00	4.00
g.	Outgoing Call Screening	1.80	1.80
h.	Saved Number Redial	4.00	4.00
i.	Special Call Waiting	6.00	5.00
j.	Toll/Code Restriction	1.80	1.80
k.	Voice/Data Protection	1.80	1.80
l.	Wake Up/Reminder Service	1.80	1.80

<sup>237</sup> Limited to existing customers as of April 10, 1998.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

**CUSTOM CALLING SERVICES**<sup>238</sup>

D. Rates and Charges (Continued)

3.	When provided as a feature package, each package, per line equipped:	Monthly Rate	
		<u>Bus.</u>	<u>Res.</u>
a.	Two feature packages, same line	\$3.25	\$3.25
1)	Call Waiting, Call Forwarding-Variable		
2)	Call Forwarding-Variable, Three-way Calling		
3)	Call Waiting, Three-way Calling		
4)	Call Forwarding, Speed Call-Eight Number		
5)	Call Waiting, Speed Call-Eight Number		
6)	Three-way Calling, Speed Call-Eight Number		
7)	Call Waiting, Cancel Call Waiting		

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<sup>238</sup> Limited to existing customers as of March 16, 1996.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

CUSTOM CALLING SERVICES

D. Rates and Charges (Continued)<sup>239</sup>

3.	When provided as a feature package, each package, per line equipped: (Continued)	Monthly Rate	
		<u>Bus.</u>	<u>Res.</u>
b.	Premier Service Package Includes: Call Waiting Cancel Call Waiting Call Forwarding-variable Three Way Calling  Plus choice of two features from the list below: Call Forward Busy Call Forward No answer Call Transfer Do Not Disturb - Basic Voice/Data Protection Wake Up/Reminder Service	\$4.00	\$4.00
c.	Sharpest Call Pack (Call Waiting, Cancel Call Waiting, Call Forwarding, Three-way Calling, Speed Calling-8, Automatic Busy Redial, and Last Number/Save Number Redial) Descriptions are contained in Section 6.	6.00	6.00
d.	Sharpest Call Pack - Tel Teen Each residential second line only. (All features of the Sharper Call Pack plus Toll Control) Descriptions are contained in Section 6.	--	6.00

<sup>239</sup> Limited to existing customers as of March 16, 1996.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)

CUSTOM CALLING SERVICES<sup>240</sup>

D. Rates and Charges (Continued)

3.	When provided as a feature package, each package, per line equipped: (Continued)	Monthly Rate	
		<u>Bus.</u>	<u>Res.</u>
e.	Sharper Call Pack (Call Waiting, Cancel Call Waiting, Call Forwarding, Three-Way Calling, and Speed Calling-8)	\$4.50	\$4.50
f.	Feature Pack 4400 (Call Waiting, Cancel Call Waiting, Automatic Call Return, Automatic Busy Redial and Call Block)	--	8.75
g.	Feature Pack 4900 (Call Waiting, Cancel Call Waiting, Call-Forwarding, Three-Way Calling, Speed Calling-8, Automatic Busy Redial, Automatic Call Return, Call Block and VIP Alert)	--	13.25
h.	Sharper Call Pack – Tel Teen Each residential second line only. All features of the Sharper Call Pack plus Toll Control.	--	\$4.50
i.	Distinctive Ring with any Pack	\$3.00	3.00

<sup>240</sup> Limited to existing customers as of April 10, 1998.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

**FRACTIONAL T1 (FT1) SERVICE<sup>241</sup>**

**A. General**

1. Fractional T1 Service provides a DS1 Special Access interface for use in providing simultaneous two-way transmission of isochronous bipolar serial data signals.

**B. Conditions**

1. Application of Rates

There are three basic rate elements which apply to Fractional T1 Service:

- Special Access Line
- Special Transport (when applicable)
- Special Transport Termination (when applicable)

- a. Special Access Line (SAL)

A Special Access Line provides the transmission facilities to a Customer Designated Location (CDL) or the facilities between a CDL and the serving wire center. This rate element varies by the bit-rate of the circuit ordered and type of facility.

The selection of a Terminating Option, as defined under the Description of Terminating Option is required for terminating the network portion of a Special Access Line at a CDL. Terminating Options provide a clearly delineated interface which facilitates the design, isolation and testing of the Special Access Line.

One Special Access Line charge applies per CDL at which the facility is terminated. This charge applies even if the facilities to the CDL do not transit a serving wire center; this charge also applies if the CDL and the serving wire center are collocated in a Telephone Company building.

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<sup>241</sup> Limited to existing customers as of September 3, 1996.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

**FRACTIONAL T1 (FT1) SERVICE<sup>242</sup>**

**B. Conditions (Continued)**

**1. Application of Rates (Continued)**

**b. Special Transport**

The Special Transport rate element provides for the transmission facilities between the serving wire centers associated with two CDLs. This rate element is distance sensitive.

For Fractional T1 (FT1) service, Special Transport must be ordered as Fractional Special Transport in the same grouping (N x 56 Kbps or N x 64 Kbps where N equals 2, 4, or 6) as the associated FT1 SALs.

**c. Special Transport Termination**

The Special Transport Termination rate element applies to FT1 service offerings and is in addition to the Special Transport rate element. Special Transport Termination provides the equipment and arrangements necessary to terminate the Special Transport facility at a serving wire center. One Special Transport Termination charge applies for the termination of each end of a Special Transport facility for FT1 service.

For FT1 Service, Special Transport Termination must be ordered as Fractional Special Transport Termination in the same grouping (N x 56 Kbps or N x 64 Kbps where N equals 2, 4, or 6) as the associated FT1 SALs.

**d. Ordering Charge**

Ordering Charge is associated with the work performed by the Telephone Company in connection with the receiving, recording, and processing of customer service requests. Refer to Section 5.7.1 in WN U-16 for Rates.

**1) Subsequent Ordering Charge**

This charge applies on a per order basis for modification to an existing service.

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<sup>242</sup> Limited to existing customers as of September 3, 1996.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

FRACTIONAL T1 (FT1) SERVICE<sup>243</sup>

B. Conditions (Continued)

1. Application of Rates (Continued)

e. Installation of FT1 Special Access Lines

1) Fractional T1 Standard Arrangements

Customers subscribing to Fractional T1 service will be assessed a nonrecurring charge. The NRC for Fractional T1 service will be assessed per SAL.

2) Fractional T1 Optional Payment Plan (OPP) Arrangements

Customers subscribing to the Fractional T1 OPP arrangements will not be assessed a nonrecurring charge.

2. Rate Regulations for Optional Payment Plan (OPP)

a. General

- 1) The terms and conditions specified herein are applicable to FT1 service.
- 2) Only the Special Access Line (SAL) rate element is available under an OPP. All other associated rate elements or additional features are available at the standard month-to-month tariffed and/or Service Catalog rates and regulations.
- 3) FT1 OPP SAL rates will not be greater than standard month-to-month SAL rates.
- 4) Three year and five-year OPP rates will be equal to or less than the one-year OPP rates. Decreases to the one-year OPP will flow through to the three year and five-year OPP.
- 5) Payment periods of one year, three year, and five year are available to all customers regardless of when they subscribe to an OPP arrangement.
- 6) The customer must designate on the order the payment period for the OPP.

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<sup>243</sup> Limited to existing customers as of September 3, 1996.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

**FRACTIONAL T1 (FT1) SERVICE<sup>244</sup>**

**B. Conditions (Continued)**

**2. Rate Regulations for Optional Payment Plan (OPP) (Continued)**

**b. Changes in Length of OPP Period**

Prior to the completion of the selected OPP period, the customer may elect to convert to a new OPP period of the same or different length, subject to the following conditions:

- No credit toward the new payment period will be given for payments made under the original OPP arrangement.
- Nonrecurring charges will not be reapplied for existing service(s).
- If the new OPP period is shorter in length than the time remaining under the existing OPP, the change to the new OPP period constitutes a disconnect of the existing OPP service and termination liability charges apply.

**c. Renewal Options**

- 1) At the expiration of an OPP period, the Telephone Company will automatically renew the service at the same OPP period unless the customer chooses to convert to a different OPP period, convert to month-to-month rates or discontinue service.
- 2) Conversion to a different OPP period will require the customer to submit a change order. Conversion to a different OPP period will be allowed without application of any nonrecurring or ordering charges.
- 3) Conversion to month-to-month rates will be treated as a disconnect of service and will not be permitted.

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<sup>244</sup> Limited to existing customers as of September 3, 1996.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

FRACTIONAL T1 (FT1) SERVICE<sup>245</sup>

B. Conditions (Continued)

2. Rate Regulations for Optional Payment Plan (OPP) (Continued)

d. Notification of Discontinuance

An order for discontinuance of an OPP arrangement must be received by the Telephone Company at least thirty (30) days prior to actual disconnect of service. Monthly charges will apply for a period of thirty (30) days from the date the Telephone Company receives disconnect notification or until the requested disconnect date, whichever period is longer.

e. Upgrade to Higher Speed Service

Customers may elect to upgrade service(s) to a higher speed during an OPP period, subject to the following conditions:

- The upgraded service will be subject to all appropriate nonrecurring charges.
- Termination liability charges will not apply as long as the upgraded service remains connected at the same point of termination(s).

f. Termination Liability

When an OPP service is discontinued prior to the end of the period, termination liability charges, as set forth following, will apply based on the remainder of the OPP period in effect at the time of disconnect.

One Year OPP - 50% of any remaining portion of the first year's recurring charges.

Three Year OPP - 50% of any remaining portion of the first year's recurring charges. In addition, for any remaining portion of the second and third years, the customer will be liable for 10% of the total monthly recurring charges in that time period.

Five Year OPP - 50% of any remaining portion of the first year's recurring charges. In addition, for any remaining portion of the second through fifth years, the customer will be liable for 20% of the total monthly recurring charges in that time period.

g. Termination Without Liability

During an OPP period, should the currently effective rate for a customer service increase, the customer may, at their option, terminate the OPP arrangement without penalty or liability.

<sup>245</sup> Limited to existing customers as of September 3, 1996.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)

FRACTIONAL T1 (FT1) SERVICE<sup>246</sup>

B. Conditions (Continued)

3. Availability

FT1 Service is limited to existing customers, to existing service locations, and to existing service arrangements. Service is offered on a limited basis by specific systems within certain geographical areas.

4. Special Construction

All rates and charges set forth in this Service Catalog provide for the furnishing of service where suitable facilities are available. When special construction of channel facilities is necessary, special construction charges will apply.

C. Description

These facilities are two point and are furnished between customer designated locations (CDLs).

1. Fractional T1 Service

FT1 facilities are furnished for the transmission of isochronous bipolar serial data and are available at transmission rate groupings of N x 56 Kbps or N x 64 Kbps where N equals 2, 4, or 6. FT1 channels are contiguous within the network and can be used to create a wideband circuit using customer provided equipment. FT1 Service at a rate of N x 64 Kbps will only be provided where Clear Channel Capability is available in the network. Where Clear Channel Capability is not available, N x 56 Kbps service can be provided in lieu of N x 64 Kbps.

2. Description of Terminating Options

Terminating Options provide a clearly delineated interface between Telephone Company and customer facilities at the point of termination at the CDL. Terminating Options facilitate the design, isolation, and testing of the Special Access. The description of each Terminating Option defines the most effective use of the Terminating Option. Although a customer is not restricted from alternate applications, except where such application is harmful to the network, the Telephone Company cannot guarantee technical performance for other than the applications stated below. Terminating Options are nonchargeable.

a. Fractional T1 Service

Provides a DS1 Special Access interface for use in providing simultaneous two-way transmission of isochronous bipolar serial data signals and is limited to groupings of N x 56 Kbps or N x 64 Kbps where N equals 2, 4, or 6.

<sup>246</sup> Limited to existing customers as of September 3, 1996.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)

FRACTIONAL T1 (FT1) SERVICE<sup>247</sup>

D. Rates and Charges

1. High Capacity Digital Fractional T1 (FT1) Facilities

a. Standard Arrangements

		<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
1)	2 x 56 Kbps or 2 x 64 Kbps Special Access Line	\$ 450.00	\$103.78
	Special Transport, per airline mile	--	5.50
	Special Transport Termination	--	12.00
2)	4 x 56 Kbps or 4 x 64 Kbps Special Access Line	\$450.00	\$111.59
	Special Transport, per airline mile	--	6.50
	Special Transport Termination	--	18.00
3)	6 x 56 Kbps or 6 x 64 Kbps Special Access Line	450.00	119.39
	Special Transport, per airline mile	--	7.50
	Special Transport Termination	--	24.00

<sup>247</sup> Limited to existing customers as of September 3, 1996.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

**FRACTIONAL T1 (FT1) SERVICE<sup>248</sup>**

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

**1. High Capacity Digital Fractional T1 (FT1) Facilities (Continued)**

**b. FT1 Optional Payment Plan**

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
2) 2 x 56 Kbps or 2 x 64 Kbps Special Access Line		
One Year	--	\$100.00
Three Year	--	90.00
Five Year	--	80.00
Special Transport, per airline mile	--	5.50
Special Transport Termination	--	12.00
3) 4 x 56 Kbps or 4 x 64 Kbps Special Access Line		
One Year	--	\$110.00
Three Year	--	99.00
Five Year	--	88.00
Special Transport, per airline mile	--	6.50
Special Transport Termination	--	18.00

<sup>248</sup> Limited to existing customers as of September 3, 1996.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

FRACTIONAL T1 (FT1) SERVICE<sup>249</sup>

D. Rates and Charges (Continued)

1. High Capacity Digital Fractional T1 (FT1) Facilities (Continued)

b. FT1 Optional Payment Plan (Continued)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
4) 6 x 56 Kbps or 6 x 64 Kbps Special Access Line		
One Year	--	\$119.00
Three Year	--	107.10
Five Year	--	95.20
Special Transport, per airline mile	--	7.50
Special Transport Termination	--	24.00

<sup>249</sup> Limited to existing customers as of September 3, 1996.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

**DIGITAL (ISDN) SINGLE LINE SERVICES**

**A. Features**

**1. X.25 Basic Package**

X.25 Flow Control Parameters Negotiation, X.25 Incoming Calls Barred, X.25 Outgoing Calls Barred, X.25 Reverse Charge, X.25 Reverse Charge Acceptance, X.25 Throughput Class Negotiation, X.25 Transmit Delay Selection and Indication.

**2. X.25 Deluxe Package**

X.25 Basic Service (X.25 Flow Control Parameters Negotiation, X.25 Incoming Calls Barred, X.25 Outgoing Calls Barred, X.25 Reverse Charge, X.25 Reverse Charge Acceptance, X.25 Throughput Class Negotiation, X.25 Transmit Delay Selection and Indication) plus X.25 Closed User Groups, X.25 Fast Select, X.25 Fast Select Acceptance, X.25 Hunt Groups, X.25 One-Way Outgoing Logical Channel, and X.25 Permanent Virtual Circuit.

**3. Feature Matrices**

**Data Packages Features**

X.25

X.25 DELUXE

X.25 Flow Control Parameters Negotiation	XX
X.25 Incoming Calls Barred	XX
X.25 Outgoing Calls Barred	XX
X.25 Reverse Charge	XX
X.25 Reverse Charge Acceptance	XX
X.25 Throughput Class Negotiation	XX
X.25 Transmit Delay Selection/Indication	XX
X.25 Closed User Groups	X
X.25 Fast Select	X
X.25 Fast Select Acceptance	X
X.25 Hunt Groups	X
X.25 One-Way Outgoing Logical Channel	X
X.25 Permanent Virtual Circuit	X

This Service Catalog will be effective through December 31, 2006.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

**DIGITAL (ISDN) SINGLE LINE SERVICES** (Continued)

A. Features (Continued)

4. Definitions

D-Packet A service which permits a customer to use a D-Channel for packet switched data. Utilizes 9.6 of the 16 kbps on BRI ISDN D-Channel and allows for more than one data device.

**X.25 Basic Package**

X.25 Flow Control Parameter Negotiation permits negotiation on a per call basis of the flow control parameters. This consists of automatically negotiating the maximum packet size and window size for each direction of data transmission.

X.25 Incoming Calls Barred prohibits a data terminal from terminating an incoming call.

X.25 Outgoing Calls Barred prohibits a data terminal from originating outgoing virtual calls.

X.25 Reverse Charge permits a called party to be billed for a call.

X.25 Reverse Charge Acceptance allows a called party to accept charges for incoming calls.

X.25 Throughput Class Negotiation allows the calling data terminal to request specific throughput classes in a call request package for both directions of data transmission.

X.25 Transmit Delay Selection and Indication allows the data terminal to specify an acceptance transit delay on a per-call basis for virtual call.

**X.25 Deluxe Package: Includes Basis package plus the following:**

X.25 Closed User Groups allows ISDN subscribers to establish subnetworks within which the members of a closed user group can communicate. A member can not communicate with parties outside of the closed user group. Closed user groups are established by a service order. A user can belong to more than one closed user group.

This Service Catalog will be effective through December 31, 2006.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

**DIGITAL (ISDN) SINGLE LINE SERVICES** (Continued)

A. Features (Continued)

4. Definitions (Continued)

**X.25 Deluxe Package (Continued)**

X.25 Fast Select allows a data terminal to send as many as 128 bytes of data in addition to call setup and clearing packets.

X.25 Fast Select Acceptance allows transmitting incoming call packets with the fast select facility to a compatible destination terminal.

X.25 Hunt Groups allows grouping access lines so that a packet switched data call incoming to a hunt group is completed if there is an open channel on an access line within the hunt group. A Hunt Group is established by service order. Members of a Hunt Group can be distributed among the ISDN switching modules within the central office switch, but the Hunt Group cannot span switches. A Basic Rate Interface line within a Hunt Group can have its own address (individual line addressing) and can accept calls independent of the Hunt Group. A Hunt Group can have multiple group addresses.

X.25 One-Way Outgoing Logical Channel allows an ISDN subscriber to specify the number of channels to be used for originating calls.

X.25 Permanent Virtual Circuit allows packet switching to be implemented over a dedicated channel without needing call setup or clearing.

This Service Catalog will be effective through December 31, 2006.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

**DIGITAL (ISDN) SINGLE LINE SERVICES** (Continued)

**B. Rates and Charges**

		<u>Month to Month</u>	<u>12 Month Term Commitment</u>	<u>36 Month Term Commitment</u>
1.	Home Digital (ISDN) Single Line Service			
c.	Optional Features			
2.	D-packet, per channel	\$5.00 <sup>250</sup>	\$5.00 <sup>252</sup>	\$5.00 <sup>252</sup>
2.	Business Digital (ISDN) Single Line Service			
c.	Optional Features			
2.	D-packet, per channel	5.0 <sup>252</sup>	5.00 <sup>252</sup>	5.00 <sup>252</sup>
		<u>Monthly Rate</u>	<u>12 Month</u>	<u>36 Month</u>
3.	Package Services (Business or Home)			<u>Nonrecurring Charges</u>
	X.25 Basic	NC	NC	NC
	X.25 Deluxe, per line	\$5.00	\$5.00	\$15.00

This Service Catalog will be effective through December 31, 2006.

<sup>250</sup> Refer to Packet Switching Network Service in Section 13.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

**INTEGRATED SERVICES DIGITAL NETWORK (ISDN)**

**DIGITAL PRIMARY RATE INTERFACE (PRI)**

A. Definitions

Cyber-PRI

An ISDN-PRI option that includes PRI Access Interface Service, PRI Access Loop Facilities, and 23 or 24 DID Service Network Access Channels (23 B-Channels and one D-Channel or 24 B-Channels ISDN-PRI configuration). Each Cyber-PRI Service is provided with only one pilot number for DID access to the B-Channels.

B. Rates and Charges

Monthly Rates

Monthly Rates

PRI Access Interface Service:

- Cyber-PRI <sup>251</sup>

One Year Term Commitment <sup>252</sup>	\$750.00
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PRI Access Database Configuration Charge:

Nonrecurring  
Charge

- Cyber-PRI

One Year Term Commitment <sup>254</sup>	500.00
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<sup>251</sup> Includes PRI Access Interface Service, PRI Access Loop Facilities and 23 or 24 Direct Inward Dialing (DID) Service Network Access Channels (23 B-Channels and one D-Channel or 24 B-Channels ISDN-PRI configuration). Each Cyber-PRI Service is provided with only one pilot number for DID access to the B-Channels.

<sup>252</sup> This service will not be available to customers after February 1, 2007.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

**MULTI-MEDIA DATA SERVICE**<sup>253</sup>

**A. General**

Multi-Media Data Service (MMDS) is a fiber optic based group of high speed data and video services for intraexchange and interexchange use within a LATA. MMDS can be used to connect Ethernet (IEEE 802.3) and Token Ring (IEEE 802.5) LANs, provide host/remote IBM 3270 connections as well as electrical interfaces such as RS449/422 and V.35. MMDS video service is a single channel video for applications such as video conferencing and distance learning applications. Specific distance limitations are identified within the individual service description.

**B. Conditions**

Customers with grandfathered MMDS rate elements may choose to make additions to their service, deletions of service, or changes to service (upgrades). In the event a customer initiates any of the above actions, the following conditions will apply:

Additions to the customers' existing service, such as adding more nodes, will be allowed on the customer's existing network only.

Deletions to the customer's service will be subject to termination liability agreements per the original contract with the exception of customers who migrate to either Transport LAN Connect service or Asynchronous Transfer Mode (ATM) service.

Moves - moving a service (i.e., from location A to location B) will be considered a new service and will not be permitted under the grandfathered MMDS services.

Upgrades to grandfathered services will be considered a disconnect (deletion) of the grandfathered service and an addition of a new service. Basic Termination Liability charges will not apply to customers that migrate from MMDS to the Company's TLC or ATM service.

New MMDS services will not be provisioned.

MMDS service is only offered where fiber optic transmission facilities are available.

MMDS providing IBM 3270 connectivity is limited to customer locations served by the same serving wire center.

MMDS service will only be used to interconnect customer locations within the same LATA where the Company provides service in the originating and terminating areas.

The network demarcation point for MMDS is on the electrical side of the Company provided network interface on the customer premises. The customer is responsible for providing all facilities and cabling necessary to connect customer equipment to the network interface.

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<sup>253</sup> Limited to existing customers as of June 1, 2000.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)

MULTI-MEDIA DATA SERVICE<sup>254</sup>

B. Conditions (Continued)

It is the customer's responsibility to ensure that the customer's equipment provides industry standard electrical signals for MMDS transmission.

The First Data Link is required in order to provide MMDS to a CDL.

An Additional Data Link (ADL) is only available to CDLs with at least one First Data Link. An ADL is required if:

- an additional protocol is used, e.g., Ethernet and DS1, or
- there are more than eight nodes (CDLs) supporting a single Ethernet or Token Ring connection.

A Video Link is only available to CDLs with at least one First Data Link.

The First Data Link, Additional Data Link and Video Link at each-CDL must be ordered for a contract period of one (1), three (3), or five (5) years. All contracts are subject to the Contract Termination Liability as specified elsewhere under Conditions. Prior to the expiration of the contract period, a customer must notify the Company of the customer's choice of the following options:

- convert to a new contract period of the same or different length, or
- continue at the completed contract period's rate but on a month-to-month basis, or
- discontinue service.

If the customer does not notify the Company of one of the above options, then the Company will continue to bill the customer at the completed contract period's rate on a month-to-month basis.

If prior to the expiration of a contract, the customer converts to a contract period with a longer period of time, then the customer, at the customer's option, may receive credit for the elapsed time under the old contract toward the new contract period.

MMDS requires at least one First Data Link to a CDL. When the First Data Link is disconnected, then MMDS will be disconnected to the CDL. An Additional Data Link and/or Video Link can be disconnected without disconnecting the First Data Link to the CDL.

In the initial order for MMDS service at a CDL, the contract period for Additional Data Links or Video Links cannot be longer than the contract period selected for the First Data Link.

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<sup>254</sup> Limited to existing customers as of June 1, 2000.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

**MULTI-MEDIA DATA SERVICE<sup>255</sup>**

**B. Conditions (Continued)**

If the customer subsequently orders an Additional Data Link(s) or a Video Link(s) and the contract period for the First Data Link has not expired, then the following applies:

- the contract period selected for an Additional Data Link(s) or a Video Link(s) must be equal to or shorter than the remaining contract period for the First Data Link or
- the contract period for the First Data Link will be extended to be coterminous with the contract period selected for the Additional Data Link or Video Link. The monthly rate for the First Data Link shall be equal to the First Data Link rate for the new contract period selected for the Additional Data Link and/or Video Link.

Additional Data Link(s) or a Video Link(s) can be provided after the expiration of the contract period for the First Data Link but, the First Data Link will be placed under contract for a period equal to the contract period elected for the Additional Data Link or Video link. The First Data Link monthly rate shall be equal to the First Data Link rate for the new contract period selected for the Additional Data Link and/or Video Link.

When service is discontinued prior to the end of the period, the Contract Termination Liability charges, as set forth following, will apply based on the remainder of the contract period in effect at the time of disconnect.

One Year Contract - 50% of any remaining portion of the first year's recurring charges.

Three Year Contract - 50% of any remaining portion of the first year's recurring charges. In addition, for any remaining portion of the second and third years, the customer will be liable for 10% of the total monthly recurring charges in that time period.

Five Year Contract - 50% of any remaining portion of the first year's recurring charges. In addition, for any remaining portion of the second through fifth years, the customer will be liable for 20% of the total -monthly recurring charges in that time period.

If the customer should terminate MMDS service under contract at any CDL, the Contract Termination Liability shall apply on a CDL-by-CDL basis.

Nonrecurring charges (NRCs) associated with MMDS service may, at the option of the customer when affirmed at the time that the service is ordered, be paid in three equal monthly installments.

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<sup>255</sup> Limited to existing customers as of June 1, 2000.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

**MULTI-MEDIA DATA SERVICE**<sup>256</sup>

C. Definitions

**CUSTOMER DESIGNATED LOCATION (CDL)** - A location specified by the customer for purposes of terminating services. The Company must have access to the location to perform installation, testing, and maintenance functions. The customer may or may not have access to the location. CDLs include locations such as customer premises, customer repeater stations, customer microwave towers, or some other point where Company testing can occur.

**DATA LINK** - A Data Link (DL) in MMDS is the electrical connection of the customer's data terminal equipment from the Network interface to the Company's network supporting MMDS. The Data Link includes the Network Interface, the Network Node, and the fiber optic local loop facility.

**NETWORK INTERFACE** - The Network Interface is the point of electrical interconnection on the customer's premises between the company's communications facilities and the customer's terminal equipment.

**NETWORK NODE** - The Network Node is the Company provided electronic equipment that converts the electrical signal delivered at the network interface to an optical signal.

**MMDS** will support the following types of data and/or video services:

Ethernet (IEEE 802.3)  
Token Ring (IEEE 802.5)  
IBM 3270 \*  
V.35  
RS449/422  
Non-Framed DS1  
Single Channel Broad band Video (NTSC/RS250B)

\*Where MMDS provides IBM 3270 connectivity the service is limited to customer locations served by the same serving wire center.

**MMDS ETHERNET SERVICE** - A Local Area Network (LAN) to Local Area Network (LAN) transport service for interconnecting IEEE 802.3 LANs data rates up to 10 Mbps. This service is distance limited to a -31 dB system loss budget. Ethernet service can be point-to-point or multipoint (a maximum of eight nodes).

**MMDS TOKEN RING SERVICE** - A LAN to LAN transport service for interconnecting IEEE 802.5 LANs at data rates up to 4 Mbps or 16 Mbps. This service is distance limited to a -31 dB system loss budget. Token Ring service can be point-to-point or multipoint (a maximum of eight nodes).

<sup>256</sup> Limited to existing customers as of June 1, 2000.

## GENERAL AND LOCAL EXCHANGE SERVICE CATALOG

### SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)

#### MULTI-MEDIA DATA SERVICE<sup>257</sup>

##### C. Definitions (Continued)

MMDS IBM 3270 HOST/REMOTE SERVICE - A half-duplex, character oriented binary synchronous host to remote transport service offered in two configurations:

- 1) Support of coaxial connections supporting up to two customer provided 3274 controllers.
- 2) Support of coaxial terminal adapter ports for connection to customer provided 3299 type multiplexer.

##### MMDS IBM 3270 HOST/REMOTE SERVICE (Continued)

Distance limitations for IBM 3270:

- with IBM RPQ - 12,000 cable feet.
- without IBM RPQ - 3,200 cable feet.

MMDS V.35 SERVICE - A wideband electrical signal for asynchronous transmission up to 256 Kbps.

MMDS RS-449/422 SERVICE - An EIA recommended electrical interface for balanced circuits. The MMDS transport supports RS-449/422 at speeds from 20 Kbps to 9.4 Mbps.

MMDS NFDS-1 SERVICE - A non-framed, DS1 point-to-point optical transmission at 1.544 Mbps. This service is provided without synchronization and is not channelized by the Company.

MMDS VIDEO SERVICE - This is the transport over MMDS facilities of single channel broad band video signals conforming to NTSC/RS250B. The service supports a single video channel with two accompanying audio channels. MMDS Video is limited to point-to-point or point-to-multipoint service where each CDL is served from the same serving wire center.

LINK - A Link, whether First, Additional, or Video, is a transport over MMDS facilities between the Company's wire center and each customer designated location (CDL).

FIRST DATA LINK - The First Data Link is assessed on the first Data Link ordered by the customer for each CDL.

ADDITIONAL DATA LINK - Subsequent Data Links ordered from the same CDL to the same serving wire center as the first Data Link are rated as an Additional Data Link(s).

VIDEO LINK - A Video Link can only be ordered from a CDL for which a First Data Link rate is being assessed. The Video Link rate applies in addition to the First Data Link rate and any Additional Data Link rates. One Video Link must be ordered for each end (CDL) of a point-to-point MMDS Video service.

<sup>257</sup> Limited to existing customers as of June 1, 2000.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)

MULTI-MEDIA DATA SERVICE<sup>258</sup>

C. Definitions (Continued)

INTEROFFICE TRANSPORT - Interoffice Transport provides for the transmission facilities between serving wire centers associated with two CDLs. The Interoffice Transport monthly rate applies to fiber optic transmission facilities between serving wire centers. The rate is applied to each airline mile or fraction thereof between the serving wire centers.

D. Rates and Charges

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
First Data Link <sup>259</sup> , per CDL		
1 Year Contract <sup>260</sup>	\$ 700.00	\$3,300.00
3 Year Contract <sup>262</sup>	650.00	3300.00
5 Year Contract <sup>262</sup>	600.00	3,300.00
Month-to-Month <sup>261</sup>	--	--
Additional Data Link, per CDL		
1 Year Contract <sup>262</sup>	115.00	200.00
3 Year Contract <sup>262</sup>	100.00	200.00
5 Year Contract <sup>262</sup>	90.00	200.00
Month-to-Month <sup>4</sup>	--	--
Video Link		
1 Year Contract <sup>261</sup>	415.00	3,000.00
3 Year Contract <sup>261</sup>	400.00	3,000.00
5 Year Contract <sup>261</sup>	380.00	3,000.00
Month-to-Month <sup>262</sup>	--	--
Interoffice Transport, per airline mile	60.00	300.00

<sup>258</sup> Limited to existing customers as of June 1, 2000.

<sup>259</sup> The customer must subscribe to the First Data Link, between the serving wire center and each customer designated location (CDL), in order to subscribe to an Additional Data Link or a Video Link. If the First Data Link is disconnected then all MMDS will be disconnected to that CDL. The Additional Data Link and Video Link can be disconnected without disconnecting the First Data Link to a CDL.

<sup>260</sup> All contracts are subject to conditions for Contract Termination Liability.

<sup>261</sup> The Month-to-Month rate option will only be available after completion of one of the three contract period options. The Month-to-Month rate will be the same as the rate for the completed contract option.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)

DIGITAL SERVICES

SHARED PRIVATE LINE SERVICES

PACKET SWITCHING NETWORK SERVICES

A. General

Packet Switching Network Services uses packet switching technology to provide a switched data transport service. This service uses analog and digital facilities to provide usage-sensitive data transport for a variety of interactive (or bursty) data applications between two or more customer designated locations (CDLs). The packet switch will be classified as a CDL.

Packet switching technology divides data streams into packets. The packet network examines, routes and transports packets individually without maintaining a physical path between bursts of data. This service is based on International Telegraph and Telephone Consultative Committee (CCITT) X.25 protocol and X.75 inter-networking protocol. The X.25 and X.75 protocols are international standards developed by the CCITT that provide the foundation for Public Packet Switched Networks. Packet Switching Network Services and features are available where facilities and conditions permit.

Customers may access the Packet Switching Network Services via ISDN-Basic Rate Interface (BRI) or ISDN-Single Line (SL), or Dedicated Access services. Packet Switching Network Services will allow ISDN customers to transmit data packets outside business customer groups.

Dedicated Access, available where facilities and conditions permit, provides the ability to establish connections to the Packet Switching Network using analog or digital Special Access facilities. Connection is made at the nearest Local Packet Switching office at a dedicated access port. Each access port has a unique fourteen-digit network address. The access ports will interface with analog or digital channels at speeds of 9.6 or 56 Kbps. If the customer's requirements exceed 56 Kbps then 64 Kbps may be provided but will require clear channel capability ordered from the appropriate tariff and/or Service Catalog. The customer must specify the required transmission speed. Dedicated Access requires the customer and/or authorized user to furnish a modem or DSU/CSU compatible with those provided in the network. Dedicated Access provides the ability to originate and receive calls from other customer locations and/or authorized users of this service.

Network usage will be billed on a flat monthly rate based on the Dedicated Access port speed and the number of Logical Channels selected.

This Service Catalog will be effective through December 31, 2006.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)

DIGITAL SERVICES

SHARED PRIVATE LINE SERVICES

PACKET SWITCHING NETWORK SERVICES

B. Definitions

Bit

A binary digit, the smallest unit of information in the binary system of notation.

Byte

A sequence or group of eight bits that represent one character.

Data Circuit Terminating Equipment

The equipment that connects the customer's access channel to the packet network.

Logical Channel

A virtual connection operated over a physical connection that can support one or more virtual connections simultaneously.

Network Address

The alphanumeric character string used to specify the destination of each switched connection made within the network.

Octet

A group of eight binary digits operated upon as an entity.

Packet

Continuous sequence of binary digits (bits) of information that is switched through the network as an integral unit. The user data is divided into segments for billing purposes. The number of segments contained in a packet is dependent upon the packet size.

This Service Catalog will be effective through December 31, 2006.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)

DIGITAL SERVICES

SHARED PRIVATE LINE SERVICES

PACKET SWITCHING NETWORK SERVICES

B. Definitions (Continued)

Port

An X.25 communications interface at a Packet Switching office through which the customer or authorized user obtains access to the network.

Protocol

A set of transmission rules governing the format to be followed when transmitting information between communicating devices.

Segment

A unit of user information consisting of 64 octets or less. The number of segments transmitted within a packet is limited only by the subscribed or negotiated maximum size of the user data field for the customer interface.

Virtual Connection

A logical channel resulting from call establishment to a network address that exists until the call is terminated by either party.

X.25 Protocol

Interface between Data Terminal Equipment and Data Circuit Terminating Equipment for terminals operating in the packet mode on public data networks.

X.75 Protocol

Terminal and transit call control procedures and data transfer system on circuits between packet switched data networks.

This Service Catalog will be effective through December 31, 2006.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)

DIGITAL SERVICES

SHARED PRIVATE LINE SERVICES

PACKET SWITCHING NETWORK SERVICES

C. Application of Rates

Usage Options

The customer must select one of the following flat rate usage options.

9.6 Kbps Dedicated Access Port

12 Logical Channels  
22 Logical Channels  
32 Logical Channels

56 Kbps Dedicated Access Port

32 Logical Channels  
60 Logical Channels  
90 Logical Channels

This Service Catalog will be effective through December 31, 2006.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)

DIGITAL SERVICES

SHARED PRIVATE LINE SERVICES

PACKET SWITCHING NETWORK SERVICES

D. Rates and Charges

1. Access

Digital Customized Multi-line Telephone Service and Digital Single Line Access

Applicable rate elements:

- Rates and charges for Access as shown in this Service Catalog under Customized Multi-line Telephone Service /Digital Customized Multi-line Telephone Service and Digital Single Line.

Dedicated Access

Applicable rate elements:

- One (1) Special Access Line Charge (Digital Data Service)
- Special Transport (When applicable)
- Dedicated Access Port
- Usage rates under Packet Switching Network Service.

In addition, the Service Charges in the General and Local Exchange Tariff, Section 3 (when applicable) and Nonrecurring Charges will apply.

This Service Catalog will be effective through December 31, 2006.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

DIGITAL SERVICES

SHARED PRIVATE LINE SERVICES

PACKET SWITCHING NETWORK SERVICES

D. Rates and Charges (Continued)

1. Access (Continued)

Dedicated Access (Continued)

- For Intraexchange Dedicated Access Rates, refer to the appropriate 4-wire digital data circuit rate from the appropriate tariff and/or Service Catalog.
- For Interexchange Dedicated Access rates, refer to the Facilities for Intrastate Access Tariff, WN U-16, Section 5.7.

Special Access Line (DDS)

Special Transport

- Dedicated Access Port

<u>Speed</u>	<u>Non-Recurring Charge</u>	<u>GSEC</u>	<u>Monthly Charge</u>	<u>GSEC</u>
9.6 Kbps	120.00	07598	35.00	13055
56 Kbps <sup>262</sup>	120.00	07598	35.00	36082

This Service Catalog will be effective through December 31, 2006.

<sup>262</sup> If the customer's requirements exceed 56 Kbps then 64 Kbps may be provided but will require clear channel capability ordered from the appropriate tariff and/or Service Catalog.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)

DIGITAL SERVICES

SHARED PRIVATE LINE SERVICES

PACKET SWITCHING NETWORK SERVICES

D. Rates and Charges (Continued)

2.	<u>Usage Rate, Per Dedicated</u>	<u>NRC</u>	<u>Monthly Rate</u>
	<u>Access Port</u>		
(a)	9.6 Kbps		
	12 Logical Channels	-	\$48.00
	22 Logical Channels	-	88.00
	32 Logical Channels	-	128.00
(b)	56 Kbps		
	32 Logical Channels	-	128.00
	60 Logical Channels	-	240.00
	90 Logical Channels	-	360.00

This Service Catalog will be effective through December 31, 2006.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

**DIGITAL DATA SERVICE** (formerly GTE)<sup>263</sup>

A. Rates and Charges

The Company concurs in the Special Channel Service intraLATA tariff of Pacific Northwest Bell Telephone Company, together with amendments and successive issues, for the purpose of providing intraLATA Digital Data Service within our serving area.

No change to service is permitted in this section of the Service Catalog with the following exceptions:

Change of mailing address

Change of street address due to legal change in house number and /or street name

Corrections and/or changes to customer records for Company reasons, i.e., central office conversions, record corrections

Reestablish service, which has been disrupted by fire, accident or natural catastrophe.

If a customer wants to change, delete a portion of, or add to the existing service then the entire service will be discontinued from this section and service will be provided from Section 5.

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<sup>263</sup> Limited to existing customers as of March 16, 1996.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

**MILEAGE** (formerly GTE)<sup>264</sup>

A. General

Mileage charges apply to outside plant and are measured on an Airline Mileage (ALM) basis, which is the shortest distance between two points.

Mileage charges in this section apply to formerly GTE exchanges as listed below and are limited to existing customers as of March 16, 1996, in Advice No. 3307 796.

Anacortes	George	Priest River
Arlington	Granite Falls	Pullman
Benton City	Halls Lake	Quincy
Bothell		Richland
Brewster	Kennewick	Richmond Beach
Bridgeport	Kirkland	Rockford
Burlington	Latah	Rosalia
Camas-Washougal	Leavenworth	Sedro Woolley
Cashmere	Mansfield	Silver Lake
Chelan	Marysville	Skykomish
Coupeville		Snohomish
	Monroe	Soap Lake
Darrington	Moscow	Stevens Pass
Entiat	Mount Vernon	Sultan
Everett	Newport	Tekoa
Fairfield	Oak Harbor	Waterville
Farmington	Oakesdale	Wenatchee
Garfield	Palouse	Woodland

<sup>264</sup> Limited to existing customers as of March 16, 1996.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

**MILEAGE** (formerly GTE)<sup>265</sup>

**B. Conditions**

**Interoffice Mileage**

Interoffice Mileage is applicable when a customer requests a Network Access line from a central office other than that from which he would normally be served.

Where an extension is located in a central office area other than the one in which the primary termination of the Network Access line is located or a line is extended to terminate on a concentrator unit in a central office area other than the one in which the primary termination of the Network Access line is located, the Interoffice Mileage rate applies to the Airline Mileage (ALM) between the two central offices involved.

**Terminal Loop**

Terminal Loop applies to each extension located at a different premises, even when that premises is in the same building in which the primary termination of the network Access line is located and within the central office area, except as covered in other conditions.

When a line terminates in more than one building on continuous property, the rate for one Terminal Loop - Continuous Property applies for the first termination of the line in each separate building.

The rate for one Noncontinuous Property Terminal Loop applies for each extension on noncontinuous property and for each line extended to terminate on a concentrator unit. Where the noncontinuous extension or line extended to terminate on a concentrator unit is controlled by a key at the primary termination of the Network Access line, then the rates for two Terminal Loops apply.

Terminal Loop rates do not apply:

- where buildings located on continuous property are connected by means of enclosed overhead or underground passageways, and are providing service to only one customer.
- where conduit, acceptable to the Company, is provided and maintained by the customer between buildings on continuous property.
- where a residence extension is located within 200 airline feet on continuous property.
- where direct buried cable is utilized as long as the customer pays for the burial of the cable.

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<sup>265</sup> Limited to existing customers as of March 16, 1996.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)

MILEAGE (formerly GTE)<sup>266</sup>

B. Conditions (Continued)

Extension Service

Extension Service may be furnished in connection with all classes and grades of Network Access Service except Public Telephone Service.

Extension Service, provided in connection with Semi-public Telephone Service, will be restricted to answering incoming calls only.

Directory listings or distinctive signals are not allowed for Extension Service.

The Company reserves the right to disconnect Extension Service that interferes with the satisfactory operation of a Network Access line, and also to restrict the number of extension telephones in use to insure proper ringing capability.

Off-premises extensions may be located on the premises of another customer for answering purposes only, provided the other customer has his own separate service at the same location. This condition is not required when extensions of business service are to be located at a residence, which is occupied by the individual who is the subscriber to the business service or a partner in the firm.

Unusual or Special Construction

A departure from the rates and special conditions specified in this section may be made by the Company when a line extension involves unusual construction or disproportionately large expenditures as compared with the usual type of plant construction.

C. Rates and Charges

Monthly Rate  
per 1/4 ALM

Interoffice Mileage

\$2.50

Monthly Rate

Terminal Loop

Continuous Property

\$4.01

Noncontinuous Property

6.03

<sup>266</sup> Limited to existing customers as of March 16, 1996.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

**MILEAGE** (formerly Contel)<sup>267</sup>

**A. General**

Mileage charges apply to outside plant and are measured on an Airline Mileage (ALM) basis, which is the shortest distance between two points.

Mileage charges in this section apply to formerly Contel exchanges as listed below and are Limited to existing customers as of March 16, 1996, in Advice No. 746.

Acme	Edison	Marblemount
Alger	Everson	Molson-Chesaw
Big Lake	Ferndale	Mount Vernon
Blaine	Grayland	Naches
Burlington	LaConner	Nile
Concrete	Laurel	Republic
Conway	Loomis	Sedro Woolley
Curlew	Lyman-Hamilton	Sumas
Custer	Lynden	Tonasket
Deming	Maple Falls	Westport

**B. Conditions**

1. The mileage rates under RATES C.1.a and C.1.b are based on airline distance, which is the airline measurement between terminations. These rates are applicable in connection with extension station or private branch exchange stations which terminate off the premises on which the primary service is located and within the exchange area, and are in addition to the other rates applicable to those services.
2. No mileage charge for outside plant facilities in connection with telephone service is applied in those cases where the terminations are in the same building or in different buildings on continuous property within 300 feet from the telephone set or private branch exchange switchboard.
3. In this section "terminations" mean stations, one of which terminates on each end of the telephone line or PBX station, or between which the off-premises line is connected, or the system to which a tie line is connected.
4. No mileage charge is applicable to a telephone set extended from an off-premises telephone set or private branch exchange telephone set located on the same premises as its associated off-premises telephone set.

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<sup>267</sup> Limited to existing customers as of March 16, 1996.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)

MILEAGE (formerly Contel)<sup>268</sup>

B. Conditions (Continued)

5. When any tie line service involves more than two terminals, the airline distance in quarter miles will be computed separately between each pair of terminals, fractional quarter miles being considered as whole quarter miles. The sum of the airline distances in quarter miles, between all pairs of terminals in a tie line service where more than two terminals are involved, will be charged for at the above rates, except that only one first quarter mile charge will be made. The balance of the quarter miles of airline outside plant facilities will be charged for at the rates for additional quarter miles.

C. Rates and Charges

Monthly  
Rate

1. Recurring facility rates

a. On/off premises network access facilities

- |  |        |
|--|--------|
| 1) Off-premises facilities on continuous property -<br>each one-quarter mile or fraction thereof | \$2.00 |
| 2) Off-premises facilities on noncontinuous property   |        |
| a) First one-quarter mile or fraction thereof  | 4.00   |
| b) Each additional one-quarter mile or fraction thereof  | 3.00   |

<sup>268</sup> Limited to existing customers as of March 16, 1996.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

MILEAGE (formerly Contel)<sup>269</sup>

C. Rates and Charges (Continued)

		Monthly Rate
1.	Recurring facility rates (Continued)	
b.	Each tie line between private branch exchanges	
1)	Same customer	
a)	On the same premises, per tie line	\$4.05
b)	On different premises	
	First one-quarter mile or fraction thereof	5.20
	Each additional one-quarter mile or fraction thereof	5.20
2)	Different customers	
a)	First one-quarter mile or fraction thereof	20.20
b)	Each additional one-quarter mile or fraction thereof	5.20
		Nonrecurring Charge <sup>270</sup>
2.	Toll terminal line service	\$15.00
		Monthly Rate
		\$14.50

<sup>269</sup> Limited to existing customers as of March 16, 1996.

<sup>270</sup> In addition to applicable nonrecurring charges as shown in the General and Local Exchange Tariff, Section 3.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

**OFF PREMISES EXTENSION (OPX) SERVICE** (formerly GTE) <sup>271</sup>

A. Rates and Charges	Monthly Rate
OFF-PREMISES EXTENSION - Between contiguous exchanges only	
If the customer's foreign Network Access line is not served from the exchange in which the off-premises extension terminates, the following charges apply, per month:	
Monthly charge:	
Business Service	\$12.87
Residence Service	6.43
(Not applicable when there is EAS between local and foreign exchanges)	
Air Line Mileage from the primary station to the nearest point on the common boundary between the local and foreign exchanges:	
per 1/4 mile or fraction thereof	1.17
Air Line Mileage from the point on the common boundary to the off-premises extension:	
per 1/2 mile or fraction thereof	5.85
If the off-premises extension terminates in the exchange from which the foreign Network Access line is served, the following mileage charges apply, per month:	
Air Line Mileage from the primary termination of the customer's foreign Network Access line to the nearest point on the common boundary of the, local and foreign exchanges:	
per 1/4 mile or fraction thereof	1.17
Air Line Mileage from the point on the common boundary to the extension:	
per 1/4 mile or fraction thereof	2.34

<sup>271</sup> Limited to existing customers as of March 16, 1996.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

**OFF PREMISES EXTENSION (OPX) SERVICE** (formerly Contel)<sup>272</sup>

A. Rates and Charges	Monthly <u>Rate</u>
1. Off-premises network access extension line service or off-premises PBX extension line service involving connecting utility exchanges	
a. Airline measurement from the off-premises telephone set or PBX station to the nearest point on the common boundary of the foreign and local exchange area, each 1/4 mile or fraction thereof	\$3.60
b. Rate for each mile or fraction thereof, airline measurement, from the point of connection of the exchange area as defined in a. above, to the PBX apparatus or telephone set service location in originating exchange	See Mileage for applicable rates.

<sup>272</sup> Limited to existing customers as of March 16, 1996.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)

PRIVATE LINE SERVICE (formerly GTE)<sup>273</sup>

A. General

The Company concurs in the Special Channel Service intraLATA tariff of ZiPLY Fiber, together with amendments and successive issues, for the purpose of providing intraexchange Private Line Services and Channels within our serving area.

No change to service is permitted in this section of the Service Catalog with the following exceptions:

Change of mailing address

Change of street address due to legal change in house number and /or street name

Corrections and/or changes to customer records for Company reasons, i.e., central office conversions, record corrections

Reestablish service, which has been disrupted by fire, accident or natural catastrophe.

If a customer wants to change, delete a portion of, or add to the existing service then the entire service will be discontinued from this section and service will be provided from Section 8.

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<sup>273</sup> Limited to existing customers as of March 16, 1996.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

**PRIVATE LINE SERVICE** (formerly Contel)<sup>274</sup>

**A. General**

Applicable to intraexchange (local) private line service (Formerly Contel), which is limited to existing customers.

No change to service is permitted in this section of the Service Catalog with the following exceptions:

Change of mailing address

Change of street address due to legal change in house number and /or street name

Corrections and/or changes to customer records for Company reasons, i.e., central office conversions, record corrections

Reestablish service, which has been disrupted by fire, accident or natural catastrophe.

If a customer wants to change, delete a portion of, or add to the existing service then the entire service will be discontinued from this section and service will be provided from Section 8.

**B. Conditions**

1. A local channel charge applies for each local channel termination, per service, on a customer-authorized premises in a central office serving area.
2. When a local channel is extended beyond the base rate area boundary to provide service, additional rates apply to that portion of the channel between the base rate area boundary and the station.
3. Local channel mileage
  - a. Charges under Rates C.2.a.1) apply for each two point channel in the same building.
  - b. When terminal equipment locations of a private line service are located in different buildings on the same premises, the charge for the channel shall be based on the airline distance between each pair of buildings when conditions and facilities permit. The airline mileage is measured from the center of building to center of building.
  - c. When service is extended between more than two buildings on a premises, additional mileage rates apply.
4. A bridging charge is assessed as follows:
  - a. On signal grade channels and Series 1000 (low speed data only) 2000 and 3000 service, where three or more channels on a private line service are bridged in a central office or
  - b. Where two or more medium speed data or low speed data (up to 150 baud) stations or four or more low speed data stations (up to 75 baud) are bridged on a customer's premises.

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<sup>274</sup> Limited to existing customers as of March 16, 1996

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)

PRIVATE LINE SERVICE (formerly Contel)<sup>275</sup>

B. Conditions (Continued)

5. When channels are bridged in a central office, they may be any combination of interexchange, interoffice, or local channels.
6. Signaling applied by customer provided equipment (CPE) on medium speed data channels must conform to the technical parameters specified by the utility covering private line voice band data and switched telecommunications network data communications.
7. The number of stations that may be connected and the distance over which transmission is possible may be limited by the operating and transmission factors for Series 3000 channels. These operating and transmission factors are described by the utility.

C. Rates and Charges

	<u>Monthly Rate</u>
1. Local channels	
a. Local loop	
1) Each signal grade channel, per termination	\$6.00
a) 2 wire, 2 half duplex, Group 2	13.25
b) C-4 conditioning	12.00
c) 2 wire, 2 half duplex, Group 1	11.35
d) at same building	7.10
2) Each voice grade channel, per termination	8.00
a) 2 wire PBX OPX, PBX at premises	18.00
b) 4 wire tie line, PBXs at premises	17.95
c) 2 wire termination at terminal equip	16.15
d) 4 wire tie line, PBX at C.O. and premises	14.05
e) 2 wire	10.36
f) 2 wire PBX OPX, PBX at C.O.	7.15
3) Each data grade channel, per termination	18.00
a) 4 wire	35.30
b) 2 wire	30.80
c) 2 wire, select-a-station	11.65
4) Each program 1-way channel, per termination	6.00
b. Each extended loop outside Base Rate Area	13.80

<sup>275</sup> Limited to existing customers as of March 16, 1996

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)

PRIVATE LINE SERVICE (formerly Contel)<sup>276</sup>

C. Rates and Charges

	Monthly Rate
2. Local channel mileage	
a. Channels on the same premise	
1) Same building	\$1.00
2) Different building, each 1/10 mile or fraction thereof	1.50
3. Local channel bridging	
a. Each channel bridged	3.00
b. Each telephone bridged	1.00
4. Local channel conditioning	
a. Type "C" series	49.00
b. Type "D" series	46.00

<sup>276</sup> Limited to existing customers as of March 16, 1996.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

**TELEPHONE ANSWERING SERVICE<sup>277</sup>**

This service was offered to customers of former tariff WN U-13.

**A. General**

**Applicability**

Applicable to discontinued telephone answering service, which is limited to existing customers. Existing customers may also add to their existing service as long as facilities are available.

**Territory**

Within the exchange area of all exchanges as said areas are defined on filed maps.

**B. Conditions**

1. Telephone answering service consists of telephone answering facilities and services, furnished in accordance with the provisions of this Service Catalog. This service is available to customers engaged in the telephone answering service business and to other customers of telephone service who desire service arrangements whereby their incoming calls may be answered by a customer engaged in the telephone answering service business.
2. For the purpose of this schedule, the customer is the individual or concern furnishing telephone answering service, and the client is the individual or concern who receives telephone answering service from the customer.
3. Extension lines terminated on the telephone answering equipment will be furnished only in connection with the client's business or residence individual or trunk line service.
4. Telephone answering service is furnished for the sole purpose of enabling the customer of the telephone answering service to answer the client's incoming calls. Telephone answering service is not offered for:
  - a. Outgoing exchange or toll calls over a client's line terminated on telephone answering equipment.
  - b. Intercommunication between the client and the customer over the client's line terminating on the telephone answering equipment.
5. Rates and charges will be included in the client's bill for primary service.

<sup>277</sup> Limited to existing customers as of May 27, 1993.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

**TELEPHONE ANSWERING SERVICE<sup>278</sup>**

This service was offered to customers of former tariff WN U-13.

**B. Conditions (Continued)**

6. When for any reason service is discontinued to the customer, all other telephone service rendered by the customer to clients will also be discontinued.

If a client's primary service is discontinued, the extension line service to the telephone answering equipment will also be discontinued.

**C. Rates and Charges**

**Monthly  
Rate**

1. Service to a client of a telephone answering service business
2. Lines terminated on telephone answering equipment
  - a. Where the telephone answering equipment and the client's primary telephone service located in the same exchange

- 1) Where the primary line appears only on the telephone answering equipment

Rates, charges, and conditions applicable to one-party line business service, as shown in Section 3.

- 2) Each extended line or extension of a trunk line

- a) Where the telephone answering equipment and the client's primary telephone service are located in the same building

\$2.50

- b) Where the telephone answering equipment and the client's primary telephone service are in different buildings

- Where the telephone answering equipment is located in a base rate area and the client is served from the same central office

Rate and charge applicable to telephone service, plus a terminal loop

5.30

<sup>278</sup> Limited to existing customers as of March 16, 1996.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)

TRANSFER SERVICE<sup>279</sup>

A. General

Transfer Service provides for the automatic transfer of incoming calls from one Local Exchange Service line to another. Service is Limited to existing customers as of March 16, 1996, in Advice No. 746.

B. Conditions

Transfer Service is available only with One-party Network Access Service from the same central office and only where the central office is so equipped. Subject to ability to operate satisfactorily, this service may be used between central offices of the same exchange but interoffice mileage will be applicable to each interoffice circuit.

C. Rates and Charges

	<u>Monthly Rate</u>	<u>Installation Charge</u>
Transfer Service	\$11.02	\$14.50

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<sup>279</sup> Limited to existing customers as of March 16, 1996.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

**CUSTOMIZED MULTI-LINE TELEPHONE SERVICE / DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE<sup>280</sup>**

**A. Termination Liability**

The following Termination Liability applies to customers with services provisioned under a contract basis before the effective date of this Service Catalog sheet and consisting of five (5) or more Customized Multi-line Telephone Service /Digital (ISDN Customized Multi-line Telephone Service lines.

Existing customers who choose to change to the new \$17.00 NAR rate offering specified in D.4.b of Section 9, will be permitted to do so provided they are willing to sign up for the increase in the associated Termination Liability Agreement specified in B.29. These customers will not have to pay the early termination charge stipulated in their current contract when they move to the new rate.

In the event Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service is terminated by the customer prior to completion of the initial 12-, 36-, 60-, or 84-Month Contract period, the customer shall be liable for the termination liability (TL). The customer shall be required to pay a sum determined by the application of the following formula:

$$\begin{array}{l} \text{Termination} \\ \text{Liability} \\ \text{Charge} \end{array} = 25\% \times \begin{array}{l} \text{(number of lines} \\ \text{terminated} \end{array} \times \begin{array}{l} \text{Monthly Rate} \\ \text{per line} \end{array} \times \begin{array}{l} \text{number of} \\ \text{remaining} \\ \text{months)} \end{array}$$

In the event the customer reduces the number of Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service lines initially contracted by 20% or more, termination liability is applicable and will be calculated as stated in the above paragraph, based upon the number of lines terminated.

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<sup>280</sup> Limited to existing customers as of September 7, 1998.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

**CUSTOMIZED MULTI-LINE TELEPHONE SERVICE / DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE<sup>281</sup>**

**A. Termination Liability (Continued)**

A Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service customer may at any time renew a contract for an equal or longer period at the current Service Catalog rates subject to the following conditions:

Credit will not be given for payments made during the formerly selected period.

Nonrecurring charges will not be reapplied.

The new contract period begins with the first billing date following the renewal.

Termination charges will not apply for the former contract period.

The termination charge will not apply when a customer upgrades from Analog Customized Multi-line Telephone Service to Digital (ISDN) Customized Multi-line Telephone Service.

**B. Termination Liability Charge Formula**

The following Termination Liability Charge Formula applies to customers with Customized Multi-line Telephone Service Calling Solutions service provisioned under a contract basis before the effective date of this Service Catalog sheet and consisting of five (5) or more Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service lines.

If the Customized Multi-line Telephone Service Calling Solutions service is cancelled in whole or in part by the customer or is terminated for cause by the Utility prior to expiration of the agreed upon period, the customer shall be required to pay a sum determined by the application of the following formula:

$$\begin{array}{l} \text{Termination} \\ \text{Charge} \end{array} = 25\% \times (\# \text{ of Lines} \times \begin{array}{l} \text{Monthly} \\ \text{CCS plan} \\ \text{rate} \end{array} \times \begin{array}{l} \text{\# of Months} \\ \text{remaining} \end{array})$$

The termination charge will not apply when a customer upgrades from Analog Customized Multi-line Telephone Service to Digital (ISDN) Customized Multi-line Telephone Service.

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<sup>281</sup> Limited to existing customers as of September 7, 1998.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

**CUSTOMIZED MULTI-LINE TELEPHONE SERVICE / DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE<sup>282</sup>**

**C. Network Access Register – Rate**

The following Network Access Register (NAR) Rate applies to customers with services provisioned under a contract basis before the effective date of this Service Catalog sheet and consisting of five (5) or more Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service lines.

The Network Access Register (NAR) is a software-defined path in the central office for each Customized Multi-line Telephone Service system, which provides access to the public network from the Customized Multi-line Telephone Service lines in that system.

The customer's requirements for network access will determine the number of NARs purchased.

**Monthly Rate**

Network Access Register	\$30.00
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**D. Customer Moves and Changes (CMAC)**

**Conditions**

Customer Moves and Changes (CMAC) is available to either existing or new Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service customers.

CMAC will be furnished only from offices that are technically capable of and equipped for providing the service.

Customers with compatible customer premises equipment may access CMAC from any new or existing local exchange access line.

Customers will have 24-hour dial-up access to the CMAC system except when restricted during times of maintenance. On occasion, customers may receive a busy condition.

The Company reserves the right to inhibit CMAC service in the event of a service-affecting condition to the central office or affiliated operating support system.

Customers will have up to two hours per dial-in session on the CMAC system. A warning tone will sound as the two-hour limit approaches. During the dial-in session, the Company will discontinue the transmission after a period of inactivity.

<sup>282</sup> Limited to existing customers as of September 7, 1998.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE / DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE<sup>283</sup>

D. Customer Moves and Changes (CMAC) (Continued)

Conditions (Continued)

Some of the lines in a customer's Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service system cannot or should not be rearranged through CMAC (for example, some groups of Customized Multi-line Telephone Service /Digital (ISDN) Customized Multi-line Telephone Service lines that have been previously arranged as multi-line hunt groups). Changes to these Company-specified lines will be made through the Company's existing service order procedure.

All normal or emergency functions of the central office switch processor will have priority over execution of CMAC requests. The customer may experience delays in change requests due to priority, central-office switch processor functions.

a. Functions

The customer controls the following functions:

- 1) Service Option Information Changes
  - a) Line Restriction Status
  - b) Facility Restriction Level Assignment
  - c) Call Pick-Up Group
  - d) Call Forwarding Number
  - e) Authorization Code Assignment
  - f) Button Features
- 2) Activation/Deactivation of Features
- 3) Telephone Number Swaps
- 4) Reports (Queries and Tallies)

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<sup>283</sup> Limited to existing customers as of September 7, 1998.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

**CUSTOMIZED MULTI-LINE TELEPHONE SERVICE / DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE<sup>284</sup>**

D. Customer Moves and Changes (CMAC) (Continued)

Conditions (Continued)

b. Function Descriptions

1) Service Option Information Changes

a) Line Restriction Status -

The customer can restrict telephone numbers from all Service Option Information Changes. If changes are desired at a later time, the customer can remove the restriction.

b) Facility Restriction Level Assignment -

The customer can change the Facility Restriction Level (a permission level assigned to define calling privileges) associated with both facilities and station users.

c) Call-Pickup Group -

The customer can establish a call-pickup group and add or delete members from an existing call-pickup group.

d) Call Forwarding Number -

The customer can change the number to which a station user forwards calls.

e) Authorization Code Assignment -

An authorization code is a number associated with a specific person rather than a specific telephone number. The customer can activate, change, or deactivate authorization codes. The customer can also display the features associated with the authorization code for a particular user.

f) Button Features -

The buttons on a multi-button station set can either activate features or enable call appearances (specific telephone numbers assigned to buttons). The customer can manipulate the features assigned to the buttons.

<sup>284</sup> Limited to existing customers as of September 7, 1998

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE / DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE<sup>285</sup>

D. Customer Moves and Changes (CMAC) (Continued)

Conditions (Continued)

b. Function Descriptions (Continued)

2) Activation/Deactivation Features -

The customer can either add a feature to a telephone number that does not have it, or take a feature off a telephone number that does. This function is limited to the features included in the feature packages subscribed to by the customer.

3) Telephone Number Swaps -

The customer can swap telephone number assignments among lines within a group.

4) Reports (Queries and Tallies) -

Customers can run reports that show the status of existing and requested feature changes (feature queries) and the total number of stations with the features that they have (feature tallies).

The customer can be provided with a set of standard reports or can request that the Company customize the standard report formats to the customer's specifications.

The customer can run query or tally reports as a function by itself or may choose to perform other system functions once the report request is made. This feature of the report function keeps customers from having to wait on-line for reports to be processed.

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<sup>285</sup> Limited to existing customers as of September 7, 1998.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

**CUSTOMIZED MULTI-LINE TELEPHONE SERVICE / DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE<sup>286</sup>**

D. Customer Moves and Changes (CMAC) (Continued)

Feature Matrices

<u>Optional Features</u>	<u>Analog</u>	<u>Digital</u>
<u>Feature Name</u>		
Customer Moves and Changes	X	X
Instant Call Accounting	X	X

Features

Customized Multi-line Telephone Service Optional System Features

Customer Moves and Changes (CMAC) - Provides customers with the ability to prepare, schedule, and implement feature changes and configurations from a computer terminal located on the customer's premises.

Rates and Charges

Optional Features

Customized Multi-line Telephone Service

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Customer Moves and Changes (CMAC), per system <sup>287</sup>		
1 - 100 lines	\$85.00	\$190.00
101 - 200 lines	140.00	350.00
201 - 500 lines	200.00	800.00
501 - 1500 lines	300.00	1,850.00
1501+ lines	425.00	3,500.00

<sup>286</sup> Limited to existing customers as of September 7, 1998.

<sup>287</sup> Both the Nonrecurring Charge and Monthly Rate apply per system (per customer).

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

**CUSTOMIZED MULTI-LINE TELEPHONE SERVICE / DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE<sup>288</sup>**

**E. Instant Call Accounting (ICA)**

**Conditions**

ICA is provided either as a dedicated connection or as a dial-up connection.

Each call record will contain the date, time, and duration of the call, the calling station number, facility used, and the number that was called.

Records will be provided for calls originated from Customized Multi-line Telephone Service / Digital (ISDN) Customized Multi-line Telephone Service stations and include billable toll, local measured, and calls made over private facilities (FX, WATS).

Records will NOT be provided for incoming calls, station-to-station (intercom) calls, or local calls (except in measured service areas).

The records produced by this service are not represented to be a provision of billing detail.

Customers can choose data transmission speeds ranging from 1200 bps to 9600 bps. Customer's CPE must be capable of automatically dropping transmission speeds until an achievable speed is reached.

Call accounting records will be provided on terminal equipment located at the customer's location.

Customers will be required to provide compatible CPE to process the call detail records.

The Company makes no guarantee and assumes no liability associated with the customer's receipt of call detail records if the customer-provided CPE does not meet the Company's compatibility requirements. The data will not be stored by the Company after it is transmitted to the customer. Once the data is transmitted, it will no longer be available.

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<sup>288</sup> Limited to existing customers as of September 7, 1998.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

**CUSTOMIZED MULTI-LINE TELEPHONE SERVICE / DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE<sup>289</sup>**

E. Instant Call Accounting (ICA) (Continued)

Conditions (Continued)

ICA will be furnished only where facilities are available. Service is offered on a limited basis by specific switching systems within certain geographical areas. Since this service is not offered in all areas, it is important to verify its availability by contacting the Company.

a. Dedicated ICA

- 1) Call records are continually transmitted to the customer's premises.
- 2) A four-wire private line service is required for the dedicated data link between the serving central office and the customer's premises equipment. This private line service is to be ordered from the applicable tariff and/or Service Catalog.
- 3) A customer-provided dial modem is required.

b. Dial-Up ICA

- 1) The customer initiates a call to retrieve call records.
- 2) A Basic Calling Service or Customized Multi-line Telephone Service line is required.
- 3) A customer-provided dial modem is required.
- 4) To prevent the possible risk of lost call records data, Dial-Up customers need to access their call records at least every seven days.

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<sup>289</sup> Limited to existing customers as of September 7, 1998.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
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**CUSTOMIZED MULTI-LINE TELEPHONE SERVICE / DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE<sup>290</sup>**

E. Instant Call Accounting (ICA) (Continued)

Features

Customized Multi-line Telephone Service Optional System Feature

Instant Call Accounting (ICA) - Provides the customer with records of calls originating from Customized Multi-line Telephone Service stations. Each call record will contain the date, time, and duration of the call, the calling station number, facility used, and the number that was called.

Dedicated ICA - The customer's call records are continually transmitted from the central office to the customer's premises equipment through a dedicated private line connection.

Private Line Service as defined elsewhere in this Service Catalog should be used to determine the appropriate provisioning and the applicable rates and charges for the required dedicated data channel between the serving central office and the customer premises equipment.

Dial-Up ICA - The customer, using CPE, initiates a download request to the central office processor in order to retrieve the call records. The records are transmitted immediately back to the customer's premises equipment upon completion of the request.

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<sup>290</sup> Limited to existing customers as of September 7, 1998.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE / DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE<sup>291</sup>

E. Instant Call Accounting (ICA) (Continued)

Rates and Charges

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Instant Call Accounting (ICA) Dedicated ICA, per system	\$1,000.00	\$2,000.00
Dial-Up ICA, per system		
1 - 200 lines	150.00	400.00
201 - 350 lines	260.00	600.00
351 - 500 lines	370.00	800.00
501 and over	500.00	1,000.00

<sup>291</sup> Limited to existing customers as of September 7, 1998.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

**CUSTOMIZED MULTI-LINE TELEPHONE SERVICE / DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE<sup>292</sup>**

F. X.25 Basic Package and X.25 Deluxe Package

Features

X.25 Deluxe Package: X.25 Basic Service plus X.25 Closed User Groups, X.25 Fast Select, X.25 Fast Select Acceptance, X.25 Hunt Groups, X.25 One-Way Outgoing Logical Channel, and X.25 Permanent Virtual Circuit.

X.25 Basic Package: X.25 Flow Control Parameters Negotiation, X.25 Incoming Calls Barred, X.25 Outgoing Calls Barred, X.25 Reverse Charge, X.25 Reverse Charge Acceptance, X.25 Throughput Class Negotiation, X.25 Transmit Delay Selection and Indication.

Feature Matrices

**Data Packages Features**

	X.25 BASIC	X.25 DELUXE
<u>Feature Name</u>		
X.25 Flow control Parameters Negotiation	X	X
X.25 Incoming Calls Barred	X	X
X.25 Outgoing Calls Barred	X	X
X.25 Reverse Charge	X	X
X.25 Reverse Charge Acceptance	X	X
X.25 Throughput Class Negotiation	X	X
X.25 Transmit Delay Selection/Indication	X	X
X.25 Closed User Groups		X
X.25 Fast Select		X
X.25 Fast Select Acceptance		X
X.25 Hunt Groups		X
X.25 One-Way Outgoing Logical Channel		X
X.25 Permanent Virtual Circuit		X

<sup>292</sup> Limited to existing customers as of September 7, 1998.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

**CUSTOMIZED MULTI-LINE TELEPHONE SERVICE / DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE**<sup>293</sup>

F. X.25 Basic Package and X.25 Deluxe Package

Features (Continued)

**Digital (ISDN) Customized Multi-line Telephone Service**

D-Packet A service, which permits a customer to use a D-Channel for packet switched data. Utilizes 9.6 of the 16 kbps on BRI ISDN D-Channel and allows for more than one data device.

**X.25 Basic Package**

X.25 Flow Control Parameter Negotiation permits negotiation on a per call basis of the flow control parameters. This consists of automatically negotiating the maximum packet size and window size for each direction of data transmission.

X.25 Incoming Calls Barred prohibits a data terminal from terminating an incoming call.

X.25 Outgoing Calls Barred prohibits a data terminal from originating outgoing virtual calls.

X.25 Reverse Charge permits a called party to be billed for a call.

X.25 Reverse Charge Acceptance allows a called party to accept charges for incoming calls.

X.25 Throughput Class Negotiation allows the calling data terminal to request specific throughput classes in a call request package for both directions of data transmission.

X.25 Transmit Delay Selection and Indication allows the data terminal to specify an acceptance transit delay on a per-call basis for virtual call.

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<sup>293</sup> Limited to existing customers as of September 7, 1998.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

**CUSTOMIZED MULTI-LINE TELEPHONE SERVICE / DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE**<sup>294</sup>

F. X.25 Basic Package and X.25 Deluxe Package

Features (Continued)

**Digital (ISDN) Customized Multi-line Telephone Service (Continued)**

X.25 Enhancement Package: Includes X.25 Basic Package Plus

X.25 Closed User Groups allows ISDN subscribers to establish subnetworks within which the members of a closed user group can communicate. A member cannot communicate with parties outside of the closed user group. Closed user groups are established by a service order. A user can belong to more than one closed user group.

X.25 Fast Select allows a data terminal to send as many as 128 bytes of data in addition to call setup and clearing packets.

X.25 Fast Select Acceptance allows transmitting incoming call packets with the fast select facility to a compatible destination terminal.

X.25 Hunt Groups allows grouping access lines so that a packet switched data call incoming to a hunt group is completed if there is an open channel on an access line within the hunt group. A Hunt Group is established by service order. Members of a Hunt Group can be distributed among the ISDN switching modules within the central office switch, but the Hunt Group cannot span switches. A Basic Rate Interface line within a Hunt Group can have its own address (individual line addressing) and can accept calls independent of the Hunt Group. A Hunt Group can have multiple group addresses.

X.25 One-Way Outgoing Logical Channel allows an ISDN subscriber to specify the number of channels to be used for originating calls.

X.25 Permanent Virtual Circuit allows packet switching to be implemented over a dedicated channel without needing call setup or clearing.

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<sup>294</sup> Limited to existing customers as of September 7, 1998.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

**CUSTOMIZED MULTI-LINE TELEPHONE SERVICE / DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE**<sup>295</sup>

F. X.25 Basic Package and X.25 Deluxe Package

Rates and Charges

Digital (ISDN) Customized Multi-line Telephone Service Channel Capability

With each Digital (ISDN) Customized Multi-line Telephone Service Line, the customer has two B-channels and one D-channel. The following options apply:

	Monthly Rate	
D-Packet, per channel	\$5.00 <sup>296</sup>	
Feature Packages	Monthly Rate	Nonrecurring Charge
X.25 Deluxe Package, per line	\$5.00	\$15.00
X.25 Basic Package	NC	NC

<sup>295</sup> Limited to existing customers as of September 7, 1998.

<sup>296</sup> Refer to Packet Switching Network Services in Section 13 for complementary services.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

**CUSTOMIZED MULTI-LINE TELEPHONE SERVICE / DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE<sup>297</sup>**

**G. Automatic Call Distribution - Management Information System (ACD-MIS)**

**General**

**Automatic Call Distribution - Management Information System (ACD-MIS)**

Automatic Call Distribution (ACD) is a central office based service, which allows customer's incoming calls to be equally distributed to their available agents. Distribution of the calls is determined by call parameters defined by the customer. ACD also allows the customer to manage fluctuations in call patterns, trunk loading, answering time patterns, and answering time frames. The Basic ACD Feature Package monthly rate includes the access line.

Automatic Call Distribution can be enhanced with the extensive call handling and management capability of the Automatic Call Distribution-Management Information System (ACD/MIS). The Management Information System Data Link contains real-time call information that is forwarded from a Management Information System (MIS) located in the Company's central office. In turn, the MIS provides the customer with a global view of ACD call activities within the customer's call center.

The information assists in evaluating traffic patterns, trunk utilization, agent efficiency and lost calls. At the supervisor level, ACD/MIS provides the ability to monitor agents, control the origination and destination of incoming calls and rearrange group to respond to incoming customer call demand.

Automatic Call Distribution is a stand-alone offering.

ACD/MIS will be furnished only from central offices that are technically capable and equipped for providing the service.

Customers will be required to provide compatible customer premises equipment (CPE).

Customers must have the Basic ACD Feature Package before subscribing to the Advanced ACD/MIS features.

Advanced ACD/MIS customers will need one MIS Data Link for each supervisor workstation access.

Customers must have Call Vectoring before subscribing to any enhanced call routing feature (i.e. Call Prompts, Customized Announcements, etc).

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<sup>297</sup> Limited to existing customers as of September 7, 1998.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE / DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE<sup>298</sup>

G. Automatic Call Distribution - Management Information System (ACD-MIS)

General

Features

**Basic ACD Feature Package**

- Access to Switched Network
- Activate/Deactivate Position
- Agent Alerting and Call Origination Identification
- Agent Event Codes
- Agent/Supervisor Assignment
- Automatic Call Distribution
- Call Hold Incoming/Outgoing
- Call Queuing
- Call Transfer Internal/External
- Call Waiting Indication
- Cancel Previous Entry
- Conference and Transfer on Outbound Calls
- Emergency Alert
- Enhanced Incoming Call Alerting
- Interposition Conference
- Intraflow
- Music-on-Hold
- Position Release with Disconnect
- Queue Slots (equal to the number of agents)
- Service Assistant Capabilities
- Standard Announcements

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<sup>298</sup> Limited to existing customers as of September 7, 1998.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

**CUSTOMIZED MULTI-LINE TELEPHONE SERVICE / DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE<sup>299</sup>**

**G. Automatic Call Distribution - Management Information System (ACD-MIS)**  
**Features**

**Multipoint ACD Feature Package**

- All features of Basic ACD Feature Package
- Multipoint-ACD

**Advanced ACD/MIS Features**

- Additional Queue Slots
- Call Prompts
- Call Vectoring, which includes:
  - Answer Supervision Control
  - Music on Queue
- Direct Agent Access
- Management Information System (MIS) Data Link, which includes:
  - Delay Treatment
  - Fold Down
  - Interflow Control
  - Intraflow Control
  - Overload Control
  - Queue Control

**Basic ACD Package**

Access to Switched Network - Outbound call dialing permission ranging from total restriction to unrestricted access to the network.

Activate/Deactivate Position - Allows agents to activate their positions for availability to accept calls (activate or log on) or to deactivate (log off or make busy) their positions to not accept any new incoming calls. Deactivation occurs whenever a headset is unplugged. With this feature, no incoming calls are delivered to unavailable or unattended positions.

Agent Alerting and Call Origination Identification - Upon delivery of an incoming call, this feature provides an audible tone and a 10-character display of the dialed digits and/or the incoming trunk group.

Agent Event Codes - Allows agents, while on a call, to enter an "event code." Event codes are set up to meet customer needs for tracking specific occurrences, such as types of billing questions, effectiveness of various types of advertising, customer demographics, etc. The frequency of the events are tabulated and reported on the Management Information System (MIS).

<sup>299</sup> Limited to existing customers as of September 7, 1998.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE / DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE<sup>300</sup>

G. Automatic Call Distribution - Management Information System (ACD-MIS) (Continued)

Features (Continued)

Basic ACD Package (Continued)

Agent/Supervisor Assignment - Allows the assignment of a log in identification and password to each agent and supervisor, independent of their terminals.

Automatic Call Distribution - Distributes calls automatically to agents available for the longest period of time.

Call Hold Incoming/Outgoing - Allows the agent to place an incoming call on hold and have full use of the position to consult with another agent or supervisor or make an outside call. Call Hold Outgoing allows the agent to place an outgoing call on hold. If an incoming call is also on hold, the agent can go back and forth between the two parties on hold or the agent can conference all involved parties.

Call Queuing - When all customer agents are busy, this feature ensures incoming calls are distributed in the order of arrival (first come, first serve) by entering the calls into queues.

Call Transfer Internal/External - Call Transfer Internal allows an agent to transfer a call to another agent or supervisor within a call center. Call Transfer External allows an agent to transfer a call outside of the call center.

Call Waiting Indication - Causes an indication to appear on all agent terminals when the waiting interval of a call in queue exceeds a specified threshold.

Cancel Previous Entry - Allows an agent to delete previously entered digits.

Conference and Transfer on Outbound Calls - Allows an agent to conference an outbound call with another party and to transfer an outbound call to another party.

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<sup>300</sup> Limited to existing customers as of September 7, 1998.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE / DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE<sup>301</sup>

G. Automatic Call Distribution - Management Information System (ACD-MIS) (Continued)

Features (Continued)

Basic ACD Package (Continued)

Emergency Alert - Provides a single keystroke method of flagging calls of special interest or require special handling.

Enhanced Incoming Call Alerting - Provides an enhanced audible alert of an incoming call even when the agent is not wearing a headset. A visual alert accompanies the audible alert.

Interposition Conference - Allows an agent to conference with another agent or supervisor.

Intraflow - Allows the customer flexibility to increase the number of agents to handle incoming calls. This feature allows the customer to designate one principle serving team and up to eight supporting teams for each call queue.

Music-On-Hold - Provides access to a common music source for use with call hold, transfer, park and queuing features.

Position Release with Disconnect - Allows an agent to release the position from a call with one keystroke.

Queue Slots - Dedicated time slots used to hold incoming calls in a delayed state until an agent position becomes available. The number of queue slots provided is equal to the number of agent positions.

Service Assistant Capabilities - Provides agents single keystroke access for assistance on difficult calls.

Standard Announcements - Provides audio announcement of answering delays to customers in queue. The announcement is Company provided and located in the central office.

Multipoint ACD Package

Multipoint-ACD - An arrangement, which includes all of the features of Basic ACD but allows two agent stations to be placed on one ACD line. Each station will use a B channel and will share a D channel.

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<sup>301</sup> Limited to existing customers as of September 7, 1998.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE / DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE<sup>302</sup>

G. Automatic Call Distribution - Management Information System (ACD-MIS) (Continued)  
Features (Continued)

The features below can be ordered individually.

Advanced ACD/MIS Features

Additional Queue Slots - When the required number of Queue Slots needs to exceed the number of customer agents.

Call Prompts - An enhancement to Call Vectoring that is an announcement to guide incoming callers through a series of prompts to route the call to an agent. The incoming caller responds to the prompts by depressing a touch call digit on his telephone set.

Call Vectoring - Provides the ability to program a series of call handling steps that a call will follow before the call is connected to an agent. The series of steps is referred to as a call vector. The feature includes:

- Answer Supervision Control - Provides the ability to control the point at which answer supervision is returned for calls that are processed using call vectors.
- Music On Queue - Provides additional flexibility for the specification of music and/or other audio treatment of calls in queue.

Direct Agent Access - Provides the ability for an external call to reach an agent directly. The agent position must be assigned an individual directory number.

Management Information System Data Link - Passes call event information from the Management Information System (MIS) located in the central office. This Data Link includes:

- Delay Treatment - Provides various types of alerting to the calling parties when their call cannot be routed immediately to an agent, i.e., the call is put in a queue.
- Fold Down - Provides for an orderly restriction of traffic to a smaller number of agent positions during periods of low incoming traffic.
- Interflow Control - Provides the ability to reroute incoming calls to destinations outside the switch.
- Intraflow Control - Provides a way of increasing the number of agents able to handle calls by specialized serving teams for call queues.
- Overload Control - Promptly detects and properly controls an overload condition.
- Queue Control - Alerts the customer of queuing delays that have exceeded customer designated thresholds; through the MIS the customer can modify the ACD parameters in order to relieve the condition.

<sup>302</sup> Limited to existing customers as of September 7, 1998.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE / DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE<sup>303</sup>

G. Automatic Call Distribution - Management Information System (ACD-MIS) (Continued)

Rates and Charges

Optional Features

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
ACD-MIS Network Access Packages		
Basic ACD <sup>304</sup>		
Per group		\$55.00
Per line	\$32.80	
Multipoint ACD <sup>306</sup>		
Per group	55.00	
Per Multipoint line		49.20

<sup>303</sup> Limited to existing customers as of September 7, 1998.

<sup>304</sup> The Subscriber Line Charge located in ZiPLY Fiber FCC Tariff 2 is applicable on a per line basis.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

**CUSTOMIZED MULTI-LINE TELEPHONE SERVICE / DIGITAL (ISDN) CUSTOMIZED MULTI-LINE TELEPHONE SERVICE**<sup>305</sup>

G. Automatic Call Distribution - Management Information System (ACD-MIS) (Continued)

Rates and Charges

Optional Features

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Advance ACD/MIS Features		
Additional Queue Slots		
Per system, per order		\$25.00
Per slot	\$2.50	
Call Prompts <sup>306</sup> Per Step <sup>307</sup>	150.00	100.00
Call Vectoring		
Per group		40.00
Per line	6.00	
Direct Agent Access		
Per access number	2.00	
Management Information System (MIS) Data Link. Per link	80.00	25.00
Minor Software Change <sup>308</sup>		
ACD Hunt Group <sup>309</sup>	--	25.00

<sup>305</sup> Limited to existing customers as of September 7, 1998.

<sup>306</sup> This feature requires Call Vectoring.

<sup>307</sup> The rates for Call Prompts will apply per step. Each announcement level is a "step", for example: the first step would ask the customer to press "1" for the Accounting Department or press "2" for Engineering. Once the customer pressed "1" or "2", the second step would then ask the customer to press "1" for Cost Accounting, "2" for Disbursement Accounting, and so on.

<sup>308</sup> Applies to changes to existing services.

<sup>309</sup> Additional minor change charge for recording, queuing, station changes.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

**NETWORK ACCESS SERVICES**<sup>310</sup>

A. General

Network Access Service is provided through facilities owned and maintained according to the standards of the Company. The territory served is shown on maps filed with the Commission by the Company. This territory is divided into exchanges.

The application of business rates is determined by the actual or obvious use made of the service by the customer. Where only one Network Access line is provided at a location, which is both business and residence, the business rate will apply.

The Network Access Line rates do not include a telephone.

Customers must select either Basic Calling Service or Premium Calling Service.

B. Conditions

Conditions as defined in Section 3, B, of this Service Catalog.

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<sup>310</sup> Services at certain rates limited to existing customers as of May 1, 2005 or July 1, 2007.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

**NETWORK ACCESS SERVICES**

C. Rates and Charges

Premium Calling Service - Business

Premium Calling Service consists of basic access to the network coupled with unlimited usage of outgoing local calls (local exchange and interexchange non-toll) provided on a flat rate basis.

Premium Calling Service

BUSINESS SERVICE <sup>311</sup>

Coin Line

Two-Way

One-Way

Public Access Line

One-Party, Term

1 yr.

3 yr.

Trunk, Term

Key TK, 1 yr.

Key TK, 3 yr.

DID 1 yr.

DID 3 yr.

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<sup>311</sup> Services at certain rates limited to existing customers as of May 1, 2005 or July 1, 2007.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

**NETWORK ACCESS SERVICES<sup>312</sup>**

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

**Premium Calling Service- Business**

	<u>RATE GROUPS</u>	
	1	1A
<b>BUSINESS SERVICE</b>		
Trunk (Key System/PBX)		
1 Yr. Term Commitment <sup>313</sup>	\$31.00	\$31.00
3 Yr. Term Commitment <sup>315</sup>	\$29.00	\$29.00
DID		
1 Yr. Term Commitment <sup>315</sup>	\$31.00	\$31.00
3 Yr. Term Commitment <sup>315</sup>	\$29.00	\$29.00
Coin Line	\$37.50	\$37.50
Public Access Line	\$39.25	\$39.25
One-Party		
1 Yr. Term Commitment <sup>315</sup>	\$26.00	\$26.00
3 Yr. Term Commitment <sup>315</sup>	\$24.00	\$24.00

<sup>312</sup> Limited to existing customers as of May 1, 2005.

<sup>313</sup> See Conditions in the General and Local Exchange Tariff, Section 2.D.3, Term Commitment Options for liability charges.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

**NETWORK ACCESS SERVICES<sup>314</sup>**

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

Premium Calling Service- Business

	RATE GROUPS	
	1	1A
BUSINESS SERVICE		
Trunk (Key System/PBX)		
1 Yr. Term Commitment <sup>315</sup>		33.43 33.43
3 Yr. Term Commitment <sup>317</sup>		31.43 31.43
DID		
1 Yr. Term Commitment <sup>317</sup>		33.43 33.43
3 Yr. Term Commitment <sup>317</sup>	31.43	31.43
One-Party		
1 Yr. Term Commitment <sup>317</sup>		28.43 28.43
3 Yr. Term Commitment <sup>317</sup>		26.43 26.43

<sup>314</sup> Limited to existing customers as of July 1, 2007.

<sup>315</sup> See Conditions in the General and Local Exchange Tariff, Section 2.D.3, Term Commitment Options for liability charges.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

**PUBLIC ACCESS LINE (PAL) SERVICE**<sup>316</sup>

A. General

Public Access Lines (PALs) are single party business exchange lines available, where equipment and operating conditions permit, for the connection of customer-owned coin operated telephones (COCOTs) to the local exchange network. The term "customer" is defined as the party subscribing to a Public Access Line for the purpose of connecting a COCOT to the local exchange. Rates are found under Network Access Service, Public Access Line.

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<sup>316</sup> Limited to existing customers as of May 1, 2005.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

**COIN LINE SERVICE<sup>317</sup>**

A. General

1. Coin Line Service is a coin voice grade exchange line, available where equipment and operating conditions permit, that provides switch based dial tone first (DTF) coin line functionalities for the connection of customer-owned coin operated telephones (COCOTs).

The term "customer" is defined as the party subscribing to a Coin Line for the purpose of connecting a COCOT to the local exchange. Rates are found under Network Access Service, Coin Line.

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<sup>317</sup> Limited to existing customers as of May 1, 2005.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)

CUSTOM ROUTING SERVICE

A. General

1. Custom Routing Service will enable a customer to redirect all or part of the customer's incoming voice calls to other telephone numbers of the customer's choice. This service also offers a user of an individual line the capability to personally forward calls to another location.

a) Group Redirect

- 1) For each group of main numbers, this option offers three choices to redirect calls to as many as five sets of telephone numbers. One or more of the following features are used:

- Directory Number-Based Redirect
- Group-Based Redirect
- Incoming Number Identification
- Percentage Distribution
- Time-of-Day/Day-of-Week

- 2) The choices are determined by the customer. Each customer will have a different set of choices, for instance:

Customer 1 - Group 101

Choice 1: Directory Number-Based Redirect

Choice 2: Time-of-Day/Day-of-Week

Choice 3: Percentage Distribution

Customer 2 - Group 102

Choice 1: Time-of-Day/Day-of-Week

Choice 2: Time-of-Day/Day-of-Week

Choice 3: Incoming Number Identification

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

**CUSTOM ROUTING SERVICE**

**B. Conditions**

1. This service is subject to the following conditions:
  - a. Custom Routing Service is available where Telephone company facilities permit.
  - b. There is no maximum number of lines or trunks.
  - c. Each group may have a maximum of three redirect options.
  - d. A Type I or Type II service charge applies for each line having the capability of completing a call.
  - e. The customer must have touchtone capability.
2. Message Charges
  - a. If calls are redirected outside the local calling area of an exchange, the applicable toll charges from the Catalog for Competitively Classified Intrastate Services, Section 2, A, or measured usage charges from Section 3E of this Service Catalog.
3. Service Activation
  - a. If the customer elects to activate the redirection of calls, the customer dials into the Telephone Company network controller using a touchtone telephone. Upon reaching the network controller, the customer must enter a personal identification number (PIN) to access the system. If, after three attempts, the customer fails to enter his PIN number correctly, he will automatically be disconnected.
  - b. After entering the system, the customer may forward all telephone numbers assigned to a group. A group may be a floor, department, building, or even the whole organization. A Supergroup can be preassigned and used to redirect calls for two or more groups. These groups (Supergroup or Redirect Group) must be preassigned upon the establishment of the service.
  - c. Each group may have a maximum of three redirect options. The customer may call into the system as frequently as desired to redirect calls.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)

CUSTOM ROUTING SERVICE

B. Conditions (Continued)

4. Termination Liability

- a. When the service is originally ordered, a six-month termination liability will apply. If Custom Routing Service is canceled prior to the six-month period, the full monthly rate for each remaining month, or part thereof, will be charged. For example, if Custom Routing Service has been in place for two and one-half months, upon cancellation the customer will be charged for three and one-half additional months at the tariff and/or Service Catalog rate. Changes to the original configuration will not constitute a cancellation as long as the total number of Custom Routing Service telephone numbers has not decreased. If the total number of Customer Routing Service telephone numbers is decreased, then the termination liability will apply.

5. The customer must have sufficient lines and associated facilities to handle the estimated or actual number of calls redirected without interfering with exchange or toll service. In the event that there is interference with exchange or toll service, the Company reserves the right to immediately disconnect the service in accordance with the Rules and Regulations contained in the General and Local Exchange Tariff, Section 3.
6. Unless the customer has made other arrangements, CRS will be provisioned on each member of the hunt group. In cases where the customer wishes to provision CRS only on the pilot number of a hunt group, charges will be based on the number of lines currently in the customer's hunt group. Additional charges will apply if members of the hunt group are provisioned separately.
7. The Company does not guarantee the availability or reliability of CRS in the event of a network affecting disaster. Depending upon what part of the network is affected and how serious the effect is, CRS may function normally, may not function at all, or may function unpredictably.
8. CRS is not designed to restore telephone service in the event of service interruptions at telephone company central offices.
9. The Company shall not be liable for any losses or damages resulting from the unavailability of CRS.
10. A CRS number cannot be used to trigger a call to be redirected to another number with a call forwarding service attached. Redirected calls must directly terminate at either a customer-assigned location, an Interexchange Carrier's point of presence, a Voice Mail system, an Auto Attendant system, or an Announcement frame within the LATA of call termination.
11. Charges for calls between the CRS number and the telephone number to which these calls are redirected are the responsibility of the CRS customer. Usage charges, including toll, extended calling area and other measured charges will apply if the CRS number is forwarded to a location, which would normally incur those charges.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

**CUSTOM ROUTING SERVICE**

**B. Conditions (Continued)**

12. CRS may not be used by customers to avoid toll charges. If a customer is using this service to avoid such charges, the Company reserves the right to disconnect the service immediately and bill all appropriate toll charges.
13. It is the responsibility of the CRS customer redirecting calls to a third party (disaster recovery firm) to obtain, when appropriate, that third party's permission prior to the calls being redirected.
14. CRS will be provisioned only on telephone numbers provisioned with central office line equipment or remote call forwarding service.

**C. Definitions**

**1. Directory Number-Based Redirect**

Directory Number-Based Redirect is one feature offered under Group Redirect Service. Directory Number-Based Redirect can be used in each option (one, two, and/or three), or, the customer may select a Group Redirect Optional Feature. Directory Number-Based Redirect allows the customer to redirect calls to as many as three telephone numbers. An example:

Directory Number-Based Redirect			
Main Number	Option 1	Option 2	Option 3
111-111-1111	222-222-2222	333-333-3333	444-444-4444
555-555-5555	666-666-6666	777-777-7777	888-888-8888
999-999-9999	121-121-2121	555-123-4567	999-999-9944
111-222-1111	565-565-7777	999-111-9999	898-909-0000

The above customer has ordered Directory Number-Based Redirect for all three options. If the customer has activated Option 2, calls coming into phone number 555-555-5555 will simply be routed to 777-777-7777; calls to 111-222-1111 will be routed to 999-111-9999; etc.

**2. Group**

A group is a group of telephone numbers that will be redirected in the same way, i.e., same time and same manner. For example, if redirection is activated, all telephone numbers within that group will be redirected. Another example is, if the customer chooses to have option three active in a particular group, then all main numbers in this group will be redirected to the telephone numbers in option three.

If an option has time-of-day redirecting, the times that the numbers are redirected are the same for all numbers in the group. The actual telephone numbers that the calls are being redirected to do not have to be the same. For all optional features, the telephone number that the calls are redirected to may be different. There is no maximum number of telephone numbers included in a group, however, the maximum number of groups a customer can have is 50.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

**CUSTOM ROUTING SERVICE**

**C. Definitions (Continued)**

**3. Group-Based Redirect**

Group-Based Redirect is a feature offered under Group Redirect Service. It allows the customer to redirect incoming calls to all Directory Numbers within a group to a common destination number. The subscriber can change the destination number by dialing into the company network controller. There is no additional charge for Group-Based Redirect. However, Incoming Number Identification Redirection, Percentage Redirection and/or Day-of-Week/Time-of-Day Redirection can be purchased in lieu of Group-Based Redirect for an additional charge. Group-Based Redirect should only be used in one customer-defined option per group since the destination number can be changed freely.

**4. Group Redirect Option**

A Group Redirect Option defines how calls to a main number will be redirected based on Directory Number-Based Redirect, Group-Based Redirect, Day-of-Week/Time-of-Day, Percentage Distribution, or Incoming Number Identification.

**5. Main Number**

Main Number is the customer's directory number that has Custom Routing Service.

**6. Supergroup**

A Supergroup is a preassigned group that is used to redirect calls for two or more groups. For example, a customer has four groups: 101, 102, 103, 104. If the customer occasionally wants to activate Option 1 on all four groups, these four groups could be assigned to a Supergroup (at provisioning time). The customer could name this Supergroup: 001. This allows the customer to activate Option 1 on all four groups versus having to go into the Custom Routing Service system four times to activate Option 1 each time for each individual group.

**7. Type I Lines**

Includes exchange access lines, Customized Multi-line Telephone Service lines, and DID numbers other than the DID main number, that are either single line or associated with one other line in a hunting arrangement.

**8. Type II Lines**

Includes PBX trunks for non-DID systems, DID main number and each DID number associated with a trunk, pilot numbers of hunt groups, and the exchange access lines and Customized Multi-line Telephone Service lines terminating in a hunting arrangement of three or more lines.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

**CUSTOM ROUTING SERVICE**

**D. Features**

**1. Group Redirect Optional Features**

**a. Incoming Number Identification Redirecting**

Incoming Number Identification Redirecting is an optional feature. It allows the customer to redirect calls based upon the originating telephone number of the incoming caller. If an incoming caller's number is on a list of telephone numbers furnished by the customer, the call will be redirected to a preselected telephone number. If the incoming caller's telephone number is not on the list, the call will be completed as dialed or routed to a default number (selected by the customer).

The customer may have as many numbers as desired on the list. The customer will be billed for each 100 numbers or any fraction thereof. For example, if a customer has 120 numbers, he will be charged for 200 numbers. Incoming Number Identification Redirecting feature may be used in one option per group.

Incoming Number Identification Redirection may not be used to pass the calling party's number to the customer.

**b. Percentage Redirecting**

As an optional feature, redirecting may also be done by percentages. For example, when Percentage Redirecting is activated, the customer may direct 33% of the incoming calls to location "A", 33% to location "B", and 34% to location "C". The customer may choose up to five percentages, but the total must always equal 100%. The Percentage Redirecting feature may be used in all three options. If this feature is used in two of the three options, two optional feature charges would apply.

**c. Time-of-Day/Day-of-Week Redirection**

An optional feature which allows the customer to redirect the customer's calls to another location at predesignated times. For example, particular numbers can be redirected to another location after 5 PM, or, just on Saturdays. The system will automatically route these calls until the customer changes specifications. This will allow the customer to use a single office to perform the work of many locations during off-peak hours. Time-of-Day/Day-of-Week Redirecting may be used in option one, two, or three. If this feature is used in two of the three options, for example, two optional feature charges would apply.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

**CUSTOM ROUTING SERVICE**

**E. Application of Rates**

**1. Type I Charges (Continued)**

**a. Service Establishment Charge**

The Service Establishment Charge will apply for the original order for Custom Routing Service. This charge will not apply again unless the customer cancels the service and re-establishes Custom Routing Service at a later date. If Custom Routing Service is ordered for both Type I and Type II services at the same time, the Service Establishment Charge will only apply once. The charge will be determined by whichever is the larger amount, Type I or Type II. The Service Establishment Charge specified herein is in addition to applicable Service Charge as identified in Section 3 of the General and Local Exchange Tariff.

**b. Monthly Charge Per Line**

There will be a monthly charge for each line, i.e., exchange access line, DID number, or Customized Multi-line Telephone Service line. This charge does not apply when lines are used as, or in, multiline hunt groups. In those cases, the trunk/multiline hunt group charge will apply. The monthly rate per line will be based on the number of telephone numbers with Custom Routing Service. In addition to the monthly rate, a nonrecurring charge will apply to each number installed.

**c. Rearrangement Charges**

A nonrecurring charge will apply to each rearrangement performed by the Company in addition to applicable Service Charge as identified in Section 3 of the General and Local Exchange Tariff. Each change to a directory number will result in a nonrecurring charge. For example, (215) 555-1354 is presently programmed to redirect to (215) 555-1234, but is changed to redirect to (717) 555-6767. A number that is moved by the Telephone Company from one group to another group will also incur a nonrecurring charge. Each number added by the Company will incur a nonrecurring charge.

A nonrecurring charge is not applicable to Group-Based Redirect when the customer adds to, removes or changes numbers within the hunt group(s), excluding changes to the main number of the hunt group(s).

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)

CUSTOM ROUTING SERVICE

E. Application of Rates (Continued)

2. Type II Charges

a. Service Establishment Charges

The Service Establishment Charge will apply for the original order for Custom Routing Service. This charge will not apply again unless the customer cancels the service and reestablishes Custom Routing Service at a later date. If Custom Routing Service is ordered for both Type I and Type II services at the same time, the Service Establishment Charge will only apply once. The charge will be determined by whichever is the larger amount, Type I or Type II. The Service Establishment Charge specified herein is in addition to applicable Service Charge as identified in Section 3 of the General and Local Exchange Tariff.

b. Monthly Charge Per Trunk

A monthly charge will apply per trunk or line and each DID number associated with a trunk that terminates in a multiline hunt group. The charge per trunk will be based on the number of trunk telephone numbers installed. As the customer moves from one size category to the next, the rates will apply for all trunk numbers. In addition, a nonrecurring charge will apply to each trunk, each DID number associated with a trunk, or multiline hunt number installed.

c. Rearrangement Charges

A nonrecurring charge will apply to each rearrangement performed by the Company in addition to applicable Service Charge as identified in Section 3 of the General and Local Exchange Tariff. Each change to a primary trunk number will incur a nonrecurring charge. For example, (215) 555-1354 is presently programmed to redirect to (215) 555-1234, but is changed to redirect to (717) 555-6767. A trunk number that is moved from one group to another group will also incur a nonrecurring charge. Each trunk number added will incur a nonrecurring charge. Examples include an addition of trunk number; moving a trunk number from one group to another; or changing a number to which a trunk was routed.

A nonrecurring charge is not applicable to Group-Based Redirect when the customer adds to, removes or changes numbers within the hunt group(s), excluding changes to the main number of hunt group(s).

3. Personal Identification Number (PIN) Change

- a. This charge applies each time, after service establishment, the customer requests the Company to change the Personal Identification Number. A service order will be generated after the initialization takes place and a PIN change charge will apply.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

**CUSTOM ROUTING SERVICE**

E. Application of Rates (Continued)

4. Group Charges

- a. There will be no charge for the first group ordered. A nonrecurring charge will apply to each additional group.
- b. The Type I or Type II charges, whichever are applicable, apply to Group Rearrangements.

5. Optional Feature Charges

a. Incoming Number Identification Redirection

A monthly charge and a nonrecurring charge will apply to each 100 telephone numbers, or fraction thereof, listed for Incoming Number Identification Redirecting.

b. Percentage Redirecting

A nonrecurring charge will apply at the time of the establishment of this feature. In addition to a flat monthly rate, a charge per telephone number to be redirected will apply. For changes made by the Company on behalf of the customer, rearrangement charges will apply.

c. Time-of-Day/Day-of-Week

A nonrecurring charge will apply at the time of the establishment of this feature. In addition to a flat monthly rate, a charge per telephone number to be redirected will apply. For changes made by the Company on behalf of the customer, rearrangement charges will apply.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)

CUSTOM ROUTING SERVICE

F. Rates and Charges

1. Group Redirect Service

a. Directory Number-Based Service for Type I

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Service Establishment Charge <sup>318</sup>	\$195.00	-
Monthly, per Line or DID Number <sup>319</sup>		
2 - 50	2.35	\$3.00
51 - 100	2.35	2.70
101 - 500	2.35	2.40
501 - 1000	2.35	2.10
1001 Plus	2.35	1.75

Line/DID Number Rearrangement Charges

System Charge, per Rearrangement	92.50	-
Per Number Changed/Moved	2.35	-

b. Group-Based Service for Type I

Service Establishment Charge <sup>320</sup>	195.00	-
Monthly, per Line or DID Number <sup>321</sup>		
2 - 50	2.35	3.00
51 - 100	2.35	2.70
101 - 500	2.35	2.40
501 - 1000	2.35	2.10
1001 Plus	2.35	1.75

Line/DID Number Rearrangement Charges

System Charge, per Rearrangement	92.50	-
Per Number Changed/Moved	2.35	-

<sup>318</sup> Charge applies to Service Order Charge – Initial as identified in Section 3 of the General and Local Exchange Tariff.

<sup>319</sup> A six-month termination liability will apply. If the service is discontinued prior to six months, the remaining months up to a maximum of six must be paid in a lump sum.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)

CUSTOM ROUTING SERVICE

F. Rates and Charges (Continued)

1. Group Redirect Service (Continued)

c. Directory Number-Based Service for Type II

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Service Establishment Charge <sup>320</sup>	\$245.00	-
Monthly, per Trunk, Line, and DID Number associated with a trunk <sup>321</sup>		
2 - 10	5.50	\$8.25
11 - 50	5.50	8.00
51 - 100	5.50	7.75
101 - 250	5.50	7.50
251 - 500	5.50	7.25
501 Plus	5.50	7.00
<u>Trunk/Multiline Hunt Rearrangement Charges</u>		
System Charge, per Rearrangement	102.50	-
Per Number Changed/Moved	5.50	-

d. Group-Based Service for Type II

Service Establishment Charge <sup>322</sup>	245.00	-
Monthly, per Trunk, Line, and DID Number associated with a trunk <sup>2</sup>		
2 - 10	5.50	8.25
11 - 50	5.50	8.00
51 - 100	5.50	7.75
101 - 250	5.50	7.50
251 - 500	5.50	7.25
501 Plus	5.50	7.00
<u>Trunk/Multiline Hunt Rearrangement Charges</u>		
System Charge, per Rearrangement	102.50	-
Per Number Changed/Moved	5.50	-

<sup>320</sup> Charge applies to Service Order Charge – Initial as identified in Section 3 of the General and Local Exchange Tariff.

<sup>321</sup> A six-month termination liability will apply. If the service is discontinued prior to six months, the remaining months up to a maximum of six must be paid in a lump sum.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)

CUSTOM ROUTING SERVICE

F. Rates and Charges (Continued)

1. Group Redirect Service (Continued)

e. Type I and Type II Charges:

	Nonrecurring <u>Charge</u>	Monthly <u>Rate</u>
<u>Group Charges</u>		
First Group	-	-
Each Additional Group or per Supergroup	\$19.00	-
<u>Group Rearrangement Charges</u>	Same as Line or Trunk Rearrangement Charges	
<u>Time-of-Day/Day-of-Week Redirection</u>	19.50	-
Per Number	-	\$.40
<u>Percentage Redirecting</u>	19.50	-
Per Number	-	.30
<u>Incoming Number Identification Redirection (Each 100 Numbers)</u>	90.00	-
Per Number	-	.30

2. Charges applicable to Group Redirect

a. PIN Number Change  
(Per occasion)

\$27.00 -

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**SERVICES LIMITED TO EXISTING CUSTOMERS (GRANDFATHERED)**

Not Ready for Service Credit<sup>322</sup>

A. General

An incentive for customers to remain with the Company's local exchange service when they are moving within the Company's serving area but are not ready to place a move order when disconnecting service from their existing location.

B. Conditions

Qualifying residential customers are those moving to a new location within the Company's serving area that contact the Company directly to disconnect service at their existing location but are not ready to place an order for service at their new location. Qualifying customers are eligible to receive a \$50.00 bill credit if they retain their service with the Company or a coupon for a \$50.00 bill credit which must be redeemed by the customer after re-establishing service at their new residential location.

Qualifying customers are eligible to receive a Not Ready For Service (NRFS) automatic bill credit of \$50.00. The bill credit will be given to customers who contact the company to disconnect service and agree at the time they place the order for disconnection to change the disconnect order to a move order and retain service with the Company. The bill credit will be automatically applied to service at their new residential location.

Alternately, qualifying customers are those who contact the Company to disconnect service but do not wish to change their disconnect order to a move order at the time they place their order for disconnection. These customers will receive a coupon by mail or email, which can be redeemed for a Not Ready for Service (NRFS) bill credit of \$50.00 at their new residential location. The coupon must be redeemed before the date printed on the coupon's mailing label. The redemption period is 90 days from the service order date disconnecting service at the customer's existing location. Customers must call the toll-free number printed on the coupon and provide the offer code printed on the mailing label to receive the NRFS credit at the time they initiate service at their new residential location. All applicable General and Local Exchange Tariff and/or Service Catalog charges apply for installation activity.

This offer is not transferable or redeemable for cash. It is not available to employees of the Company. Qualifying customers are limited to one coupon per move and to no more than one coupon in a twelve-month period. The coupon may not be used to satisfy delinquent balances owed to the Company or any Company affiliate.

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<sup>322</sup> Limited to existing customers as of June 30, 2008.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

<u>VERSALINE CENTREX SERVICE</u>	
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**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

VERSALINE CENTREX SERVICE

A. GENERAL

1. Versaline Centrex Service (Versaline) is a digital central office based switching system that provides premium, versatile, and advanced communication features and service to multi-line business customers. Versaline includes various features and the ability to establish groups of lines with common and/or unique characteristics.
2. Versaline Service is only offered from digital central offices and is subject to availability of required facilities, conditions and central office technology.
3. The Company will determine what type of central office configuration is required to conform to facility standards of the Company, including transmission requirements. Additional charges for special arrangements to meet signaling and transmission requirements may apply.  
  
Feature availability is based on central office technology serving any given exchange.
4. Customer Premises Equipment (CPE) - CPE may be provided by the customer or by the Company. CPE provided by the customer must be compatible with Versaline features.
5. Directory listings for Versaline Service will be provided in accordance with regulations and rates as specified in this Service Catalog.
6. Service charges as specified in the General and Local Exchange Tariff, Section 3 apply to all customer requested moves and changes performed at the customer's premises.
7. Maintenance of Service Charges, as set forth in the General and Local Exchange Tariff, Section 3 apply for visits by the Company to a customer's premises if a service difficulty results from customer provided facilities for equipment.
8. The Local Exchange Calling scope for Versaline stations will be the Business Premium Calling Plan as specified in this Service Catalog.
9. Temporary suspension of service, vacation service, or seasonal service does not apply to Versaline Service.
10. Versaline stations of the same system but located in different exchanges will be subject to foreign exchange mileage as specified in this Service Catalog.
11. Versaline Service features are available to PBX and Key System customers. Versaline Service cannot be used as a surrogate for the Automatic Access Line or Business Line serving a PBX or Key System.
12. The rates contained herein are for central office facilities and local intercom loops only. The applicable interexchange mileage and termination charges will be charged for private line, foreign exchange lines, tie lines, and WATS.
13. Federal Subscriber Line charges will be billed to each Versaline Service Line as set forth in FCC tariff.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- VERSALINE CENTREX SERVICE

B. VERSALINE CENTREX SERVICE ARRANGMENTS

1. Subscription Components

a) Versaline Station Line Service

Monthly Rate includes:

- Versaline loop
- Local exchange calling
- Versaline system and station features
- Versaline station-to-station calling

b) System Size Bands:

- 2 lines and greater

c) Contract Terms:

- Contract Periods

- 12 Months
- 24 Months
- 36 Months

d) Optional Add-On Features listed in the General and Local Exchange Tariff and/or Service Catalog apply. The contract period for the Optional Features is based upon the initial contract period for the Digital Versaline System. Subsequent Optional System Feature additions will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- VERSALINE CENTREX SERVICE

B. VERSALINE CENTREX SERVICE ARRANGMENTS (Continued)

2. Service Features

a) System and Station Features

System Features

- Automatic Identification of Outward Dialing (AIOD)
- Direct Inward Dialing (DID)
- Direct Outward Dialing (DOD)
- Equal Access
- Intercept Announcements - Common
- Intercom Dialing (Station to Station 4 digit)
- Local Exchange Calling <sup>323</sup>
- Off Premises Stations <sup>324</sup>
- Touch Calling
- 911 Emergency Service
- Blind Transfer Recall
- Busy/No Answer Split
- Call Forward Busy/No Answer and No Answer (30 Seconds)
- Caller ID with Name
- Call Hold – Code Dialed
- Call Park Directed or Multiple
- Call Pick Up – Directed, Directed Any Station, Directed Barge In or Directed Exempt
- Call Transfer
- Call Waiting – All Calls, Cancel, Dial, Inhibit or Originating
- Consultation Hold
- Data-Call Protection
- Direct Line – Hot Line, Manual Line, Or Warm Line
- Directed Call Pickup
- Distinctive Call Waiting Tones
- Distinctive Ring
- Selective Call Acceptance
- Executive Busy Override
- Executive Busy Override – Exempt
- Group Intercom (dependent on customer Equipment)
- Hunting (Customer Specific) – Circular, Stop, Uniform Call Distribution (UDC) or Sequential

<sup>323</sup> Refer to the Calling Plan as specified in the Local Exchange Calling scope.

<sup>324</sup> Applicable only to Off Premises Stations within the exchange and served from the same Central Office.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- VERSALINE CENTREX SERVICE

B. VERSALINE CENTREX SERVICE ARRANGMENTS (Continued)

2. Service Features (Continued)

a) System and Station Features (Continued)

System Features (Continued)

- \*66 Busy Number Redial
- Line Restriction – Fully, Semi, Toll, Code or Multi-level
- Make Busy
- Remote Activation – Variable or Of Call Waiting Call
- Speed Call 8<sup>325</sup>, 30 or Group List
- Station-to-station Dialing (4 digit)
- 3 Way Calling
- Touch Tone

b) Optional Add-On Features

- Authorization Codes (AC)
- Automatic Call Distribution (ACD)
- Automatic Route Selection (ARS)
- Conference Calling - Six Port
- Custom Intercept Announcements
- Customer Data Changes (CDC)
- Delay Announcements for Queued Calls
- FX Facilities Access
- Meet-Me-Conference (Up to 30 ports)
- Multiple Appearance Directory Numbers (MADNs) – Single Call or Multiple Call Arrangement
- Music On Hold
- OutWATS Access
- Paging Access – Loadspeaker Access, Code Access or Radio Access
- Private Line Facilities Access
- Queuing for Multiline Hunt Groups
- Special Service Facilities Access
- Station Message Detail Recording (SMDR)
- Tie Facility Access
- 800 Service Access

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<sup>325</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- VERSALINE CENTREX SERVICE

B. VERSALINE CENTREX SERVICE ARRANGMENTS (Continued)

2. Service Features (Continued)

c) Attendant Feature Packages

- Access to Paging
- Autodial
- Automatic Recall
  
- Call Hold
- Call Park
- Call Selection
- Camp-On
- Conference
- Console Activation of Call Forward
- Console Test
- Control of Trunk Group Access
- Delayed Operation
- Display of Queued Calls by ICI Key
- Flexible Console Alerting
- Locked-Loop Operation
- Lockout
- Multiple Listed Directory Numbers
- Position Busy
- Priority Console Alerting
- Recorded Announcement
- Secrecy
- Serial Call
- Speed Call
- Transfer
- Two-Way Split
- Wildcard Key

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- VERSALINE CENTREX SERVICE

**C. TERMS AND CONDITIONS**

**1. Terms**

- a) Versaline Service is provided for a minimum of one month, beginning on the service installation date. Month-to-month rates are subject to changes per approval of the appropriate regulatory agency.
- b) Versaline Service is also offered on a contractual basis, commencing on the date that service is installed, for fixed terms of twelve months (one year), twenty-four months (two years), or thirty-six months (three years). For the contract period, Versaline rates offered by the Company will not change. Versaline customers who subscribe to fixed term contracts will receive reduced pricing to the Versaline Station Line month-to-month rate as stated in this Service Catalog.
- c) A Versaline customer is required to retain as a minimum, the initial number of lines under their original contract. Subsequent Versaline Station Line additions will be rated at the existing contract rates as an addendum to the existing contract for the remainder of the initial term.
- d) In the event that Versaline service is terminated by the customer prior to completion of the initial contract period, a termination charge will apply. The termination charge will be an amount representing the difference between (1) the charges billed for services provided pursuant to the contract, and (2) the charges applicable under the Company's month-to-month Versaline rates, for a period representing the greater of 50% of the term of the contract or the actual number of months in which service was provided pursuant to the Contract. The termination charge is payable immediately upon termination of a contract.
- e) When the contract term expires, a Versaline Customer may select a new contract period or continue with month-to-month service at rates offered in this Service Catalog in effect at that time.

## GENERAL AND LOCAL EXCHANGE SERVICE CATALOG

### - VERSALINE CENTREX SERVICE

#### D. DEFINITIONS

1. Versaline Station Line Service - Includes the following:

- System and station features
- Intercom (station to station) calling
- Loop facilities from the system dial switching equipment to the Network interface of the Versaline station line
- Local exchange network access calling

2. System and Station Features

a) System Features Definitions

**Automatic Identification of Outward Dialing (AIOD)** - identifies all calls leaving the customer group by the station number from which calls are placed.

**Direct Inward Dialing (DID)** - allows a station user to receive local or long distance calls from outside of the business group, without the aid of an attendant.

**Direct Outward Dialing (DOD)** - allows a station user to place local or long distance calls outside of the business group, without the aid of an attendant.

**Equal Access** - provides the ability to access a long distance carrier of choice.

**Intercept Announcements - Common** - alerts callers when stations are disconnected with a standard office intercept announcement.

**Intercom Dialing (Station to Station)** - allows abbreviated (4 digits) dialing between Versaline stations.

**Local Exchange Calling** - provides a station user exchange network calling to and from a Versaline station.

**Off Premises Stations** - allows for stations served from the same central office to be located in a building(s) other than the one housing primary Versaline.

**911 Emergency Service** - allows a station to report an emergency by dialing 911.

## GENERAL AND LOCAL EXCHANGE SERVICE CATALOG

### - VERSALINE CENTREX SERVICE

#### D. DEFINITIONS (Continued)

##### 2. System and Station Features (Continued)

###### b) Station Features Definitions

**Blind Transfer Recall** - allows a set user to transfer a call to another party without waiting for that party to answer. If the party does not answer the transferred call within a specific time-out period, the set from which the call was transferred is recalled.

**Call Forward Busy** - allows incoming calls to a busy line to be automatically routed to a preselected Versaline line. The station user has the ability to change the number to which calls will be forwarded. Forwarded calls can be limited to those originating outside the customer group.

- **Call Forward Fixed** - provides an automatic connection between a calling station going off hook and a predetermined terminating number.

**Call Forward No Answer** - allows an incoming call to be forwarded to a predetermined number within the customer group if the called station does not answer within a designated number of ringing cycles.

**Call Forward Busy/No Answer Split** - is a single feature that allows the customer to specify the destination of a forwarded call.

**Call Forward Remote Activation** - allows a station to activate and deactivate Call Forward from his station. Activation\deactivation can be performed from another phone served by their own central office, or from another central office.

**Basic Call Forward** - allows a station user to redirect all incoming calls for that line to another directory number. The number that calls are forwarded to is restricted by the line's class-of-service. Activation\deactivation and the forward-to destination are controlled by the station user.

- **Call Forward No Answer (30 seconds)** - allows incoming calls to a Versaline line to be automatically routed to a preselected Versaline line when a called station is not answered after a preset number of rings. The station user has the ability to change the number to which calls will be forwarded. Forwarded calls can be limited to those originating outside the customer group.

- **Call Forward No Answer Variable Timer** - allows incoming calls to a station line to be automatically routed to a preselected station line when a called station is not answered after a preset number of rings. This feature must be programmed by the Telephone Company. Forwarded calls can be limited to those originating from outside the customer group.

## GENERAL AND LOCAL EXCHANGE SERVICE CATALOG

### - VERSALINE CENTREX SERVICE

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#### D. DEFINITIONS (Continued)

##### 2. System and Station Features (Continued)

###### b) Station Features Definitions (Continued)

**Call Forward of A Call Waiting Call** - allows a station user to have calls that are enqueued against their busy station for a set period of time to automatically be forwarded to a pre-determined station.

**Call Hold** - allows a station user to "hold" any call in progress by flashing and then dialing a "hold" code, thus freeing the same line for the purpose of originating another call or returning to a previously held call.

**Call Park** - allows a station user to park a call against its own directory number (DN). The parked call can be retrieved from any station by dialing a feature-access code and the DN against which the call is parked.

**Call Park Directed** - allows a station user to park calls against another DN within the customer group by flashing the hook switch and dialing the Call Park Directed access code. The parked call can be retrieved from any station by dialing the retrieval access code and the parked DN.

**Call Park Multiple** - allows a station user to place multiple calls on hold and later retrieve the held calls from his station or another station in the customer group.

**Call Pick-Up** - allows a station to answer incoming calls to another station within a defined call pickup group by completing a pickup dial code. This feature is provided on individual stations within a customer group.

**Directed Call Pick-Up** - allows a Versaline line user to answer calls directed to a specific Versaline line from any other Versaline line in the customer group by dialing a feature code and the number of the ringing station.

**Call Pick-Up Directed Any Station** - is a terminating line option, which allows any station in the business group to answer/pick-up on the incoming calls terminating at the station assigned with the feature.

**Call Pick-Up Directed Barge-In** - allows a station user to answer a call that is ringing on any other line within the same customer group. To answer the station user dials the access code, receives a special dial tone, and then dials the extension number of the station to be picked-up or barged into.

**Call Pick-Up Directed Exempt** - allows a station user to answer a call that is ringing on any other line within the same customer group. Once the call is picked-up this feature will not allow the call to be barged into.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- VERSALINE CENTREX SERVICE

D. DEFINITIONS (Continued)

2. System and Station Features (Continued)

b) Station Features Definitions (Continued)

**Call Transfer** - allows a station user to transfer calls to another station either within or outside the business group by flashing the switchhook and dialing the transfer-to number.

**Call Waiting All Calls** - allows an incoming call encountering a busy station to receive audible ringing, while the busy station receives a call waiting tone. The station user may put the existing caller on hold and acknowledge the incoming caller, then alternate between the calls, or abandon one of the calls.

- **Call Waiting (customer specific)** - informs a busy Main Station Line, when the Main Station Line is so equipped, that an incoming call is waiting (burst of tone), and permits holding the connection while answering the new call and return to the original connection. This can be on all calls or inter-business group calls only.

**Call Waiting Cancel** - permits a station user to prevent interruption, either from inside or outside the customer group, by suspending the Call Waiting feature for the duration of any telephone call.

**Call Waiting Dial** - allows a station user to selectively (by a dial code) impose Call Waiting on a called station when the called station is busy.

**Call Waiting Inhibit** - prevents a calling line with Call Waiting Originating or Call Waiting Dial from imposing Call Waiting on the line.

**Call Waiting Originating** - allows a station user to impose Call Waiting tones on a called station within the customer group.

**Consultation Hold** - permits the transferring party to talk privately with the destination before transferring the call.

**Data – Call Protection** - allows the assignment to individual lines within the customer group of No Double-Connect. This option does not allow the connection of test to the line while the line is busy. This option protects data calls from interruption.

**Direct Line – Hot Line** - allows a station user to automatically place a call to a pre-selected DN by lifting the receiver.

## GENERAL AND LOCAL EXCHANGE SERVICE CATALOG

### - VERSALINE CENTREX SERVICE

#### D. DEFINITIONS (Continued)

##### 2. System and Station Features (Continued)

###### b) Station Features Definitions (Continued)

**Direct Line – Manual Line** - automatically places a call to an operator when the station user goes off hook.

**Direct Line – Warm Line** - is a time delayed automatic line. If a station user commences dialing within the time delayed period, the call will proceed normally. If dialing commences before the end of the time delay period, the call is treated as a Hot Line.

**Distinctive Call Waiting Tones** - permits station user to determine whether an incoming Call Waiting call is internal or external to the customer group by providing different tone cadences for the two situations.

**Distinctive Ring** - provides a different and distinct ringing cadence for intragroup and DID calls allowing the station user to identify the type of call.

**Selective Call Acceptance** - allows station users to prevent incoming calls from ringing their station. Calls can be diverted to an attendant, another station, a busy tone or a recorded announcement.

**Executive Busy Override** - allows a single-line set user to gain access to a busy station by flashing the switchhook (during busy tone), and dialing a feature code.

**Executive Busy Override Exempt** - will not allow Executive Busy Override to be activated against the line by a station user within the customer group.

- **Hunting (customer specific)** - is a call completion feature that increases the likelihood of an incoming call being completed within a customer-defined group of lines. Three types of hunting are available.

**Directory Number Hunting (DNH)** - may be either circular or sequential.

- Circular hunting hunts all lines in the group regardless of the starting point.
- Sequential hunting starts at the number dialed and ends with the last number in the group.

**Multi-Line Hunting** - Only the pilot number of the hunt group may be dialed to access the hunt group. Hunting proceeds from the pilot number to the last number in the group.

## GENERAL AND LOCAL EXCHANGE SERVICE CATALOG

### - VERSALINE CENTREX SERVICE

#### D. DEFINITIONS (Continued)

##### 2. System and Station Features (Continued)

###### b) Station Features Definitions (Continued)

**Distributed Line Hunting (DLH)** - Only the pilot number of the hunt group may be dialed to access the group. Hunting starts after the first idle line found by the previous hunt and continues until the starting point of the hunt is reached. DLH provides an equal distribution of calls within the hunt group. DLH is used in conjunction with the uniform call distribution feature.

**\*66 Busy Number Redial** - allows a station user to redial the last number dialed by utilizing an access code rather than dialing the entire number.

**Line Restriction Fully** - permits the customer to restrict certain stations from making calls to and/or receiving calls from stations outside the customer group. It also prevents the customer from making calls to and/or receiving calls from the attendant, thereby denying it indirect access to/from outside the customer group.

**Line Restriction Semi** - permits the customer to restrict certain stations from making calls to and/or receiving calls from stations outside the customer group. It may, however, make and/or receive calls via the attendant, Call Forwarding, Call Transfer, and Call Pick-Up features.

**Line Restriction Toll** - permits the customer to block certain stations from the completion of calls that are directed to an outside operator or to numbers outside the local calling area. The Toll Restriction list may be assigned to either an individual line or shared by multiple lines.

**Line Restriction Code** - allows the customer to restrict the completion of calls that are directed to specified area codes (NPAs) and/or central office codes (NXXs). A Code Restriction list may be assigned to either an individual line or shared by multiple lines.

**Line Restriction Multi-Level** - allows the subscriber to define those codes that stations may dial. This can be done on a three-digit office code basis (NXX) or a six-digit area code (NPA) and (NXX) basis.

**Make Busy** - allows a station user to temporarily make a particular station appear busy to incoming callers. Make Busy causes the hunt feature to skip over a station during the search for an idle station. Make Busy can be activated by dialing a feature code or by a key operated feature. The key operated feature requires additional hardware.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**  
**VERSALINE CENTREX SERVICE**

D. DEFINITIONS (Continued)

2. System and Station Features (Continued)

b) Station Features Definitions (Continued)

**Ring Again** - allows a station user when encountering a busy station within the customer group to be notified when the busy station becomes idle and to be placed automatically in a ring-again mode.

**Speed Call 8** <sup>326</sup> - provides a Versaline line user with abbreviated dialing. It is limited to single digit codes and can be accessed by only one user.

**Speed Call 30** - provides a station user with abbreviated dialing. The individual long list provides two digit codes and is dedicated to one station user.

**Speed Call Group List** - allows two or more station users within a customer group to have access to the same Speed Calling list. The list can be from 10 up to 69 numbers and can only be updated from a specified line, called the controller.

**Stop Hunt** - allows a station user to stop the normal hunting process at a predetermined point. Activating this feature at a predetermined point. Activating this feature at a particular station in a Multiline Hunt Group will stop the search for an idle line at that station. Stop Hunt can be activated by dialing a feature code or by a key operated feature. The key operated feature requires additional hardware.

**Touch Tone** - equips all station lines for touch call dialing.

**3 Way Calling** - permits a station user using the consultation hold feature to put one party on hold, reach a third party, and bring all three parties together in a 3 way connection.

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<sup>326</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

## GENERAL AND LOCAL EXCHANGE SERVICE CATALOG

### - VERSALINE CENTREX SERVICE

#### D. DEFINITIONS (Continued)

##### 3. Optional Add-On Features

**Authorization Codes (AC)** - allows the customer to define a set or sets of dialing privileges and associated dialing codes for each set or sets. AC permits certain dialing privileges to authorized personnel.

**Automatic Call Distribution (ACD)** - provides advanced call distribution and queuing capabilities as an integrated function of Versaline Service.

**Automatic Route Selection (ARS)** - allows an outgoing call to be completed automatically by the most cost effective route available. The caller is alerted by a tone if the outgoing call is accessing an expensive call route for completion.

**Conference Calling – Six Port** - allows station users to establish a conference call consisting of more than three conferees without the assistance of the attendant. The conferees can include lines in the same customer group, lines belonging to another customer group, and stations reached through trunks.

**Custom Intercept Announcements** - allows a custom announcement to be provided to a business group. These announcements are applicable on originating calls that violate restrictions or the dialing plan and terminating calls to nonworking directory numbers assigned to the business group.

**Customer Data Changes (CDC)** - provides customers with the ability to prepare, schedule, and implement feature changes and configurations from a computer terminal located on the customer's premises.

**Delay Announcements for Queued Calls** - informs a caller that their call has been placed in a queue. The delay announcement can be repeated at regular intervals until an idle station becomes available.

**Meet-Me-Conference (Up to 30 ports)** - allows conferees to hold a conference on a thirty-party conference bridge by dialing a directory number at a specified time.

**Multiple Appearance Directory Numbers (MADNs)** - is a software number that has no real switch hardware attached, but is given all the database characteristics associated with a normal line. MADNs can be configured in either a single-call-arrangement (SCA) or a multiple-call-arrangement (MCA). The SCA allows only one set to be active on the MADNs at any given time. The MCA allows more than one set in the MADNs group to be simultaneously active. MCA is available only within a Versaline customer group.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- VERSALINE CENTREX SERVICE

D. DEFINITIONS (Continued)

3. Optional Add-On Features (Continued)

**Music On Hold** - allows a customer group to have music and/or an announcement applied to a calling line while on hold.

**Paging Access** - provides a central office interface to customer provided paging equipment such as loudspeaker, code, and radio.

**Queuing for Multiline Hunt Groups** - allows calls to hunt groups with all lines busy to be queued with an announcement or music.

**Special Service Facilities Access** - allows station users to gain access to the following by dialing an access code:

- **Foreign Exchange (FX) Facilities Access** - provides access to and from an InterLATA or IntraLATA Foreign Exchange circuit or Foreign Central Office Circuit.
- **OutWATS Access** - provides the customer access to an interexchange carrier for bulk toll calling.
- **Private Line Facilities Access** - provides the customer access to a Private Line or Dedicated Circuit.
- **Tie Facility Access** - provides the customer access to and from an InterLATA or IntraLATA tie facility.
- **800 Service Access** - permits 800 Service Access to terminate in the Versaline Service System.

**Station Message Detail Recording (SMDR)** - provides a detailed customer report of calling activity of chargeable and non-chargeable calls for each customer group.

## GENERAL AND LOCAL EXCHANGE SERVICE CATALOG

### - VERSALINE CENTREX SERVICE

#### D. DEFINITIONS (Continued)

##### 4. Attendant Feature Package

These features will be provided where facilities are available.

**Access to Paging** - allows an attendant to gain access to customer-provided loudspeaker paging equipment to summon a particular person over speakers located throughout the customer's premises.

The feature also provides a preempt capability allowing an attendant to force-release a calling party from a loudspeaker access.

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

**Automatic Recall** - allows redirect of extended calls to unanswered stations, camped-on stations, or stations with call waiting back to the Attendant. This also provides for redirect of calls parked for a predetermined amount of time.

**Call Hold** - allows an attendant to hold a call manually on the loop by pressing a key.

**Call Park** - allows the attendant to park calls against any directory number in the customer group.

**Call Selection** - enables an attendant to answer incoming calls using either of the following methods:

- in the order they are received, regardless of the incoming call type;
- by manually selecting a specific incoming call type.

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

**Code Calling Line Termination** - Allows the attendant to access customer provided code-call equipment using an access code and a called party code.

**Conference** - allows the attendant to establish a conference with up to 30 conferees.

## GENERAL AND LOCAL EXCHANGE SERVICE CATALOG

### - VERSALINE CENTREX SERVICE

#### D. DEFINITIONS (Continued)

##### 4. Attendant Feature Package (Continued)

**Console Activation of Call Forward** - allows attendants to activate, deactivate, and program Call Forwarding for stations.

**Console Test** - allows attendant to test the functional operations of a console.

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

**Delayed Operation** - allows the attendant to place a call for a calling station while the calling station waits on hook.

**Display of Queued Calls by ICI Key** - provides console operators with a visual indication of the number of calls queued to be answered.

**Flexible Console Alerting** - allows an attendant to be alerted to a call requiring attention.

**Interposition Calls** - allows an attendant to call, speak to, and transfer a call to another attendant.

**Locked-Loop Operation** - allows an attendant to hold a call on loop. Attendant Locked-Loop Operation consists of two hold types, automatic and manual. Both types are attendant console features.

- in the order they are received, regardless of the incoming call type,
- by manually selecting a specific incoming call type.

**Lockout** - prevents the attendant from reentering a call on a held loop unless recalled by a station user or by Automatic Recall.

**Multiple Listed Directory Numbers** - allows each directory number to be assigned a unique lamp. The maximum number is limited by the number of available lamps and keys on the console.

**Position Busy** - allows the attendant to make the console unavailable to additional queued calls.

**Priority Console Alerting** - allows an attendant to be alerted to an enqueued emergency call while the console is idle, active on a call, position busy, or night service.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- VERSALINE CENTREX SERVICE

D. DEFINITIONS (Continued)

4. Attendant Feature Package (Continued)

**Recorded Announcement** - feature permits the routing of either originated or extended attendant calls to an optional announcement.

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

**Serial Call** - allows an attendant to extend a call to more than one station.

**Speed Call** - allows the attendant to dial frequently called numbers with an abbreviated number of digits. A console can have one Speed Calling Short List, one Long List, and can be a user of a Long List.

**Transfer** - allows a call that is transferred by a station to an attendant to be queued on a first-in, first-out basis.

**Two-Way Split** - allows the attendant to talk privately to either the calling party of the called party.

**Wildcard Key** - allows any special feature normally available through the use of a feature key to be invoked through the Wildcard Key, with the exception of ICI.

E. RATES AND CHARGES

1. Recurring Charges

a) Versaline Station Line Service

The following monthly rates and charges are in addition to the non-recurring rates and charges as referenced in the General and Local Exchange Tariff and/or Service Catalog.

<u>Period</u>	<u>Monthly Recurring Charge</u>
Month to Month	\$48.75
12 Month Contract	\$44.00
24 Month Contract	\$43.00
36 Month Contract	\$42.00

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- VERSALINE CENTREX SERVICE

E. RATES AND CHARGES (Continued)

1. Recurring Charges (Continued)

b) Monthly Credits

- 1) Monthly Credit will be applied to the monthly rate for Versaline Customers who purchase Long Distance Service and/or Business DSL or Dedicated Internet Service.
- 2) A \$1.00 per month credit will be applied to each Versaline, if the customer selects Long Distance as their Interlata and Intralata preferred interexchange carrier (PIC).
- 3) A \$1.00 per month Credit will be applied to each Versaline if the customer subscribes to Business DSL or Dedicated Internet Service.
- 4) A \$2.00 per month credit will be applied to each Versaline if the customer subscribes to both, Long Distance and Business DSL or Dedicated Internet Service (1. and 2. preceding).

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- VERSALINE CENTREX SERVICE

E. RATES AND CHARGES (Continued)

1. Recurring Charges (Continued)

c) Optional Add-On Features

<u>Optional Add-On Features</u> <sup>327</sup>	<u>MRC</u> <sup>328</sup>	<u>NRC</u> <sup>329</sup>
Authorization Codes (AC), per group 100	\$ 0.30	330
Automatic Call Distribution (ACD) <sup>331</sup>	ICB	ICB
Automatic Route Selection (ARS) <sup>333</sup>	ICB	ICB
Conference Calling (Six Port)	40.00	332
Custom Intercept Announcements, Each	40.00	332
Customer Data Changes (CDC) <sup>333</sup>	ICB	ICB
Delay Announcements for Queued Calls, per announcement	40.00	332
Meet-Me-Conference (Up to 30 ports)	450.00	332
Multiple Appearance Directory Numbers (MADNs)		
Single-Call-Arrangement (SCA) Each	6.00	-
Multiple-Call-Arrangement (MCA) Each <sup>332</sup>	6.00	-
Music on Hold <sup>333</sup>	25.00	332

<sup>327</sup> Optional features are available only where facilities and conditions permit.

<sup>328</sup> Monthly Recurring Charge - MRC

<sup>329</sup> Non-recurring Charge - NRC

<sup>330</sup> Actual Cost.

<sup>331</sup> Offered on an Individual Case Basis (ICB) arrangement.

<sup>332</sup> Available only within a Versaline customer group.

<sup>333</sup> Does not include music source.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- VERSALINE CENTREX SERVICE

E. RATES AND CHARGES (Continued)

1. Recurring Charges (Continued)

c) Optional Add on Features (Continued)

<u>Optional Add-On Features</u> <sup>334</sup>	<u>MRC</u> <sup>335</sup>	<u>NRC</u> <sup>336</sup>
Paging Access		
Loudspeaker Access	\$40.00	337
Code Access	40.00	339
Radio Access	40.00	339
Queuing for Multiline Hunt Groups	2.50	
Special Service Facilities Access <sup>338</sup>		
FX Facilities Access	Note 1	Note 1
OutWATS Access	Note 1	Note 1
Private Line Facilities Access	Note 1	Note 1
Tie Facility Access	Note 1	Note 1
800 Service Access	Note 1	Note 1
Station Message Detail Recording (SMDR) <sup>339</sup>	Note 1	Note 1

<sup>334</sup> Optional features are available only where facilities and conditions permit.

<sup>335</sup> Monthly Recurring Charge - MRC

<sup>336</sup> Non-recurring Charge - NRC

<sup>337</sup> Actual Cost.

<sup>338</sup> Refer to other Company Tariffs and/or Service Catalogs for mileage and termination charges

<sup>339</sup> Offered on an Individual Case Basis (ICB) arrangement.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- VERSALINE CENTREX SERVICE

E. RATES AND CHARGES (Continued)

1. Recurring Charges (Continued)

d) Attendant Feature Package

**Attendant Feature Package**

**MRC**

Attendant Feature Package <sup>340</sup>	\$65.00
Per attendant	
See this Service Catalog for package features	ICB

e) PBX and Systems<sup>341</sup>

System and Station Versaline Service features may be extended to PBX and Key System customers at the applicable Automatic Access Line or Business Line rates in addition to the following:

**Attendant Feature Package**

**MRC**

Versaline PBX Add-On Rate - Per Trunk	\$7.95
Versaline Business Line Add-On Rate - Per Line	\$7.95

<sup>340</sup> Available where facilities and conditions permit.

<sup>341</sup> Rates are subject to volume discounts.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- VERSALINE CENTREX SERVICE

E. RATES AND CHARGES (Continued)

2. Database Modifications

	<u>Nonrecurring Charge</u>
Additions, changes, or deletions per hour, or fraction thereof	\$50.00

F. TELEPHONE NUMBERS AND FACILITIES RESERVED FOR FUTURE USE

1. General

- a) A customer may reserve pre-assigned telephone numbers and facilities necessary to meet their specified growth requirements at specific locations, on a mutually agreeable date. In the event the customer elects not to be provided with reserved telephone numbers, timely main station additions cannot be assured and facilities necessary for growth requirements will be provided only within normal engineering and construction intervals.
- b) Telephone numbers reserved for future use services include pre-assigned telephone numbers and the facilities required. Such telephone numbers and facilities will be removed from reserved status and assigned as active main station lines as required by the customer.
- c) The assignment of telephone numbers and the sequence of numbers assigned to a Versaline system is made at the discretion of the Company.
- d) The service is furnished subject to the availability of facilities and telephone numbers.
- e) Calls to reserved (unassigned) telephone numbers will be routed to intercept over Versaline common recorded announcement facilities as specified in this Service Catalog.
- f) Telephone numbers furnished herein retain their reserve status until assigned to a main station at which time the service assumes rates and charges applicable to a Versaline main station.
- g) Reserved numbers not assigned to a main station as agreed in this Service Catalog will be billed at the following rates until removed from reserved status or billed as an active Versaline main station.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

- VERSALINE CENTREX SERVICE

F. TELEPHONE NUMBERS AND FACILITIES RESERVED FOR FUTURE USE (Continued)

2. Rates and Charges

a) Reserved Versaline Telephone Numbers

<u>Reserved Numbers</u>	<u>MRC #</u>
Month-to-Month	<b>\$15.24</b>
12 Month Contract	14.34
24 Month Contract	13.86
36 Month Contract	13.41

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

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## GENERAL AND LOCAL EXCHANGE SERVICE CATALOG

### N11 SERVICES

#### 211 SERVICE

##### A. Applicability

211 Service ("211") is a three-digit local dialing arrangement available in specified areas for the delivery of community information and referral services via voice grade facilities. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 211 code is assigned for access to community information and referral services.

##### B. Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing N11 Services as said exchanges are defined on the maps contained in the Exchange Maps Tariff WN U-7.

##### C. Rates and Charges

1. A Business Service Charge as identified in Section 3 of the General and Local Exchange Tariff will apply and is in addition to the rates below.
2. A Service Establishment charge will apply per point-to number.
3. 211 subscribers will pay the normal charges for the local exchange access arrangements (e.g., PBX trunks, Centrex Type Service lines, etc.), (listed in Section 3 of this Service Catalog) used for transporting and terminating messages at the 211 subscriber's designated premises.
4. The Central Office Switch Activation charge listed below will apply per central office translated to the point-to number and to change the point-to number.
5. Charges applicable to 211 Service are as follows:

	<u>Nonrecurring Charge</u>
a. Service Establishment Charge	
• Per Point-to Number	\$150.00
b. Central Office Switch Activation Charge	
• Per Central Office Switch translated	\$50.00
c. Number Change Charge	\$50.00

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

N11 SERVICES

211 SERVICE (Continued)

D. Special Conditions

1. 211 Service is available in the Company's territory only. To provide 211 access to end users in another Local Exchange Telephone Company's (LEC) territory, or to a Competitive Local Exchange Carrier's (CLEC) end user, the 211 subscriber must make appropriate arrangements with the LEC or CLEC serving that territory.
2. This service is provided subject to the availability of the 211 code.
3. 211 can be delivered via regular exchange access lines (by individual business line, PBX trunks, etc.).
4. All rules, regulations and limitations as specified elsewhere in the General and Local Exchange Tariff WN U-17 and/or this Service Catalog for the respective services requested in the 211 Service shall apply.
5. Directory listings may be provided for 211 under the terms, conditions, rates and charges specified in the General and Local Exchange Tariff WN U-17, Section 5.
6. Access to 211 is not available to the following classes of service:
  - 1+
  - 0+, 0-(credit card, third-party billing, collect calls)
  - 101XXXX

In addition, operator assisted calls to the 211 subscriber will not be completed.
7. The 211 subscriber is restricted from selling or transferring the 211 code to an unaffiliated entity, either directly or indirectly.
8. 211 will not provide calling number information in real time to the 211 subscriber. If the 211 subscriber needs this type of information, the 211 subscriber must subscribe to a compatible Caller Identification Service as specified in the General and Local Exchange Tariff WN U-17, Section 4 and/or this Service Catalog, Section 4.
9. Calls to the 211 code that translate to a disconnected number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 211 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number. Callers placing calls to 211 from areas where 211 Service is not provided will be advised that the service is not available from their number.
10. Disputes regarding geographic coverage by two or more 211 subscribers will be referred to the Washington Utilities and Transportation Commission.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

N11 SERVICES

211 SERVICE (Continued)

D. Special Conditions (Continued)

11. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The 211 subscriber will be billed the nonrecurring charge when the Company provisions the service.

If during this period, the 211 subscriber has failed to establish service or decides to discontinue service establishment, the 211 code will be recalled and the code will be considered available for reassignment. If the network has been provisioned for the subscriber, the nonrecurring charges will not be refunded or waived.

12. Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to number.

13. This service is available only where facilities are available and technically feasible.

14. The 211 subscriber should work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach community information and referral services provided by dialing 211.

15. 211 will be provided under the following conditions:

- a. The 211 subscriber will subscribe to adequate telephone facilities, both initially and subsequently as required in the judgment of the Company to handle calls to 211 without impairing the Company's general telephone service or telephone plant.
- b. The 211 subscriber is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
- c. The 211 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, action, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.
- d. Suspension of 211 Services is not allowed.
- e. The 211 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 211. At the Company's request, the 211 subscriber will assist in responding to complaints made to the Company concerning the subscriber's 211 service.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

N11 SERVICES

211 SERVICE (Continued)

D. Special Conditions (Continued)

15. 211 will be provided under the following conditions: (Continued)

- f. The Company will provide both oral and written notification when a 211 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 211. The Company reserves the right once notification is made to institute protective measure up to and including termination at any time and without further notice. The Company may take protective measure when the 211 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

16. The following conditions apply if the 211 subscriber provides a pre-recorded announcement:

- a. The 211 subscriber will provide announcements. The Company will provide only delivery of the call.
- b. The Company's provision of access to the 211 network for transmission of announcements or recorded program services is subject to the availability of such facilities and the requirements of the local exchange network.
- c. The 211 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
- d. The 211 subscriber assumes all financial responsibility, according to other specific rates and charges, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.

17. The Company may take all legal and practical steps to disassociate it from 211 subscribers whose business and/or public conduct (whether demonstrated or proposed) generate unacceptable levels of complaints by end users.

18. The Company is not liable for any losses or damages of any kind resulting from the unavailability of its equipment, facilities or for any act, omission, or failure of performance by the Company, its employees or agents, in connection with the General and Local Exchange Tariff WN U-17 and/or this Service Catalog. The company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment or on equipment owned or leased by the subscriber.

19. Calls placed to the 211 code will be routed to the point-to number based upon the central office switch and/or the Number Plan Area (NPA) of the calling party. Routing based upon NPA and NXX, ten-digit telephone number or ZIP Codes can be provided where technically feasible.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

N11 SERVICES

311 SERVICE

A. Applicability

311 Service ("311") is a three-digit local dialing arrangement that allows access to non-emergency police and government services. Assigned by the FCC.

B. Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing N11 Services as said exchanges are defined on the maps contained in the Exchange Maps Tariff WN U-7.

C. Rates and Charges

1. A Business Service Charge as identified in Section 3 of the General and Local Exchange Tariff will apply and is in addition to the rates below.
2. A Service Establishment charge will apply per point-to number.
3. 311 subscribers will pay the normal charges for the local exchange access arrangements (e.g., PBX trunks, Centrex Type Service lines, etc.), (listed in Section 3 of this Service Catalog) used for transporting and terminating messages at the 311 subscriber's designated premises.
4. The Central Office Switch Activation charge listed below will apply per central office translated to the point-to number and to change the point-to number.
5. Charges applicable to 311 Service are as follows:

Nonrecurring  
Charge

- |    |   |          |
|----|---|----------|
| a. | Service Establishment Charge            |          |
|    | • Per Point-to Number                   | \$150.00 |
| b. | Central Office Switch Activation Charge |          |
|    | • Per Central Office Switch translated  | \$50.00  |
| c. | Number Change Charge                    | \$50.00  |

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

**N11 SERVICES**

**311 SERVICE** (Continued)

**D. Special Conditions**

1. 311 Service is available in the Company's territory only. To provide 311 access to end users in another Local Exchange Telephone Company's (LEC) territory, or to a Competitive Local Exchange Carrier's (CLEC) end user, the 311 subscriber must make appropriate arrangements with the LEC or CLEC serving that territory.
2. This service is provided subject to the availability of the 311 code.
3. 311 can be delivered via regular exchange access lines (by individual business line, PBX trunks, etc.).
4. All rules, regulations and limitations as specified elsewhere in the General and Local Exchange Tariff WN U-17 and/or this Service Catalog for the respective services requested in the 311 Service shall apply.
5. Directory listings may be provided for 311 under the terms, conditions, rates and charges specified in the General and Local Exchange Tariff WN U-17, Section 5.
6. Access to 311 is not available to the following classes of service:
  - 1+
  - 0+, 0-(credit card, third-party billing, collect calls)
  - 101XXXX

In addition, operator assisted calls to the 311 subscriber will not be completed.
7. The 311 subscriber is restricted from selling or transferring the 311 code to an unaffiliated entity, either directly or indirectly.
8. 311 will not provide calling number information in real time to the 311 subscriber. If the 311 subscriber needs this type of information, the 311 subscriber must subscribe to a compatible Caller Identification Service as specified in the General and Local Exchange Tariff WN U-17, Section 4 and/or this Service Catalog, Section 4.
9. Calls to the 311 code that translate to a disconnected number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 311 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number. Callers placing calls to 311 from areas where 311 Service is not provided will be advised that the service is not available from their number.
10. Disputes regarding geographic coverage by two or more 311 subscribers will be referred to the Washington Utilities and Transportation Commission.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

N11 SERVICES

311 SERVICE (Continued)

D. Special Conditions (Continued)

11. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The 311 subscriber will be billed the nonrecurring charge when the Company provisions the service.

If during this period, the 311 subscriber has failed to establish service or decides to discontinue service establishment, the 311 code will be recalled and the code will be considered available for reassignment. If the network has been provisioned for the subscriber, the nonrecurring charges will not be refunded or waived.

12. Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to number.

13. This service is available only where facilities are available and technically feasible.

14. The 311 subscriber should work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach community information and referral services provided by dialing 311.

15. 311 will be provided under the following conditions:

- a. The 311 subscriber will subscribe to adequate telephone facilities, both initially and subsequently as required in the judgment of the Company to handle calls to 311 without impairing the Company's general telephone service or telephone plant.
- b. The 311 subscriber is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
- c. The 311 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, action, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.
- d. Suspension of 311 Services is not allowed.
- e. The 311 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 311. At the Company's request, the 311 subscriber will assist in responding to complaints made to the Company concerning the subscriber's 311 service.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

N11 SERVICES

311 SERVICE (Continued)

D. Special Conditions (Continued)

15. 311 will be provided under the following conditions: (Continued)

- f. The Company will provide both oral and written notification when a 311 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 311. The Company reserves the right once notification is made to institute protective measure up to and including termination at any time and without further notice. The Company may take protective measure when the 311 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

16. The following conditions apply if the 311 subscriber provides a pre-recorded announcement:

- a. The 311 subscriber will provide announcements. The Company will provide only delivery of the call.
- b. The Company's provision of access to the 311 network for transmission of announcements or recorded program services is subject to the availability of such facilities and the requirements of the local exchange network.
- c. The 311 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
- d. The 311 subscriber assumes all financial responsibility, according to other specific rates and charges, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.

17. The Company may take all legal and practical steps to disassociate it from 311 subscribers whose business and/or public conduct (whether demonstrated or proposed) generate unacceptable levels of complaints by end users.

18. The Company is not liable for any losses or damages of any kind resulting from the unavailability of its equipment, facilities or for any act, omission, or failure of performance by the Company, its employees or agents, in connection with the General and Local Exchange Tariff WN U-17 and/or this Service Catalog. The company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment or on equipment owned or leased by the subscriber.

19. Calls placed to the 311 code will be routed to the point-to number based upon the central office switch and/or the Number Plan Area (NPA) of the calling party. Routing based upon NPA and NXX, ten-digit telephone number or ZIP Codes can be provided where technically feasible.

## GENERAL AND LOCAL EXCHANGE SERVICE CATALOG

### N11 SERVICES

#### 511 SERVICE

##### A. Applicability

511 Service (511) is a three-digit local dialing arrangement available in specified areas for the delivery of travel information services via voice grade facilities. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 91-105, the 511 code is assigned for access to travel information services.

##### B. Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing N11 Services as said exchanges are defined on the maps contained in the Exchange Maps Tariff WN U-7.

##### C. Rates and Charges

1. A Business Service Charge as identified in Section 3 of the General and Local Exchange Tariff will apply and is in addition to the rates listed below.
2. A Service Establishment charge will apply per point-to number.
3. 511 subscribers will pay the normal charges for the local exchange access arrangements (e.g., PBX trunks, Centrex Type Service lines, etc.), (listed in Section 3 of this Service Catalog) used for transporting and terminating messages at the 511 subscriber's designated premises.
4. The Central Office Switch Activation charge listed below will apply per central office translated to the point-to number and to change the point-to number.
5. Charges applicable to 511 Service are as follows:

	<u>Nonrecurring Charge</u>
a. Service Establishment Charge	
• Per Point-to Number	\$150.00
b. Central Office Switch Activation Charge	
• Per Central Office Switch translated	\$50.00
c. Number Change Charge	\$50.00

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

N11 SERVICES

511 SERVICE (Continued)

D. Special Conditions

1. 511 Service is available in the Company's territory only. To provide 511 access to end users in an another Local Exchange Telephone Company's (LEC) or to a Competitive Local Exchange Carrier's (CLEC) end user, the 511 subscriber must make appropriate arrangements with the LEC or CLEC serving that territory.
2. This service is provided subject to the availability of the 511 code.
3. 511 can be delivered via regular exchange access lines (by individual business line, PBX trunks, etc.).
4. All rules, regulations and limitations as specified elsewhere in the General and Local Exchange Tariff WN U-17 and/or this Service Catalog for the respective services requested in the 511 Service shall apply.
5. Directory listings may be provided for 511 under the terms, conditions, rates and charges specified in the General and Local Exchange Tariff WN U-17, Section 5.
6. Access to 511 is not available to the following classes of service:
  - 1+
  - 0+, 0-(credit card, third-party billing, collect calls),
  - 101XXXX,

In addition, operator assisted calls to the 511 subscriber will not be completed.
7. The 511 subscriber is restricted from selling or transferring the 511 code to an unaffiliated entity, either directly or indirectly.
8. 511 will not provide calling number information in real time to the 511 subscriber. If the 511 subscriber needs this type of information, the 511 subscriber must subscribe to a compatible Caller Identification Service as specified in the General and Local Exchange Tariff WN U-17, Section 4 and/or this Service Catalog, Section 4.
9. Calls to the 511 code that translate to a disconnected number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 511 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number. Callers placing calls to 511 from areas where 511 Service is not provided will be advised that the service is not available from their number.
10. Disputes regarding geographic coverage by two or more 511 subscribers will be referred to the Washington Utilities and Transportation Commission.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

N11 SERVICES

511 SERVICE (Continued)

D. Special Conditions (Continued)

11. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The 511 subscriber will be billed the nonrecurring charge when the Company provisions the service.

If during this period, the 511 subscriber has failed to establish service or decides to discontinue service establishment, the 511 code will be recalled and the code will be considered available for reassignment. If the network has been provisioned for the subscriber, the nonrecurring charges will not be refunded or waived.

12. Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to number.

13. This service is available only where facilities are available and technically feasible.

14. The 511 subscriber should work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach community information and referral services provided by dialing 511.

15. 511 will be provided under the following conditions:

- a. The 511 subscriber will subscribe to adequate telephone facilities, both initially and subsequently as required in the judgment of the Company to handle calls to 511 without impairing the Company's general telephone service or telephone plant.
- b. The 511 subscriber is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
- c. The 511 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, action, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.
- d. Suspension of 511 Services is not allowed.
- e. The 511 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 511. At the Company's request, the 511 subscriber will assist in responding to complaints made to the Company concerning the subscriber's 511 service.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

N11 SERVICES

511 SERVICE (Continued)

D. Special Conditions (Continued)

15. 511 will be provided under the following conditions: (Continued)

- f. The Company will provide both oral and written notification when a 511 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 511. The Company reserves the right once notification is made to institute protective measure up to and including termination at any time and without further notice. The Company may take protective measure when the 511 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

16. The following conditions apply if the 511 subscriber provides a pre-recorded announcement:

- a. The 511 subscriber will provide announcements. The Company will provide only delivery of the call.
- b. The Company's provision of access to the 511 network for transmission of announcements or recorded program services is subject to the availability of such facilities and the requirements of the local exchange network.
- c. The 511 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
- d. The 511 subscriber assumes all financial responsibility, according to other specific rates and charges, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.

17. The Company may take all legal and practical steps to disassociate it from 511 subscribers whose business and/or public conduct (whether demonstrated or proposed) generate unacceptable levels of complaints by end users.

18. The Company is not liable for any losses or damages of any kind resulting from the unavailability of its equipment, facilities or for any act, omission, or failure of performance by the Company, its employees or agents, in connection with the General and Local Exchange Tariff WN U-17 and/or this Service Catalog. The company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment or on equipment owned or leased by the subscriber.

19. Calls placed to the 511 code will be routed to the point-to number based upon the central office switch and/or the Number Plan Area (NPA) of the calling party. Routing based upon NPA and NXX, ten-digit telephone number or ZIP Codes can be provided where technically feasible.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

N11 SERVICES

811 SERVICE

A. Applicability

811 Service (811) is a three-digit local dialing arrangement available to the state's one call notification system for the purpose of providing advance notice of excavation activities to the owners and operators of underground facilities.

B. Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing N11 Services as said exchanges are defined on the maps contained in the Exchange Maps Tariff WN U-7.

C. Rates and Charges

1. A Business Service Charge as identified in Section 3 of the General and Local Exchange Tariff will apply and is in addition to the rates listed below.
2. A Service Establishment charge will apply per point-to number.
3. 811 subscribers will pay the normal charges for the local exchange access arrangements (e.g., PBX trunks, Centrex Type Service lines, etc.), (listed in Section 3 of this Service Catalog) used for transporting and terminating messages at the 811 subscriber's designated premises.
4. The Central Office Switch Activation charge listed below will apply per central office translated to the point-to number and to change the point-to number.
5. Charges applicable to 811 Service are as follows:

	Nonrecurring Charge
a. Service Establishment Charge	
• Per Point-to Number	\$150.00
b. Central Office Switch Activation Charge	
• Per Central Office Switch translated	\$50.00
c. Number Change Charge	\$50.00

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

N11 SERVICES

811 SERVICE (Continued)

D. Special Conditions

1. 811 Service is available in the Company's territory only. To provide 811 access to end users in an another Local Exchange Telephone Company's (LEC) or to a Competitive Local Exchange Carrier's (CLEC) end user, the 811 subscriber must make appropriate arrangements with the LEC or CLEC serving that territory.
2. This service is provided subject to the availability of the 811 code.
3. 811 can be delivered via regular exchange access lines (by individual business line, PBX trunks, etc.).
4. All rules, regulations and limitations as specified elsewhere in the General and Local Exchange Tariff WN U-17 and/or this Service Catalog for the respective services requested in the 811 Service shall apply.
5. Directory listings may be provided for 811 under the terms, conditions, rates and charges specified in the General and Local Exchange Tariff WN U-17, Section 5.
6. Access to 811 is not available to the following classes of service:
  - 1+
  - 0+, 0-(credit card, third-party billing, collect calls),
  - 101XXXX,

In addition, operator assisted calls to the 811 subscriber will not be completed.

7. The 811 subscriber is restricted from selling or transferring the 811 code to an unaffiliated entity, either directly or indirectly.
8. 811 will not provide calling number information in real time to the 811 subscriber. If the 811 subscriber needs this type of information, the 811 subscriber must subscribe to a compatible Caller Identification Service as specified in the General and Local Exchange Tariff WN U-17, Section 4 and/or this Service Catalog, Section 4.
9. Calls to the 811 code that translate to a disconnected number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 811 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number. Callers placing calls to 811 from areas where 811 Service is not provided will be advised that the service is not available from their number.
10. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The 811 subscriber will be billed the nonrecurring charge when the Company provisions the service.
11. Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to number.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

N11 SERVICES

811 SERVICE (Continued)

D. Special Conditions (Continued)

12. This service is available only where facilities are available and technically feasible.

13. 811 will be provided under the following conditions:

- a. The 811 subscriber will subscribe to adequate telephone facilities, both initially and subsequently as required in the judgment of the Company to handle calls to 811 without impairing the Company's general telephone service or telephone plant.
- b. The 811 subscriber is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
- c. The 811 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, action, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.
- d. Suspension of 811 Services is not allowed.
- e. The 811 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 811. At the Company's request, the 811 subscriber will assist in responding to complaints made to the Company concerning the subscriber's 811 service.
- f. The Company will provide both oral and written notification when a 811 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 811. The Company reserves the right once notification is made to institute protective measure up to and including termination at any time and without further notice. The Company may take protective measure when the 811 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

**GENERAL AND LOCAL EXCHANGE SERVICE CATALOG**

N11 SERVICES

811 SERVICE (Continued)

D. Special Conditions (Continued)

14. The following conditions apply if the 811 subscriber provides a pre-recorded announcement:

- a. The 811 subscriber will provide announcements. The Company will provide only delivery of the call.
- b. The Company's provision of access to the 811 network for transmission of announcements or recorded program services is subject to the availability of such facilities and the requirements of the local exchange network.
- c. The 811 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
- d. The 811 subscriber assumes all financial responsibility, according to other specific rates and charges, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.

15. The Company may take all legal and practical steps to disassociate it from 811 subscribers whose business and/or public conduct (whether demonstrated or proposed) generate unacceptable levels of complaints by end users.

16. The Company is not liable for any losses or damages of any kind resulting from the unavailability of its equipment, facilities or for any act, omission, or failure of performance by the Company, its employees or agents, in connection with the General and Local Exchange Tariff WN U-17 and/or this Service Catalog. The company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment or on equipment owned or leased by the subscriber.

17. Calls placed to the 811 code will be routed to the point-to number based upon the central office switch and/or the Number Plan Area (NPA) of the calling party. Routing based upon NPA and NXX, ten-digit telephone number or ZIP Codes can be provided where technically feasible.